



THE DOWNTOWN OUTREACH ADDICTION PARTNERSHIP TEAM (DOAP) PROGRAM: THE CALGARY ALPHA HOUSE SOCIETY

Fast Facts

In 2013

- 16,853 total transports
- 10,741 transports to shelters
- 3,064 transports to a hospital or a medical appointment
- CPS, Calgary Transit, EMS, and Animal and Bylaw Services called the DOAP Team through the dedicated phone line
- 2,228 referrals from Emergency Services (CPS, EMS or Bylaw)
- 1,124 transports to alcohol/drug detoxification facilities
- 903 clients found outside

The Social Return on Investment¹ for every dollar invested in the program is \$ **9.43:1**.

Contact Details

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Program Background & Overview

The Downtown Outreach Addictions Partnership (DOAP Team) program fulfills the following roles:

- Facilitates individuals' access to local service systems of emergency shelters, health care (including detoxification and other medical requirements), addiction treatment, and housing.
- Provides education on the risks associated with alcohol and drug use, and encourage safer behaviors through the distribution of harm reduction supplies.
- Raises awareness and builds understanding in the community with respect to homelessness/addiction through presentations in the community.

Participant Outcomes

The following are some of the outcomes experienced by participants:

- Participants who lacked shelter were provided with housing opportunities.
- Participants who felt marginalized are now connected to community services.
- Participants are connected to detoxification and addiction treatment facilities in order to have health concerns addressed.
- Participants who have mental health concerns are provided with access to appropriate supports.
- Participants who are discharged from the hospital have increased opportunities to follow-up with a healthcare provider.

Social Value Created

For Participants

- Decreasing vulnerability and increasing safety.
- Receiving services from shelters, community agencies, detoxification centers, addiction treatment centers, and health care services.
- Increased openness to the possibility of addressing one's circumstances after engagement with the Team.
- Avoidance of being incarcerated for unpaid tickets.

For Calgary Police, EMS, Calgary Transit, and PACT Team

- Diversion of unnecessary interventions.

For local hospitals

- Fewer days spent in hospitals due to the DOAP Team's involvement in discharge planning.
- Decreased rehospitalisation.
- Proactively identifying health concerns at an early

stage, reducing the number of days at the hospital or avoiding costly procedures.

For the community

- Increases awareness surrounding individuals who face homelessness and/or addiction.
- Attendees of DOAP Team presentations are empowered to assist individuals in a difficult situation.

Theory of Change - Summary

If individuals facing complex needs and multiple challenges linked to their addiction, experience a trusting and non-judgmental approach that connects them to a continuum of care system with a harm reduction philosophy, then they will be more able to change their circumstances and have the opportunity to improve their quality of life, while alleviating the concern to their local community.

1. This ratio represents a minimum value created as estimates are conservative. The social return on investment (SROI) ratio demonstrates a real value created, however, there are various program outcomes that cannot be represented in financial terms.