

# The cost-effectiveness of homelessness programs: a first assessment

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# Presentation

- Aims and research questions
- Issues and method
- Findings
  - Client needs, client histories, service outputs and client outcomes
  - Costs of service delivery and cost offsets

# Starting point

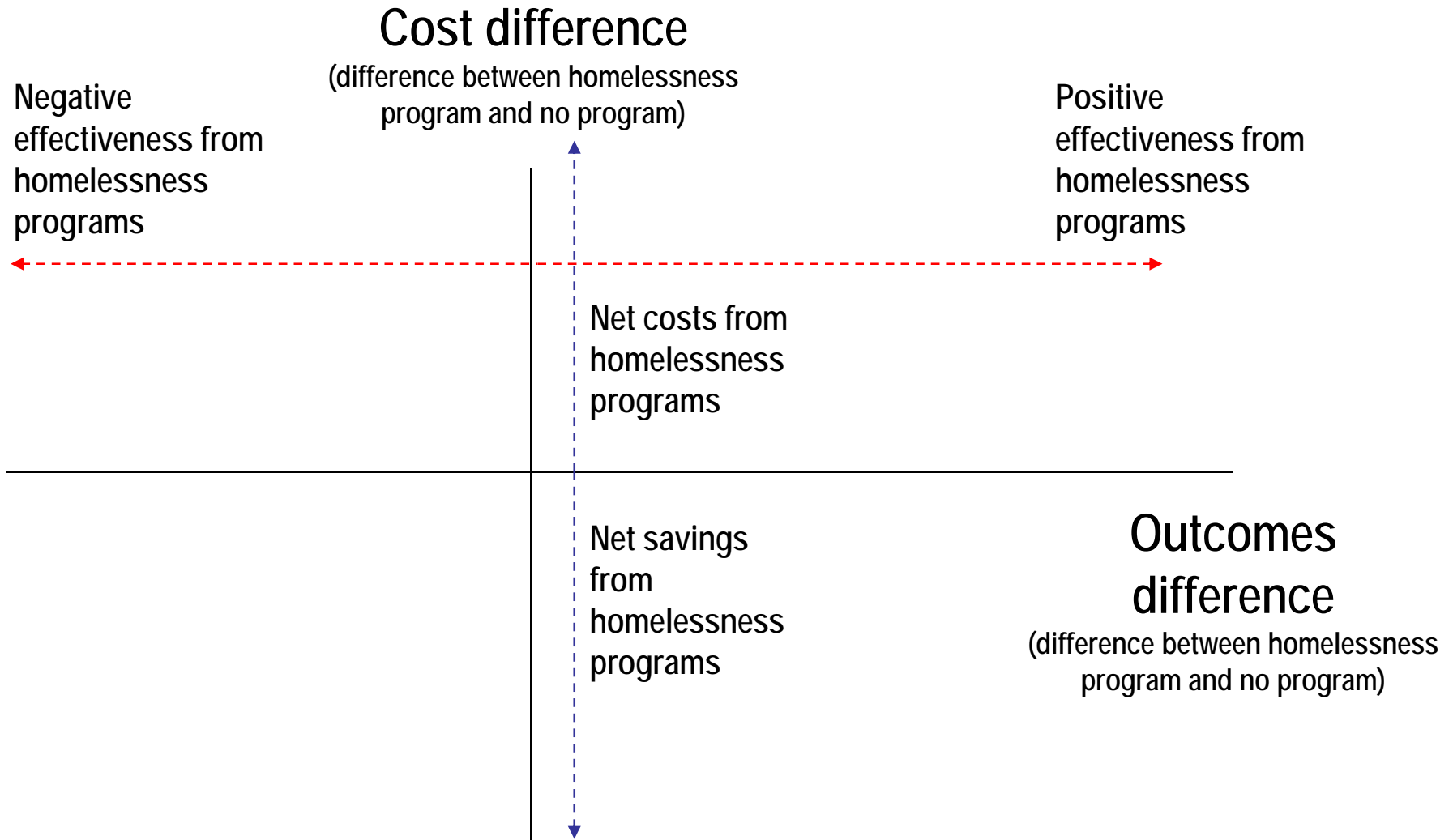


- AHURI: 2005 priority research question
  - What are the whole of government costs and benefits of not preventing homelessness including, for example, in relation to health, crisis accommodation, policing, criminal justice, and housing assistance?

- What is the cost-effectiveness of homelessness programs in WA?
  - **Effectiveness:** Outcomes achieved by clients
  - **Cost effectiveness:** Outcomes relative to costs net of cost offsets or program savings

→ *Homelessness programs may improve client outcomes which may result in decreased utilisation of health and justice services, reduced child residential care costs, lower housing management costs, lower income support payments and higher revenue from increased income tax payments. When costed, such impacts represent whole-of-government savings or cost offsets to the provision of homelessness programs.*

# Cost-effectiveness analysis



# Cost-effectiveness outcomes



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**Cost difference**  
(difference between homelessness  
program and no program)

Homelessness programs: net  
costs & negative effectiveness

Homelessness programs: net  
costs & positive effectiveness

Homelessness programs: net  
savings & negative effectiveness

Homelessness programs: net savings  
& positive effectiveness

**Outcomes  
difference**

# Illustration

- Consider a program to provide secure supported accommodation for otherwise homeless people with health and other high/complex needs

## Homelessness program

### Potential costs:

- e.g. Significant capital investment in terms of dwellings and recurrent expenditure on staff and other resources

### Potential outcomes:

- e.g. Stabilisation of condition, employment options, improved quality of life, reduced use of health and justice facilities

## Counterfactual; no program

### Potential costs:

- e.g. Significant costs associated with utilisation of acute psychiatric units, emergency departments, police and justice facilities

### Potential outcomes:

- e.g. Worsening of condition, no employment prospects, poor quality of life

# Illustration

Cont....



- In the illustration, homelessness programs produce positive differential outcomes and have the potential to for significant cost offsets.
  - Cost offsets arise when homelessness programs lower avoidable government and personal outlays in non-homelessness areas which society and individuals would otherwise wish to avoid.
- Clients may enter homelessness support services with pre-existing health conditions, which had not received the appropriate treatment. Homelessness support services may result in improved access to health care. In this case, health utilisation would increase; as would health care costs. It is important to distinguish such an outcome from the case where improved homelessness program client outcomes result in lower service utilisation in non-homelessness areas.

# Scope of the project

- Where?

- WA: Perth, South-West, Southern

- Programs?

- SAAP/CAP

- WA Homelessness Prevention Programs

- The Community Transitional Accommodation and Support Service (TASS) and the Re-entry Link program
      - Designed to assist prisoners re-enter into the community on release;
    - The Supported Housing Assistance Program (SHAP) and Private Rental Support and Advocacy Program (PRSAP). The latter program is now in SAAP
      - Designed to assist public and private tenants maintain their tenancies

# Research design

- Agency and program collaboration
  - Agencies + program administrators
  - Project advisory group
- Quantitative analysis
  - Background, needs and outcomes of clients
    - Administrative data
    - Client survey: wave 1: post-entry; 3-month/exit survey; 12 month point
    - Community Centre survey – one-off survey
  - Cost analysis
    - Program funding information
    - Agency cost survey
    - Cost offset: service utilisation outcome data from the client survey and the use of a broad range of sources to get unit cost information and population utilisation estimates
- Qualitative analysis

# Client survey

## Respondents wave 1

Adult clients - 31 services; 18 in the SAAP sector (8 single women and domestic and domestic violence services and 11 single men, families and other services) and 13 in the non-SAAP homelessness prevention service sector

	<i>Number</i>	<i>Per cent</i>
<b><i>Surveys Submitted</i></b>		
SAAP-DV and Single Women	38	21.0
SAAP-Single Men	50	27.6
SAAP- Families & General	22	12.2
SHAP	16	8.8
Private Rental Support and Advocacy Service	39	21.5
TASS and Re-entry	16	8.8
<b><i>Total</i></b>	<b>181</b>	<b>100.0</b>
<i>Clients Interviewed</i>	179	

