

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, Connect with Others, and Work 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, food & personal care items, bus tickets ❖ Space: Rental/Lease of Space ❖ Staff, trained volunteers ❖ Public and accessible equipment: Computers, photocopier, telephones, fax machine, postal address ❖ 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"> ❖ Direct assistance as available ❖ Basic Needs referrals and advocacy ❖ Information on agencies and support groups ❖ Legal Advice Clinics ❖ ID Clinics ❖ Tax preparation ❖ Benefits Navigator ❖ Commissioner for Oaths ❖ Participation in Networks and meetings ❖ Equipment use 	<ul style="list-style-type: none"> ❖ 4,683 basic needs referrals to other agencies ❖ 16,634 contacts accessed direct assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc. ❖ 150 Legal Advice Clinics ❖ 384 women attended Legal Advice Clinics ❖ 474 Legal Clinic volunteer hours ❖ 1,522 women completed tax returns and were able to access to benefits navigator ❖ 27 taxes and benefits navigator volunteers and 939 volunteer hours ❖ 48 women accessed Commissioner for Oaths services ❖ 7,736 peer support contacts ❖ 15,944 equipment use contacts 	<p>1. Women experience relief from immediate distress. Indicators of Success:</p> <ul style="list-style-type: none"> • 88% (89%) of women reported they got the support they needed <p>2. Women are treated with dignity and choices are upheld at the WC. Indicators of Success:</p> <ul style="list-style-type: none"> • 91% (93%) of women reported they were treated with respect at the Women's Centre. • 83% (83%) of women reported they felt they were given options when they came 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"> • 85% (88%) of women reported they got support when they needed it. • 65% (66%) of women reported the WC provided access to computers, phones, fax, photocopier and printer when needed. • 99% (99%) of Legal Advice Clinic respondents felt the volunteers listened to them carefully and understood their situation. • 98% of Taxes Clinic respondents felt the volunteers were helpful <p>4. Women have learned something that matters to them Indicators of Success:</p> <ul style="list-style-type: none"> • 94% (93%) of Legal Advice Clinic respondents reported they knew their next steps and felt more in control. • 72% of Tax Clinic respondents knew they could apply for one or more benefits after filing their taxes at the WC 	<p>1. Women have increased well-being and resiliency. Indicators of Success:</p> <ul style="list-style-type: none"> • 68% (67%) of women reported the WC helped them when they had a bad day. • 100% of the Volunteers felt their work as a volunteer at the Women's Centre supported women to improve their well-being • 89% of girls reported the WC helps them feel more confident <p>2. Women know more about and use community resources. Indicators of Success:</p> <ul style="list-style-type: none"> • 75% (73%) of women reported they knew more about community resources. • 66% (62%) of women reported they used some of those resources. 	<p>Women supporting communities, communities supporting women.</p>

(#) last year results. Where no such number is reported a new indicator was added in 2017.

Outcomes 2017

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, Connect with Others, and Work 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"> ❖ Public and accessible equipment: Computers, photocopier, telephones, fax machine, postal address ❖ Space: Rental/Lease of Space ❖ Staff, trained volunteers ❖ Resource materials, Brochures ❖ Space: Community space ❖ Community Agencies, Community partners and supporters ❖ Program planning, advertising, publicity ❖ Refreshments/ hospitality supplies ❖ Workshop/ groups & events space, material & volunteers 	<ul style="list-style-type: none"> ❖ Drop-In Social Integration ❖ Workshops ❖ Community Groups ❖ Coordination of events to foster community among individuals at the Women's Centre ❖ Opportunities for women to participate at all levels and ensure that vulnerable populations are included ❖ Meetings with agencies, women's groups ❖ Facilitate participation and take part in broad community events ❖ Offer child-minding sessions 	<ul style="list-style-type: none"> ❖ 13,379 social integration contacts ❖ 26,249 peer support contacts ❖ 138 groups and 163 workshops ❖ 2,406 groups and workshop participants ❖ Several informal interactions each week among the women who come to the Centre ❖ 153 volunteers received training ❖ 47 community events the WC is participated in ❖ 45 meetings with agencies and women's groups ❖ 4,348 Community Development contacts ❖ 700 volunteers ❖ 8 practicum placements ❖ 28,471 volunteer hours ❖ 131 girls participated on girls programs ❖ 79 Girl Programs sessions ❖ 14 girl-led sessions ❖ 70 women used childminding 	<p>1. Women feel safe. Indicators of Success:</p> <ul style="list-style-type: none"> • 97% (96%) of women reported they felt safe at the WC. <p>2. Women experience inclusion. Indicators of Success:</p> <ul style="list-style-type: none"> • 91% (89%) of women reported there was 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"> • 74% (72%) of women reported they were doing more or different things than when they first came to the WC. • 98% of volunteers reported they were provided with opportunities to explore new areas. <p>4. The WC responds to and contributes to its communities Indicators of Success:</p> <ul style="list-style-type: none"> • 3 new programs started in response to community interest. • 9 community based events organized in responses to community interest. • 62 community partners/collaborators/ supporters/connections <p>5. Women participate in capacity building opportunities. Indicators of Success:</p> <ul style="list-style-type: none"> • 24% (23%) of women who came to the Centre, reported they came to the WC to help out • 97% (97%) of workshop participants reported they learned something they wanted to know. • 85% (81%) of women reported they learned something they needed to know. • 99% of volunteers who reported they received appropriate training for their volunteer positions • 95% of girls reported they know ways of making change they did not know before • 85% of girls saw themselves as a leader • 30% of girls led sessions/meetings for other • 100% of girls participated in activism projects 	<p>1. Women build community. Indicators of Success:</p> <ul style="list-style-type: none"> • 89% (86%) of women reported feeling a sense of belonging at the WC. • 68% (59%) of women reported they made new friends at the WC. • 85% of workshop participants reported they met someone new or connected with a friend. • 92% of Volunteers reported they made new friends here • 78% of girls reported they made friends in the program <p>2. Women increase their community involvement and participation. Indicators of Success:</p> <ul style="list-style-type: none"> • 76% (74%) of women reported that they became more involved in the community by being involved with the WC. • 100% of volunteers felt they were contributing to their community. <p>Women use what they learned Indicators of Success:</p> <ul style="list-style-type: none"> • 82% (80%) of women reported they used knowledge gained at the WC 	<p>Women supporting communities, communities supporting women.</p>

