

The social return on investment for Distress Centre's crisis program in 2016 was:

**\$7.42 per \$1 invested.**

Distress Centre responded to

**113,975**

contacts in 2016.

80,786 contacts were responded to in our 24/7 Crisis Program (calls, chats, texts, emails).



**75,214** calls  
**3789** chats  
**875** emails  
**907** texts

**Theory of Change Summary Statement:**

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.

In 2016, Distress Centre intervened in

**68**

**suicides in progress.**

**\$562,242**

in value created per incident, due to Distress Centre intervening in a suicide in progress.

**9.4%** of calls and **17%** of chats & texts were **suicide related.**

**4408** urgent & emergent contacts were identified in 2016.

**58%** of these were de-escalated, with the rest being linked to external resources.

The impact of de-escalating these contacts is a large social return on investment:.

**\$543,648**

in value created in 2016, from contacts that would have otherwise required police intervention.

**\$454,404**

in value created in 2016, from contacts that would have otherwise required the use of police in emergency rooms.

**\$336,972**

in value created in 2016, from contacts that would have required the use of an emergency room.

## How is SROI calculated?

The value created was calculated by linking the outcomes experienced by stakeholders to financial proxies that represent the value of change that they (the stakeholders) have experienced.

## Our stakeholders are:

- At risk of suicide
- Frequent callers with loneliness
- At risk of domestic violence
- Partner agencies
- Mental health issues
- Children at risk of abuse/neglect
- Calgary Police Services & ER
- Volunteers

## Examples of value for stakeholders:

Reduced use of police in emergency rooms (Calgary Police Services & ER), improved emotional and mental well-being (individuals at risk of suicide), feeling connected and feeling supported in developing a social support network (frequent callers), improved employability (volunteers), improved performance/efficiency as a result of allocating resources where needed (partner agencies), etc.