NB: Of the 181 Surveys client contact details only supplied in 79 cases

# Client survey

Respondents follow up waves



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	No.	Per cent clients interviewed Wave 1 (n=179)
<b>3-month Wave</b>		
Surveys Submitted	69	38.5
Respondents Interviewed	53	29.6
<b>Exit Wave</b>		
Surveys Submitted	38	21.2
Respondent Interviewed	37	20.7
<b>3-month and Exit Waves</b>		
Surveys Submitted for Both Waves	11	6.1
Surveys Submitted for One or Both Waves	96	53.6
Respondents Interviewed for One or Both Waves	79	44.1
<b>12-month Wave</b>		
Surveys Submitted	52	29.1
Respondents Interviewed	37	20.7

# Client survey

Respondents 12-month wave



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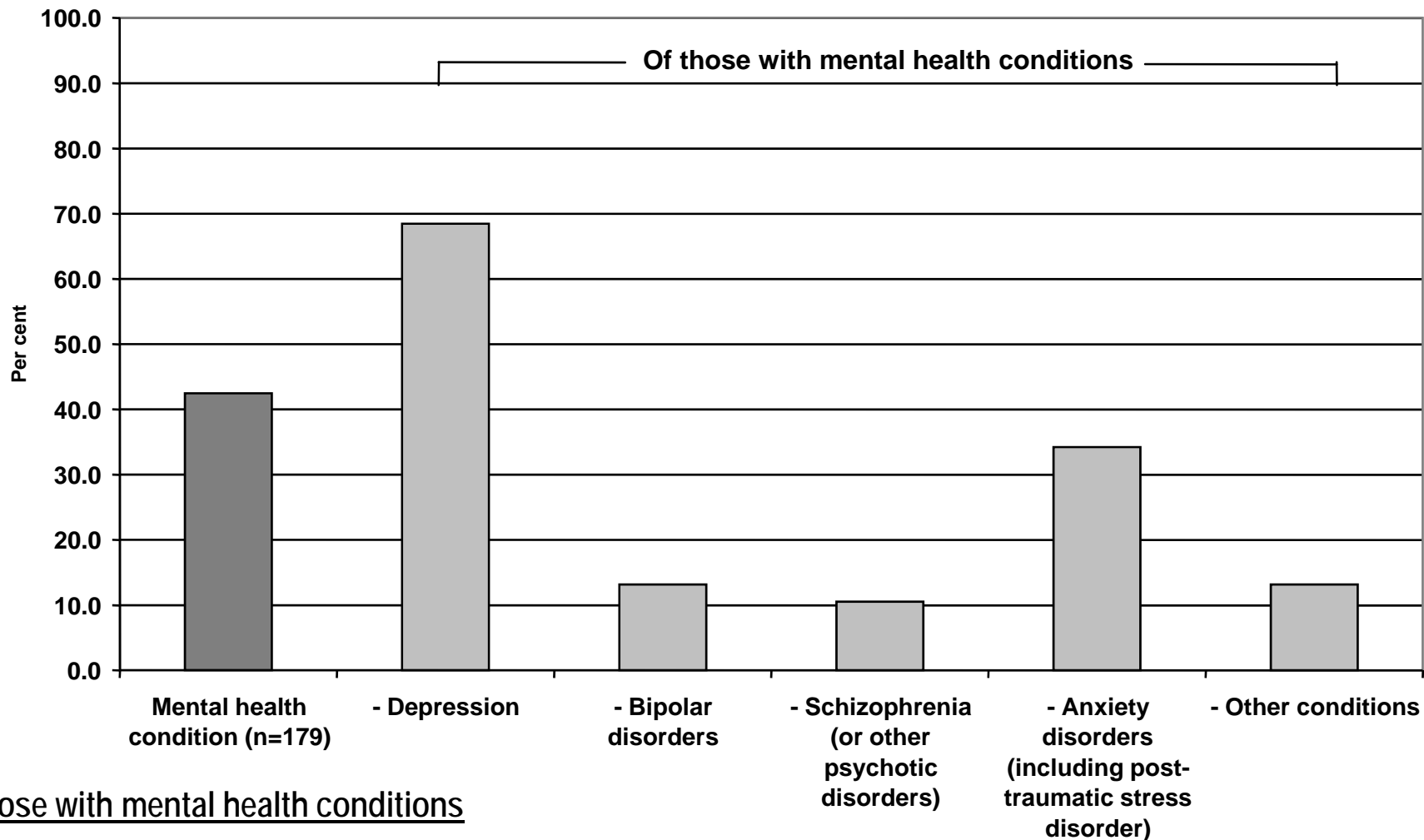
<b>Reason Respondent Non Contactable</b>	<b>Frequency</b>	<b>Per cent</b>
No contact details provided	58	32.0
Contact details provided no longer current or correct	19	10.5
Contact details of agency provided- client no longer in contact with agency	5	2.8
No response from repeated attempts to contact	44	24.3
Moved interstate and phone interview not possible	2	1.1
Client withdrew consent	13	7.2
Client currently in Hospital, Jail or Detention, Remand	2	1.1
Other	1	0.6
<b>Total non-completions</b>	<b>144</b>	<b>79.6</b>
<b>Total 12 Month Surveys</b>	<b>37</b>	<b>20.4</b>
<b>Total Client Respondents</b>	<b>181</b>	<b>100.0</b>

# Needs, homelessness histories & quality of life

- Multi-dimensional approach to client needs
  - Self/caseworker assessed client experiences of mental and long-term physical health conditions, client concerns about own alcohol and drug use.
  - Case worker assessed needs of clients
- Experiences of homelessness and unsafe living environments prior to the age of 18; after the age of 18 and in the year prior to support
- Quality of life and satisfaction with dimensions of life on entry

