

Outcome Report 2011

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, 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"> ❖ 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"> ❖ 12,901 emergency assistance, basic needs referrals and advocacy contacts ❖ 7,428 follow-up contacts ❖ 63 Legal Advice Clinics ❖ 209 women attended Legal Advice Clinics ❖ 182 women completed their tax returns ❖ 22 women accessed our Commissioner for Oaths services 	<p>1. Women experience relief from immediate distress. Indicators of Success:</p> <ul style="list-style-type: none"> • This outcome reflects our basic needs work and walk-in access. Women come to the Centre for basic needs supplies and to find a safe, warm place and a cup of coffee and empathetic ear. We assume the outcome from the output – if a woman needs food and get emergency groceries, or needs safety from violence and develops a safety plan, we assume a positive outcome. <p>2. Women are treated with dignity and choices are upheld at the WC. Indicators of Success:</p> <ul style="list-style-type: none"> • 96% of women report they are treated with respect at the Women's Centre. • 86% 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"> • 94% of women report they get the support they need. • 89% of women who report they get support when they need it. • 71% of women report the WC provides access to computers, phones, fax, photocopier and printer when needed. • 99% (100%) of Legal Advice Clinic respondents felt the lawyers listened to them carefully and understood their situation. • 99% (98%) 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"> • 98% (93%) of Legal Advice Clinic respondents report they know their next steps and 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"> • 71% (81%) of women know more about community resources. • 65% (77%) 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"> • 75% 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>

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 **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 ❖ 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 ❖ Participants in the Bridgeland Interagency meetings to ensure current knowledge of community issues ❖ Community project to start engagement with Bridgeland neighbours 	<ul style="list-style-type: none"> ❖ 7,072 social integration and equipment use contacts ❖ 10,606 peer support contacts ❖ 101 groups and 131 workshops ❖ 2,617 group and workshop participants ❖ Hundreds of informal interactions each week among the women who come to the Centre ❖ 5 community events organized by the Centre to build social inclusion ❖ 472 volunteers and 2 practicum placements ❖ 11,935 volunteer hours 	<p>1. Women feel safe. Indicators of Success:</p> <ul style="list-style-type: none"> • 96% (98%) of women report they feel safe at the WC. <p>2. Women experience inclusion. Indicators of Success:</p> <ul style="list-style-type: none"> • 89% 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"> • 80% (84%) 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"> • 87% (95%) of women report they learned something they needed to know. • 88% of workshop participants report they know their next steps. <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"> • 84% (94%) of women report they belong at the WC. • 73% (79%) 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"> • 85% (92%) 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>

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 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 relevant policy documents 	<ul style="list-style-type: none"> ❖ 22 diversity, women’s issue, public policy workshops provided ❖ 32% of volunteers are diverse women ❖ 10 out of 11 permanent staff are diverse women ❖ 472 volunteers, 11,935 volunteer hours ❖ 5 groups using resources, receiving support of the WC ❖ 3,766 Community Development contacts ❖ 4 community events the Centre participated in ❖ 5 social advocacy groups the Centre is a member of or involved with ❖ Studied poverty reduction plans: 32 letters, briefs sent and/or 	<ol style="list-style-type: none"> 1. The WC fosters an environment for change. Indicator of Success: <ul style="list-style-type: none"> • Work for Change section added to weekly volunteer notes. • Action Station, social issues board and WC Facebook page updated with community events, relevant news and information. 2. The WC models and celebrates diversity and inclusion. Indicator of Success: <ul style="list-style-type: none"> • 79% (90%) of women report they meet people at the WC they would not normally meet. • 94% (99%) of women report they like the diversity of people at the WC. 3. The WC demonstrates cooperation and contributes to the women’s community. Indicator of Success: <ul style="list-style-type: none"> • Women & Poverty Fast Facts created; distributed 5,000 to community members and at City Hall on International Women’s Day. • The Centre is represented on or involved with the PIA Poverty Task Force, the Action to End Poverty in Alberta, the Calgary Women’s Coalition, Vibrant Communities Calgary, and Social Policy Group. • Research completed and section written on women’s voice/poverty/child care and leadership for Calgary & Region Social Outlook 2011-2016. • Research completed and piece written on the feminization of poverty for report: In This Together Ending Poverty in Alberta. 4. The WC demonstrates community mobilization. Indicator of Success: <ul style="list-style-type: none"> • Attended community events/rallies such as Speak Out, Slut Walk, Take Back the Night and PIA’s Living Wage Action. • Participated in the All our Sisters shoebox initiative. 5. The WC responds to community issues. Indicator of Success: <ul style="list-style-type: none"> • 7 petitions with the required 25 signatures on each. 6. Women have increased opportunities to discuss and act on community issues. 	<ol style="list-style-type: none"> 1. The WC contributes a gendered lens to public policy debate. Indicators of Success: <ul style="list-style-type: none"> • Submitted a minimum wage review to provincial government. • Position paper submitted to the City on poverty reduction with gendered lens. • Meet with 13 City Councillors and one mayoral support staff. • Participated in municipal budget discussions. • Position paper sent to City Clerks office on the importance of gender parity on City boards, committees and commissions. • Letter sent to Premier with support for stated intentions regarding public policy. 2. Women have increased awareness/attitude change re: women’s issues. Indicators of Success: <ul style="list-style-type: none"> • 77% (88%) of women report they know more about women’s issues. 3. Women have increased awareness/attitude change re: diversity issues. Indicators of Success: <ul style="list-style-type: none"> • 75% (88%) of women report they understand more about the ways of life of other women they meet at the WC. 4. Women have increased knowledge/skills around public policy. 	<p>Women supporting communities, communities supporting women.</p>

