

Outcome Report 2015

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"> ❖ Donations, In-Kind grocery vouchers, food & personal care items, bus tickets ❖ Space: Rental/Lease of Space ❖ Staff, and trained volunteers ❖ Computers, Stats programs. ❖ Resource materials, Brochures ❖ Space: Community space ❖ Community Agencies, Community partners and supporters ❖ Program planning, advertising, publicity ❖ Refreshments/ hospitality supplies 	<ul style="list-style-type: none"> ❖ Emergency assistance as available ❖ Basic Needs referrals and advocacy ❖ Information on agencies and support groups. ❖ Safety planning ❖ Legal Advice Clinics ❖ Tax preparation ❖ Commissioner for Oaths ❖ Participants in the Basic Needs Network to ensure current knowledge on community resources 	<ul style="list-style-type: none"> ❖ 5118 basic needs referrals to other agencies ❖ 14581 contacts accessing to emergency assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc. ❖ 80 Legal Advice Clinics and ID Clinics ❖ 349 women attended Legal Advice Clinics and ID Clinics ❖ 628 women completed their tax returns ❖ 63 women accessed our Commissioner for Oaths services ❖ 6036 peer support and information contacts 	<p>1. Women experience relief from immediate distress. Indicators of Success:</p> <ul style="list-style-type: none"> • 86% (90%) of women report they get the support they need. <p>2. Women are treated with dignity and choices are upheld at the WC. Indicators of Success:</p> <ul style="list-style-type: none"> • 94% (94%) of women report they are treated with respect at the Women's Centre. • 80% (87%) of women report they feel they are given options when they come for assistance. <p>3. Women are supported when they need it and where they are at. Indicators of Success:</p> <ul style="list-style-type: none"> • 86% (89%) of women who report they get support when they need it. • 68% (68%) of women report the WC provides access to computers, phones, fax, photocopier and printer when needed. • 98% (100%) of Legal Advice Clinic respondents felt the lawyers listened to them carefully and understood their situation. • 99% (100%) of Legal Advice Clinic respondents felt the volunteers made them feel comfortable and supported. <p>4. Women know their next steps & feel more in control. Indicators of Success:</p> <ul style="list-style-type: none"> • 95% (97%) of Legal Advice Clinic respondents report they know their next steps. • 90% (93%) of Legal Advice Clinic respondents report they feel more in control. <p>Measurement Tools:</p> <ul style="list-style-type: none"> • Questionnaire/Survey • Legal Clinic and Workshop Evaluations 	<p>1. Women know more about and use community resources. Indicators of Success:</p> <ul style="list-style-type: none"> • 69% (75%) of women know more about community resources. • 58% (64%) of women report they use some of those resources. <p>2. Women have increased well-being and resiliency. Indicators of Success:</p> <ul style="list-style-type: none"> • 70% (77%) of women report the WC helps them when they have a bad day. <p>Measurement Tools:</p> <ul style="list-style-type: none"> ❖ Questionnaire/Survey 	<p>Women supporting communities, communities supporting women.</p>

