

Social Return On Investment 2009 - 2012

Servant's Anonymous Facilitated Exit (SAFE)



Fast Facts:

Clients Served
172 women
20 children

Personal Outcomes
 Of the women exiting the SAFE program :

- 100% indicated they felt safe , supported, and encouraged while in the SAFE program

Risk Factors of Participants

- 100% have experienced sexual exploitation
- 95% have substance abuse/addictions issues
- 96% have interrupted or incomplete education
- 55% have children under 18 years of age
- 100% were living in extreme poverty

SROI Ratio:
 Year 1: 9.03:1
 Year 2: 6.81: 1
 Year 3: 9.88:1
 Value over three years:
8.57 : 1

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"Being supported and being in a positive surrounding help me realize who I want to be and what I can accomplish."

Agency Background

Since 1989, Servants Anonymous Society (SAS) is the only organization in Calgary providing a long-term recovery program for sexually exploited women. SAS provides a community of hope and healing for young women ages 16 and older who are victims of, or are at risk of, sexual exploitation. Some of the core service components include four different levels of housing for participants and their children; intensive life-skills programming (ASK); individual and follow-up support, job shadowing, job training and work experience opportunities, onsite Cuddle and Care childcare and the Ventures Alumnae program. The organization uses an accompaniment

Program Background

The Servants Anonymous Facilitated Exit (SAFE) program is a 30 day "street to treatment" transition and stabilization program that provides immediate shelter, basic needs, counseling and support for women who wish to leave the sex trade. Women often make the decision to leave the sex trade "in the moment" and need a quick response in order to maintain motivation and engagement in making positive changes in their lives. SAFE has reduced the previous SAS wait time for service by half. SAFE provides a safe, secure, structured environment in which women can address immediate health,

Theory of Change—Summary

If female sex trade workers (age 16+), many of whom are homeless, addicted and some pregnant, wishing to leave the sex trade, have immediate access to safe housing, basic needs support and emotional/life skills support for themselves and their children, they will be more likely to successfully engage in longer term treatment, leave the sex trade and create a healthy stable lifestyle for themselves and their children.

model based on an ideology of "servant leadership" in which staff, volunteers and alumnae join with and support participants in their healing journey. In order to reduce wait times and increase overall program effectiveness, the Servants' Anonymous Facilitated Exit (SAFE) program was launched in **2009** with start-up funding from the Safe Communities Innovation Fund (SCIF).

addiction and justice issues, as they prepare for entry into the longer term (6 to 12 month) day treatment program at SAS. In the longer term program women address personal social/emotional issues and addictions, build life skills, vocational/employment skills. The SAFE program increases a woman's chances of exiting the sex trade and facilitates her recovery journey to a healthy productive lifestyle for herself and her children.

"I needed an ally when I came. I needed a lot of support, love and comfort. I feel I accomplished so much."



Participant Outcomes

As a result of the immediate support provided through the SAFE program, participants experience decreased violence in their lives and are better equipped to successfully leave the sex trade. They experience fewer crises, increased ability to manage addictions, improved health, more stable mental health and decreased criminal justice system involvement. Participants indicate that the program helps strengthen their success in leaving the sex trade, and empowers them to address specific issues that may be keeping them vulnerable. The children of participants experience decreased risk for drug addiction or FASD, decreased Children's Services contact, decreased violence, abuse and neglect, and an overall improvement in health. The introduction of SAFE has increased retention in and effectiveness of other SAS longer term treatment programs.

Case Example: Human Trafficking

17 year old Tracy was sent to SAFE when the 38 year old man she was living with was preparing to traffic her to Thailand. When she arrived she had no money, no ID and no clothing other than the clothes she wore. SAFE worked with Children's Services to maintain her youth agreements and helped her access medical testing for STIs as she had been forced to have unprotected sex. Alberta Health Addictions Program provided an addiction assessment. SAFE continues to work closely with police as Tracy is assisting with a complex case that may result in a human trafficking conviction.

Case Example: Drug Court and Mental Health Diversion

The Drug Court Worker contacted the SAFE manager to refer a young woman with a severe brain injury, addictions and mental health issues. The client was in Remand and would only be released if she had a safe place where she could be supervised under house arrest. The young woman was moved to the SAFE program where her Mental Health Worker and Drug Court Worker visited her on a regular basis. SAFE staff accompanied the young woman to her weekly mandated drug court appointments. SAFE provided the young woman with housing, food and clothing, and helped her get ID. This client successfully participated in the 30 day SAFE stabilization and has now transitioned to the longer term treatment program at SAS.