# Client needs: on-entry

Client survey wave 1



Taking medication = 69%

Receiving support from a mental health service or specialist = 42%

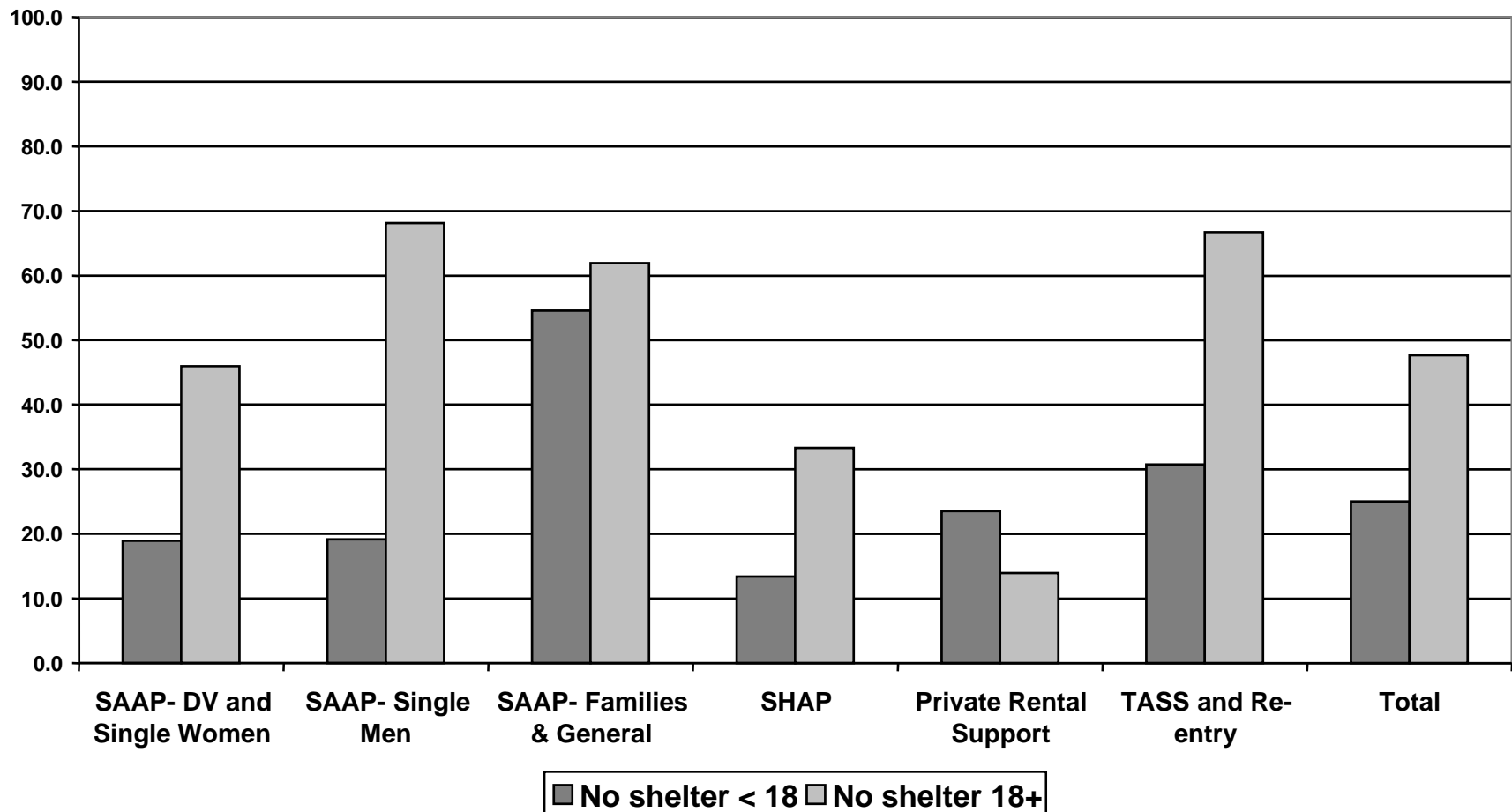
# Client needs: on-entry

Client survey wave 1

- Long-term physical health condition - **30.2%**
- Client expresses concerns about their alcohol/drug use - **21.7%**
- Dual diagnosis (two or more of: mental health condition, physical health condition, and client concerns over alcohol and drug use) - **35.4%**
- Caseworkers assessed clients as requiring intensive or ongoing support
  - To obtain/maintain appropriate housing – **70%**
  - Income and money management issues – **48%**
  - Other needs categories – generally around **20 to 25%**
  - Around **40%** of clients were assessed by caseworkers as requiring intensive and or ongoing support across four or more major needs.

# Client histories of homelessness

## Primary homelessness over the lifetime

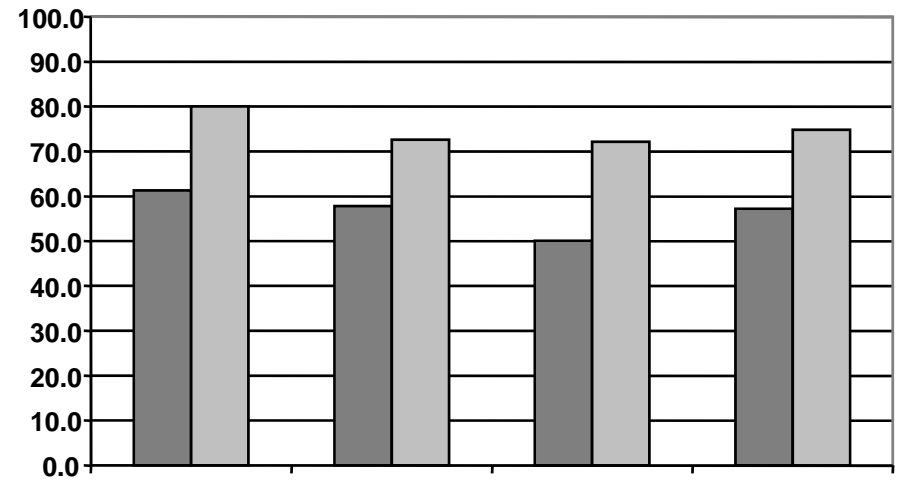
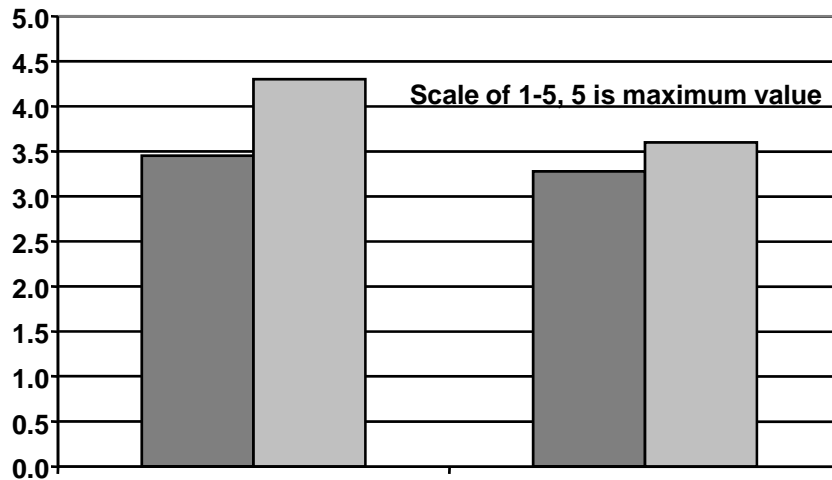


# Client quality of life: on-entry

Client survey wave 1



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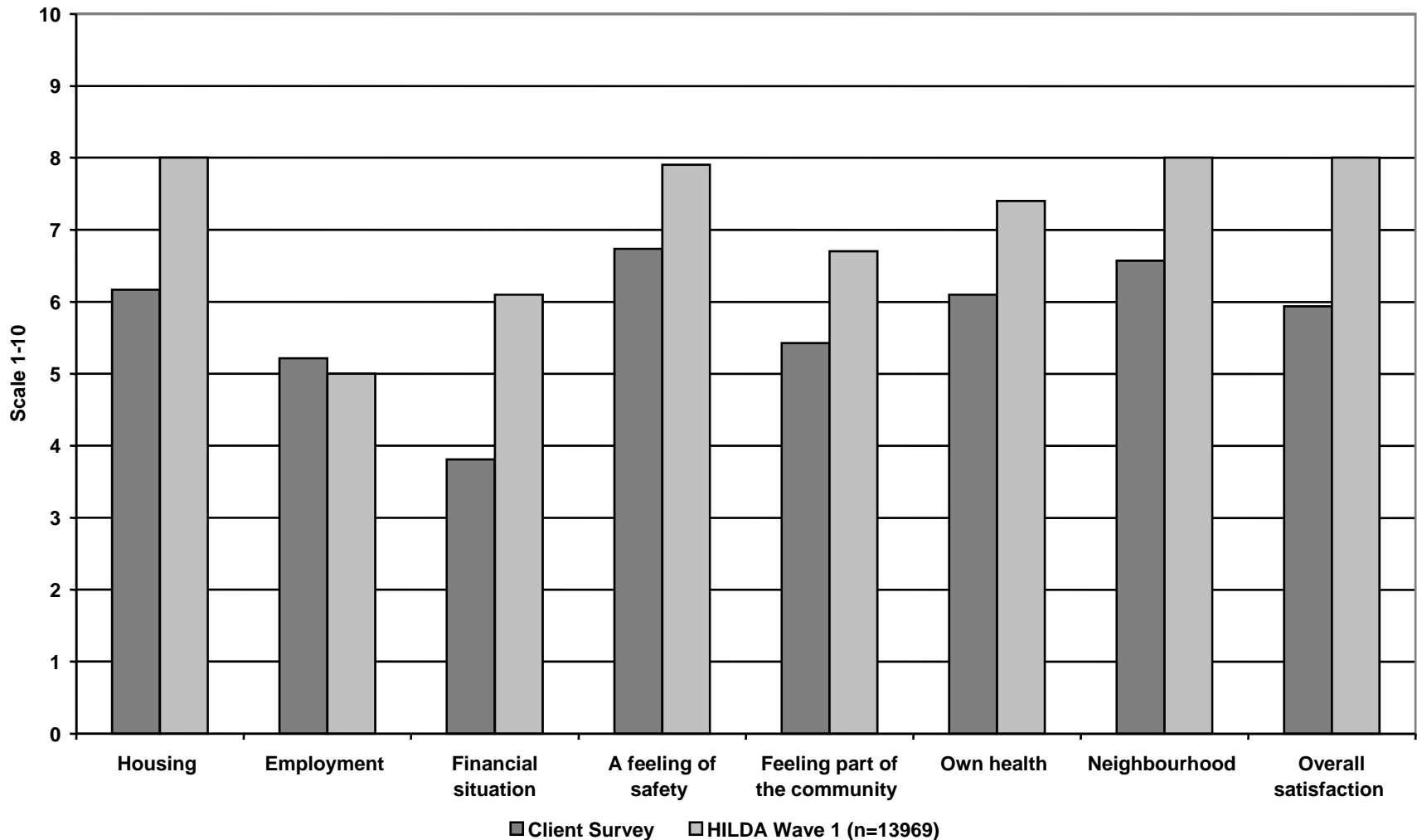
■ Client Survey