(#) last year results. Where no such number is reported a new indicator was added in 2017.

			<p>6. The Women's Centre models and celebrates diversity. Indicators of Success:</p> <ul style="list-style-type: none"> • 80% (78%) of women reported they met people at the WC they would not normally meet. • 93% (93%) of women reported they liked the diversity of people at the WC. • 78% of women who used the WC were from diverse backgrounds • 58% of volunteers who were from diverse background • 93% of girls who meet girls in the program they wouldn't normally meet 	<p>4. Women have increased awareness/attitude change re: diversity issues. Indicators of Success:</p> <ul style="list-style-type: none"> • 80% (76%) of women reported they understood more about the ways of life of other women they meet at the WC • 78% of girls reported they were more critical of the things they see and hear • 91% of girls who know more about what other girls experience 	
--	--	--	--	---	--

(#) last year results. Where no such number is reported a new indicator was added in 2017.

Outcomes 2017

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, Connect with Others, and Work for Change

By encouraging women to **Work for Change** in the public domain, 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"> ❖ Space: Rental/Lease of Space ❖ Staff, trained volunteers ❖ 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 groups and community initiatives ❖ Work in partnership with, and, where resources allow, provide representation to coalitions that focus on meeting women's needs to ensure increased awareness ❖ Undertake to study and respond to relevant policy documents 	<ul style="list-style-type: none"> ❖ 25 diversity, women's issues, public policy workshops were provided ❖ 70% of permanent staff were diverse women ❖ 2,223 Issue's Work Contacts ❖ 21 social advocacy groups the Centre was a member of or involved with ❖ 10 Social Issues committee volunteers ❖ 13 Public Policy Committee volunteers ❖ 10 Environmental Committee volunteers 	<p>1. Women have increased knowledge/skills around community/women's issues Indicators of success:</p> <ul style="list-style-type: none"> • 71% (62%) of women reported they talked about women's/community issues at the Women's Centre • 75% (72%) of women reported they knew more about women's/community issues. • 10 Social Issues Discussion Workshops. • 9 Environmental Discussion Workshops. • 585 subscriber contacts for Social Issues readings with 40% open rate • Social Issues Board, WC Facebook, WC Twitter and WC Blog were updated with community events, relevant news and information. <p>2. The Women's Centre responds to community/women's issues. Indicators of Success:</p> <ul style="list-style-type: none"> • 3 focus groups/interviews/consultations with women that used the Centre about women's issues • 10 trainings on/with a gender lens provided internally/externally <p>3. The Women's Centre contributes a gender lens to public policy debate. Indicators of Success:</p> <ul style="list-style-type: none"> • 21 coalitions/forums/networks in which the WC participated to bring a gender lens • 5 policy documents that the WC developed, updated, or contributed to. • 2 written submissions to government consultation and participation in 2 formal government consultations. <p>4. The Women's Centre develops government relationships. Indicators of Success:</p> <ul style="list-style-type: none"> • 2 meetings with government officials • 17 letters sent to government officials and 3 responses received • 34 government officials participated in Women's Centre events and activities 	<p>1. Women have increased opportunities to discuss and act on community/women's issues. Indicator of Success:</p> <ul style="list-style-type: none"> • 62% (55%) of women reported they acted on women's issues at the WC. • 78% (72%) of women reported they discussed women's issues with their friends and family outside the WC. • 91% of girls knew more about girls issues • 100% of guardians who report their girls talk about girl's issues she has learned about <p>2. The WC works to influence Public Policies re: women's issues Indicators of Success:</p> <ul style="list-style-type: none"> • Women's voices and concerns were recognized in public policy debates and policies developed (list) ✓ Basic Income ✓ Low Income Transit Pass Sliding Scale Program ✓ Municipal Roles for Early Learning and Child Care ✓ Raise inadequate social assistance rates ✓ Feedback on City of Calgary motion on gender Equity and Diversity 	<p>Women supporting communities, communities supporting women.</p>

(#) last year results. Where no such number is reported a new indicator was added in 2017.

Measurement Tools:

- Questionnaire/ October Survey: 689
- Legal Clinic Evaluation:306
- Taxes/Benefits Navigator Evaluations:288
- Workshop evaluation: 1181
- Volunteer evaluation: 153
- Staff Engagement Survey: 16
- Girls program evaluation: 129 evaluations completed by girls and 26 by parents.
- Stats sheet