Case Example: Organized Crime

Emily was brought to Calgary from Vancouver with three other women by their gang-involved pimp. One day she found a way to sneak out and escape their supervised condo. Unfortunately the gang located her and shot her. After being shot she ran out of the apartment, banging on doors asking for help. The police arrived and arrested three gang members and took Emily to the hospital in an ambulance. The police then contacted the SAFE program which was determined to be her best option for safety while the investigation was ongoing. While at SAFE, the staff accompanied Emily to medical appointments, and provided emotional support through the investigation and court dates. After the investigation Emily needed to leave Calgary for safety reasons but also couldn't return to Vancouver so the SAFE staff arranged a safe place for her to live in Victoria and connected her with further programming to support her in her recovery from sexual exploitation. When the court case came up she returned to Calgary and stayed in the SAFE house. She was accompanied to court and was provided emotional support throughout the trial. The result of the case was a conviction for attempted murder.

Social Value Created

By addressing the immediate needs of women seeking to exit the sex trade, SAFE creates meaningful outcomes for these women, their children, and the service system overall. These outcomes are also socially valuable within the greater community and from the perspective of the participants in the program. Social value is created for government systems through decreased justice system costs associated with prostitution, drugs and violence (including homicide), decreased health care costs for marginalized and extremely high-risk individuals, decreased involvement of Children's Services and improved health and well-being of children. Further, value is created in the community by both decreasing risk of crime related to drugs and poverty and by decreasing transmission of disease (STIs). To the participants there is significant social value in experiencing less violence, increased safety, and decreased marginalization, stigmatization, and social isolation.

Valuing Change—Social Return on Investment

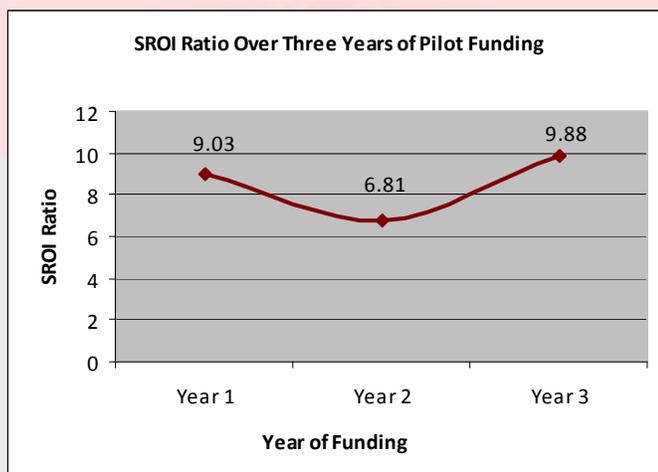
Social Return on Investment (SROI) analysis was used to capture the social value of the outcomes produced by investment in the SAFE program. Through SROI analysis, the outcomes of the SAFE program were carefully mapped enabling a clear understanding of the links between the activities of the program and *change* resulting from these activities. The outcomes were then given financial proxy values to represent the social value associated with the change resulting from program investment (see figure 1). The two target stakeholders in the analysis were the vulnerable, street-involved women participating in the program, and their children. The analysis looks at three years of outcomes based on the three years of SCIF pilot funding from 2009 to 2012. Each year, quantities were determined for each financial proxy. These were then multiplied by the proxy value per year, and discounted for deadweight, attribution, and displacement based on research data and program experience. If change was predicted to endure into the future then drop off was considered. For most proxies no drop off was included due to the volatility and multiple risks associated with the situations faced by participants. Overall, an 8% discount rate was applied to account for the risk that the program might not achieve its objectives.

Type of value	Proxy
Justice	Homicide cost (police, investigation, court, prison etc.)
	Prostitution charge cost (police involvement, court etc.)
Health	Violence cost (hospital, ER, ambulance, etc.)
	High risk behaviour cost (STI treatment, overdose, etc.)
Children	High risk pregnancy (STI, FASD, drug use etc.)
	State involvement (PGO, TGO, group home, etc.)
	Care of child (income support, child care etc.)
Multi-faceted	Cost of addiction per addicted person
	Cost of homelessness per homeless person
Personal	Associated with violence (pain and suffering)
	Expenditures (drugs/alcohol)
	Income/Employment (change in income source & level)

Value of Annual Investment

The SROI ratio indicates that in the course of three years, the overall social value of investment in the SAFE program is **\$8.57** for every dollar invested. This is the result of three years of value creation, with year one seeing **\$9.03** in social value created, year two seeing **\$6.81**, and year three seeing **\$9.88**. In this way, addressing the immediate needs of women seeking to leave the sex trade and supporting these women in transitioning into the programming at SAS creates not only meaningful and important change in the lives of these women but also a significant amount of social value within the community.

Value Creation Timeline



Looking Forward

The SAFE program was designed to enhance service delivery and programming effectiveness at SAS. The pilot program has demonstrated results in reduced wait times for participants, and a facilitated transition out of street involvement. Further, the use of SROI analysis has highlighted the social value created through investing in this program. Future funding is thus sought for the purpose of continuing this effective and valuable program for vulnerable and exploited women.