□ Population norms for the Australian WHOQOL-BREF

- **Physical:** physical pain, need for medical treatment to function in daily life, energy for every day life, ability to get around physically, sleep, ability to perform daily living activities and capacity for work.
- **Psychological:** enjoyment of life, the extent to which life is seen to be meaningful, the ability to concentrate, acceptance of bodily appearance, satisfaction with one's self and frequency of negative feelings such as blue mood, despair, anxiety, depression.
- **Social relationship:** personal relationships, sex life and social support.
- **Environment:** feelings of safety in daily life, how healthy the respondent's physical environment is, whether the respondent has enough money to meet needs, availability of relevant information, opportunity for leisure activities, conditions of the respondents living place, access to health services and satisfaction with transport options.

# Client satisfaction with life: on entry

Client survey wave 1



# Outcomes

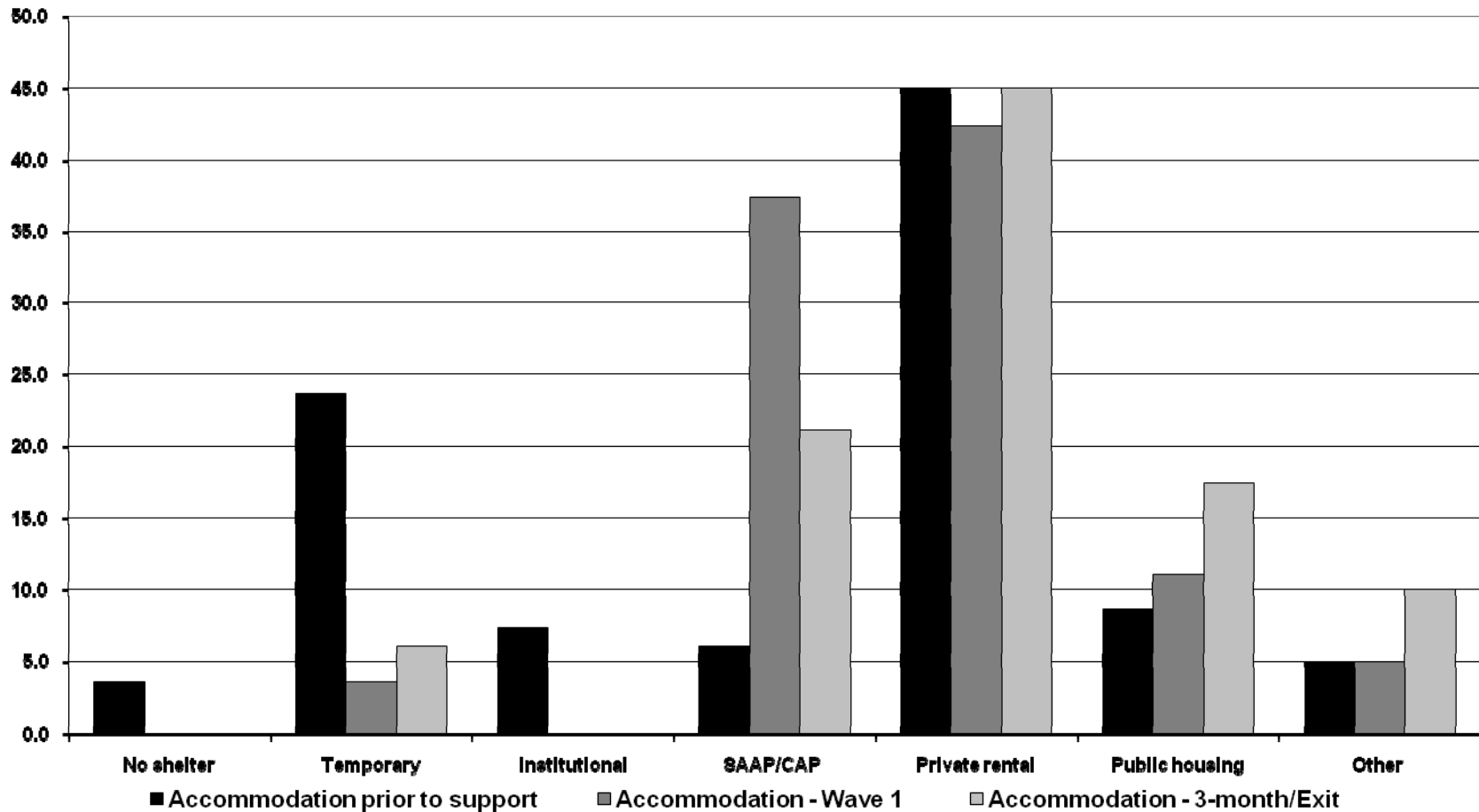
- **Changes in client status measures** - e.g. accommodation, safety, labour force, level of income, income source, education and training, and housing; changes in the level of capability to manage circumstances and needs;
- **Changes in service utilisation:** the utilisation of homelessness program services and non-homelessness program services;
- **Changes in self-assessed well-being** satisfaction with various dimensions of life, knowledge gained as a consequence of support, and quality of life outcomes.
- **Program-specific client outcome indicators** e.g. in the case of tenant support programs, the reduction in debt levels to housing authorities.
- Outcomes are assessed over time: Immediately following support; three months & exit and 12 months

# Accommodation

- Clients reported a significant improvement in their housing outcomes as a result of the assistance they received from agencies on entry:
  - 57.9 % housing position much better than before assistance; 23.7 % housing position was somewhat better than before assistance was provided; 13.2 % no change; 5.3 % worse (client survey wave 1)
- Those who were in primary homelessness/living in temporary accommodation prior to accommodation support remained housed in follow-up waves. Movement through SAAP crisis accommodation to public housing and other housing options
- The majority of those assisted in homelessness prevention programs (SHAP & PRSAP) retained their housing and partially or fully resolved the immediate housing problems that brought about the initial referral (e.g. tenant liabilities, rental arrears)

