

## Outcome Report 2014

### Program Mission: to be every Women's place for support, connections, and community.

The Women's Centre follows a Community Capacity Building Peer Model in all its programs and activities, and works in three strategic areas: Get Assistance, Connecting with Others, and Working for Change.

By helping women **Get Assistance with basic needs**, the Centre attempts to achieve the following outcomes:

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
<ul style="list-style-type: none"> <li>❖ Donations, In-Kind grocery vouchers, food &amp; personal care items, bus tickets</li> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, and trained volunteers</li> <li>❖ Computers, Agency database</li> <li>❖ Resource materials, Brochures</li> <li>❖ Space: Community space</li> <li>❖ Community Agencies, Community partners and supporters</li> <li>❖ Program planning, advertising, publicity</li> <li>❖ Refreshments/ hospitality supplies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Emergency assistance as available</li> <li>❖ Basic Needs referrals and advocacy</li> <li>❖ Information on agencies and support groups.</li> <li>❖ Safety planning</li> <li>❖ Legal Advice Clinics</li> <li>❖ Tax preparation</li> <li>❖ Commissioner for Oaths</li> <li>❖ Participants in the Basic Needs Network to ensure current knowledge on community resources</li> </ul>	<ul style="list-style-type: none"> <li>❖ 4244 basic needs referrals to other agencies</li> <li>❖ 8945 contacts accessing to emergency assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc.</li> <li>❖ 76 Legal Advice Clinics and ID Clinics</li> <li>❖ 275 women attended Legal Advice Clinics and ID Clinics</li> <li>❖ 400 women completed their tax returns</li> <li>❖ 28 women accessed our Commissioner for Oaths services</li> <li>❖ 4854 peer support and information contacts</li> </ul>	<p><b>1. Women experience relief from immediate distress. Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>90% (91%)</b> of women report they get the support they need.</li> </ul> <p><b>2. Women are treated with dignity and choices are upheld at the WC. Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>94% (97%)</b> of women report they are treated with respect at the Women's Centre.</li> <li>• <b>87% (85%)</b> of women report they feel they are given options when they come for assistance.</li> </ul> <p><b>3. Women are supported when they need it and where they are at. Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>89% (88%)</b> of women who report they get support when they need it.</li> <li>• <b>68% (68%)</b> of women report the WC provides access to computers, phones, fax, photocopier and printer when needed.</li> <li>• <b>100% (100%)</b> of Legal Advice Clinic respondents felt the lawyers listened to them carefully and understood their situation.</li> <li>• <b>100% (100%)</b> of Legal Advice Clinic respondents felt the volunteers made them feel comfortable and supported.</li> </ul> <p><b>4. Women know their next steps &amp; feel more in control. Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>97% (98%)</b> of Legal Advice Clinic respondents report they know their next steps.</li> <li>• <b>93% (90%)</b> of Legal Advice Clinic respondents report they feel more in control.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>• Questionnaire/Survey</li> <li>• Legal Clinic and Workshop Evaluations</li> </ul>	<p><b>1. Women know more about and use community resources. Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>75% (72%)</b> of women know more about community resources.</li> <li>• <b>64% (61%)</b> of women report they use some of those resources.</li> </ul> <p><b>2. Women have increased well-being and resiliency. Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>77% (71%)</b> of women report the WC helps them when they have a bad day.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	<p>Women supporting communities, communities supporting women.</p>

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By helping women **Connect with Others (Social Inclusion)**, the Centre attempts to achieve the following outcomes:

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
<ul style="list-style-type: none"> <li>❖ Publicly accessible equipment: Computers, photocopier, telephones, fax machine, postal address</li> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, and trained volunteers</li> <li>❖ Computers, Agency database</li> <li>❖ Resource materials, Brochures</li> <li>❖ Space: Community space</li> <li>❖ Community Agencies, Community partners and supporters</li> <li>❖ Program planning, advertising, publicity</li> <li>❖ Refreshments/ hospitality supplies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Drop-In Social Integration</li> <li>❖ Equipment use contacts</li> <li>❖ Workshops</li> <li>❖ Personal Development Groups</li> <li>❖ Coordination of events to foster community among individuals at the Women's Centre</li> <li>❖ Opportunities for women to participate at all levels and vulnerable populations</li> <li>❖ Community engagement project to start engagement with our new neighbours</li> </ul>	<ul style="list-style-type: none"> <li>❖ 11996 social integration contacts</li> <li>❖ 10653 equipment use contacts</li> <li>❖ 18791 peer support contacts</li> <li>❖ 3 ongoing groups and 160 workshops</li> <li>❖ 1455 group and workshop participants</li> <li>❖ Hundreds of informal interactions each week among the women who come to the Centre</li> <li>❖ 13 community events organized by the Centre to build social inclusion</li> <li>❖ 4 practicum placements</li> <li>❖ 14623.5 of volunteer hours</li> </ul>	<p><b>1. Women feel safe.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>96% (97%)</b> of women report they feel safe at the WC.</li> </ul> <p><b>2. Women experience inclusion.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>90% (88%)</b> of women report there is always someone to talk to at the WC.</li> </ul> <p><b>3. Women have an opportunity to change roles at the WC.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>73% (73%)</b> of women report they are doing more or different things now than when they first came to the WC.</li> </ul> <p><b>4. Women have learned something that matters to them.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>85% (84%)</b> of women report they learned something they needed to know.</li> <li>• <b>98% (97%)</b> of workshop participants report they learned something they wanted to know.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> <li>❖ Legal Clinic and Workshop Evaluations</li> </ul>	<p><b>1. Women build community.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>89% (86%)</b> of women report they belong at the WC.</li> <li>• <b>69% (68%)</b> of women report they made new friends at the WC.</li> </ul> <p><b>2. Women use what they learned.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>83% (83%)</b> of women report they have used knowledge gained at the WC.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	<p>Women supporting communities, communities supporting women.</p>

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By encouraging women to **Work for Change** in the public domain, the Centre intends to achieve the following outcomes:

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
<ul style="list-style-type: none"> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, and trained volunteers</li> <li>❖ Computers, Agency database</li> <li>❖ Resource materials, Brochures</li> <li>❖ Space: Community space</li> <li>❖ Community Agencies, Community partners and supporters</li> <li>❖ Program planning, advertising, publicity</li> <li>❖ Refreshments/ hospitality supplies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide skill training on diversity issues and social action</li> <li>❖ Provide opportunities for women to participate at all levels and ensure that vulnerable populations are included</li> <li>❖ Provide space and resources as able for grassroots women's group and community initiatives</li> <li>❖ Facilitate participation and take part in broad community events</li> <li>❖ Work in partnership with, and where resources allow, provide representation to, coalitions that focus on meeting women's needs and on increasing awareness</li> <li>❖ Undertake to study and</li> </ul>	<ul style="list-style-type: none"> <li>❖ 25 diversity, women's issue, public policy workshops provided</li> <li>❖ 40% of volunteers are diverse women</li> <li>❖ 8 out of 13 permanent staff are diverse women</li> <li>❖ 1 groups using resources, receiving support of the WC</li> <li>❖ 2767 Community Development contacts</li> <li>❖ 689 Issue's Work Contacts</li> <li>❖ 830 Information contacts related with Work for Change</li> <li>❖ 8 community events the Centre participated in</li> <li>❖ 6 social advocacy groups the</li> </ul>	<p><b>1. The WC fosters an environment for change.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• The Social Issues Committee held 8 meetings to get learn more about social issues that affect women and to engage in the activist community.</li> <li>• Social Issues Board, WC Facebook and WC Blog updated with community events, relevant news and information.</li> <li>• Women's Issues Peer Support training delivered as part of our regular training sessions.</li> <li>• Concentrated efforts to increase staff skills in public policy, 1 staff members have attended the Next Up Leadership training.</li> <li>• The Social Policy Committee was created to have a greater impact in public policy from a gendered lens. Two meetings were held in the past year.</li> <li>• Media presentations on feminization of poverty and women's issues</li> </ul> <p><b>2. The WC models and celebrates diversity and inclusion.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>81% (78%)</b> of women report they meet people at the WC they would not normally meet.</li> <li>• <b>93% (91%)</b> of women report they like the diversity of people at the WC.</li> </ul> <p><b>3. The WC demonstrates cooperation and contributes to the women's community.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• The Women's Centre helped organize an Equity Workshop in which 40 community members came together to build alliances and create awareness of gender issues. The Women's Centre also hosted an event with Vibrant Communities Calgary examining actions to end poverty, this included leading sessions on creating policy with a gender lens.</li> <li>• The Women's Centre led a Community Engagement Project connecting with 115 women in three communities surrounding the Women's Centre (Bridgeland-Riverside, Renfrew, Crescent Heights) and identifying the issues that most</li> </ul>	<p><b>1. The WC contributes a gendered lens to public policy debate.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• Continued to support the Calgary Poverty Reduction Initiative, participating in community conversations with Vibrant Communities Calgary about the inclusion of a gendered lens in the implementation strategy.</li> <li>• Worked with Fair Calgary Community Voices to advocate for full implementation of the Fair Calgary Policy.</li> <li>• Worked with Fair Calgary Community Voices to advocate for a sliding scale low income transit pass.</li> <li>• Worked with Vibrant Communities Calgary to advocate for the legalization of Secondary Suites.</li> <li>• Supported Public Interest Alberta and the Edmonton Social Planning Council to increase information in their report, <i>No change</i>, on the feminization of poverty.</li> <li>• Worked with the Alliance for Women's Rights to advocate for a federal debate on women's issues.</li> </ul> <p><b>2. Women have increased awareness/attitude change re: women's issues.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>75% (78%)</b> of women report they know more about women's issues.</li> </ul>	<p>Women supporting communities, communities supporting women.</p>

