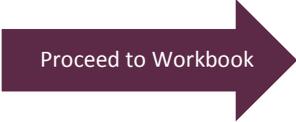


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Please provide the following information to activate your SROI Workbook Account:

Name of Organization(s) Involved in Project	Distress Centre
Name of Project/Subject of SROI	24/7 crisis services (Phone support and online help)
Evaluative/Forecast SROI	
Project Team	- Distress Centre: Yejide Olaoye, Organizational Performance Analyst; Robyn Romano, Director of Operations; Jerilyn Dressler, Executive Director - SiMPACT Strategy Group
Project Start Date	Feb-17



SROI Scope

Tab 1: Scope

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Name of Organization(s) Involved in Project		Distress Centre
Name of Project/Subject of SROI		24/7 crisis services (Phone support and online help)
Project Team		- Distress Centre: Yejide Olaoye, Organizational Performance Analyst; Robyn Romano, Director of Operations; Jerilyn Dressler, Executive Director - SiMPACT Strategy Group
Date of Investment		2016
End of Project or 1st Fiscal Year		

<p>Please provide a short description of your organization</p>	<p>Distress Centre provides 24-hour crisis support to the community. It is the only 24-hour crisis support in Calgary. It also operates the 211 program that helps people navigate the complex system of social services in Calgary by providing people with information and referrals to community, social, and government services. It also offers a short-term professional counselling service that supports people who are struggling with issues that can't be resolved in a single phone call. It also offers the ConnecTeen phone and online support.</p> <p>Distress Centre has been operating since 1970 and although it has evolved over time, the 24-hour crisis line has remained because it was seen as a clear need in the community. Distress Centre has a large number of partners (community agencies, government, etc.) and the partnerships consist of receiving referrals from these agencies, managing their calls (e.g. CCASA, Access Mental Health), and making referrals to these agencies. Distress Centre intends to become more integrated with the social services sector and the governmental sector.</p> <p>Distress Centre wants to empower people to make changes in their lives rather than sending them to an emergency intervention that is very costly.</p>
<p>Please provide a short description of the policy, program or project that is the subject of your SROI</p>	<p>The subject of this SROI is the 24/7 phone support and the online service (chat and e-mail) of Distress Centre.</p> <p>These services are provided by approximately 250 trained and experienced volunteers. When there is a high-risk situation that the volunteer needs support with, he/she can consult with a professional staff (Contact Centre Coordinator). The environment – contact center – is very supportive for the volunteers.</p> <p>Services are free and are offered in more than 200 languages.</p> <p>Crisis is not defined: A crisis can be anything from a lonely senior needing someone to talk with to an individual considering suicide. The concerns discussed during the contact are categorized as follows: Abuse/violence, addictions, family, financial/economical, mental health, physical health, relationships, sexual, and misc. Within these categories, issues/crises range from the stress of a new job and struggling with drugs to dealing with a break-up.</p> <p>The calls and the online contacts are confidential.</p>
<p>What is the purpose of your SROI? (i.e. funding application, strategic planning, program evaluation)</p>	<p>The purpose of the SROI is to understand and communicate the value of changes experienced by the individuals in a crisis who contact Distress Centre's 24-hour phone support and online help.</p> <p>In particular, Distress Centre would like to demonstrate the value of:</p> <ul style="list-style-type: none"> - Its after-hour service (many agencies refer their callers/clients to Distress Center after their operating hours). 70% of the contacts come in after 5 PM weeknights and on weekends. - Providing support through the 24/7 phone and online service and through counselling immediately (early intervention) - Providing free services - Having volunteers instead of professionals providing crisis support - Providing an easy entry into the system of care (social services). The online aspect especially is key to enabling this easy entry (low barrier)
<p>Who is your target audience?</p>	<p>Distress Centre staff, volunteers, and Board members, donors and funders. Also: Distress Centre's partners and the general public.</p>

Tab 1: Scope

<p>Create a general profile of the person/people who are the focal point of your policy, program, or project. This is your “Target Stakeholder”.</p>	<p>All the individuals who are contacting the Distress Centre are in a crisis. The crisis is different for each individual. Each individual defines the crisis they are experiencing. They experience perceived barriers to accessing services. These perceived barriers are generally stigma around the issue that they are experiencing (e.g. mental health, job loss) or hoping that the issue will get better on its own.</p> <p>Stakeholder Group 1: All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre’s 24-hour phone support and online help</p> <p>Stakeholder Group 2: Individuals at risk of suicide who are contacting Distress Centre’s 24-hour phone support and online help- risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]</p> <p>Stakeholder Group 3: Individuals at risk of suicide who are contacting Distress Centre’s 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]</p> <p>Stakeholder Group 4: Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre’s 24-hour phone support and online help [Assessed urgent or emergent]</p> <p>Stakeholder Group 5: Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]</p> <p>Stakeholder Group 6: Individuals dealing with a mental health issue who are contacting Distress Centre’s 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]</p> <p>Stakeholder Group 7: Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]</p> <p>Stakeholder Group 8: Volunteers Volunteers are culturally diverse. Some of them volunteer as a way to gain experience and to get a start in their career in social or human services. They typically have a shift of 4 hours per week.</p>
<p>What activities are you offering the stakeholders of your program?</p>	<ul style="list-style-type: none"> - Volunteer training: 32 hours in the classroom and 20 hours on the phone - Crisis support through phone, online chat, and e-mail or text. This includes: <ul style="list-style-type: none"> • Risk assessment through the use of various decision trees (e.g. suicide decision tree) • Use of the Roberts’ Seven-Stage Crisis Intervention Model when responding to a call or when chatting or e-mailing. • Professionals (generally registered social workers) provide support to volunteers during their shifts (for urgent and emergent calls especially but also semi-urgent) • Development of a safety plan with high-risk callers and follow-up calls within 24 hours • Referral to Distress Centre’s short-term counselling in case the caller requires more support • Referrals to community agencies for long-term support
<p>What changes do you expect your target stakeholder to experience as a result of these activities, and their involvement in the program?</p>	<p>Stakeholder Group 1: All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre’s 24-hour phone support and online help</p> <ul style="list-style-type: none"> • Continues to utilize effective methods of coping and can effectively and relatively easily navigate their way around future crises (risks of suicide) (Development of resiliency) <p>Stakeholder Group 2: Individuals at risk of suicide who are contacting Distress Centre’s 24-hour phone support and online help- risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Improved emotional and mental well-being (symptoms reduced) <p>Stakeholder Group 3: Individuals at risk of suicide who are contacting Distress Centre’s 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Environmental factors that contributed to the risk of suicide (e.g. stressful events, loss of employment) are improved/dealt with <p>Stakeholder Group 4: Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre’s 24-hour phone support and online help [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Can effectively avoid future instances of domestic abuse, maintains safety <p>Stakeholder Group 5: Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Improved well-being among all family members <p>Stakeholder Group 6: Individuals dealing with a mental health issue who are contacting Distress Centre’s 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]</p> <ul style="list-style-type: none"> • Committed to implementing the action plan to mitigate the mental health symptoms • Improved mental health <p>Stakeholder Group 7: Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]</p> <ul style="list-style-type: none"> • Feels connected and feels supported in developing a social support network <p>Stakeholder Group 8: Volunteers</p> <ul style="list-style-type: none"> • Improved employability

