

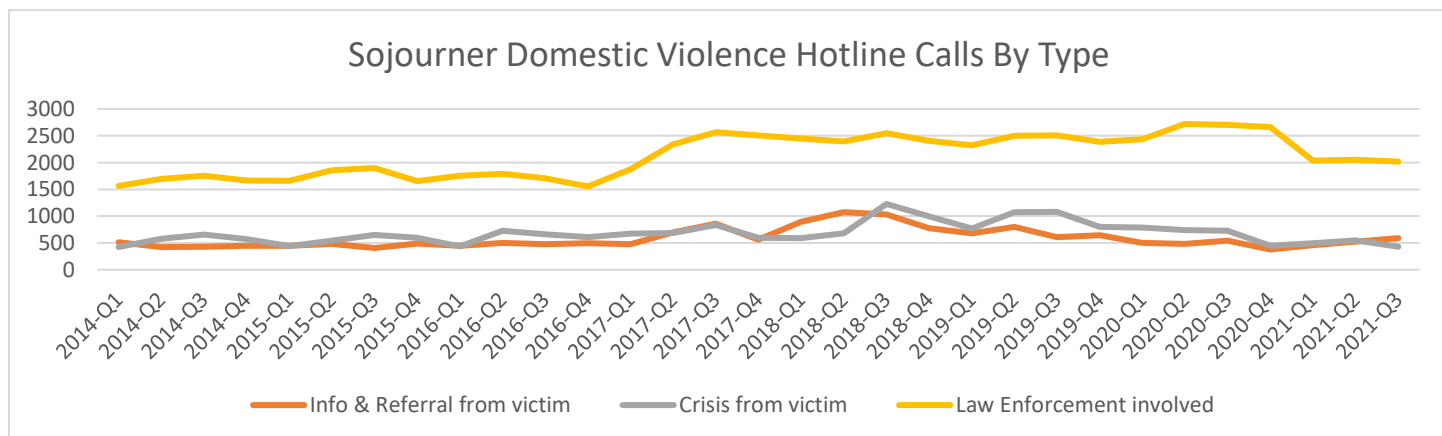
FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 3 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 FPC partner agencies & community representatives. The O&E Committee collects data and compiles quarterly Key Performance Indicator (KPI) reports giving 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., in green). Favorable changes in green & unfavorable changes in red. Definitions on page 3.

Highlighted findings from Quarter 3 2021 include:

1. This quarter, we see **an increase in the number of community presentation and reports** partner agencies delivered. These public facing presentations and reports play a vital role in public awareness and understanding of domestic violence, child maltreatment, sexual assault, and human trafficking. We celebrate and appreciate the dedication of FPC agencies in delivering these presentations despite on-going challenges of the pandemic.
2. We also see **an increase in the number of employee wellness events and initiatives** offered to FPC staff this quarter. Ensuring the well-being of staff is a vital part of ultimately ensuring we have the capacity and resilience to address to needs of traumatized clients. Staff can only give to others what they have themselves and we celebrate FPC agencies for recognizing the importance of staff well-being.
3. We again see a **decrease in calls to our domestic violence hotline**, despite rising homicides. Rather than indicating a true decrease in violence, the decreased calls may be partially attributable to a 2019 Crime Victim Rights Board privacy recommendation and the 2020 Crime Victims’ Rights Amendment to WI’s constitution (Marsy’s Law) requiring police to ask for victims’ consent to share their information with Sojourner, enabling advocates to offer services following an incident. This law resulted in fewer law enforcement calls to the hotline.



4. On every indicator of child maltreatment we track, we see an **increase in child maltreatment this quarter. Severe child maltreatment cases, child maltreatment-related deaths, and reports & screened in cases to Division of Milwaukee Child Protective Services (DMCPS) all increased** this quarter. Several factors likely contributed to this rise. The school year began this quarter, with many children returning to in-person instruction for the first time in nearly a year and a half where other adults again have access to these children and have begun making reports of suspected maltreatment. Further, economic pressures on families have meant many mothers who may have been staying home earlier in the pandemic have returned to the workforce, often without access to affordable, high quality childcare options. The absence of a protective caregiver increases risk of violence for infants and toddlers. Finally, increased community violence and other stressors likely diminish the family protective factor of hope.

Family Peace Center Key Performance Indicators

As of Sept 30th, 2021

Q3 2021

Transformative Model of Care: The Stories

In up to 60% of domestic violence cases, another member of the family is also abused. Recognizing this intersection, the Milwaukee Child Advocacy Center (MCAC) is co-located at the Family Peace Center to serve child victims of family violence. In a recent case, the MCAC provided care to a child who had witnessed their mother being stabbed and the child had been injured when attempting to intervene and protect their mother. Trained MCAC staff conducted a developmentally appropriate, legally sound, forensic interview while collaborating agencies (e.g., police, prosecutor) were able to observe. The child received medical care for physical injuries.

During that initial appointment, a psychotherapist met with the family to provide initial therapy for the child and connected them to on-going appointments. Likewise, the child's mother was connected with her own psychotherapist through on-site partner Jewish Family Services. The mother was also connected immediately to domestic violence advocates at Sojourner who were able to complete initial safety planning and assist her in applying for a restraining order. Lastly, staff changed the door locks at their home to improve safety there. Immediate and long term needs of multiple family members were addressed in a single visit thanks to cross-agency collaboration and partnership.

	Quarter 3 2021	Q3 2021 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	3,808 ▼ -328
	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 [^]	4 ▼ -2.8
	Community Presentation & Reports [^]	46 ▲ +11
	Consultations Provided To Other Communities	4 ▼ -0.3
Client Well-Being	Client Satisfaction Score ^{**}	5.2 of 7 ▼ -0.2
	Clients Served ^{*^}	5,375 ▼ -402
	Number of Agencies Client Accesses ^{**}	3.3 ▲ +0.5
	Change in Client Hope Score ^{**}	+4.4% N/A
Employee Well-Being	Wellness Events & Initiatives [^]	35 ▲ +6.3
	Job Satisfaction (ProQOL Score)	39.5 of 50 same data
	Job Fatigue (ProQOL Score)	23.0 of 50 same data
Community Trends	Domestic Violence Deaths / Total Homicides ‡	8 / 64 -1.5 / +15
	Calls to Sojourner Domestic Violence Hotline	3,040 ▼ -352
	Severe Child Physical Abuse Cases / Deaths †	101 / 5 ▲ +3.5 / +4.8
	Child Abuse & Neglect Reports / Screened In †	3,281 / 1,487 ▲ +86 / +53
	Sexual Assault / Abuse Victims Accessing Medical Care	302 ▲ +39
	Human Trafficking Investigations ‡	missing missing
	Milwaukee Residents Living in Poverty ‡	28.4% no change

* Includes duplicated reporting between agencies

** Collected from a subsample of clients (n=9)

† Milwaukee County

‡ City of Milwaukee

^Milwaukee Police Department, Project Ujima, and Legal Action 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.	