presented,
meetings with
policy makers

Indicator of Success:

- **65%** of women report they talk about community issues at the WC.
- **54%** of women report they act on community issues at the WC.

7. Women participate in capacity building opportunities.

Indicator of Success:

- **46** out of **207** women report they came to the WC to work on women's issues.
- **58** out of **207** women report they came to the WC to contribute to their community.
- **131** workshops on feminism, advocacy and **1,478** participants (10 participants for one advocacy workshop – Social Action and 24 participants for the feminist walking tour)

Measurement Tools:

- ❖ Questionnaire/Survey

Indicators of Success:

- Reading binders, lists and e-mails created and sent out.

5. Women increase their community involvement and participation.

Indicators of Success:

- **65% (90%)** of women report that they have become more involved in the community by being involved with the WC.
- **76%** of women report they have discussed community issues with their friends and family outside the WC.

Measurement Tools:

- ❖ Questionnaire/Survey

2011 Data Collection

Program and planning data was collected throughout the year using a variety of tools. In total we collected input from **1099** women in 2011. In October 2011 Outcome Measurement surveys were completed by **238** women who use the Centre and volunteers.

During the year **698** evaluation forms were completed by workshop and Legal Advice Clinic participants.

We completed an extensive research project January to May 2011, where we had a total of **68** responses: 39 women were involved in focus groups and interviews, 29 responses were gathered through email questionnaires and an open-ended drop box questionnaire.

We conducted a project in Bridgeland in the summer which resulted in collecting data from **95** individuals through interviews and focus groups

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

- It has given me a sense of belonging. The feeling that I am not alone in the issues of life I am facing. The Women centre gives me support and the knowledge that I can get help that I need.
- It has opened my eyes and my heart to the issues faced by women in Calgary. I now have a new awareness about the issues and struggles women face and hope to assist Calgary in becoming a more equitable city.
- It is a place where every woman is accepted and respected. I have learned about the different resources in the city. Different types of help is my favorite.
- The women I meet at the center are phenomenal and I love spending time with them sharing ideas getting help and taking action on issues.
- The Women's Centre gave me a haven when I required it. At a time in my life when despair was a daily normal, when depression was causing alienation, and when I felt so detached I was having to remind myself to breathe... I came here and found respect, kindness, acceptance, resources and friendship. The Women's Centre enabled me to find my way back to my faith - both in God and myself.
- It has been a place where I can come and feel like my voice is heard. I love meeting so many different women and hearing their stories - good and bad. The openness friendliness of everyone is such a change from so many other places.
- The Women's Centre has connected me to a large diversity of Women. It has helped me to understand how my upbringing, life experiences and privileges have shaped my life and identity. This helps me to have a greater understanding of how others lives are influenced structurally.
- A lot. It gave me the support I needed at the time and at the most important day I could have needed the help. You thoroughly walk me through everything.
- Yes, it has. I look forward to coming in every week and helping out where I can. It has given me a tremendous feeling of gratitude. Everyone is very kind, pleasant and helpful, and I've especially enjoyed meeting people. I normally would not have met and they are from all walks of life and cultures which makes it an interesting experience.