Tab 1: Scope

<p>Describe the future circumstances of your target stakeholder if they are not able to participate in your program. How would their circumstances be different than they are today?</p>	<p>Stakeholder Group 1: All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre’s 24-hour phone support and online help</p> <ul style="list-style-type: none"> • Would not utilize existing and new coping skills <p>Stakeholder Group 2: Individuals at risk of suicide who are contacting Distress Centre’s 24-hour phone support and online help- risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Would decompensate with regards to their mental health <p>Stakeholder Group 3: Individuals at risk of suicide who are contacting Distress Centre’s 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • The impact of the stressful event would become worse or would exacerbate <p>Stakeholder Group 4: Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre’s 24-hour phone support and online help [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Would not receive the help that they need and would be at higher risk of being a victim of homicide <p>Stakeholder Group 5: Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]</p> <ul style="list-style-type: none"> • Would continue to experience stress, dysfunction or unmet needs <p>Stakeholder Group 6: Individuals dealing with a mental health issue who are contacting Distress Centre’s 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]</p> <ul style="list-style-type: none"> • Would not be able to mitigate mental health symptoms when they appear • Would not experience improved mental health in a shorter amount of time <p>Stakeholder Group 7: Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]</p> <ul style="list-style-type: none"> • Would not likely start to develop a social support network <p>Stakeholder Group 8: Volunteers</p> <ul style="list-style-type: none"> • May not have the opportunity to promote/put forward their communication skills and other skills in the job market
<p>List the other stakeholders who will be impacted wither directly or indirectly by the changes experienced by your target stakeholder</p>	<ul style="list-style-type: none"> • Family members of the individuals contacting the phone or online support. • Community members • Police (911) and Emergency Medical Services (EMS) • Emergency Rooms • Mental Health Urgent Care • Partners – community agencies • Media: Increased ability to challenge misconceptions and dispel myths through information, data and statistics provided by Distress Centre • Funders: Increased information about individuals calling in a crisis situation • MLAs: Increased ability to help their constituents who are in a crisis situation.
<p>Do target stakeholders currently use services provided by any level of government? If yes, please list. If it is likely that they will use services in the future, please list.</p>	<ul style="list-style-type: none"> • AISH • Alberta Health Services – Addictions and Mental Health
<p>Does the result of your activity change or reduce use of any of the services described above, now or in the future? If so, how?</p>	<ul style="list-style-type: none"> • Police (911): Decreased number of calls received by individuals in crisis, decreased number of calls received by individuals who only need information; decreased number of call outs by police • Emergency rooms: Decreased number of visits • Mental Health Urgent Care: Decreased number of visits • Partners – community agencies: Increased ability to allocate resources where needed instead of allocating them to after-hour services, ‘increased ability to do what they do best’.

Tab 1: Scope

<p>Theory of Change Create a one-sentence statement that describes your theory of change.</p>		<p>If individuals in crisis are provided with no-cost, 24/7 crisis services, they will have immediate access to support and information, thus preventing crises from escalating and improving the quality of life in our community.</p>
<p>If there are multiple target stakeholders, please enter the number per target stakeholder, and name of each below. If there are more than three, please insert a line as needed.</p>		
Name	Number	Description
Target Stakeholder One	222	All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre's 24-hour phone support and online help
Target Stakeholder Two	67	Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help- risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]
Target Stakeholder Three	111	Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]
Target Stakeholder Four	19	Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]
Target Stakeholder Five	7	Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]
Target Stakeholder Six	1153	Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]
Target Stakeholder Seven	198	Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]
Target Stakeholder Eight	123	Volunteers
Total Target Stakeholders	1900	

This worksheet is consistent with international standards of practise for SROI and has been adapted from the SROI Network's "A Guide to Social Return on Investment" and accompanying training materials.

Valuing Outcomes

Valuing Outcomes

Distress Centre, 24/7 crisis services (Phone support and online help)

Stakeholder	Valuing Outcomes							
	Outcome	Indicator	Financial Proxy	Proxy Value (\$)	Proxy Source	Proxy Indicator Code	Proxy Value	Calculation Notes
All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre's 24-hour phone support and online help	Continues to utilize effective methods of coping and can effectively and relatively easily navigate their way around future crises (risks of suicide) (Development of resiliency)	# report continued utilization of coping skills, # report more able to avoid a future high risk situation	1 Value of coping with feelings through one counselling session	\$191	SROI Canada Financial Proxy Database SS13	SS13	\$191	Individuals would obtain the same amount of coping skills through attending one counselling session. \$170/session on 2010 rates, updated for inflation \$191.03 One session is needed to achieve the coping with feelings. \$191.03*1=\$191.03
Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help-risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]	Improved emotional and mental well-being (symptoms reduced)	# of individuals who report that they have improved emotional and mental well-being	2 Cost Savings on Counselling Therapy - Individual Session	\$191	SROI Canada Financial Proxy Database SS13	SS13	\$1,910	A caller would get support from the Distress Centre crisis line in between sessions with his/her counselor or a caller would start seeing a counselor and would not need as many counselling sessions as originally planned. In both cases, because of the support of Distress Centre, callers would achieve the improved emotional and mental well-being with fewer counselling sessions than anticipated, leading to cost savings to the caller. \$170/session on 2010 rates, updated for inflation \$191.03 Number of reduced counselling sessions: 10 \$191.03*10=\$1910.30
Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]	Environmental factors that contributed to the risk of suicide (e.g. stressful events, loss of employment) are improved/dealt with	# of individuals who report that the environmental factors that contributed to the risk of suicide have been dealt with	3 Value of sessions with a life coach	\$175	https://kenscoachingandtherapy.com/appointments-and-fees/	N/A	\$2,100	Individuals would deal with life stressors and environmental factors through attending life coaching sessions. \$175/session. Number of needed life coaching sessions to achieve resolution of issues that led to the suicide risk 12 \$175*12 = \$2100

