

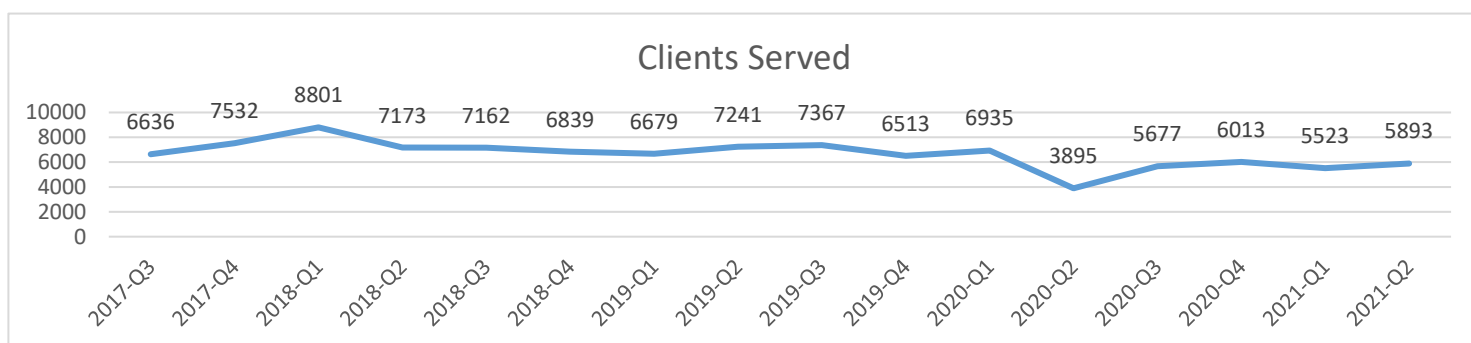
FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 2 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 2.

Highlighted findings from Quarter 2 2021 include:

1. We see a rise in both the number of severe child physical abuse cases defined here as the number of children hospitalized at Children’s WI for child maltreatment and the number of child maltreatment reports and screened in cases at the Division of Milwaukee Child Protective Services (DMCPS). Earlier in the pandemic we saw both of these numbers fall. The recent increase may reflect changes as more of society returns to in-person work and schooling. The majority of hospitalized cases represent infants and toddlers with abusive head trauma and similar injuries. The rise in cases may be partially attributable to more parents returning to in-person work and these young children being cared for by other caregivers. Access to affordable, high quality, safe care for young children continues to be a challenge for many families. These data point to the opportunity to enhance high quality early childhood care and education in Milwaukee, particularly for our most vulnerable families. The rise in reports and screened in cases to DMCPS may be attributable to more school-aged children returning to in-person school, sports, clubs, and other extracurricular activities. Rather than being “hidden” within the home, other adults again have access to these children and have begun making reports of suspected maltreatment.
2. We see an increase in the number of clients served across partner agencies at the Family Peace Center. We are pleased that clients continue to be able to access services in a hybrid manner, with some services in-person (e.g., domestic violence shelter, forensic interviewing and medical care at the child advocacy center) and others virtual (e.g., domestic violence support groups, therapy services for adults and children). **We are not yet back to pre-pandemic levels of clients served, however.** This quarter’s total of 5,893 clients is larger than the 2020 quarterly average of 5,630 clients but still below the 2019 quarterly average of 6,950 clients.



3. This quarter we again see a decrease in calls to Sojourner’s domestic violence hotline. Rather than indicating a true decrease in domestic violence, the decrease in hotline calls may be partially attributable to the 2020 Crime Victims’ Rights Amendment to Wisconsin’s constitution (Marsy’s Law). This amendment requires police to ask for victims’ consent to share their information with Sojourner, enabling advocates to offer services following an incident. This has resulted in fewer law enforcement calls to the hotline. Sojourner is continually implementing new strategies to open doors for survivors to connect to safety and healing services, including the recent Know Your Risk Campaign (<https://www.familypeacecenter.org/knowyourrisk>) that describes red flags indicating high risk for increased violence and homicide and, importantly, where that survivor can reach out for help.

Family Peace Center Key Performance Indicators

As of June 30th, 2021

Q2 2021

Transformative Model of Care: The Stories

A domestic violence victim first came to Sojourner's shelter with her two young children in 2019. At the time, she was struggling with addiction and only stayed a few weeks, leaving to seek substance abuse treatment. Two years later, when she was again experiencing domestic violence, she remembered her previous experience at Sojourner and returned knowing she could find respite. Upon arriving, she expressed concerns about her own mental health as well as her children. Her advocate connected to her to support group and many on-site partners including Jewish Family Services and Advocate Aurora for mental health counseling for herself and Children's WI for parenting support and mental health services for her children. She worked with our MPS liaison to transfer her children to a school that would better fit their needs. She was connected to Core El Centro for help with healing and relaxation. She secured her own housing and was granted a Goodwill voucher to purchase household goods. She received many donated items including blankets, school supplies, and toys for her children. With these resources and connection to many services from partner agencies, she was able to move into her own place where she and her children are safe and able to thrive.

	Quarter 2 2021	Q2 2021 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	4,011 ▼ -126
	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 [^]	7 ▲ +0.3
	Community Presentation & Reports [^]	41 ▲ +11
	Consultations Provided To Other Communities	5 ▲ +2.0
Client Well-Being	Client Satisfaction Score **	5.4 of 7 ▲ +0.1
	Clients Served * [^]	5,893 ▲ +616
	Number of Agencies Client Accesses **	3.1 ▲ +0.4
	Change in Client Hope Score**	+0.9% N/A
Employee Well-Being	Wellness Events & Initiatives [^]	31 ▲ +2.5
	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 ‡	12 / 55 ▲ +4.8/ +9
	Calls to Sojourner Domestic Violence Hotline	3,124 ▼ -473
	Severe Child Physical Abuse Cases / Deaths †	111 / 0 - +21/ -1.3
	Child Abuse & Neglect Reports / Screened In †	3,305/1,453 ▲ +289/+82
	Sexual Assault / Abuse Victims Accessing Medical Care	308 ▲ +72
	Human Trafficking Investigations ‡	2 ▼ -3.8
Milwaukee Residents Living in Poverty ‡	28.4% no change	

* Includes duplicated reporting between agencies

** Collected from a subsample of clients (n=7)

† Milwaukee County

‡ City of Milwaukee

[^]Wraparound Milwaukee 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 (**deduplicated**)

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.

