

Program Logic Model 2010

Creation Date: 17-Jan-2011

Program Mission: To be every Woman's place for support, connections, and community

Basic needs (economic security, social services, physical security and peace): The Women's Centre recognizes that meeting basic needs is the precondition to citizen's healthy participation in the society. By helping women meet their basic needs, the centre attempts to achieve the following outcomes:

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
<p>*Furnishing/Equipment Computers, copy machine, telephones, fax machine, postal address</p> <p>*Rental/Lease of Space WC space and equipment</p> <p>*Staff, and trained volunteers</p> <p>*Computers Agency database</p> <p>*Donations, In-Kind grocery vouchers, food & personal care items, bus tickets</p> <p>*Brochures</p> <p>*Space Community space</p> <p>*Community Agencies Community partners and supporters</p> <p>*Program Advertising Publicity</p> <p>*Resources Refreshments/hospitality supplies</p>	<p>*Emergency assistance as available.</p> <p>*Basic Needs Referrals and Advocacy</p> <p>*Information on agencies and support groups.</p> <p>*Legal advice clinic individual peer support or counselling</p>	<p>*14,176 (Emergency Assistance, Basic Needs referrals and Advocacy contacts)</p> <p>*8,218 (Information contacts)</p> <p>*205 Legal Advice Clinics</p> <p>*2,123 (Legal advice clinic and Peer Support contacts)</p>	<p>1. Women experience relief from immediate distress.</p> <p>Indicators of Success: 1.1. This outcome reflects our basic needs work and drop-in access. Women come to the Centre for basic needs supplies and to find a safe, warm place and a cup of coffee and sympathetic ear. We assume the outcome from the output – if a woman needs food and gets emergency groceries, or needs a cup of coffee and a piece of fruit and gets them, we assume a positive outcome.</p> <p>2. Women find people willing to listen to them, feel comfort and validation.</p> <p>Indicators of Success: 2.1. 100% (100%) of Legal Advice Clinic clients who felt that the volunteers listened to them carefully and understood their situation. 2.2. 98% (98%) of Legal Advice Clinic clients who felt that the volunteers made them feel comfortable, supported and validated.</p> <p>Measurement Tools: *Questionnaire/Survey Legal Clinic Evaluations *Questionnaire/Survey Legal Clinic Evaluations</p> <p>3. Women know the next step to take and feel more in control.</p> <p>Indicators of Success: 3.1. 93% (96%) of Legal Advice Clinic clients and workshops attendees who knew what their next step would be as a result of attending the program.</p> <p>Measurement Tools: *Questionnaire/Survey Legal Clinic and Workshop Evaluations</p>	<p>1. Women are more acquainted with resources.</p> <p>Indicators of Success: 1.1. 81% (76%) of respondents who said they know more about resources in the community. 1.2. 77% (72%) of women who say they have used some of the community resources.</p> <p>Measurement Tools: *Questionnaire/Survey *Questionnaire/Survey</p>	<p>Women supporting communities, communities supporting women.</p>

- Numbers in bracket are past year results(Targets)

Association (sense of belonging, mutual help, and respect for culture, sharing and caring): The Women’s Centre follows the peer support model in all its programs and activities. Through ensuring that women associate with each other both within the Women’s Centre and within the larger community, women develop a sense of community at the Centre. This is the foundation of our work at the Centre. By incorporating these values into our work, we are able to achieve the following **outcomes**:

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
<p>*Furnishing/Equipment Computers, copy machine, telephones, fax machine, postal address</p> <p>*Rental/Lease of Space WC space and equipment</p> <p>*Staff, and trained volunteers</p> <p>*Computers Agency database</p> <p>*Donations, In-Kind grocery vouchers, food & personal care items, bus tickets</p> <p>*Brochures</p> <p>*Space Community space</p> <p>*Community Agencies Community partners and supporters</p> <p>*Program Advertising Publicity</p> <p>*Resources Refreshments/hospitality supplies</p>	<p>*Drop-In Social Integration</p> <p>*Workshop</p> <p>*Personal Development Groups</p> <p>*Coordination of events to foster community among individuals at the Women’s Centre</p> <p>*Opportunities for women to participate at all levels and vulnerable populations</p>	<p>*15,864 (Social integration and equipment use contacts)</p> <p>*7,343 (Sign up and Confirmation contacts)</p> <p>*7 groups and 163 workshops</p> <p>*2,714 (Group and Workshop participants)</p> <p>*Hundreds of informal interactions each week among the women who come to the Women’s Centre.</p> <p>*4 community events the Women’s Centre participates in.</p> <p>*261 diverse women as staff and volunteers</p>	<p>1. Women feel safe and supported at the Women’s Centre.</p> <p>Indicators of Success: 1.2. 98% (98%) of women using the Centre report they feel safe at the Women’s Centre</p> <p>Measurement Tools: *Questionnaire/Survey</p> <p>2. Women participate in Capacity Building opportunities</p> <p>Indicators of Success: 2.1. 95% (94%) of survey respondents who say they have learned something new or that they needed to know at the Women’s Centre.</p> <p>Measurement Tools: *Questionnaire/Survey</p> <p>3. Women have an opportunity to change roles at the Women’s Centre.</p> <p>Indicators of Success: 3.1. 84% (79%) of survey respondents who said they were doing more, or different things, now at the Women’s Centre.</p> <p>Measurement Tools: *Questionnaire/Survey</p>	<p>1. Women experience decreased isolation and increased support networks.</p> <p>Indicators of Success: 1.1. 79% (78%) of women who say they made new friends. 1.2. 97% (96%) of women who say they feel like they are getting more support.</p> <p>Measurement Tools: *Questionnaire/Survey *Questionnaire/Survey</p> <p>2. Women have increased knowledge and skills</p> <p>Indicators of Success: 2.1. 98% (98%) of women who can identify what they learned in group or workshop 2.2. 92% (73%) of women who say they have used knowledge gained at the Women’s Centre</p> <p>Measurement Tools: *Questionnaire/Survey *Questionnaire/Survey</p> <p>3. Women have increased sense of ownership and community.</p> <p>Indicators of Success: 3.1. 94% (94%) of women who report feeling at home or as sense of belonging at the Women’s Centre.</p> <p>Measurement Tools: *Questionnaire/Survey</p>	<p>Women supporting communities, communities supporting women.</p>