Tab 3: Valuing Outcomes

Stakeholder	Valuing Outcomes							
	Outcome	Indicator	Financial Proxy	Proxy Value (\$)	Proxy Source	Proxy Indicator Code	Proxy Value	Calculation Notes
Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	Utilizes coping skills and ways to keep safe Can effectively avoid future instances of domestic abuse, maintains safety	# report utilized coping skills and ways to keep safe # report more able to avoid future instances of domestic abuse, # report maintains safety	4 Value of a course on healthy relationships Value of safe temporary accomodation Value of mindfulness meditation courses	\$1,726	https://www.the-family-centre.com/services/therapy-counselling/healthy-relationships/ https://www.expedia.ca/Hotel-Search?mdpdtl=HTL.565225.20170605.20170606.DDT.13&mctc=10&room1=2&MDPCID=CA.META.HPA.HOTEL-CORESEARCH-localuniversal.HOTEL.desktop#startDate=05%2F06%2F2017&endDate=06%2F06%2F2017&selected=565225 https://issuu.com/uofc-conted/docs/2017_winter_course_guide	N/A	\$1,726	Individuals who are at risk of becoming a victim of domestic violence would learn how to keep safe in the relationship by attending a course on healthy relationships. A course on healthy relationships (4 modules over 16 weeks) costs \$800. For some individuals being safe from domestic violence would mean fleeing. Fleeing from domestic violence is represented by the value of staying in a motel for 15 nights weeks. \$90 per night for 15 nights = \$1350 As individuals become safer, they experience calmness and they are more relaxed. This state would be achieved by attending a course on meditation. The cost of two mindfulness meditation courses (12 hours each) is: \$341.25 (including GST, for first course) and \$309.75 (including GST for second course) = \$651 Average of the 2 (to obtain safety) = (\$800 + \$1350)/2 = \$1075. Plus the feeling of calmness/reduced stress due to feeling safe = \$1075 + \$651 = \$1726
Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	Improved well-being characterized by a reduction in symptoms of anxiety, stress, and emotional distress among other areas	# of individuals who report that they have improved wellbeing	5 Counselling Therapy - Individual Session	\$191	SROI Canada Financial Proxy Database SS13	SS13	\$1,528	Individuals at risk fo becoming a victim of domestic violence would obtain improved well-being through attending counselling sessions. \$170/session on 2010 rates, updated for inflation \$191.03 Number of needed sessions to achieve improved well-being: 8 \$191.03*8= \$1528.24
Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]	Improved well-being among all family members	# of individuals who report that they and all family members have improved wellbeing	6 Value of a parenting skills course Value of the support of family support worker Value of a summer season family pass at Winsport	\$1,872	https://issuu.com/uofc-conted/docs/2017_winter_course_guide SROI Canada Financial Proxy database SS14 https://www.winsport.ca/activities/summer/mtb.cfm	SS14	\$1,872	Parents would enhance their parenting skills (and thus risk of child abuse) by attending a course on effective parenting. The cost of a parent effectiveness training is: \$278.25 (including GST) The functioning of the family would be enhanced by attending family counselling sessions. Cost of 6 family counselling session is \$180 in 2010, with inflation rate, in 2017: \$202.34. 6 counselling sessions would enable the family to function better: \$202.34*6 = \$1214.04 Total: \$278.25 + \$1214.04 = \$1492.29 The resulting improved family functioning and well-being is represented by a season pass for a family at Winsport. Cost: \$379.99 Total: \$1492.29 + \$379.99 = \$1872.28
Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	Committed to implementing the action plan to mitigate their mental health symptoms	# report followed through with action plan to mitigate their mental health symptoms	7 Value of courses on managing mental health issues	\$315	https://mhcc.learningcart.com/content/Recovery-Suite.aspx http://www.cmha-aser.ca/uploads/files/LL2F_-_Flyer_Custom_Logo_Poster_Fillable-FEB-21-17.pdf https://caps.sheridancollege.ca/products/HEAL78525__MentalHealthAndWorkSelfManagement.aspx	N/A	\$315	Individuals would develop their capacity to manage their mental health issue (promote their mental health recovery) through accessing a course on mental health recovery: \$75 Individuals would learn some strategies to live well by participating in a workshop offered by Canadian Mental Health Association: \$40 Individuals would learn how to create a mental health wellness and self-care plan by participating in a course: \$200 . Total: \$315

Tab 3: Valuing Outcomes

Stakeholder	Valuing Outcomes								
	Outcome	Indicator		Financial Proxy	Proxy Value (\$)	Proxy Source	Proxy Indicator Code	Proxy Value	Calculation Notes
Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	Improved mental health	# of individuals who report improved mental health	8	Cost savings on Counselling Therapy - Individual Session	\$191	SROI Canada Financial Proxy Database SS13	SS13	\$1,146	A caller would get support from the Distress Centre crisis line in between sessions with his/her counselor or a caller would start seeing a counselor and would not need as many counselling sessions as originally planned. In both cases, because of the support of Distress Centre, callers would achieve the improved emotional and mental well-being with fewer counselling sessions than anticipated, leading to cost savings to the caller. \$170/session on 2010 rates, updated for inflation \$191.03 Number of reduced counselling sessions: 6 $\$191.03 \times 6 = \1146.18
Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]	Feels connected and feels supported in developing a social support network	# of individuals who report that they are connecting with people or with agencies / that they are making progress in expanding their social network # of individuals who report that they are supported in building a strong support network for themselves	9	Value of a course on increasing self-confidence	\$1,006	https://pmctraining.com/site/public-workshops-list/course-detail/?course_id=P864	N/A	\$1,006	The feeling of being connected and supported in developing a social support network would be obtained through attending a workshop on increasing self-confidence. It is through having confidence that callers will start to develop a social support network and the volunteers help them gain this confidence. The cost of attending an 'increasing self-confidence' workshop is: $\$890 + \text{HST} = \$890 + \$115.70 = \1005.70 .
Volunteers	Well-being as a result of volunteering (including sense of belonging to the community)	# of volunteers who report that they feel like they contribute to the community or have a sense of belonging to the community	10	Value of regular volunteering	\$5,767	HACT Table EMP 1408	N/A	\$480.55	HACT Table: Regular volunteering: 3249 British pounds = \$5766.60. Divided by 12 for the value for one month.
Volunteers	Improved employability	# of volunteers who report that the skills that they have gained will be very helpful for them in their current or future career	11	Value of a training on communication skills for frontline staff	\$2,141	http://cmcoutperform.com/communication-excellence-front-line	N/A	\$178.45	The skills that the volunteers acquire while volunteering at Distress Centre are represented by the skills that they would gain through attending a course on communication skills for frontline staff. Cost is: $\$1895 + \text{HST} = \$1895 + \$246.35 = \2141.35 . Divided by 12 for the value for one month.
Calgary Police Services (911) (Emergency Medical Services included)	More effective use of available resources	# of calls and contacts that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call [that would have required police]	12	Police call out	\$395	SROI Financial Proxy Database - J10 Police call out	J10	\$395	\$342 per call out in 2008, updated for inflation: \$394.55. We are assuming one call out per call.
Calgary Police Services (911) (Emergency Medical Services included)	Reduced use of police in emergency rooms	# of calls and contacts about suicide risk that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call	13	Police Officer wage	\$40	SROI Financial Proxy Database - J56 Police Officer Wages http://carriersantementale.ca/Resource%20Library/Policing/Police,%20the%20Emergency%20Department,%20and%20the%20Suicidal%20Patient%20-%202007.pdf	J56	\$359	\$35.02 per hour in 2009, updated for inflation: \$39.90 Two police officers would typically stay 4.5 hours in the emergency room with the person who attempted suicide. (see page 29 of the referenced document: average between 3 and 6 hours). $\$39.90 \times 4.5 \times 2 = \359.10

