

FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 3 2020 HIGHLIGHTED FINDINGS

The Family Peace Center (FPC) Outcomes & Evaluation (O&E) Committee is chaired by Dr. Erin Schubert (Sojourner), Dr. Hillary Petska (Children's WI & Medical College of WI), & Dr. Lynn Sheets (Children's WI & Medical College of WI) & comprised of representatives from the FPC partner agencies & community partners. The O&E Committee collects data from co-located partner agencies & key community partners. With that data, we compile quarterly Key Performance Indicator (KPI) reports that give a snapshot of how the center is doing in some important areas. The Q3 2020 KPI report is attached. We report on how things are going within the center (in purple) as well as community trends related to our work (e.g., DV homicides, child maltreatment, in green). Favorable changes are noted in green & unfavorable changes are in red. Definitions on the second page of the report.

Highlighted findings from Quarter 3 2020 include:

1. Again this quarter, we see the impact of the pandemic on many indicators we track. However, we see a return to more typical levels for some indicators. **The total number of clients served in Q3 2020, 5,674 clients, was only 8% lower than the past year quarterly average**, whereas the Q2 2020 number was dramatically lower at a 44%. As agencies shift their practice to serve clients in this new reality, we are seeing a slow increase in clients served back to pre-pandemic levels.
2. We do continue to see significant decreases in other indicators including **fewer FPC tours, fewer community presentations & reports, fewer consultations to other communities, and fewer wellness events and initiatives for staff**. As many of these things happen in person, these decreases were an expected result of limiting large gatherings in response to the pandemic. A number of efforts are underway to safely expand access to these opportunities including virtual tours of FPC partner agencies' space and available services. These video tours will be available on the soon-to-be expanded FPC section of the website: <https://www.familypeacecenter.org/>.
3. **Client's hope is rising over their time receiving services at the FPC**. We use the Hope Scale to measure a client's hope when they first reach out for help and at planned follow up points as they continue in their journey. In Q3 2020, we **saw clients hope score increase an average of 7.3%** from when they first walked through our doors to where they are 3 to 12 months later.
4. Similar to the clients served, the number of **child abuse reports and screened in cases at DMCPs were closer to typical numbers, 85% of the past year quarterly average, but still have not completely returned to pre-pandemic levels**. This increase from last quarter may be attributed to increased awareness of the importance of mandated reporting as well as increased exposure of some children in schools or virtual learning to professionals with mandated reporting responsibilities.
5. Despite the number of **DV homicides being down this quarter, the yearly total of DV homicides is still at an all-time high**. Sojourner is crafting a response to help curb this disturbing trend including an awareness campaign around DV homicide lethality factors targeted both at victims as well as their social support network (e.g., family and friends). The campaign is intended to draw awareness to the danger high risk victims are in as well as suggest safe ways to connect to help both at Sojourner and other community resources.

Family Peace Center Key Performance Indicators

As of September 30th, 2020

Q3 2020

Transformative Model of Care: The Stories

	Quarter 3 2020	Q3 2020 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	4,250 ▲ +317
	Number of Co-located Partner Agencies	14 0
	Partnership Functioning (PAT Score)	3.45 of 5 same data
Community Impact	Family Peace Center Tour Groups [^]	0 ▼ -24
	Community Presentation & Reports [^]	21 ▼ -22
	Consultations Provided To Other Communities	2 ▼ -0.3
Client Well-Being	Client Satisfaction Score **	5.3 of 7 ▼ -0.2
	Clients Served * [^]	5,677 ▼ -501
	Number of Agencies Client Accesses **	3.5 ▼ -0.4
	Change in Client Hope Score	+7.3% ▲ +5.3%
Employee Well-Being	** Wellness Events & Initiatives [^]	13 ▼ -21
	Job Satisfaction (ProQOL Score)	39.5 of 50 same data
	Job Fatigue (ProQOL Score)	23.0 of 50 same data
Community Trends	Domestic Violence Homicides / Total Homicides ‡	6 / 60 -4 / +26
	Calls to Sojourner Domestic Violence Hotline	3,973 ▲ +50
	Severe Child Physical Abuse Cases / Deaths †	108 / 0 +6.5 / -3
	Child Abuse & Neglect Reports / Screened In †	3,077 / 1,431 ▼ -571 / -231
	Sexual Assault / Abuse Victims Accessing Medical Care	210 ▲ +27
	Human Trafficking Investigations ‡	3 ▼ -8
	Milwaukee Residents Living in Poverty ‡	28.4% no change

