



Social Return on Investment (SROI)

Downtown Outreach Addictions Partnership and Housing Program

2009-2010



FAST FACTS

Major partners:

Since 1981, the **Calgary Alpha House Society** has provided shelter and addiction services to men and women who are under the influence of or withdrawing from alcohol, drugs or other addictive substances. The **Calgary Urban Project Society (CUPS)** is dedicated to helping individuals and families overcome poverty with programs focused on health, education and basic needs.

Websites:

www.alphahousecalgary.com
www.cupscalgary.com

Subject of SROI:

The Downtown Outreach Addictions Partnership (DOAP) and Housing Program

SROI Overview:

The Social Return on Investment for every dollar invested in both programs is **\$5.38**.

Major Funders:

Alberta Housing and Urban Affairs
City of Calgary Crime Prevention Initiative
Calgary Homeless Foundation

By the numbers:

In 2009-2010, the DOAP team provided 8,757 transports for street involved individuals, and provided food and harm reduction supplies to over 300 individuals per month. The Housing Program has placed 41 individuals successfully, 7 of whom are now living independently.

Background on the DOAP Team and Housing Program

The DOAP team was designed in 2005 as a partnership between Alpha House and CUPS, with input from Calgary Police Service, city by-law, and EMS, to address the high demand placed on inner city emergency services by homeless and street involved individuals with addictions. In 2009 a Housing program was added to provide longer term solutions for homeless addicted individuals served through the DOAP team.

DOAP Team

The DOAP team offers an alternative response to police, by-law and emergency medical services when they are not necessary. In most cases, homeless and intoxicated individuals are better served by a social service response (e.g. being transported to detox, treatment or shelter) which diverts individuals away from more costly and unnecessary police or emergency medical services. The DOAP team engages with street involved and homeless individuals to provide proactive harm reduction services focused on minimizing injury, disease and death associated with high risk behaviors.

Housing Program

The Alpha House Housing program facilitates access to long term stable housing for homeless individuals who struggle with substance abuse. The program follows the Housing First Model, which recognizes housing as

the primary need of homeless individuals. The majority of clients

Theory of Change
If homeless individuals struggling with addictions receive an alternative mobile response that provides facilitated access to shelter, detox, and support for longer term housing, they will experience improved health, well being and be more likely to sustain stable housing, thereby reducing the need for by-law, police, and EMS interventions.

placed in longer term housing still have active addictions. The housing case workers offer practical life skills, emotional support and connection with community services that help to stabilize the clients' physical health, mental health and addictions, as well as supporting indi-

viduals to re-enter the workforce and integrate into their local community. The housing support provided helps to stabilize individuals in their new housing situation.

Clientele

In 2008, there were over 4,000 homeless individuals in Calgary, more than 500 of which lived 'on the street'. Research shows that high proportions of homeless individuals suffer from mental health problems (26%) and have a history of substance abuse (69%). Moreover, individuals who suffer from mental illness or from addiction also have higher rates of incarceration, crime, abuse, assault, homicide, and jail time. Traditional by-law, police and legislative efforts to address this population have proven relatively ineffective and costly.

DOAP Staff and Resources

The DOAP team has 4 full-time and 2 part-time staff who provide outreach and case management

Funding provided by:



services. In addition, the CUPS outreach nurse allocates several days a week to hospital discharge services and medical follow-up. In 2009, 2 full-time housing case worker positions were added to assist and support clients to move into and sustain long term housing.

Social Value Created

The DOAP team creates social value by effectively diverting clients from unnecessary police, EMS and hospital involvement and redirecting them to more appropriate detox, treatment and housing services. The DOAP team provides other services such as hospital discharge planning to reduce the need for repeated hospitalization, and harm reduction supplies to street involve individuals in an attempt to prevent communicable diseases such as Hepatitis C and HIV/AIDS. The Housing Program creates social value by removing individuals from the street and supporting them in long term stable housing. In 2009, 23 clients in the housing program were able to reduce their use of emergency services from 627 contacts with police/EMS/hospital in the three month period prior to housing to just 62 contacts in the three months after being housed.

Calculating the SROI for the DOAP and Housing Program

Through the DOAP and Alpha House Housing programs, lives are significantly improved, and important savings in terms of costs and time are incurred by Calgary's emergency response service partners (i.e. CPS; EMS; hospitals). The **Social Return on Investment for every dollar invested in the two programs is \$5.38**. More specifically, the social value created by the DOAP team is approximately \$1,181,081 per year and the social value created by the Housing Program is approximately \$1,098,553 per year. The total combined investment in the two programs is \$425,113. This SROI analysis was conducted for a 12 month period in 2009-2010 and is representative of a typical year. The following table presents key indicators and calculations as well as important assumptions made in order to determine the SROI.

Conclusion

The DOAP team and Alpha House Housing program are highly effective in reducing the overall impact of homelessness and addiction for both individuals (clients) and for partner service systems (e.g. CPS, EMS, by-law services, hospitals). The DOAP team can provide a broad range of effective services including client engagement on the street, harm reduction for those not ready, willing or able to exit street life, diversion from inappropriate use of emergency services, connection with appropriate support, treatment and housing services, hospital discharge planning and outreach medical support.

The Housing program has demonstrated the ability to significantly reduce ongoing use of emergency services for those individuals who move from the street and emergency shelters to permanent housing in the community. Clients benefit from stability and support, which in turn lead to reduced substance abuse, improved connection with community services, improved physical and mental health, and increased life skills to maintain housing.

Social Value Calculation - DOAP Team and Outreach Nurse (2009-2010)		
SROI Indicators	Calculations (w/assumptions)	Value
Reduced police attendance at call outs	\$625 x 1,466 referrals to DOAP	\$916,250
Reduced EMS attendance at call outs	\$468 x 111 EMS referrals to DOAP	\$51,948
Reduced use of hospital emergency	\$231 x 55 (50% of EMS call outs)	\$12,705
Reduced return to hospital	\$2,076 x 76 (40% return rate for 2 days at \$1038/day)	\$157,746
Reduced incidence of Hep C or HIV	\$30,000 x 1 (one case of Hep C or HIV prevented)	\$30,000
Reduced incidence of HIV/AIDS	\$12,432 x 1 (one case of Aids prevented)	\$12,432
Social Value Created (all clients) =		\$1,181,081
Social Value Calculation - Housing Coordinator - 40 clients (2009-2010)		
Reduced police call outs	\$625 x 40 x 33 (avg. call outs/client before housing)	\$825,000
Reduced EMS call outs	\$468 x 40 x 13 (avg. call outs/client before housing)	\$243,360
Reduced use of hospital emergency	\$231 x 40 x 4 (avg. visits/client before housing)	\$36,960
Reduced remand incarcerations	\$143 x 40 x 10 (assuming 10 days incarceration)	\$57,200
Reduced use of emergency shelters	\$1,200/mo. X 381 months	\$457,200
CUPS Rapid Exit housing locator	\$700 per housing placement x 40 clients	(\$28,000)
Income support to 40 housed clients	Average of \$1,030 x 381 mo. x 40 clients	(\$392,430)
Addiction treatment programs accessed	286 days of addiction treatment @ \$105 per day	(\$30,030)
Brain Injured Day Treatment program	Assuming 37hrs/week @ \$36.75/h	(\$70,707)
Social Value Created (40 clients) =		\$1,098,553
Total Social Value Created for DOAP and Housing program =		\$2,279,634
Annual Program Investment =		(\$425,113)
SROI Ratio =		5.36

