

Measurement, Metrics And Accountability

A Remarkable Return on Investment

Children and young people with developmental disabilities and/or complex special needs require very specialized support; most families are either in – or close to – crisis, because of how difficult it can be finding the most appropriate resources for their unique circumstances. Personalized care plans provide stability for parents to re-build their lives while children get desperately needed, intensive and sustainable support. The SNT continually works within our system, bolstering capacity to meet the multiple, complex needs of these children and youth.

To demonstrate our accountability in stewarding our substantial government funding, DYS recently engaged Success Markets Inc. (SMI) to conduct a Social Return on Investment (SROI)¹.

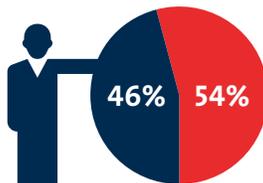
The results were striking



- The base analytic approach returns about 90% of its costs in measurable benefits to clients and society – approximately four times the return of the now-closed large institutional programs which produced very low benefits.



- On average, the CM team is expected to produce between \$0.76 and \$0.95 of social value for every dollar invested, with a best estimate of around \$0.88.



- Of this, 46% goes directly to DYS clients and families; 54% goes to government and greater society.



- This means that nearly \$24 million of annual investment in the Case Management team returns nearly \$20 million in benefits and reduced costs to clients and society.



- The effective net cost can reasonably be seen as \$4 million.



- For every dollar invested, nearly \$2 is returned to society in reduced costs and increased benefits.



- Therefore, the effective net cost of this program is negative, as the benefits outweigh the investment.

¹ SROI analysis estimates the per-dollar return to clients, society, and government for investment in social programs.