# Accommodation

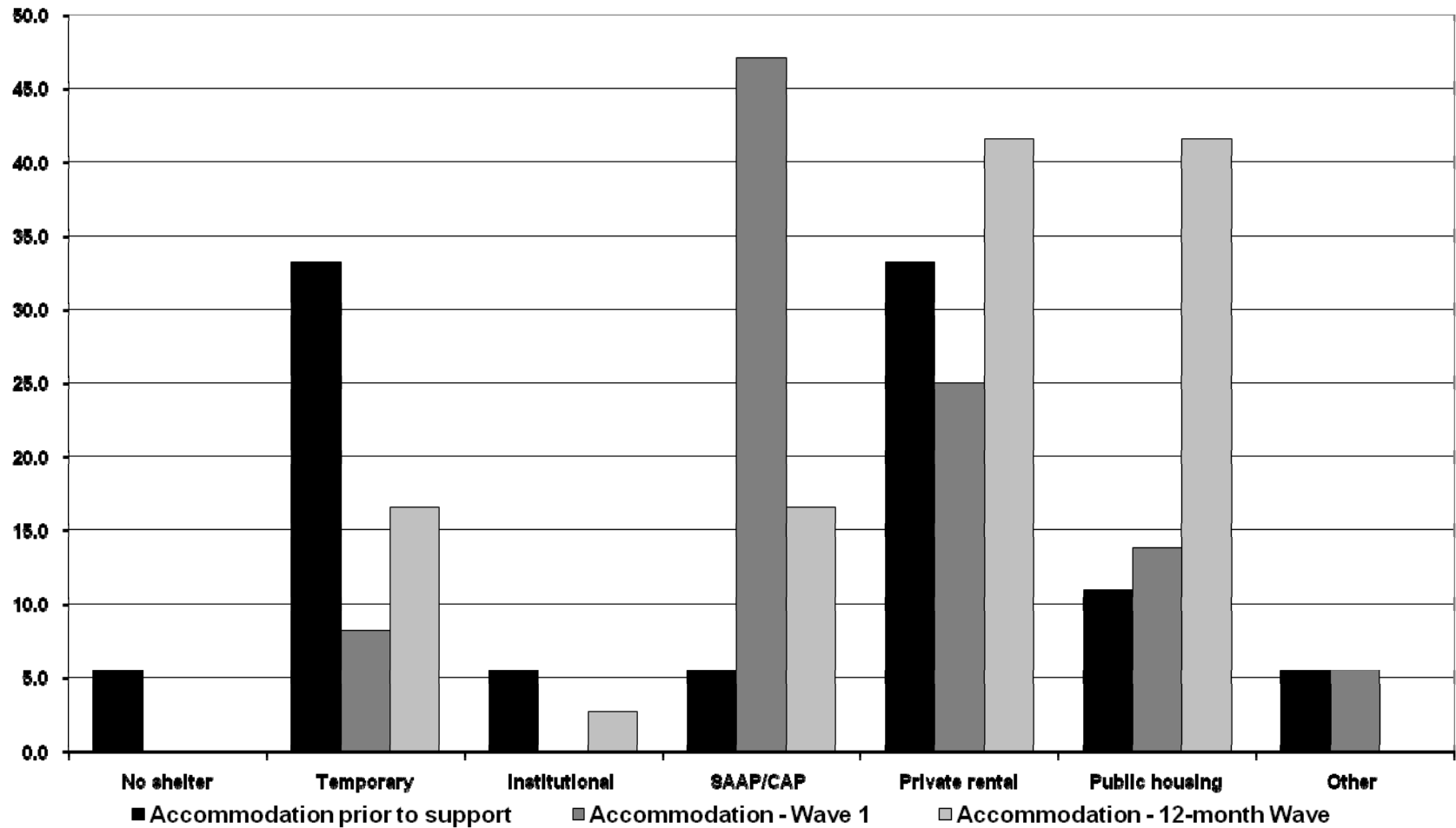
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Cohort of respondents who completed 3-month/exit surveys

# Accommodation

Cont...



Cohort of respondents who completed 12-month survey

# Accommodation

Cont...

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	<b>Wave 1</b>	<b>3-month/ Exit Waves</b>
Mean value of rental arrears (for those with rental arrears) \$	\$1,309	\$800
Median value of rental arrears (for those with rental arrears) \$	\$650	\$0
Mean value of tenant liabilities (for those with tenant liabilities) \$	\$3,227	\$993
Median value of tenant liabilities (for those with tenant liabilities) \$	\$1,100	\$28

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The provision of support from the point of the wave 1 survey to the follow-up survey appears to have significantly reduced rental arrears and tenant liabilities for those experiencing financial pressures with respect to sustaining their tenancies. This is one indicator of the success of the programs in alleviating pressures on tenants to maintain their tenancy.

- Homelessness agencies provide an environment which significantly improves clients' perception of safety:
  - 62 per cent of clients in the *client survey* reported that assistance had resulted in improved feelings of safety.
  - The strongest response is evident for the *SAAP-DV* and single women category of clients where 87.1 per cent of clients indicated that assistance had resulted in an improvement in feelings of safety.

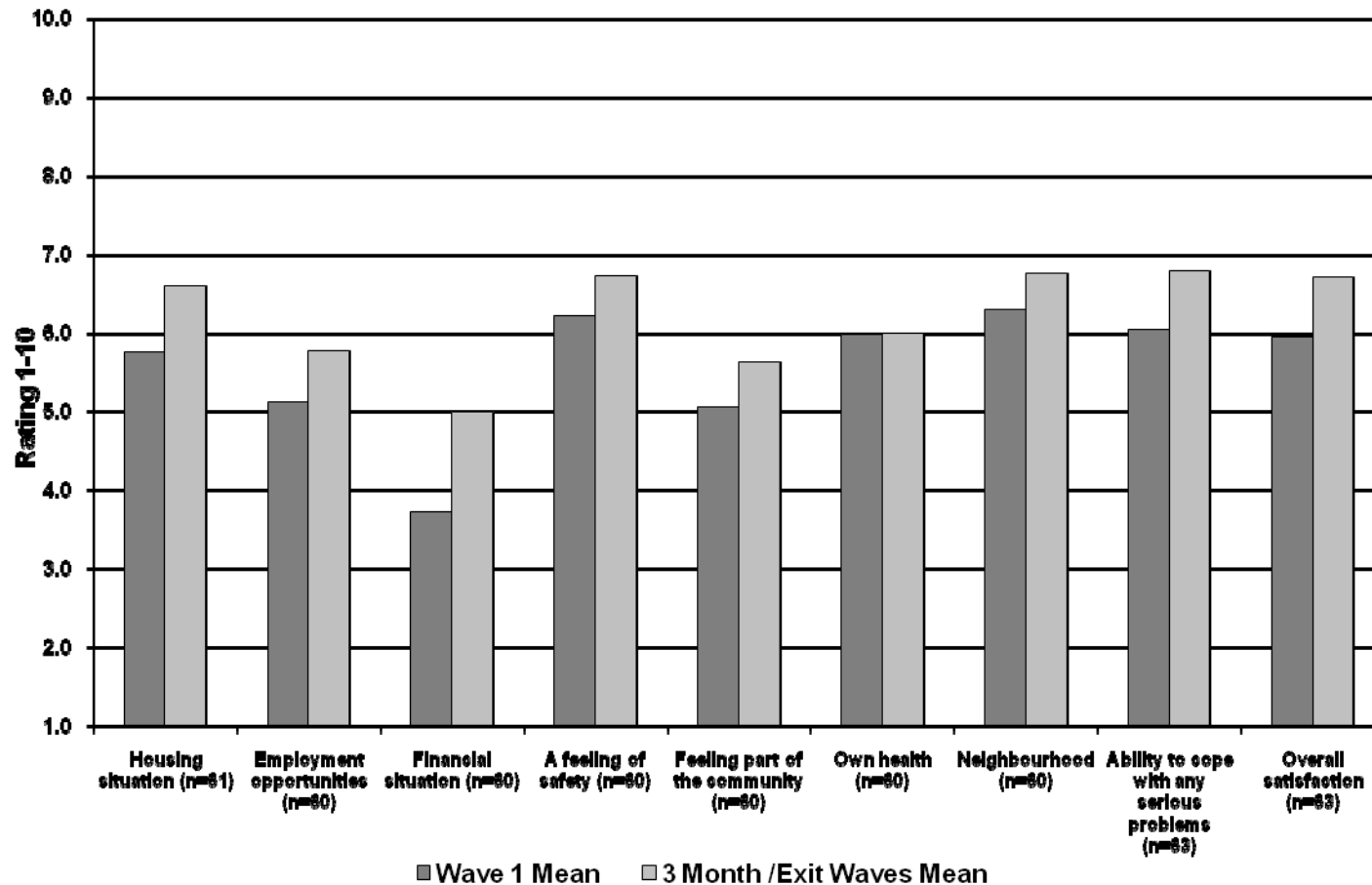
# Labour market

- Employment rates were low among homeless clients on entry to support. Most respondents had not been employed in the recent past.
  - 44 per cent of respondents were last employed two years or more ago; a further 14.0 per cent were last employed between one to two years ago. Of the remaining client survey respondents, 28 per cent were without work but had been employed in the last year and 13.4 per cent were working at the time of the survey.
- Some improvement in employment rates over the three month and 12 month time horizons.
  - 3-month/exit wave cohort: Employment-to-sample rate of 19.7 per cent on entry. At the time of the 3-month/exit wave follow-up, rise in the employment-to-sample rate of 32.1 per cent.
  - 12-month cohort: A doubling of the proportion of study participants in paid employment was evident from the point of entry to support to the 12-month point.
- The greatest improvement in clients' employment outlook following the provision of support occurs in the male-dominated segments of the client population.

