

FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 4 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 and compile quarterly Key Performance Indicator (KPI) reports that give a snapshot of how the center is doing in some important areas. 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 4 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. As agencies shift their practice to serve clients in this new reality, we are seeing the number of clients served move closer to pre-pandemic levels. **The total number of clients served in Q4 2020, 6,513 clients, was 87.4% of the 2019 quarterly average prior to the pandemic**, whereas the Q2 2020 number was dramatically lower at only 56.6% of the 2019 average.
2. We do continue to see significant decreases in other indicators including **fewer FPC tours, fewer community presentations & reports, and fewer consultations to other communities**. 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. Unlike past quarters during the pandemic, we saw **wellness events and initiatives for staff increase this quarter** as agencies across the FPC find new and creative ways to support their staff while many are working remotely. For instance, Legal Action of Wisconsin hosts a virtual social hour every Friday afternoon to give staff a chance to connect and have some of the conversation and team building that happens when working together outside of official job duties. Staff enjoy this opportunity to connect with co-workers so much, it often lasts longer than the scheduled hour. In another example, Sojourner offers two weekly virtual opportunities for staff to connect and focus on their own wellness including Meditation Mondays and Wellness Wednesdays.
4. Despite the number of **DV homicides being down slightly this quarter, the yearly total of DV homicides for 2020 ended 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

Q4 2020

As of December 31st, 2020

	Quarter 4 2020	Q4 2020 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	4,496 ▲ +462
	Number of Co-located Partner Agencies	14 0
	Partnership Functioning (PAT Score)	3.23 of 5 ▼ -0.2
Community Impact	Family Peace Center Tour Groups [^]	11 ▼ -5
	Community Presentation & Reports [^]	37 ▼ -2
	Consultations Provided To Other Communities	0 ▼ -2
Client Well-Being	Client Satisfaction Score ^{**}	5.5 of 7 ▲ +0.2
	Clients Served ^{*^}	6,013 ▲ +258
	Number of Agencies Client Accesses ^{**}	2.2 ▼ -1.6
	Change in Client Hope Score	+5% ▼ -1.9%
Employee Well-Being	^{**} Wellness Events & Initiatives [^]	30 ▲ +2.3
	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 ‡	8 / 49 -2 / +6
	Calls to Sojourner Domestic Violence Hotline	3,483 ▲ -384
	Severe Child Physical Abuse Cases / Deaths †	92 / missing -0.5 / missing
	Child Abuse & Neglect Reports / Screened In †	missing/missing missing/missing
	Sexual Assault / Abuse Victims Accessing Medical Care	187 ▲ +1
	Human Trafficking Investigations ‡	5 ▼ -3
	Milwaukee Residents Living in Poverty ‡	28.4% no change

Transformative Model of Care: The Stories

A client came to Sojourner seeking services while in an abusive relationship with her child's father. This mother was moved to reach out for help after her 5 year old daughter told her "Dad is being mean to you," after learning about healthy friendships in her kindergarten class and was able to recognize the abusive nature of her parent's relationship. Inspired to set a healthy example for her daughter, the mother came to Sojourner, completed a safety plan, and eventually safely left the relationship. Her advocate connected her to free civil legal resources from Legal Action of WI to help with both the divorce and custody/placement. This mother and child were also both connected to therapists from Jewish Family Services and Children's WI that work with them individually and together as a family. Lastly, they attended Sojourner's Child Witness to Domestic Violence group where they learned more about resilience following trauma and connected with other families who have gone through similar experiences. This mother told us that the FPC gave her the tools she needed in order to be the best version of herself and help stop the cycle of abuse by teaching her daughter what healthy relationships look like.

* Includes duplicated reporting between agencies
 Collected from a subsample of clients (n=14)

† Milwaukee County

‡ City of Milwaukee

[^]Legal Action of WI and 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.

