

Outcome Report 2016

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. ❖ Legal Advice Clinics ❖ Tax preparation and Benefits Navigators services ❖ Commissioner for Oaths ❖ Participation in Basic needs networks. ❖ Equipment use contacts 	<ul style="list-style-type: none"> ❖ 5649 basic needs referrals to other agencies ❖ 15898 contacts accessing to emergency assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc. ❖ 360 women attended 122 Legal Advice Clinics ❖ 107 women attended 9 ID Clinics ❖ 771 women completed their tax returns ❖ 81 women accessed our Commissioner for Oaths services ❖ 7454 peer support and information contacts ❖ 16899 equipment use contacts 	<p>1. Women experience relief from immediate distress. Indicators of Success:</p> <ul style="list-style-type: none"> • 89% (86%) 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"> • 93% (94%) of women report they are treated with respect at the Women's Centre. • 83% (80%) 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"> • 88% (86%) of women who report they get support when they need it. • 66% (68%) of women report the WC provides access to computers, phones, fax, photocopier and printer when needed. • 99% (98%) 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% (95%) of Legal Advice Clinic respondents report they know their next steps. • 91% (90%) 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"> • 73% (69%) of women know more about community resources. • 62% (58%) 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"> • 67% (70%) 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>

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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"> ❖ Public and 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 ❖ Community engagement project to start engagement with our new neighbours 	<ul style="list-style-type: none"> ❖ 13583 social integration contacts ❖ 27919 peer support contacts ❖ 3 ongoing groups and 350 workshops ❖ 2608 group and workshop participants ❖ Hundreds of informal interactions each week among the women who come to the Centre ❖ 50 volunteers dedicated 1160 hours to facilitate and host workshops ❖ 11 community events attended 1082 times ❖ 7 practicum placements ❖ 23,562 of volunteer hours 	<p>1. Women feel safe. Indicators of Success:</p> <ul style="list-style-type: none"> • 96% (97%) 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% (88%) 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"> • 72% (75%) 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"> • 81% (84%) of women report they learned something they needed to know. • 97% (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% (88%) of women report they belong at the WC. • 59% (72%) 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"> • 80% (81%) 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 ❖ 12 out of 18 staff (including permanent and temporary staff) are diverse women ❖ 1 group using resources, receiving support of the WC ❖ 5020 Community Development contacts ❖ 478 Issue's related workshops contacts ❖ 3802 contacts related with Work for Change ❖ 50 community events the Centre participated in ❖ 16 social advocacy 	<p>1. The WC fosters an environment for change. Indicator of Success:</p> <ul style="list-style-type: none"> • The Social Issues Committee held 9 public discussion sessions to learn more about social issues and engage in action around these issues. The Committee hosted 4 planning sessions throughout the year. • Social Issues Board, WC Facebook, WC Twitter and WC Blog updated with community events, relevant news and information. • 31 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. 10 meetings were held in the past year. • The WC developed relationships with policy makers to contribute to a gendered lens on policy. This included meetings with MLAs, Ministers and participating in government consultation processes: 5 meetings with MLA's, 2 meetings with Minister of Human Services, 3 provincial government consultation processes. <p>2. The WC models and celebrates diversity and inclusion. Indicator of Success:</p> <ul style="list-style-type: none"> • 78% (80%) of women report they meet people at the WC they would not normally meet. • 93% (92%) 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 14 workshops on women's issues and diversity with diverse community groups. • Girl Power had 75 girls attending either our Girl Power Camp or the Girl Power After School program. 	<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: 10 planning meetings attended • The Social Policy Committee updated Women's Centre policy statements on Health, Violence Against Women, and Poverty. They also completed a new policy statement on Missing and Murdered Indigenous Women: 4 policy statements written / updated • The WC co-led the operations of the municipal childcare collaborative: 16 meetings attended, 1 road map document completed • Worked with the Calgary Ability Network and later the Basic Income Calgary action group to contribute a gender lens to basic income policy: 4 meetings <p>2. Women have increased awareness/attitude change re: women's issues.</p>	<p>Women supporting communities, communities supporting women.</p>