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	<p>respond to relevant policy documents</p>	<p>Centre is a member of or involved with</p>	<p>impact their lives.</p> <ul style="list-style-type: none"> <li>The WC partnered with CIWA and others to host mini-fairs and put on a parade for International Women's Day.</li> <li>The Women's centre worked and /or collaborated with the Progressive Tax Coalition, Fair Fares/Fair Calgary in Alberta, Women Together Ending Poverty and Vibrant Communities Calgary.</li> <li>The Women's Centre is member of Public Interest Alberta's "Poverty Human Services and Poverty Task Force" as well as participants in the "Unions and Progressives" Task Force.</li> </ul> <p><b>4. The WC demonstrates community mobilization.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>Attended community events/rallies such as Speak Out, Take Back the Night, Valentine's Day Memorial March, the Pride Parade, Sisters in Spirit, Social Justice Encounter.</li> </ul> <p><b>5. The WC responds to community issues.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>The Social Issues Committee of the Women's Centre continues to implement the list of recommendations from the Make One Change conference identified as the Women's Policy Agenda. The committee has focused on education about a progressive tax system in Alberta and the need of affordable and accessible child care</li> </ul> <p><b>6. Women have increased opportunities to discuss and act on community issues.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li><b>71% (72%)</b> of women report they talk about women's issues at the WC.</li> <li><b>64% (62%)</b> of women report they act on women's issues at the WC.</li> </ul> <p><b>7. Women participate in capacity building opportunities.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li><b>89</b> out of <b>372</b> women report they came to the WC to work on women's issues.</li> <li><b>107</b> out of <b>372</b> women report they came to the WC to help out.</li> <li><b>25</b> Workshops on feminism and advocacy</li> </ul>	<p><b>3. Women have increased awareness/attitude change re: diversity issues.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li><b>77% (76%)</b> of women report they understand more about the ways of life of other women they meet at the WC.</li> </ul> <p><b>4. Women have increased knowledge/skills around public policy.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>Reading lists and emails created and sent out to volunteers, staff and board members</li> <li>Work for Change updates and sent out articles in volunteer notes, monthly blogs, the social issues board and links in the monthly E-newsletter..</li> </ul> <p><b>5. Women increase their community involvement and participation.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li><b>81% (76%)</b> of women report that they have become more involved in the community by being involved with the WC.</li> <li><b>78% (78%)</b> of women report they have discussed women's issues with their friends and family outside the WC.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	
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## 2014 Data Collection

Data was gathered from women, volunteers, staff and community members throughout 2014 using a variety of tools and methods. This critical information was then used to inform the Women's Centre's planning and programs which ensures we remain responsive to our community. In total we collected input from **1311** women in 2014.

- **453** women, volunteers, and staff completed the Outcome Surveys in October
- **103** women completed Legal Advice Clinic evaluation forms
- **631** workshop participants completed an evaluation form
- **65** direct service volunteers participated in annual feedback sessions throughout the year
- **12** staff attended planning sessions in February and September
- **16** parents completed the Girl Power Camp survey
- **50** women from the community engagement project completed a survey.

Women were asked on the outcome Survey, "How has the Women's Centre made a difference in your life?" Some of their responses were:

- "The Women's Centre has been Crucial in raising my self-esteem. "
- "It has given me a sense of pride and a purpose knowing I can come in and help people out."
- "I have learned more English. My English has improved. I feel better and stronger. I feel more a part of the community."
- "Making me more aware of women's issues, being able to meet all kinds of people and new friends, and getting involved in the community."
- "The Women's Centre gave me a sense of belonging, warmth and security. I can always come here and feel welcome and when I need emergency supply, help is always."
- "It is really a comforting feeling to know the Women's Centre cares and is there, particularly when you are going to difficult times."
- "I have been able to acquire more knowledge on local and provincial issues regarding women and poverty which has made me more socially aware. I have also met so many great women i would have never met otherwise."