

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.