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	<p>relevant policy documents</p>	<p>groups the Centre is a member of or involved with.</p>	<ul style="list-style-type: none"> • The WC partnered with Union groups and others to host events for International Women's Day. • The Women's Centre works in partnership with 16 coalitions that focus on meeting women's needs and on increasing awareness. • The Women's Centre is member of Public Interest Alberta's "Poverty Human Services and Poverty Task Force". • The Women's Centre joined the PIA Early Learning and Child Care Task Force in November 2016. <p>4. The WC demonstrates community mobilization. Indicator of Success:</p> <ul style="list-style-type: none"> • Attended community events/rallies including: The Sisters in Spirit memorial march and vigil, Women's Empowerment Night, the United Way Campaign Kickoff March, the Women's March on Washington in Calgary, the Centre for Newcomers Syrian Picnic, World Refugee Day, Outrun the Stigma Mental Health Expo, the U of C volunteer fair, the Alex Community Food Centre grand opening, the Bridgeland Riverside Farmers' Market, the Crescent Heights Community Association Stampede Breakfast, the Femme Wave community launch, MLA David Swann's stampede breakfast, the Metro Alliance for the Common Good Discernment Assembly, the Hillhurst-Sunnyside Farmers' Market, the Hillhurst-Sunnyside Community Association Food Day, the Crescent Heights Community picnic. <p>5. The WC responds to community issues. Indicator of Success:</p> <ul style="list-style-type: none"> • The WC worked with Fair Calgary Community Voices to advocate for a sliding scale low-income transit pass.: 1 presentation at the Community Protective Services Council at City Hall, 3 meetings with committee to develop strategy, 1 Transit Workbook submitted to Alberta Government. • The WC provided space and resources for grassroots women's groups and community initiatives. • In response to women identifying safety and street harassment issues, the WC join the Bridgeland Crescent Heights Safety Task force to work on rising crime and decreased feeling of safeness amongst our community.. 	<p>Indicators of Success:</p> <ul style="list-style-type: none"> • 72% (75%) of women report they know more about women's issues. <p>3. Women have increased awareness/attitude change re: diversity issues. Indicators of Success:</p> <ul style="list-style-type: none"> • 76% (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"> • Monthly reading lists and emails are sent out to volunteers, staff, board members and the public. Social media including blogs are updated regularly with women's issues information • 429 subscribers to the Social Issues Monthly Reading List.. <p>5. Women increase their community involvement and participation. Indicators of Success:</p> <ul style="list-style-type: none"> • 74% (80%) of women report that they have become more involved in the community by being involved with the WC. • 72% (73%) 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>6. Women have increased opportunities to discuss and act on community issues. Indicator of Success:</p> <ul style="list-style-type: none">• 62% (71%) of women report they talk about women's issues at the WC.• 55% (65%) of women report they act on women's issues at the WC.• Facilitate ongoing opportunities to discuss women's issues and provide information and skills around these issues. This includes interviewing 10 women with lived experience for the affordable housing consultation, collecting submissions to the Bridgeland cycletrack consultations, and circulating an AUPE equal pay petition• The Social Issues Committee has organized a monthly Social Issues Discussion Series. <p>7. Women participate in capacity building opportunities. Indicator of Success:</p> <ul style="list-style-type: none">• 103 out of 639 women report they came to the WC to work on women's issues.• 152 out of 639 women report they came to the WC to help out. <p>Measurement Tools:</p> <ul style="list-style-type: none">• Questionnaire/Survey		
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2016 Data Collection

Data was gathered from women, volunteers, staff and community members throughout 2016 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 **2,230** contacts in 2016.

- **639** women, volunteers, and staff completed the Outcome Surveys in October
- **314** women completed Legal Advice Clinic evaluation forms
- **995** workshop participants completed an evaluation form
- **95** direct service volunteers participated in annual feedback sessions throughout the year
- **13** Board Members attended 1 planning retreat session in July.
- **14** full time staff, **3** part time staff and **2** student attended planning sessions in February and September
- **11** full time staff completed the Staff Engagement Survey
- **19** Toy room volunteers completed and Toy room evaluation
- **35** parents and **70** girls completed one or more Girl Program survey
- **20** women from the community completed an Environmental 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:

-Made me more open to people from all walks of life. More appreciative of everyone's experiences.

-They have helped me over the years with different resources and I always feel welcomed and safe while here.

-Today is my first day here at the center and I am so impressed by the wonder treatment and warm welcoming. Everyone here is nice and respectful to one another.

-The Women's Centre is a great place to visit regardless of what your need might be. I love coming here and talking to women.

-It has been really positive for me to spend time with the ladies in workshops. I see a lot of encouragement pass between them, and they have encouraged me as I learn how to lead the workshops. I also have been inspired by their openness with daily struggle - many of them have a great gift for honest conversation.

-Contributing to the community enriches my life and hopefully the lives of others.

-I'm new in Calgary (since March). Its nice to know there is a friendly place here in Calgary.

-By providing resources that are self-managed and empowering me to direct my own life without the pressures of family, gov. services, family justice system.

-I used the hamper program while in sober living. I used the personal care program. I come to use the computers to let my family know I am alive, even if struggling.

-As a volunteer, I am involved in activities I would never have been otherwise. I am treated with respect by my peers and I feel good about myself.

-Greater awareness of the breadth of needs of women in this community and greater involvement in working on policy change.