

Outcome Report 2012

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"> ❖ 13,089 emergency assistance, basic needs referrals and advocacy contacts ❖ 6,520 follow-up contacts ❖ 70 Legal Advice Clinics ❖ 205 women attended Legal Advice Clinics ❖ 349 women completed their tax returns ❖ 46 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 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% (96%) of women report they are treated with respect at the Women's Centre. • 87% (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"> • 93% (94%) of women report they get the support they need. • 88% (89%) of women who report they get support when they need it. • 70% (71%) of women report the WC provides access to computers, phones, fax, photocopier and printer when needed. • 99% (99%) of Legal Advice Clinic respondents felt the lawyers listened to them carefully and understood their situation. • 99% (99%) 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"> • 96% (98%) 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"> • 73% (71%) of women know more about community resources. • 65% (65%) 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% (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>

Numbers in brackets are from 2011

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"> ❖ 19,964 social integration and equipment use contacts ❖ 10,694 peer support contacts ❖ 71 groups and 144 workshops ❖ 2,253 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 ❖ 4 practicum placements 	<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"> • 91% (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"> • 77% (80%) 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"> • 86% (87%) of women report they learned something they needed to know. • 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"> • 86% (84%) of women report they belong at the WC. • 72% (73%) 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% (85%) 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"> ❖ 43 diversity, women's issue, public policy workshops provided ❖ 32% of volunteers are diverse women ❖ 10 out of 13 permanent staff are diverse women ❖ 5 groups using resources, receiving support of the WC ❖ 6,503 Community Development contacts ❖ 5 community events the Centre participated in ❖ 5 social advocacy groups the Centre is a member of or involved with ❖ 142 letters, briefs sent and/or presented, meetings with policy makers ❖ 16 grassroots or community 	<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 updates in weekly volunteer notes. • Social Issues Board, WC Facebook and WC Blog updated with community events, relevant news and information. • Women's Issues Peer Support training developed and delivered twice. • Concentrated effort to increase staff skills in public policy. 1 staff attended Next Up Leadership training and another is currently attending. 1 staff attended the Max Bell Public Policy Training Institute and another is attending. 2. The WC models and celebrates diversity and inclusion. Indicator of Success: <ul style="list-style-type: none"> • 79% (79%) of women report they meet people at the WC they would not normally meet. • 92% (94%) 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"> • The WC connects with or contributes to the PIA Poverty Task Force, the Action to End Poverty in Alberta, Vibrant Communities Calgary, Fair Calgary Community Voices, the Financial Futures Collaborate, and Calgary Poverty Reduction Initiative Gender Issues Constellation. • The WC worked with Parkdale United, YWCA, CIWA and other women's groups to put on Women Rising Up conference. • Engagement project to connect with women's groups: over 40 letters/emails sent. 4. The WC demonstrates community mobilization. Indicator of Success: <ul style="list-style-type: none"> • Attended community events/rallies such as Speak Out, Take Back the Night, Truth and Reconciliation Walk, Sisters in Spirit, Social Justice Encounter. • Participated in PIA's child care campaign, over 65 postcards signed in support. 	<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 feedback on Alberta's Social Policy Framework (SPF). • Position paper submitted to Calgary MLAs, relevant Ministers and members of the SPF team on poverty reduction with gendered lens. Followed up with 18 meetings. • Participated in the Calgary Poverty Reduction Initiative. • Worked with Fair Calgary Community Voices to advocate for full implementation of the Fair Calgary Policy. • Thank you letters and letters of congratulations were sent as follow ups to previous policy asks. • The WC has joined the Community Social Data Strategy Calgary Consortium. 2. Women have increased awareness/attitude change re: women's issues. Indicators of Success: <ul style="list-style-type: none"> • 73% (77%) 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"> • 77% (75%) of women report they understand more about the ways of life of other women they meet at the 	<p>Women supporting communities, communities supporting women.</p>