Tab 3: Valuing Outcomes

Stakeholder	Valuing Outcomes							
	Outcome	Indicator	Financial Proxy	Proxy Value (\$)	Proxy Source	Proxy Indicator Code	Proxy Value	Calculation Notes
Emergency Rooms	More effective use of available resources	# of calls (concern = domestic violence/injuries/suicide attempts) and contacts that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call [that would have required an emergency room]	14 Emergency Room Visit (per visit, Alberta)	\$266	SROI Canada Financial Proxy Database H04	H04	\$266	Emergency room visit = \$231 per visit in 2008, updated for inflation: \$266.49.
Partner agency: Woods/CRT	Improved performance/Improved efficiency as a result of allocating resources where needed	Amount of money saved /allocated elsewhere by Woods/CRT as a result of relying on Distress Centre after hours	15 Cost savings by Woods/CRT by forwarding their calls to Distress Centre after hours	\$20	ICI	N/A	\$5,300.10	Woods/CRT would have to pay a paraprofessional to work/answer calls after hours if the Distress Centre did not take their calls. Salary of a paraprofessional per hour: \$19.63 Number of hours after hours (11 PM - 8 AM): 9. Number of hours per month: 9*30 = 270 Total: \$19.63*270 = \$5,300.1.
Partner agency: CCASA		Amount of money saved /allocated elsewhere by CCASA as a result of relying on Distress Centre after hours	16 Cost savings by CCASA by not funding their line after hours (callers pressing '1' to be transferred to DC)	\$20	ICI	N/A	\$7,066.80	CCASA would have to pay a paraprofessional to work/answer calls after hours if the Distress Centre did not take their calls. Salary of a paraprofessional per hour: \$19.63 Number of hours after hours 9 PM - 9 AM): 12. Number of hours per month: 12*30 = 360 Total: \$19.63*360 = \$7,066.80
Society	Callers continue to utilize effective methods of coping and can effectively and relatively easily navigate their way around future crises (risks of suicide) (Development of resiliency) leading to the avoidance of costs associated with suicide	# report continued utilization of coping skills, # report more able to avoid a future high risk situation	17 Cost per suicide	\$1,249,426	SROI Canada Financial Proxy database PC 15	PC15	\$1,249,426	849,877.80 per case in 1996. Adjusted for inflation: \$1,249,425.76

SROI Calculation

Tab 4: Year 1

Stakeholder		Valuing Outcomes										Impact								
Total #	Stakeholder Name	Outcome	Indicator	Financial Proxy	Proxy Value	Quantity	Duration in months					Deadweight %	Displacement %	Attribution %	Drop off %					
							Month From Initial Funding								Month From Initial Funding					
							1	2	3	4	5				1	2	3	4	5	
19	Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	Improved well-being characterized by a reduction in symptoms of anxiety, stress, and emotional distress among other areas	# of individuals who report that they have improved wellbeing	5	Counselling Therapy - Individual Session	\$1,528	12	1	1	1	1			20%	0%	70%	10%	10%	10%	0%
7	Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]	Improved well-being among all family members	# of individuals who report that they and all family members have improved wellbeing	6	Value of a parenting skills course Value of the support of family support worker Value of a summer season family pass at Winsport	\$1,872	3	1	1	1	1			20%	0%	70%	10%	10%	10%	0%
1153	Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	Committed to implementing the action plan to mitigate their mental health symptoms	# report followed through with action plan to mitigate their mental health symptoms	7	Value of courses on managing mental health issues	\$315	1145	0.25						30%	0%	20%	10%	0%	0%	0%
1153	Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	Improved mental health	# of individuals who report improved mental health	8	Cost savings on Counselling Therapy - Individual Session	\$1,146	216	1	1	1	1			30%	0%	70%	10%	10%	10%	0%
198	Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]	Feels connected and feels supported in developing a social support network	# of individuals who report that they are connecting with people or with agencies / that they are making progress in expanding their social network # of individuals who report that they are supported in building a strong support network for themselves	9	Value of a course on increasing self-confidence	\$1,006	55	1	1	1	1	1		10%	0%	30%	10%	10%	10%	10%
123	Volunteers	Well-being as a result of volunteering (including sense of belonging to the community)	# of volunteers who report that they feel like they contribute to the community or have a sense of belonging to the community	10	Value of regular volunteering	\$481	116	1						0%	0%	0%	0%	0%	0%	0%
123	Volunteers	Improved employability	# of volunteers who report that the skills that they have gained will be very helpful for them in their current or future career	11	Value of a training on communication skills for frontline staff	\$178	116	1	1	1	1	1		0%	0%	20%	0%	0%	0%	0%