- Most study respondents who completed the follow-up process experienced no change in their main income position between the beginning of the support period and the follow-up points.
  - 85.9 per cent of clients who listed government income support payments as their main form of income on entry to support continued to have government income support payments as their main form of income at the 3-month/exit wave point.
  - In the case of the 12-month follow-up comparative analysis, 75.8 per cent of clients who listed government income support payments as their main form of income on entry to support continued to have government income support payments as their main form of income at the 12-month/exit wave point. Reliance on wage and salary income rose.

# Client levels of satisfaction

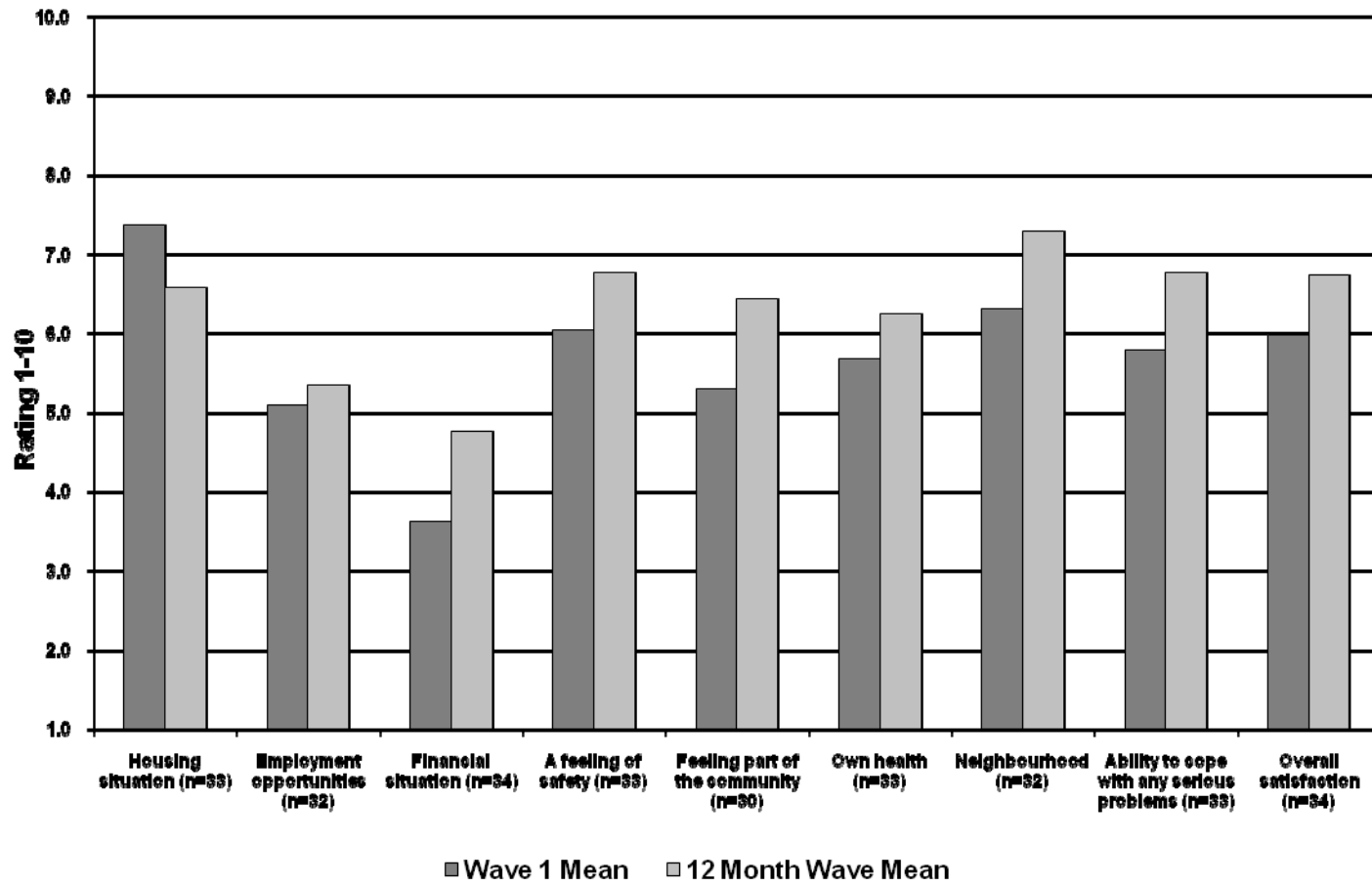
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Cohort of respondents who completed 3-month/exit surveys. Improvement in client satisfaction with dimensions of life to 3-month/exit point. Remains below Australian norms

# Client levels of satisfaction

Cont...



Cohort of respondents who completed 12-month survey. Improvement in client satisfaction with dimensions of life to 12-month point. Little different from 3-month/exit outcomes. Remains below Australian norms.

# Quality of life



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Mean Values	Wave 1 and 3-month/Exit Waves Segment (n=53-55)		Wave 1 and 12-month Waves Segment (n=32-34)		Population norms Australian WHOQOL-BREF
	Wave 1	3-month/Exit Wave	Wave 1	12-month Wave	
Overall quality of life	3.3	3.8	3.3	3.8	4.3
Health satisfaction	3.1	3.1	3.3	3.6	3.6
Physical	60.5	62.0	62.7	62.1	80.0
Psychological	54.0	62.3	59.6	63.4	72.6
Social Relationship	52.7	53.2	57.2	63.0	72.2
Environment	55.2	62.7	56.8	61.8	74.8

# Overall effectiveness & knowledge

	<b>SAAP- DV and Single Women</b>	<b>SAAP- Single Men</b>	<b>SAAP- General &amp; Families</b>	<b>SHAP</b>	<b>Private Rental Support</b>	<b>TASS and Re- entry</b>	<b>Total</b>
<b>Importance to the client of receiving assistance and help from the service in meeting their needs, Wave 1 Client Survey, Main and Short Form (per cent) (n=157)</b>							
Very Important	97.0	63.4	85.0	93.8	96.9	93.3	86.0
Important	3.0	31.7	15.0	6.3	3.1	6.7	12.7
Not Important	0.0	4.9	0.0	0.0	0.0	0.0	1.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>"Compared to when I first started with the service I understand the issues facing me and how to deal with them... (n=157)</b>							
A lot more	75.8	31.7	40.0	62.5	68.8	53.3	54.8
More	18.2	34.1	45.0	25.0	18.8	33.3	28.0
The same	6.1	34.1	15.0	12.5	9.4	13.3	16.6
Less	0.0	0.0	0.0	0.0	3.1	0.0	0.6
A lot less	0.0	0.0	0.0	0.0	3.1	0.0	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>103.1</i>	<i>100.0</i>	<i>100.6</i>

# Community Centres

- **Current housing status of Community Centre clients**
  - No shelter 24%; crisis accommodation 2%; temporary accommodation 22%; public housing 20%; long term community housing 3%; private rental housing 8%
- **Over a third (36 per cent) of respondents visited the Centre every day, and almost a third (30.5 per cent) had been visiting the centre for over 10 years**
- **Clients access a broad range of services at Community Centres.**
  - Over a third utilise the Community Centre for a number of different services (3 to 6 distinct services);
  - Another third use the Community Centre intensively (7 to 11 distinct services).