		<p>meetings to develop policy input (For Calgary Poverty Reduction Initiative and Social Policy Framework).</p> <p>❖ 11 meetings held with grassroots women's groups</p>	<p>5. The WC responds to community issues. Indicator of Success:</p> <ul style="list-style-type: none"> • The WC signed a letter of support of the Action to End Poverty in Alberta's recommendations for a provincial poverty reduction plan. • The WC hosted two discussions for community feedback on the province's Social Policy Framework. • The WC hosted a discussion group for Fair Calgary Community Voices. <p>6. Women have increased opportunities to discuss and act on community issues. Indicator of Success:</p> <ul style="list-style-type: none"> • 68% (65%) of women report they talk about women's issues at the WC. • 65% (54%) of women report they act on women's issues at the WC. <p>7. Women participate in capacity building opportunities. Indicator of Success:</p> <ul style="list-style-type: none"> • 91 out of 330 women report they came to the WC to work on women's issues. • 101 out of 330 women report they came to the WC to help out. • 59 workshops on feminism, advocacy and 556 participants <p>Measurement Tools:</p> <ul style="list-style-type: none"> ❖ Questionnaire/Survey 	<p>WC.</p> <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. • Work for Change updates and articles sent out in monthly e-newsletters. <p>5. Women increase their community involvement and participation. Indicators of Success:</p> <ul style="list-style-type: none"> • 84% (65%) of women report that they have become more involved in the community by being involved with the WC. • 79% 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 	
--	--	--	---	--	--

2012 Data Collection

Data was gathered from women, volunteers, staff and community members throughout 2012 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 **1,230** women in 2012.

- **380** women, volunteers, and staff completed the Outcome Surveys in October
- **162** women completed Legal Advice Clinic evaluation forms
- **529** workshop participants completed an evaluation form
- **45** direct service volunteers participated in annual feedback sessions throughout the year
- **8** volunteers participated in a focus group to explore ways of involving new women in the Centre
- **9** staff and volunteers were interviewed in the year-long research project to explore how Women's Centre daily activities align with promising practises of the Community Capacity Building Peer Model
- **14** board members and **3** staff attended the annual Board Retreat in Banff in June
- **12** staff attended planning sessions in February and September
- **68** women participated in four policy focus groups

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 am a better person because of the people I meet and interact with at the Women's Centre.
- I have a better understanding of issues facing women in Canada. I am inspired to share this knowledge with others and help women in ways I can. The Women's Centre makes me feel like I can contribute to a meaningful cause.
- Provided a safe and exciting space in which to work for change.
- I can ask for help with problems, find other women to talk to and hopefully help me get to a better place in my life by understanding how to find help and know I'm not alone.
- The Women's Centre has helped me feel like I have a voice in so many areas of my life -- work, relationships, school etc. It has made me a bolder woman and I feel like I grow every day I am here.
- [The Women's Centre] helped me when I felt lonely, a friendly place to meet new people. I am not alone, there are others who are in the same position as me. Helped me find friendship, a place of belonging.
- I can ask for help with problems, find other women to talk to and hopefully help me get to a better place in my life by understanding how to find help and know I'm not alone.
- It has helped so many times in the past few years with diapers and baby food, food week and birthday gifts for my kids. There are times I would have been totally lost without the Women's Centre since our separation with my kids' dad.
- It has allowed me to get to know people I wouldn't have gotten to know otherwise. It always lifts me up when I am having a bad day. I am so inspired by all the women at the centre. I am deeply touched by the beautiful, caring community.
- Feeling of belonging and being included in a community. Gave me the incredible opportunity to give back to the community by helping other women.
- It lets me get involved in issues that are important to me. It allows me to have a sense of belonging.
- I have a better understanding of issues facing women in Canada. I am inspired to share this knowledge with others and help women in ways I can. The Women's Centre makes me feel like I can contribute to a meaningful cause.