A young child who was a victim of a sexual assault had come with their family to the FPC and received services from both Milwaukee Child Advocacy Center and the Milwaukee County District Attorney's Office. After an initial charging conference and work with the DA's office on the criminal case against the perpetrator, the child's family had moved out of state to get a fresh start away from where this trauma was experienced. COVID-19 created concerns about flying the family in for the criminal trial. Fortunately, the DA's Office was able to instead use emergency funds to support the travel of this child and their entire large family of support via vehicle including gas, food, and materials needed for this trip. During the duration of the trial, many of the usual resources for children (e.g., toys, activities, etc.) were not able to be used because of public health concern during the pandemic. Nonetheless, DA's Office staff and partners went above and beyond to play with, engage, and entertain the child and their family leading to a more positive experience for the family despite the crime that had led them to this trial.

* Includes duplicated reporting between agencies
 ** Collected from a subsample of clients (n=11)
 † Milwaukee County
 ‡ City of Milwaukee
[^] Wraparound data for this indicator missing this quarter



KEY DEFINITIONS

This document represents the ongoing work of the Outcomes & Evaluation Committee. For questions or clarification, please contact the Director of Outcomes & Evaluation, Dr. Erin Schubert at erins@familypeacecenter.org.

The Outcomes & Evaluation Committee is comprised of representatives from each partner agency at the Family Peace Center (FPC). Members have been meeting monthly since August 2015 to guide the evaluation work and promote data-driven decision making at the FPC.

Partner Relationships

Referrals Received From Family Peace Center Partners: Number of referrals received from fellow Family Peace Center partner agencies.

Number of Co-located Partner Agencies: Number of partner agencies co-located at the FPC.

Partnership Functioning (PAT Score): FPC staff score on the PAT (Partnership Assessment Tool) survey that is administered annually.

Community Impact

Family Peace Center Tour Groups: Number of groups that have toured the Family Peace Center.

Community Presentation & Reports: Any presentation to a group outside the partnership that discusses an agency's work at the FPC.

Consultations Provided To Other Communities: Any contact with an external individual or agency seeking advice, input, or discussion of how to facilitate cross-agency partnerships similar to the FPC.

Client Well-Being

Client Satisfaction Score: Average client response to the question "What is your overall satisfaction with the services you have received from the FPC?" rated 1 to 7.

Clients Served: Total number of clients served across all FPC agencies (**duplicated**)

Number of Agencies Client Accesses: Average number of FPC agencies that a single client has received services from.

Change in Client Hope Score: Average change in a client's score on the Hope Scale from their initial encounter at the FPC to several months later, after continuing to receive services.

Employee Well-Being

Wellness Events & Initiatives: Any event (e.g. social gathering, massage, day event) or new agency policy that works to improve the resilience of the workforce.

Job Satisfaction (ProQOL Score): FPC staff score on Job Satisfaction subscale on the ProQOL (Professional Quality of Life) survey that is implemented annually.

Job Fatigue (ProQOL Score): FPC staff score on Job Fatigue subscale on the ProQOL (Professional Quality of Life) survey that is implemented annually.

Community Trends

Domestic Violence Homicides / Total Homicides: Total number of DV-related and all total homicides reported by the Milwaukee Police Department.

Calls to Sojourner Domestic Violence Hotline: Total number of calls made to the 24/7 Sojourner Domestic Violence Hotline.

Severe Child Physical Abuse Cases / Deaths: Number of child physical abuse cases hospitalized at Children's Wisconsin / Number of child physical abuse-related deaths reported by the Division of Milwaukee Child Protective Services.

Child Abuse & Neglect Reports / Screened In: The number of total child abuse and neglect reports made to the Division of Milwaukee Child Protective Services / number of abuse and neglect cases screened in by the Division of Milwaukee Child Protective Services.

Sexual Assault / Abuse Victims Accessing Medical Care: Total number of adult and pediatric patients seeking care for sexual assault or abuse at Aurora Health Care and the Children's Wisconsin Milwaukee Child Advocacy Center.

Human Trafficking Investigations: Total number of human trafficking investigations conducted by the Milwaukee Police Department Sensitive Crimes Unit.

Milwaukee Residents Living in Poverty: Percentage of residents of the City of Milwaukee living at or below the poverty line.