- Numbers in bracket are past year results(Targets)

Participation (equal rights and justice, inclusive and responsive government, involvement in decision and policy making by public agencies, involvement in public affairs): The Women’s Centre not only works towards meeting the individual needs of women in Calgary, it also takes proactive steps to ensure women’s voices are present in the dialogue around various social, political and economic issues. By encouraging women’s participation in the public domain, the Centre intends to achieve the following **outcomes**:

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
<p>*Furnishing/Equipment Computers, copy machine, telephones, fax machine, postal address</p> <p>*Rental/Lease of Space WC space and equipment</p> <p>*Staff, and trained volunteers</p> <p>*Computers Agency database</p> <p>*Donations, In-Kind grocery vouchers, food & personal care items, bus tickets</p> <p>*Brochures</p> <p>*Space Community space</p> <p>*Community Agencies Community partners and supporters</p> <p>*Program Advertising Publicity</p> <p>*Resources Refreshments/hospitality supplies</p>	<p>*Helps women and organizations find out about women/community events.</p> <p>*The Women’s Centre will provide space and resources as able for women’s community initiatives</p> <p>*The Women’s Centre will work in partnership with, and where possible, provide representation to, coalitions that focus on meeting women’s needs and on increasing awareness.</p> <p>*The Women’s Centre will undertake to study and respond to relevant policy documents.</p> <p>*Provide opportunities for Women to participate at all levels and ensure that vulnerable populations are included.</p> <p>*The Women’s Centre will provide skill training on diversity issues and social action.</p>	<p>*5,304 community development contacts</p> <p>*2 social justice groups using space and resources at the Women’s Centre</p> <p>*5 social advocacy groups involved with</p> <p>*2 letters/briefs sent and 1 Submission to Alberta government commission.</p> <p>*434 volunteers and 2 practicum placements</p> <p>*14,178 volunteer hours</p> <p>*1 program developed in response to input</p> <p>*139 involved in planning</p> <p>*7 diversity workshops provided</p>	<p>1. Increased awareness/attitude change re: women’s issues</p> <p>Indicator of Success: 1.1. 88% (87%) of women who report they know more about Women’s issues. 1.2. 80% (78%) of respondents who said they had the opportunity to discuss or act on women’s issues.</p> <p>Measurement Tools: *Questionnaire/Survey *Questionnaire/Survey</p> <p>2. Increased awareness/attitude change re: diversity issues</p> <p>Indicator of Success: 2.1. 90% (90%) of women who meet people at the Women’s Centre they wouldn’t normally meet. 2.2. 88% (86%) of women who report they understand more about the way of life and issues faced by other women they meet at the Women’s Centre. 2.3. 99% (98%) of women who say they appreciate being part of the diverse community at the Women’s Centre.</p> <p>Measurement Tools: *Questionnaire/Survey *Questionnaire/Survey *Questionnaire/Survey</p>	<p>1. Women increase their community involvement/participation</p> <p>Indicators of Success: 1.1. 90% (83%) of women at the Centre who say they have increased their community involvement.</p> <p>Measurement Tools: *Questionnaire/Survey *Questionnaire/Survey</p>	<p>Women supporting communities, communities supporting women.</p>

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2010 Data Collection

Outcome measurement data was collected throughout the year using a variety of tools. In total we collected input from 1014 women. In October extensive surveys were completed by 236 women who use the Centre and volunteers. During the year 778 evaluation forms were completed by workshop and legal advice participants.

Women are asked on the Women's Centre outcome form if the "Women's Centre made a difference in your life?" Some of their responses in 2010 were:

- I feel really safe and at the Women's Centre I found many facilities to be happy
- Knowing and understanding diversity has provided a great value to me and others that need support
- It has absolutely made a difference in my life although it is hard to define how I learn and grow every time I volunteer here and feel like my life is enriched for having met the people I have met
- It helps to know other women need help and guidance
- More awareness of issues faced by women of varying walks of life in Calgary. Superb source of information about a variety of topics. Connects a wide variety of women
- They treat me good. The Women's Centre has been very helpful
- They help you when you are in time of need
- It has supported me either way with the decision I've chosen, I've made new friends. They help me with situations like food, clothing. Plus they have classes they offer for a change of pace, and for something to do.
- The Women's Centre has made so much difference in my life. I got support from the centre when I needed it. I got the help and experience that I needed. Thank you the Women's Centre for all you've done for me.
- Yes, I know I always have a place to turn to for help or to offer support
- It helped me impacted on my abilities to use my tools of knowledge to be productive in my life. Thank you
- I almost always feel good after visiting/dropping the Centre. Wonderful atmosphere.
- Decreased my sense of isolation. Gave me a place to meet people and have coffee. Helped me in job searching and other resources.