

FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 1 2021 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 compiles 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 1 2021 include:

1. The Family Peace Center was created with the belief that putting multiple service providers in a single physical location will transform the way these partner agencies are able to work together to serve families, getting a single client connected to services from multiple providers. The pandemic has impacted the way partner agencies are able to work together to provide services to clients. This quarter we see a **decrease in both the referrals received from another FPC partner agency as well as the total number of partner agencies a client receives services from**. We expect that as more partners return to in-person services at the Family Peace Center, these indicators will improve. We also expect that the FPC Centralized Data System that was launched mid-Q1 2021 will have a positive impact on the way partner agencies are able to work together on cases, making connecting a client to all available services that meet their needs easier even in a largely virtual world.
2. We see a **notable uptick in Employee Wellness Events and Initiatives this quarter**. Realizing the negative impact the pandemic might be having for staff, the FPC Wellness Committee has implemented many virtual wellness events and activities such as Meditation Mondays and Wellness Wednesdays to keep staff connected and remind us all of the importance of looking after our own wellness.
3. The initial quarter of 2021 has seen a **decrease in domestic violence homicides and calls to Sojourner's domestic violence hotline**. Rather than indicating a true decrease in the occurrence of domestic violence in the city, the decrease in hotline calls may be partially attributable to the 2020 Crime Victims' Rights Amendment to Wisconsin's constitution (Marsy's Law). As a result of this amendment, law enforcement officers must ask for victims' consent to share their contact information with Sojourner, enabling advocates to offer services as a follow up to the incident. This has resulted in fewer law enforcement calls to the hotline.

Family Peace Center Key Performance Indicators

As of March 31st, 2021

Q1 2021

Transformative Model of Care: The Stories

Our on-site emergency shelter recently housed a mother and her two sons from Texas. Fleeing a 22-year abusive marriage, this survivor boarded a plane with her sons to escape to a new state where her husband wouldn't be able to find them. When the family arrived in the Milwaukee airport with no where to go, she called Sojourner's domestic violence hotline and was accepted into shelter. While starting over in a new city, she was connected to our on-site Aurora Community Healthcare worker who helped set up insurance in WI and find new doctors for the family. Our MPS school social worker enrolled her sons in school. Due to the pandemic, schooling was virtual, so Sojourner's Children's Programming staff provided support to allow successful virtual attendance. This survivor was approved for a temporary housing subsidy through Rapid Re-Housing. When she struggled to find housing within her budget even including the subsidy, she was welcomed another month at the shelter. Within that month, she was able to secure housing she will be able to afford long term. She and her sons moved into that apartment where they continue to live safe and free from abuse.

		Quarter 1 2021	Q1 2021 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	3,788	▼ -340
	Number of Co-located Partner Agencies	14	0
	Partnership Functioning (PAT Score)	3.2 of 5	same data
Community Impact	Family Peace Center Tour Groups [^]	9	0
	Community Presentation & Reports [^]	13	▲ +6.3
	Consultations Provided To Other Communities	6	▲ +4.3
Client Well-Being	Client Satisfaction Score ^{**}	5.4 of 7	▼ -0.1
	Clients Served ^{*^}	5,523	▼ -107
	Number of Agencies Client Accesses ^{**}	2.7	▼ -0.7
	Change in Client Hope Score	+3.8%	▲ +1.3%
Employee Well-Being	^{**} Wellness Events & Initiatives [^]	41	▲ +16
	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 ‡	3 / 27	▼ -7.8 / -22
	Calls to Sojourner Domestic Violence Hotline	2,988	▼ -792
	Severe Child Physical Abuse Cases / Deaths †	79 / 0	▼ -12 / -2.5
	Child Abuse & Neglect Reports / Screened In †	3,300/1,483	▲ +102/+39
	Sexual Assault / Abuse Victims Accessing Medical Care	157	▼ -28
	Human Trafficking Investigations ‡	5	▼ -2.0
	Milwaukee Residents Living in Poverty ‡	28.4%	no change

* Includes duplicated reporting between agencies
 Collected from a subsample of clients (n=16)

† Milwaukee County

‡ City of Milwaukee

[^]Legal Action of WI and Project Ujima 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 course 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.	