

FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 2 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), and Dr. Lynn Sheets (Children's WI & Medical College of WI) and comprised of representatives from the FPC partner agencies and community partners. The O&E Committee collects information from all partner agencies in the building as well as some community partners. With that information, we compile quarterly Key Performance Indicator (KPI) reports that are intended to give a snapshot of how the center is doing in some important areas. The Q2 2020 KPI report is attached to this email. We report on how things are going within the center (in **purple sections** on the report). We also report on community trends related to our work (e.g., DV homicides, child maltreatment reports, etc., in **green section** on the report). Favorable changes are noted in **green** and unfavorable changes are in **red**. Definitions for indicators on the second page of the report.

Highlighted findings from Quarter 2 2020 include:

1. Considering the data from April, May, and June 2020, the COVID-19 pandemic has impacted nearly every indicator we track. Notably, **the average number of clients served across FPC partner agencies was nearly half of what it usually was with 3,895 clients served in Q2 2020, which is 3,087 fewer than the past 4 quarter average.** The impact was not the same for all agencies. While some agencies were able to serve roughly the same number of clients this quarter in a different manner (e.g., virtually therapy sessions as opposed to in person) other agencies were forced to drastically alter their service delivery in the interest of public health concerns. As agencies shift their practice to be able to serve clients in this new, often virtual world we expect to see a slow increase in clients served in the coming quarter.
2. In addition to the number of clients served, we also see significant decreases in other indicators on the report including **fewer FPC tours, fewer community presentations and reports, fewer consultations to other communities, and fewer wellness events and initiatives for staff.** As many of these things happen in person, these decreases were an expected result of limiting large gatherings in response to the pandemic.
3. The number of **child abuse reports and screened in cases at DMCPs also dropped precipitously with reports at approximately 60% the usual volume** this quarter. This is likely another pandemic related trend due to the closures of schools, extracurricular activities, and many other places that children are exposed to professionals with mandated reporting responsibilities.
4. The unsettling **rise in homicides city-wide, including more domestic violence homicides,** continues this quarter. Interestingly, this increase in homicides began *before* the onset of the pandemic in our area. A multi-disciplinary group of Outcomes & Evaluation committee members as well as members of the Domestic Violence High Risk Team will be convening to examine these trends in depth and craft responses to possibly curb this disturbing trend.

Family Peace Center Key Performance Indicators

As of June 30th, 2020

Q2 2020

Transformative Model of Care: The Stories

		Quarter 2 2020	Q122020 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners	4,012	▲ +97
	Number of Co-located Partner Agencies	14	0
	Partnership Functioning (PAT Score)	3.45 of 5	same data
Community Impact	Family Peace Center Tour Groups	7	▼ -23
	Community Presentation & Reports	18	▼ -28
	Consultations Provided To Other Communities	0	▼ -4
Client Well-Being	Client Satisfaction Score **	5.7 of 7	same data
	Clients Served *	3,895	▼ -3,087
	Number of Agencies Client Accesses **	4.5	same data
	Change in Client Hope Score	-4.1%	same data
Employee Well-Being	** Wellness Events & Initiatives	30	▼ -6
	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 / 48	▲ +4/+19
	Calls to Sojourner Domestic Violence Hotline	3,743	▼ -89
	Severe Child Physical Abuse Cases / Deaths †	82 / 4	▼ -42 / -0.5
	Child Abuse & Neglect Reports / Screened In †	2,586 / 1,202	▼ -1,488/-629
	Sexual Assault / Abuse Victims Accessing Medical Care	148	▼ -66
	Human Trafficking Investigations ‡	10	▼ -5
	Milwaukee Residents Living in Poverty ‡	28.4%	no change

A victim who suffered severe domestic violence from her previous romantic partner first became involved with the District Attorney's office at the FPC over 2 years ago in regards to a criminal case against her abuser. Since the initial charging conference, the victim's involvement in the criminal case vacillated from enthusiastic involvement to uncooperative due to the abuser intimidation as well as the abuser using the victim's drug dependence to control her. The victim temporarily lost custody of her daughter who was placed with a foster caregiver by DMCPs during the pendency of the case against her abuser. In the interim, the DA's office was able to connect the victim to Sojourner advocacy, support groups, and individual therapy from Jewish Family Services at the FPC, services that were key in her healing. She was eventually admitted to Meta House for successful treatment of her substance dependence. She is now sober and was recently reunited with her daughter. Finally, after over two years, the abuser was convicted of several felony charges related to his abuse of the victim and is now incarcerated allowing the victim safety and security from ongoing harassment and abuse from him while she embarks on her new life.

* Includes duplicated reporting between agencies

** Collected from a subsample of clients (n=0, no client interviews conducted this quarter due to COVID-19)

† Milwaukee County

‡ City of Milwaukee



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.	