# Community Centres

Cont...



- Clients reported that they gained positive benefits in terms of meals and other immediate needs, companionship and support from Centre staff and medical and legal assistance.
- Those with longer periods of primary homelessness in the past year were significantly more likely to have obtained assistance with personal problems, used showers and used the Centre to obtain accommodation and access Centrelink services. On average, they also used a significantly higher number different Community Centre services than others.
- Clients who have spent a longer proportion of their adult life in primary homelessness were more likely to say that they had been helped to find a place to stay and to say that they know they have a place to go if they have a problem.

# Client/Caseworker perspectives

- Client survey comments of clients and caseworkers

*In what ways has the service helped you (the client) already? How do you think the service may assist you (the client) during the present time and in the future?*

*If you (the client) hadn't received help from the service what might have happened? What do you think the consequences might have been for you (the client), your (the client's) family and those in the community had support not been available?*

# Examples

## SAAP

- Single Men: ‘If I didn't receive support I would probably be living on the streets or squatting in empty buildings. I really want to get a place of my own’ – *without support*: ‘Would have been suicidal, depressed and not felt wanted by anyone’
- Families: ‘Already- housing, clothing, financial assistance, support from worker. Future- children's holiday program, obtaining stable housing’– *without support*: ‘I would have lost custody of my five children. Devastating for my children to be taken from me, for me and my kids. Pressure on my family to help me’

- Women: 'If this service was not available to me I would be sleeping on the street. This service can assist me by putting my in contact for other help. Having some one to talk to and help steer me in the right direction that will better my life.' – *without support*: 'If this service had not been available I would have been forced to return to a violent situation and suffered more assaults and abuse'.
- Women: If I hadn't been given medium term housing I'd have no where to live and of course the rent is very low which helps financially. Have also helped me get into Homeswest priority housing list. Counselling. – *without support*: 'If I hadn't been given housing by the refuge, I'm sure I would have been seriously injured or killed because I would have had to stay with my husband'.

# Examples

## Homelessness prevention programs

- Tenancy support: ‘Helping me- getting rental arrears sorted and finances back on track. Tell me the right avenues and services to get support.’ – ***without support:*** ‘I would be on the street without the service’.
- Prisoner re-entry: ‘Provided accommodation and clothes, helped with food and will be helping to get extra-ordinary licence [license] and other work and life related things. – ***without support:*** ‘Would have ended in a bad situation of staying with various people I know who arn't [aren't] a very good influence and probably re-offending (driving offences) ’.

# Examples

at 12 months

- SAAP DV and single women
  - The service was very good. The service helped arrange for the police and staff member to retrieve my furniture and belongings. They also helped me find my house and helped me to access finances. My time there was comfortable and clean, with extremely supportive staff who were very caring.
- SAAP families
  - Stability in housing and getting through Family Court hearings, issues etc. leading to more stable care arrangements with children. Practical assistance such as furniture and food assistance when needed. Workers listening to my issues

# Funding & costs

- Recurrent and capital funding – total + per client across different homelessness programs (data drawn from administrative sources)
- Costs – agency-based analysis drawn from study's *agency cost survey*
  - The gross funds available for service delivery and the source of these funds.
    - In addition to government funding, providers of services raise income via other grants and donations and operating income from rent and other sources (e.g. vending machines).
  - Ongoing costs involved in providing accommodation and support to clients.
  - The unit cost of providing accommodation and support to clients.
- Significant methodological problems with use of a per client measure
  - If available better to use \$ per full-time equivalent client.
  - Issues with a per client figure: (1) Different methods for collecting and reporting on client numbers (2) Average duration of support (3) Rate of capacity utilisation, and (3) client needs.

# Recurrent *funding* per client

Western Australia, 2005-06



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	Recurrent funding \$ (1)	Proportion of WA funding per cent (2)	Number of clients assisted (3)	Recurrent funding per client \$ (4) = (1) / (3)
SAAP	30,563,000	82.2	8300 clients 12700 support periods	3,682/client 2,406/support period
PRSAP	2,030,534	5.5	711	2,842
SHAP	2,135,861	5.7	557 clients	3,835/client
SHAP Homeless Advisory Service	177,554	0.5	92 assessed 50 housed	1447/assessment 2663/housed
TASS	434,664	1.2	79	5,502
Re-entry Link	1,812,328	4.9	929 formal 786 casual	1,826 formal 147 casual
<b>Total funding</b>	<b>37,153,941</b>	<b>100.0</b>		

- Agency cost and expenditure structures

- In the case of **SAAP crisis/short-term services**, on average, three quarters of total income (/cost) is derived from government funding. Rental income the major additional source of income. The major cost component relates to staff costs (two-thirds).
- Funding for **SHAP services** is predominantly program specific government funding, accounting for 98.4 per cent of all funding.

# Recurrent + capital *costs* per client

Western Australia, 2005-06



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	Cost per client \$					
	SAAP Crisis	SAAP Med- long term	SHAP	PRSAP	TASS	Re-entry Link
Recurrent cost per client	2,243	15,470	3,483	2,145	4,245	1,912
Imputed opportunity cost of capital	588	10,453	NA	NA	6,596	4,500
<b>Total cost per client</b>	<b>2,831</b>	<b>25,923</b>	<b>3,483</b>	<b>2,145</b>	<b>10,850</b>	<b>1,912 no accom 6,412 accom</b>
<b>Proportion government funded – per cent</b>						
Recurrent cost	74.3	69.4	98.7	100.0	100.0	97.4
Capital cost	60.0	88.5	NA	NA	100.0	100.0
<b>Government program cost per client \$</b>						
Recurrent cost	1,667	10,736	3,437	2,145	4,245	1,862
Opportunity cost of capital	353	9,251	NA	NA	6,596	4,500
<b>Total Government cost</b>	<b>2,020</b>	<b>19,987</b>	<b>3,437</b>	<b>2,145</b>	<b>10,850</b>	<b>1,862 no accom. 6,362 accom*.</b>

- Two main approaches to estimating cost offsets
  - Estimate the cost of the client group's use of government services in the year prior to support (more accurately the 12 months prior to the client survey) and compare this with the general population's use of the same services for a year. The difference is the value of the cost offset. This method is referred to as the 'population offsets' approach. Such an approach answers the question: If clients moved to general population levels of service use what would the \$ impact be.
    - The wave 1 client survey sample is relatively large - the wave 1 findings on population offsets have some validity
  - Estimate the cost of the client group's use of government services in the year prior to support (more accurately the 12 months prior to the client survey) and compare this with service use in the 12 months following support. The differential is the value of the cost offset.
    - The 12 month wave client survey sample is small and the findings may be affected by a small numbers problem