Calculation					
Social Return Created Month 1					Inflation Rate
Month 1 (Funding Month) and Future Month					
1	2	3	4	5	
\$4,493	\$4,044	\$3,639	\$3,275	\$0	0.0%
\$1,535	\$1,382	\$1,244	\$1,119	\$0	0.0%
\$50,472	\$0	\$0	\$0	\$0	0.0%
\$51,870	\$46,683	\$42,015	\$37,814	\$0	0.0%
\$35,059	\$31,553	\$28,398	\$25,558	\$23,002	0.0%
\$55,744	\$0	\$0	\$0	\$0	0.0%
\$16,560	\$16,560	\$16,560	\$16,560	\$16,560	0.0%

Tab 4: Year 1

Stakeholder		Valuing Outcomes										Impact								
Total #	Stakeholder Name	Outcome	Indicator	Financial Proxy	Proxy Value	Quantity	Duration in months					Deadweight %	Displacement %	Attribution %	Drop off %					
							1	2	3	4	5				Month From Initial Funding					
															1	2	3	4	5	
239	Calgary Police Services (911) (Emergency Medical Services included)	More effective use of available resources	# of calls and contacts that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call [that would have required police]	Police call out	\$395	128	1						10%	0%	0%	0%	0%	0%	0%	0%
222	Calgary Police Services (911) (Emergency Medical Services included)	Reduced use of police in emergency rooms	# of calls and contacts about suicide risk that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call	Police Officer wage	\$359	117	1						10%	0%	0%	0%	0%	0%	0%	0%
222	Emergency Rooms	More effective use of available resources	# of calls (concern = domestic violence/injuries/suicide attempts) and contacts that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call [that would have required an emergency room]	Emergency Room Visit (per visit, Alberta)	\$266	117	1						10%	0%	0%	0%	0%	0%	0%	0%
1	Partner agencies (Woods/CRT)	Improved performance/Improved efficiency as a result of allocating resources where needed	Amount of money saved /allocated elsewhere by Woods/CRT as a result of relying on Distress Centre after hours	Cost savings by Woods/CRT by forwarding their calls to Distress Centre after hours	\$5,300	1	1						0%	0%	20%	0%	0%	0%	0%	0%
1	Partner agencies (CCASA)	Improved performance/Improved efficiency as a result of allocating resources where needed	Amount of money saved /allocated elsewhere by CCASA as a result of relying on Distress Centre after hours	Cost savings by CCASA by not funding their line after hours (callers pressing '1' to be transferred to DC)	\$7,067	1	1						0%	0%	20%	0%	0%	0%	0%	0%

This worksheet is consistent with international standards of practise for SROI and has been adapted from the SROI Network's "A Guide to Social Return on Investment" and accompanying training materials.

Calculation					
Social Return Created Month 1					Inflation Rate
Month 1 (Funding Month) and Future Month					
1	2	3	4	5	
\$45,304	\$0	\$0	\$0	\$0	0.0%
\$37,867	\$0	\$0	\$0	\$0	0.0%
\$28,081	\$0	\$0	\$0	\$0	0.0%
\$4,240	\$0	\$0	\$0	\$0	0.0%
\$5,653	\$0	\$0	\$0	\$0	0.0%
Annual Value	\$382,306	\$126,550	\$115,551	\$105,652	\$39,562
Present Value	\$334,476	\$96,865	\$77,381	\$61,900	\$20,279

SROI Calculation

Total Present Value (TPV)	\$1,081,179
Input	\$145,685
Net Present Value (TPV minus Input)	\$935,493
Funding SROI Ratio (TPV/Input)	7.42 : 1 *

One month Investment	
Multi-year funders	\$96,605
Project funding	\$1,809
Miscellaneous funding	\$7,894
Fund development revenue	\$39,379
Total Investment	\$145,685

Distress Centre, 24/7 crisis services (Phone support and online help)

Discount Rate 14%

Total #	Stakeholder	Valuing Outcomes						Impact												
		Outcome	Indicator	Financial Proxy	Proxy Value	Quantity	Duration in months					Deadweight %	Displacement %	Attribution %	Drop off %					
							1	2	3	4	5				Month From Initial Funding					
							1	2	3	4	5									
222	All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre's 24-hour phone support and online help	Continues to utilize effective methods of coping and can effectively and relatively easily navigate their way around future crises (risks of suicide) (Development of resiliency)	# report continued utilization of coping skills, # report more able to avoid a future high risk situation	1	Value of coping with feelings through one counselling session	\$191	117	0.5						10%	0%	15%	10%	0%	0%	0%
67	Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help-risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]	Improved emotional and mental well-being (symptoms reduced)	# of individuals who report that they have improved emotional and mental well-being	2	Cost Savings on Counselling Therapy - Individual Session	\$1,910	10	1	1	1	1			10%	0%	70%	10%	10%	10%	0%
111	Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]	Environmental factors that contributed to the risk of suicide (e.g. stressful events, loss of employment) are improved/dealt with	# of individuals who report that the environmental factors that contributed to the risk of suicide have been dealt with	3	Value of sessions with a life coach	\$2,100	29	1	1	1	1			20%	0%	50%	10%	10%	10%	0%
19	Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	Utilizes coping skills and ways to keep safe Can effectively avoid future instances of domestic abuse, maintains safety	# report utilized coping skills and ways to keep safe # report more able to avoid future instances of domestic abuse, # report maintains safety	4	Value of a course on healthy relationships Value of safe temporary accomodation Value of mindfulness meditation courses	\$1,726	12	0.5						20%	0%	10%	5%	0%	0%	0%

Calculation					
Social Return Created Month 1					
Month 1 (Funding Month) and Future Month					
1	2	3	4	5	Inflation Rate
\$8,561	\$0	\$0	\$0	\$0	0.0%
\$5,244	\$4,719	\$4,247	\$3,823	\$0	0.0%
\$24,010	\$21,609	\$19,448	\$17,503	\$0	0.0%
\$7,612	\$0	\$0	\$0	\$0	0.0%