Numbers in brackets are from 2014

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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"> ❖ Publicly accessible equipment: Computers, photocopier, telephones, fax machine, postal address ❖ Space: Rental/Lease of Space ❖ Staff, and trained volunteers ❖ Computers, Agency database ❖ Resource materials, Brochures ❖ Space: Community space ❖ Community Agencies, Community partners and supporters ❖ Program planning, advertising, publicity ❖ Refreshments/ hospitality supplies 	<ul style="list-style-type: none"> ❖ Drop-In Social Integration ❖ Equipment use contacts ❖ Workshops ❖ Personal Development Groups ❖ Coordination of events to foster community among individuals at the Women's Centre ❖ Opportunities for women to participate at all levels and vulnerable populations ❖ Community engagement project to start engagement with our new neighbours 	<ul style="list-style-type: none"> ❖ 12628 social integration contacts ❖ 15391 equipment use contacts ❖ 21321 peer support contacts ❖ 3 ongoing groups and 244 workshops ❖ 1917 group and workshop participants ❖ Hundreds of informal interactions each week among the women who come to the Centre ❖ 10 community events organized by the Centre to build social inclusion ❖ 8 practicum placements ❖ 20,012 of volunteer hours 	<p>1. Women feel safe. Indicators of Success:</p> <ul style="list-style-type: none"> • 97% (96%) of women report they feel safe at the WC. <p>2. Women experience inclusion. Indicators of Success:</p> <ul style="list-style-type: none"> • 88% (90%) of women report there is always someone to talk to at the WC. <p>3. Women have an opportunity to change roles at the WC. Indicators of Success:</p> <ul style="list-style-type: none"> • 75% (73%) of women report they are doing more or different things now than when they first came to the WC. <p>4. Women have learned something that matters to them. Indicators of Success:</p> <ul style="list-style-type: none"> • 84% (85%) of women report they learned something they needed to know. • 98% (98%) of workshop participants report they learned something they wanted to know. <p>Measurement Tools:</p> <ul style="list-style-type: none"> ❖ Questionnaire/Survey ❖ Legal Clinic and Workshop Evaluations 	<p>1. Women build community. Indicators of Success:</p> <ul style="list-style-type: none"> • 88% (89%) of women report they belong at the WC. • 72% (69%) of women report they made new friends at the WC. <p>2. Women use what they learned. Indicators of Success:</p> <ul style="list-style-type: none"> • 81% (83%) of women report they have used knowledge gained at the WC. <p>Measurement Tools:</p> <ul style="list-style-type: none"> ❖ Questionnaire/Survey 	<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"> ❖ Space: Rental/Lease of Space ❖ Staff, and trained volunteers ❖ Computers, Agency database ❖ Resource materials, Brochures ❖ Space: Community space ❖ Community Agencies, Community partners and supporters ❖ Program planning, advertising, publicity ❖ Refreshments/ hospitality supplies 	<ul style="list-style-type: none"> ❖ Provide skill training on diversity issues and social action ❖ Provide opportunities for women to participate at all levels and ensure that vulnerable populations are included ❖ Provide space and resources as able for grassroots women's group and community initiatives ❖ Facilitate participation and take part in broad community events ❖ Work in partnership with, and where resources allow, provide representation to, coalitions that focus on meeting women's needs and on increasing awareness ❖ Undertake to study and respond to 	<ul style="list-style-type: none"> ❖ 31 diversity, women's issue, workshops provided ❖ 40% of volunteers are diverse women ❖ 6 out of 12 permanent staff are diverse women ❖ 3 group using resources, receiving support of the WC ❖ 4828 Community Development contacts ❖ 1231 Issue's event Contacts ❖ 1613 Information contacts related with Work for Change ❖ 5 community events the Centre participated in ❖ 13 social advocacy groups the Centre is a member of or 	<p>1. The WC fosters an environment for change. Indicator of Success:</p> <ul style="list-style-type: none"> • The Social Issues Committee held 8 meetings to get learn more about social issues that affect women and to engage in the activist community. • Social Issues Board, WC Facebook, WC Twitter and WC Blog updated with community events, relevant news and information. • Women's Issues Peer Support training delivered as part of our regular training sessions. • Concentrated efforts to increase staff skills in public policy, 1 staff member has attended the Next Up Leadership training. • The Social Policy Committee increases the impact of the WC in public policy from a gendered lens. 11 meetings were held in the past year. • The WC has developed relationships with policy makers to contribute to a gendered lens on policy. Meetings held with 14 MLAs, 2 Ministers, participated in minimum wage, budget and Status of Women government consultations. <p>2. The WC models and celebrates diversity and inclusion. Indicator of Success:</p> <ul style="list-style-type: none"> • 80% (81%) of women report they meet people at the WC they would not normally meet. • 92% (93%) of women report they like the diversity of people at the WC. <p>3. The WC demonstrates cooperation and contributes to the women's community. Indicator of Success:</p> <ul style="list-style-type: none"> • The Women's Centre facilitated workshops on women's issues and diversity with Hillhurst-Sunnyside Community Association, Elder Service Corp, Bow Valley College, Community Connections YYC, Next-Up, Poverty Talks and CDLI. • The Women's Centre began to lead a Community Development Project with the aim of deepening the connection with current partners, as well as connecting with new ones. Partners have included Neighbour to Neighbour, WINS, and the North 	<p>1. The WC contributes a gendered lens to public policy debate. Indicators of Success:</p> <ul style="list-style-type: none"> • Continued to support the Calgary Poverty Reduction Strategy (Enough for All), participating in working groups (Peer Support, Women & Poverty and Leadership Implementation Council) with Vibrant Communities Calgary about the inclusion of a gendered lens in the implementation strategy. • Worked with Fair Calgary Community Voices to advocate for full implementation of the Fair Calgary Policy. • Worked with Fair Calgary Community Voices to advocate for a sliding scale low income transit pass. • Worked with Vibrant Communities Calgary to advocate for the legalization of Secondary Suites. • Worked with the Alliance for Women's Rights to advocate for a federal debate on women's issues. <p>2. Women have increased awareness/attitude change re: women's issues. Indicators of Success:</p> <ul style="list-style-type: none"> • 75% (75%) of women report they know more about women's issues. <p>3. Women have increased awareness/attitude change</p>	<p>Women supporting communities, communities supporting women.</p>

