

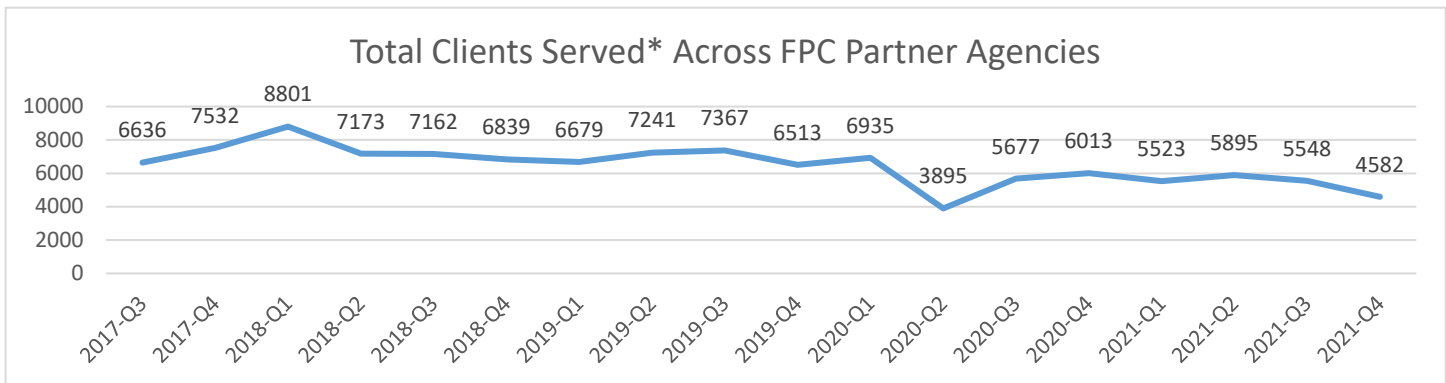
FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 4 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 KPI reports giving a snapshot of how the center is doing. We report on things 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.

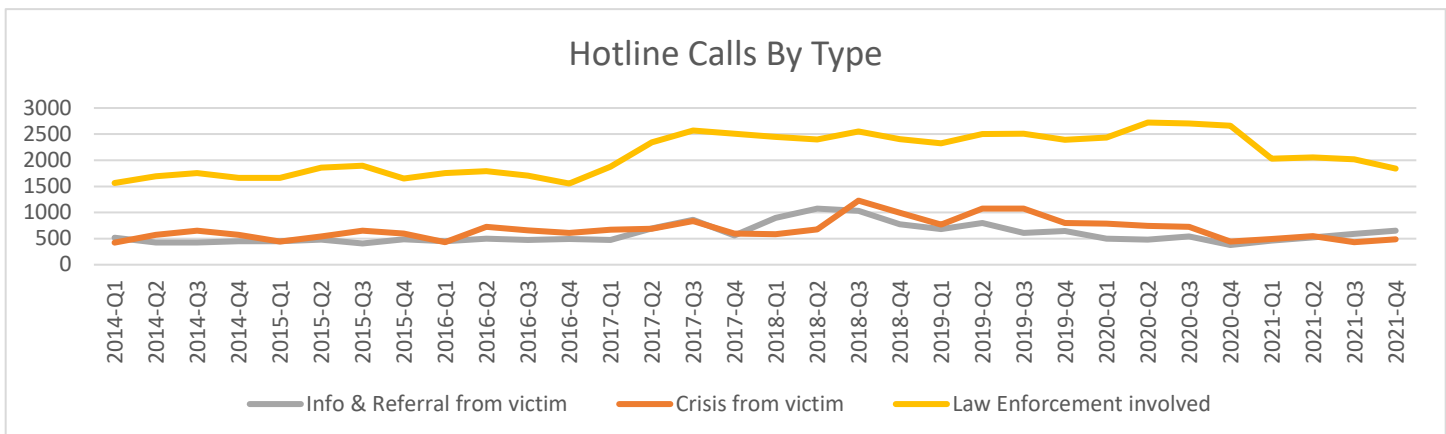
Highlighted findings from Quarter 4 2021 include:

- In Q4 2021, we saw a **decrease in the total number of clients served** across co-located FPC partner agencies. This decline in the number of clients served is in line with trends we’ve seen since the onset of the pandemic. Total clients served dropped precipitously in the first quarter after pandemic onset, Q2 2020, has risen slightly since that quarter, but has never returned to pre-pandemic levels. As we continue to live with this pandemic, FPC partner agencies are turning their attention to increasing client engagement in ways that are safe for staff and clients. We expect this number to increase as more partner agencies return to the physical space at the FPC.



*includes duplicated data between agencies

- We again see a decrease in calls to Sojourner’s DV hotline this quarter. Hotline calls are categorized into 3 types including crisis calls that come from victims in need of immediate shelter or safety planning, information and referral calls that come from victims not in immediate crisis but seeking information on services (e.g., therapy, support group, etc.), and law enforcement calls as part of Sojourner’s partnership with law enforcement in Milwaukee County. When officers respond to a DV call for service, they offer to connect the victim to advocacy support via Sojourner’s hotline. Following a 2019 Crime Victim Rights Board privacy recommendation and 2020 Crime Victims’ Rights Amendment to WI’s constitution (Marsy’s Law) police now must ask for victims’ consent to share their information with Sojourner. This has resulted in fewer law enforcement calls to the hotline.



Family Peace Center Key Performance Indicators

As of Dec 31st, 2021

Q4 2021

Transformative Model of Care: The Stories

	Quarter 4 2021	Q4 2021 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	3,944 ▼ -170
	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 [^]	14 ▼ +6.3
	Community Presentation & Reports [^]	36 ▲ -7.0
	Consultations Provided To Other Communities	1 ▼ -3.8
Client Well-Being	Client Satisfaction Score **	5.3 of 7 ▼ 0
	Clients Served * [^]	4,478 ▼ -1,267
	Number of Agencies Client Accesses **	2.0 ▲ -0.8
	Change in Client Hope Score**	-11% N/A
Employee Well-Being	Wellness Events & Initiatives [^]	35 ▲ +0.8
	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 ‡	10/ 53 +2.3 / +4.3
	Calls to Sojourner Domestic Violence Hotline	2,981 ▼ -178
	Severe Child Physical Abuse Cases / Deaths †	81 / 1 ▲ -15 / -0.5
	Child Abuse & Neglect Reports / Screened In †	3,732/ 1,700 ▲+486 / +252
	Sexual Assault / Abuse Victims Accessing Medical Care	265 ▲ -4
	Human Trafficking Investigations ‡	0 -4
Milwaukee Residents Living in Poverty ‡	28.4% no change	

The Milwaukee County Domestic Violence High Risk Team (DVHRT) is a multi-agency team that operates from the Family Peace Center and staffs DV cases at highest risk for lethality, crafting recommendations for each case that maximize survivor safety and offender accountability. In a recent case, the MPD referred a client to Sojourner after a particularly brutal assault that left her with a broken tooth and nerve damage in her arm. The advocate referred the case to DVHRT. DVHRT team members discovered that the individual who battered this client also had an additional 6 victims known to law enforcement and had, to this point, successfully evaded police. Following the case staffing, the advocate assisted the client in providing her medical records from the assault to the DA's Office as evidence for prosecution. The client was also granted a 10 year injunction (restraining order) against this individual as well as a no contact order in conjunction with the criminal case against him. When he began violating the no contact order and threatening the client by phone and text, the advocate was able to connect with relevant district officers, ultimately resulting in additional criminal charges against the individual. A successful criminal prosecution against this individual helps ensure this client's physical safety as well as the safety of his many other victims.

* Includes duplicated reporting between agencies

** Collected from a subsample of clients (n=3)

† Milwaukee County

‡ City of Milwaukee

^Children's WI Behavioral Health 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.	