Tab 4: Year 1

Stakeholder		Valuing Outcomes							Impact										
Total #	Stakeholder Name	Outcome	Indicator	Financial Proxy	Proxy Value	Quantity	Duration in months					Deadweight %	Displacement %	Attribution %	Drop off %				
							1	2	3	4	5				Month From Initial Funding				
															1	2	3	4	5
19	Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	Improved well-being characterized by a reduction in symptoms of anxiety, stress, and emotional distress among other areas	# of individuals who report that they have improved wellbeing	Counselling Therapy - Individual Session	\$1,528	12	1	1	1	1	1	20%	0%	70%	10%	10%	10%	0%	
7	Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]	Improved well-being among all family members	# of individuals who report that they and all family members have improved wellbeing	Value of a parenting skills course Value of the support of family support worker Value of a summer season family pass at Winsport	\$1,872	3	1	1	1	1	1	20%	0%	70%	10%	10%	10%	0%	
1153	Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	Committed to implementing the action plan to mitigate their mental health symptoms	# report followed through with action plan to mitigate their mental health symptoms	Value of courses on managing mental health issues	\$315	1145	0.25					30%	0%	20%	10%	0%	0%	0%	
1153	Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	Improved mental health	# of individuals who report improved mental health	Cost savings on Counselling Therapy - Individual Session	\$1,146	216	1	1	1	1	1	30%	0%	70%	10%	10%	10%	0%	
198	Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]	Feels connected and feels supported in developing a social support network	# of individuals who report that they are connecting with people or with agencies / that they are making progress in expanding their social network # of individuals who report that they are supported in building a strong support network for themselves	Value of a course on increasing self-confidence	\$1,006	55	1	1	1	1	1	10%	0%	30%	10%	10%	10%	10%	
123	Volunteers	Well-being as a result of volunteering (including sense of belonging to the community)	# of volunteers who report that they feel like they contribute to the community or have a sense of belonging to the community	Value of regular volunteering	\$481	116	1					0%	0%	0%	0%	0%	0%	0%	
123	Volunteers	Improved employability	# of volunteers who report that the skills that they have gained will be very helpful for them in their current or future career	Value of a training on communication skills for frontline staff	\$178	116	1	1	1	1	1	0%	0%	20%	0%	0%	0%	0%	
239	Calgary Police Services (911) (Emergency Medical Services included)	More effective use of available resources	# of calls and contacts that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call [that would have required police]	Police call out	\$395	128	1					10%	0%	0%	0%	0%	0%	0%	

Calculation					
Social Return Created Month 1					
Month 1 (Funding Month) and Future Month					
1	2	3	4	5	Inflation Rate
\$4,493	\$4,044	\$3,639	\$3,275	\$0	0.0%
\$1,535	\$1,382	\$1,244	\$1,119	\$0	0.0%
\$50,472	\$0	\$0	\$0	\$0	0.0%
\$51,870	\$46,683	\$42,015	\$37,814	\$0	0.0%
\$35,059	\$31,553	\$28,398	\$25,558	\$23,002	0.0%
\$55,744	\$0	\$0	\$0	\$0	0.0%
\$16,560	\$16,560	\$16,560	\$16,560	\$16,560	0.0%
\$45,304	\$0	\$0	\$0	\$0	0.0%

Tab 4: Year 1

Stakeholder		Valuing Outcomes										Impact								
Total #	Stakeholder Name	Outcome	Indicator	Financial Proxy	Proxy Value	Quantity	Duration in months					Deadweight %	Displacement %	Attribution %	Drop off %					
							1	2	3	4	5				Month From Initial Funding					
															1	2	3	4	5	
222	Calgary Police Services (911) (Emergency Medical Services included)	Reduced use of police in emergency rooms	# of calls and contacts about suicide risk that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call	Police Officer wage	\$359	117	1						10%	0%	0%	0%	0%	0%	0%	0%
222	Emergency Rooms	More effective use of available resources	# of calls (concern = domestic violence/injuries/suicide attempts) and contacts that were initially 'emergent/urgent' and 'semi-urgent' at the end of the call [that would have required an emergency room]	Emergency Room Visit (per visit, Alberta)	\$266	117	1						10%	0%	0%	0%	0%	0%	0%	0%
1	Partner agencies (Woods/CRT)	Improved performance/Improved efficiency as a result of allocating resources where needed	Amount of money saved /allocated elsewhere by Woods/CRT as a result of relying on Distress Centre after hours	Cost savings by Woods/CRT by forwarding their calls to Distress Centre after hours	\$5,300	1	1						0%	0%	20%	0%	0%	0%	0%	0%
1	Partner agencies (CCASA)	Improved performance/Improved efficiency as a result of allocating resources where needed	Amount of money saved /allocated elsewhere by CCASA as a result of relying on Distress Centre after hours	Cost savings by CCASA by not funding their line after hours (callers pressing '1' to be transferred to DC)	\$7,067	1	1						0%	0%	20%	0%	0%	0%	0%	0%
6	Society	Callers continue to utilize effective methods of coping and can effectively and relatively easily navigate their way around future crises (risks of suicide) (Development of resiliency) leading to the avoidance of costs associated with suicide	# report continued utilization of coping skills, # report more able to avoid a future high risk situation	Cost per suicide	\$1,249,426	1	1						10%	0%	50%	0%	0%	0%	0%	0%

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*This ratio does not reflect the value of 48653 hours of volunteer time as an input.

Calculation					
Social Return Created Month 1					
Month 1 (Funding Month) and Future Month					
1	2	3	4	5	Inflation Rate
\$37,867	\$0	\$0	\$0	\$0	0.0%
\$28,081	\$0	\$0	\$0	\$0	0.0%
\$2,385	\$0	\$0	\$0	\$0	0.0%
\$5,653	\$0	\$0	\$0	\$0	0.0%
\$562,242	\$0	\$0	\$0	\$0	0.0%
Annual Value	\$942,693	\$126,550	\$115,551	\$105,652	\$39,562
Present Value	\$824,753	\$96,865	\$77,381	\$61,900	\$20,279