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	relevant policy documents	involved with	<p>Central Community Resource Centre.</p> <ul style="list-style-type: none"> • Girl Power After School began in October 2015. We ended the year with 15 girls signed up and about 8 girls coming per session. • The WC partnered with Union groups and CIWA and others to host events for International Women's Day. • The Women's centre worked and /or collaborated with the Progressive Tax Coalition, Fair Fares/Fair Calgary in Alberta, Women Together Ending Poverty, First 2000 Days Network, Children's Cottage Society, City of Calgary, United Way and Vibrant Communities Calgary. • The Women's Centre is member of Public Interest Alberta's "Poverty Human Services and Poverty Task Force". <p>4. The WC demonstrates community mobilization. Indicator of Success:</p> <ul style="list-style-type: none"> • Attended community events/rallies including Valentine's Day Women's Memorial March, Take Back the Night, the Sister's in Spirit Vigil and Rally, Outrun the Stigma, Women's Empowerment Night, The Calgary Women's Show, and YWCA Resource Fair. <p>5. The WC responds to community issues. Indicator of Success:</p> <ul style="list-style-type: none"> • The Social Policy Committee organize and Child Care Roundtable attended by 25 individuals. • The WC co-lead the creation of a Municipal Childcare collaborative. • In response to women identifying safety and street harassment issues, the WC organized a Safety Walk in collaboration with Sustainable Calgary. <p>6. Women have increased opportunities to discuss and act on community issues. Indicator of Success:</p> <ul style="list-style-type: none"> • 71% (71%) of women report they talk about women's issues at the WC. • 65% (64%) of women report they act on women's issues at the WC. • The WC organized childcare focus groups and affordable transit surveys to ensure women's voices are present in public policy debates. • The Social Issues Committee has organized a monthly Social Issues Discussion Series. 	<p>re: diversity issues. Indicators of Success:</p> <ul style="list-style-type: none"> • 77% (77%) of women report they understand more about the ways of life of other women they meet at the WC. <p>4. Women have increased knowledge/skills around public policy. Indicators of Success:</p> <ul style="list-style-type: none"> • Reading lists and emails created and sent out to volunteers, staff and board members and public. • Work for Change updates and sent out articles in volunteer notes, monthly blogs, the social issues board and links in the monthly E-newsletter. <p>5. Women increase their community involvement and participation. Indicators of Success:</p> <ul style="list-style-type: none"> • 80% (81%) of women report that they have become more involved in the community by being involved with the WC. • 73% (78%) of women report they have discussed women's issues with their friends and family outside the WC. <p>Measurement Tools:</p> <ul style="list-style-type: none"> ❖ Questionnaire/Survey 	
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			<p>7. Women participate in capacity building opportunities.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none">• 79 out of 538 women report they came to the WC to work on women's issues.• 174 out of 538 women report they came to the WC to help out.• 31 Workshops on feminism and advocacy <p>Measurement Tools:</p> <ul style="list-style-type: none">• Questionnaire/Survey		
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2015 Data Collection

Data was gathered from women, volunteers, staff and community members throughout 2015 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 **1553** women in 2015.

- **544** women, volunteers, and staff completed the Outcome Surveys in October
- **178** women completed Legal Advice Clinic evaluation forms
- **771** workshop participants completed an evaluation form
- **28** direct service volunteers participated in annual feedback sessions throughout the year
- **13** Board Members attended 1 planning retreat session in July.
- **12** staff attended planning sessions in February and September
- **7** parents completed the Girl Power Camp 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:

- "I first came to the Women's Centre for the free legal advice offered. I returned as a volunteer. I find the Women's Centre to be an amazing space of safety, knowledge, and kindness. I am impressed! "
- "I feel like a contributing member of society."
- "The Women's Centre has made me feel like I have help with my issues (depression & alcoholism)."
- "I am more proactive now than when I first came here."
- "Helped me with my poverty issues, to meet and get new friends, Practice my English while chatting with other ladies."
- "It's organic and roots us. I feel connected to other women even though I don't come there very often."
- "Absolutely. Meet new people every day, I struggle financially and they help w/ emergency hampers & munchies."
- "I am new to Canada; I appreciate the way I was attended to and hope to do a volunteer service one day."
- "It has made a difference in my life because it has allowed me to meet different types of people and gain a humanistic approach than before"
- "The Women's Centre has challenged me and broadened my point of view in a way that could not have happened without actually volunteering. I feel more confident in my ability to talk to people and more knowledgeable about issues that affect women."
- "Girl power program to help my daughter develop some life skills."
- "Whenever I have problems that I need help with, I feel welcomed to share my issues and I always come out of here for help and the emotional support too.