# Cost offsets

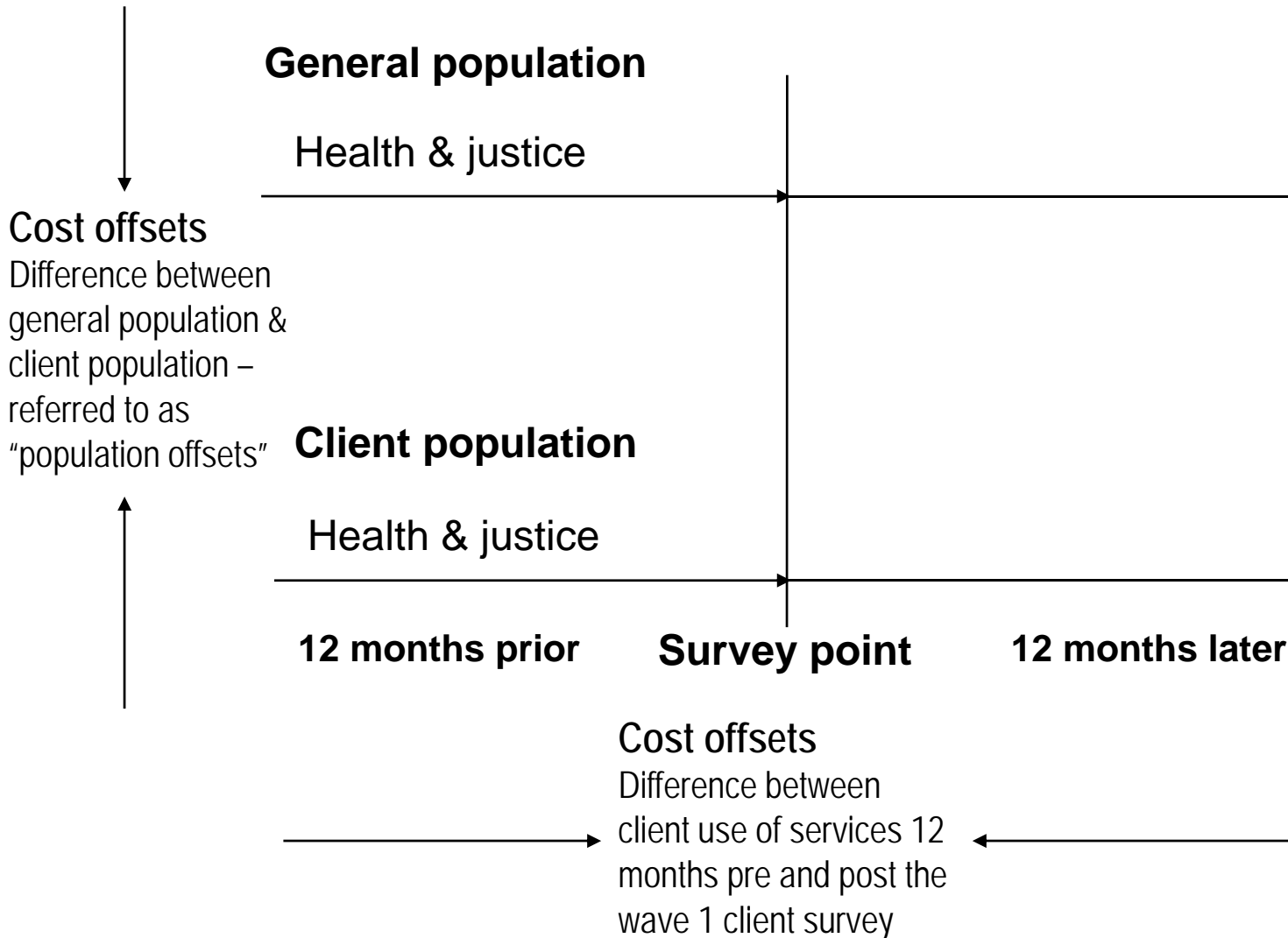
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- To determine the value of cost offsets, the unit costs of delivering a range of health and justice services is estimated and applied in conjunction with prevalence indicators of service utilisation by the various client cohorts and for the population in general.

# Cost offsets

Cont...



# Cost offsets

Cont...



## ■ Health

→ General practitioner consultations, medical specialist consultations, nurse or other health professional worker consultations, home visits, overnight hospital stays, casualty or emergency, outpatients at hospital or day clinic consultations, other health workers, ambulance services

## ■ Justice

→ victim of an assault/theft/robbery which resulted in police contact/investigation; stopped by the police on the street; stopped by the police in a vehicle; apprehended by the police; held overnight by the police; court; prison; detention/remand/correctional facility; visits to or received visits from justice officers

# Cost offsets, pop. diff.

## Community centre survey



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	Population statistics		Community Centre clients		Difference/person	
	Average Occurrences (1)	Average Cost \$ (2)	Average Occurrences (3)	Average Cost \$ (4)	Annual Difference \$ (5)=(4)-(2)	Average life outcomes \$ (6) = PV of (5), n=45, i=3 per cent
<b>Health Services</b>						
GP	4.21	155	5.03	185	30	735
Specialist	0.81	45	2.16	121	76	1857
Nurse/other worker	0.19	2	1.43	15	13	314
Hospital, ≥ 1 night	0.10	680	1.41	9572	8893	218034
Casualty or emergency	0.35	128	1.86	672	544	13348
Outpatient	1.40	167	2.00	238	72	1761
Ambulance	0.12	67	1.16	658	591	14495
<b>Total Health</b>		<b>1,243</b>		<b>11,461</b>	<b>10,217</b>	<b>250,544</b>
<b>Justice Services</b>						
Victim assault/theft	0.18	204	0.60	680	476	11667
Stopped by police in street	0.17	26	3.28	495	470	11518
Stopped by police in vehicle	0.84	50	0.81	49	-2	-38
Apprehended by police	0.02	3	1.24	187	184	4519
In court	0.06	51	1.39	1180	1129	27677
Nights in prison	0.61	113	8.96	1666	1553	38071
<b>Total Justice</b>		<b>447</b>		<b>4,257</b>	<b>3,810</b>	<b>93,414</b>
<b>Total Offsets</b>					<b>14,027</b>	<b>343,985</b>

# Cost offsets, pop. diff.

## Community centre survey

- On average, the per annum cost of health services for a community centre client is \$10,217/person greater than the population average, and higher for every service considered. The associated average life outcome is \$250,544/person.
- The average cost of justice services for a community centre client is \$3,810/person/year greater than the population average, with an associated average life outcome of \$93,414/person.

# Cost offsets, pop. diff.

## Client survey



Australian Housing  
and Urban Research Institute

Target group/ program	Population offsets		
	Health offsets/ person/ year \$	Justice offsets/ person/ year \$	Health and Justice offsets/ person/ year \$
SAAP–DV & Single Women	6,779	2,922	9,701
SAAP–Single Men	8,947	1,265	10,212
SAAP-Families & General	8,069	3,898	11,967
PRSAP	7,084	563	7,647
SHAP	10,643	2,541	13,184
TASS & Re-entry	6,119	33,571	39,690

# Net costs using pop. offsets

## Client Survey



Australian Housing  
and Urban Research Institute

Target group/ program	Program costs net of 'population offsets'				
	Program cost per client \$ (1)	Health & justice offsets/ person/ year \$ (2)	Cost / client net of annual offsets \$ (3) = (1)-(2)	Average life outcomes / person \$ (4)	Cost /client net of average life outcomes \$ (5)=(1)-(4)
SAAP-DV & Single Women	4,625	9,701	-5,076	241,068	-236,443
SAAP-Single Men	4,625	10,212	-5,587	267,776	-263,151
SAAP-Families & General	4,625	11,967	-7,342	312,080	-307,455
PRSAP	2,842	7,647	-4,805	188,846	-186,004
SHAP	3,835	13,184	-9,349	332,315	-328,480
TASS	14,340	39,690	-25,350	1,141,948	-1,127,608
Re-entry Link – no accom.	1,826	39,690	-37,864	1,141,948	-1,140,122
Re-entry link with accom.	6,326	39,690	-33,364	1,141,948	-1,135,622

For all programs, the value of annual 'population offsets' is greater than the annual value of program recurrent funding + capital costs. In most cases annual population cost offsets are more than twice the annual value of program recurrent funding + capital costs. There is significant potential for net government cost savings from the provision of assistance.

# Cost offsets, 12mth. diff.

## Client Survey

- Comparison of clients' use of services in year following wave 1 client survey with year prior to support.
- Survey respondents had generally lower health and justice service utilisation and costs in the 12 months following wave 1 client survey than the 12 months prior to wave 1 client survey.
- However, among a small number of clients with pre-existing mental health conditions hospital costs much greater in the 12 months after support than prior to support. These results dominated the cost offset figures.
- However small sample limits application of the findings

# Conclusion

- Homelessness programs produce positive outcomes for clients and at low direct costs
- Potential for significant cost offsets with improved client outcomes