SROI Calculation Notes

Notes Year 1

Quantities for one month

Stakeholder group	Stakeholder group #	Outcome	Proxy #	Proxy	Quantity Calculation Notes	Duration Notes	Drop Off Calculation Notes	Deadweight Calculation Notes	Displacement Calculation Notes	Attribution Calculation Notes
All individuals at risk of suicide [Assessed urgent or emergent] who are contacting Distress Centre's 24-hour phone support and online help	All calls/contacts about suicide risk that are assessed as urgent or emergent: 2666/12 = 222	Continues to utilize effective methods of coping and can effectively and relatively easily navigate their way around future crises (risks of suicide) (Development of resiliency)	1	Value of coping with feelings through one counselling session	# of calls/contacts about suicide risk that were initially urgent or emergent and then 'semi-urgent' at the end of the call: 1406 / 12 = 117	The utilization of coping skills regained/developed through calling Distress Centre would last at least 2 weeks after the call.	10% drop-off. Some of the callers would not continue utilizing their coping skills.	Some individuals (10%) already know about supports and would have accessed those supports instead of the Distress Centre. They would have developed resiliency with the help of other supports, not the Distress Centre.		15% attribution. The recognition and development of coping skills are due both to the rapport and interaction between the caller and the volunteer and the caller himself or herself (his/her motivation, own thinking etc.) . The caller and the volunteer work as a team.
Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help- risk factor = mental health condition (depression, anxiety, borderline personality disorder, schizophrenia) [Assessed urgent or emergent]	All calls/contacts about suicide risk and mental health issue that are assessed as urgent or emergent: 804/12 = 67	Improved emotional and mental well-being (symptoms reduced)	2	Cost Savings on Counselling Therapy - Individual Session	# of calls/contacts about suicide risk and mental health that were initially urgent and emergent and that were referred to counselling services or mental health care and semi-urgent at the end of the call: 122 / 12 = 10	Benefit of the call lasts at least 16 weeks - 4 months.	10% drop-off each month. Because there would be some periods of time when some callers would not experience emotional well-being.	Some individuals (10%) already access counselling services. They would have improved emotional and mental well-being without the Distress Centre.		The counselling services that individuals access contribute to their improved emotional and mental well-being and to the decreased number of counselling sessions needed. 70% attribution.
Individuals at risk of suicide who are contacting Distress Centre's 24-hour phone support and online help risk factor = stressful life event, loss [Assessed urgent or emergent]	All calls/contacts about suicide risk and other issues (excluded mental health and depression) that are assessed as urgent or emergent: 1336/12 = 111	Environmental factors that contributed to the risk of suicide (e.g. stressful events, loss of employment) are improved/dealt with	3	Value of sessions with a life coach	# of calls/contacts about suicide risk and other issues that were initially urgent or emergent and that were referred to other services (other than counselling or mental health care) and semi-urgent at the end of the call: 343/12 = 29	Benefit of the call lasts at least 16 weeks - 4 months.	10% drop-off each month. Because some callers would have some stressful events still having an effect on them (not full resolved)	Some individuals (20%) already access services. The environmental factors that contributed to the risk of suicide would have improved without the Distress Centre.		The services that individuals access contribute to the improvement in environmental factors / dealing with environmental factors (that contribute to suicide risk) successfully. 50% attribution.
Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	All calls/contacts about domestic violence that are assessed as urgent or emergent: 231/12 = 19	Utilizes coping skills and ways to keep safe Can effectively avoid future instances of domestic abuse, maintains safety	4	Value of a course on healthy relationships Value of safe temporary accomodation Value of mindfulness meditation courses	# of calls/contacts about domestic violence that were initially urgent or emergent and then 'semi-urgent' at the end of the call: 147/12 = 12	The utilization of coping skills and ways to keep safe learned through calling Distress Centre would last at least 2 weeks after the call.	5% drop-off. Callers who deal with substance abuse issues would stop maintaining their safety.	Some individuals (20%) would have learned about ways to keep safe by and avoided future instances of domestic violence by contacting the helpline at the Calgary Women's Emergency Shelter or other resources.		10% attribution. The knowledge and motivation of the callers contribute to the maintenance of safety.
Individuals at risk of becoming a victim of domestic violence who are contacting Distress Centre's 24-hour phone support and online help [Assessed urgent or emergent]	All calls/contacts about domestic violence that are assessed as urgent or emergent: 231/12 = 19	Improved well-being characterized by a reduction in symptoms of anxiety, stress, and emotional distress among other areas	5	Counselling Therapy - Individual Session	# of calls/contacts about domestic violence that were initially urgent or emergent and that were referred to services and semi-urgent at the end of the call: 147/12 = 12	Benefit of the call lasts at least 16 weeks - 4 months.	10% drop-off. Because some callers would still experience some anxiety.	Some individuals (20%) would have accessed shelters and other agencies and would have obtained improved well-being without the Distress Centre.		The shelters and community agencies that individuals access contribute to the individuals' improved well-being. 70% attribution.

Stakeholder group	Stakeholder group #	Outcome	Proxy #	Proxy	Quantity Calculation Notes	Duration Notes	Drop Off Calculation Notes	Deadweight Calculation Notes	Displacement Calculation Notes	Attribution Calculation Notes
Families that are under stress and/or experience some dysfunction or unmet family needs, putting the child at risk of abuse or neglect [Assessed urgent or emergent]	All calls/contacts about child abuse/safety and family and/or parent child issues that are assessed as urgent or emergent: 79/12 = 7	Improved well-being among all family members	6	Value of a parenting skills course Value of the support of family support worker Value of a summer season family pass at Winsport	# of calls/contacts about child abuse/safety and family and/or parent/child issues that were initially urgent or emergent and that were referred and semi-urgent at the end of the call: 41/12 = 3	Benefit of the call lasts at least 16 weeks - 4 months.	10% drop-off each month. Because there would be some periods of time when some family members do not experience emotional well-being.	Some individuals (20%) would have accessed directly some agencies such as Wood's Homes and would have obtained improved well-being anyway without the Distress Centre.		The services that families access contribute to the improved well-being among all family members. 70% attribution.
Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	All calls/contacts about mental health that are assessed as semi-urgent: 13833/12 = 1153	Committed to implementing the action plan to mitigate their mental health symptoms	7	Value of courses on managing mental health issues	# of calls/contacts about mental health that remained 'semi-urgent' from initial to final assessment: 13734/12 = 1145	The commitment to implement the action plan to mitigate the mental health symptoms would last one week.	10% drop-off. Some of the callers would stop being committed to implementing the action plan to mitigate their mental health symptoms. For example, they might stop using their medication because of the side effects.	Some individuals (30%) would have learned how to manage their mental health symptoms through their counsellor/psychologist or doctor.		The use of medication and seeing the benefit of the medication contributes to some individuals continuing to mitigate their mental health symptoms. However, the volunteer has a large role in encouraging and supporting the caller. 20% attribution.
Individuals dealing with a mental health issue who are contacting Distress Centre's 24-hour phone support and online help (depression, anxiety, etc.) [Assessed semi-urgent]	All calls/contacts about mental health that are assessed as semi-urgent: 13833/12 = 1153	Improved mental health	8	Cost savings on Counselling Therapy - Individual Session	# of calls/contacts about mental health that were referred to counselling services / mental health care and 'semi-urgent' at the end of the call: 2586/12 = 216	Benefit of the call lasts at least 16 weeks - 4 months.	10% drop-off each month. Because there would be some callers for whom the improvement in mental health would not continue	Some individuals (30%) would have improved their mental health through their counsellor/psychologist or doctor, without the Distress Centre.		The counselling services that individuals access contribute to their improved mental health. 70% attribution.
Individuals who are frequent callers and who call because of loneliness/isolation [Assessed semi-urgent]	All frequent calls/contacts about loneliness-depression that are assessed as semi-urgent: 2372/12 = 198	Feels connected and feels supported in developing a social support network	9	Value of a course on increasing self-confidence	# of frequent calls/contacts that were referred to services and semi-urgent at the end of the call and remained semi-urgent at the end of the call: 664/12 = 55	Benefit of the call lasts 5 months.	10% drop-off each month. Because some callers would not continue to develop a social support network.	Some individuals (10%) would have felt connected and supported in developing a social support network without the Distress Centre, through friends or family members for example.		The resources that the individuals access after being referred to them by the Distress Centre contribute to the individuals feeling connected and feeling supported in developing a social support network. 30% attribution.
Volunteers	All volunteers who completed the FCSS Post-Test survey: 123	Well-being as a result of volunteering (including sense of belonging to the community)	10	Value of regular volunteering	# of volunteers who report that they have utilized the skills learned at Distress Centre in the community (current volunteer survey - FCSS): 116	Well-being as a result of volunteering lasts the month when volunteers utilize their skills in the community.	0% drop-off.	0% deadweight. None of the volunteers would have experienced well-being as a result of volunteering without the Distress Centre.		0% attribution. No other factors contribute to the volunteers' well-being as a result of volunteering.
Volunteers	All volunteers who completed the FCSS Post-Test survey: 123	Improved employability	11	Value of a training on communication skills for frontline staff	# volunteers who report that they have utilized the skills learned at Distress Centre in the community (current volunteer survey - FCSS): 116	The skills that the volunteers gain are enduring. For at least 5 months.	0% drop-off. Volunteers continuously utilize their skills during their shifts and there is a commitment to volunteer for at least 6 months.	0% deadweight. None of the volunteers would have gained the particular skills that they gain at the Distress Centre (e.g. crisis intervention, organizational skills) without the Distress Centre.		The courses or workshops that volunteers attend outside of the Distress Centre contribute to the increase in their skills and to their improved employability. 20% attribution.

Stakeholder group	Stakeholder group #	Outcome	Proxy #	Proxy	Quantity Calculation Notes	Duration Notes	Drop Off Calculation Notes	Deadweight Calculation Notes	Displacement Calculation Notes	Attribution Calculation Notes
Calgary Police Services (911) (Emergency Medical Services included)	All calls/contacts (suicide, DV, child abuse) that are assessed as urgent or emergent: 2864/12 = 239	More effective use of available resources	12	Police call out	# of calls/contacts about suicide risk, domestic abuse, child abuse/safety that were initially 'emergent/urgent' and then 'semi-urgent' at the end of the call [that would have required police]: 1531 / 12 = 128	We are looking at incidences. Duration is: 1 in order to account for each incidence/call.	0% drop-off. None of the callers would stop developing resiliency/utilizing their coping skills. Thus there would be no police call outs for at least 2 weeks.	Police would already have used effectively some of their available resources because the dispatcher screens the calls and asks for a call out only during emergencies. 10% deadweight.		0% attribution because the avoidance of requiring a police call out is only due to the volunteer.
Calgary Police Services (911) (Emergency Medical Services included)	All calls/contacts about suicide risk that are assessed as urgent or emergent: 2666/12 = 222	Reduced use of police in emergency rooms	13	Police Officer wage	# of calls/contacts about suicide risk that were initially urgent or emergent and then 'semi-urgent' at the end of the call: 1406/12 = 117	We are looking at incidences. Duration is: 1 in order to account for each incidence/call.	0% drop-off. None of the callers would stop developing resiliency/utilizing their coping skills. Thus there would be no use of police in emergency rooms for at least 2 weeks.	Some individuals (10%) already know about supports and would have accessed those supports instead of the Distress Centre. They would have developed resiliency with the help of other supports. Avoiding suicide attempts and the use of police in emergency rooms.		0% attribution because the avoidance of suicide attempts requiring a police officer in an emergency visit is only due to the volunteer.
Emergency Rooms	All calls/contacts about suicide that are assessed as urgent or semi-urgent: 2666/12 = 222	More effective use of available resources	14	Emergency Room Visit (per visit, Alberta)	# of calls/contacts about suicide risk that were initially 'emergent/urgent' and then 'semi-urgent' at the end of the call [that would have required emergency room visits]: 1406/12 = 117	We are looking at incidences. Duration is: 1 in order to account for each incidence/call.	0% drop-off. None of the callers would stop developing resiliency/utilizing their coping skills. Thus there would be no emergency room visits for at least 2 weeks.	Some individuals (10%) already know about supports and would have accessed those supports instead of Distress Centre. They would have developed resiliency with the help of other supports. Avoiding the use of emergency room visits.		0% attribution because the avoidance of requiring an emergency room visit is only due to the volunteer.
Partner agencies (Woods/CRT)	1 agency	Improved performance/Improved efficiency as a result of allocating resources where needed	16	Cost savings by Woods/CRT by forwarding their calls to Distress Centre after hours	1 paraprofessional.	We are looking at incidences. Duration is: 1 in order to account for each incidence/call.	0% drop-off	Woods/CRT would not have saved costs if they had not forwarded their calls to Distress Centre. 0% deadweight.		20% attribution. Scarcity of funds may have driven Woods/CRT to forward their calls to Distress Centre.
Partner agencies (CCASA)	1 agency	Improved performance/Improved efficiency as a result of allocating resources where needed	17	Cost savings by CCASA by not funding their line after hours (callers pressing '1' to be transferred to DC)	1 paraprofessional	We are looking at incidences. Duration is: 1 in order to account for each incidence/call.	0% drop-off	CCASA would not have decided to stop funding their line after hours, if Distress Centre did not exist. 0% deadweight.		20% attribution. Scarcity of funds may have driven CCASA to stop operating their phone line after hours.
Society	# of calls with suicide in progress at the time of the call: 68/12 = 6	Improved performance/Improved efficiency as a result of allocating resources where needed	18	Cost per suicide	# of calls with suicide in progress at the time of the call: 68/12 = 6	We are looking at incidences. Duration is: 1 in order to account for each incidence/call.	0% drop-off	10% deadweight. Some callers with an imminent risk of suicide would have called 911.		50% attribution