

### Outcome Report 2013

#### 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"> <li>❖ Donations, In-Kind grocery vouchers, food &amp; personal care items, bus tickets</li> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, and trained volunteers</li> <li>❖ Computers, Agency database</li> <li>❖ Resource materials, Brochures</li> <li>❖ Space: Community space</li> <li>❖ Community Agencies, Community partners and supporters</li> <li>❖ Program planning, advertising, publicity</li> <li>❖ Refreshments/ hospitality supplies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Emergency assistance as available</li> <li>❖ Basic Needs referrals and advocacy</li> <li>❖ Information on agencies and support groups.</li> <li>❖ Safety planning</li> <li>❖ Legal Advice Clinics</li> <li>❖ Tax preparation</li> <li>❖ Commissioner for Oaths</li> <li>❖ Participants in the Basic Needs Network to ensure current knowledge on community resources</li> </ul>	<ul style="list-style-type: none"> <li>❖ 4457 basic needs referrals to other agencies</li> <li>❖ 8289 contacts accessing to emergency assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc.</li> <li>❖ 66 Legal Advice Clinics</li> <li>❖ 199 women attended Legal Advice Clinics</li> <li>❖ 520 women completed their tax returns</li> <li>❖ 3 women accessed our Commissioner for Oaths services</li> <li>❖ 5191 peer support and information contacts</li> </ul>	<p><b>1. Women experience relief from immediate distress.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>2. Women are treated with dignity and choices are upheld at the WC.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>97% (96%)</b> of women report they are treated with respect at the Women's Centre.</li> <li>• <b>85% (87%)</b> of women report they feel they are given options when they come for assistance.</li> </ul> <p><b>3. Women are supported when they need it and where they are at.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>91% (93%)</b> of women report they get the support they need.</li> <li>• <b>88% (88%)</b> of women who report they get support when they need it.</li> <li>• <b>68% (70%)</b> of women report the WC provides access to computers, phones, fax, photocopier and printer when needed.</li> <li>• <b>100% (99%)</b> of Legal Advice Clinic respondents felt the lawyers listened to them carefully and understood their situation.</li> <li>• <b>100% (99%)</b> of Legal Advice Clinic respondents felt the volunteers made them feel comfortable and supported.</li> </ul> <p><b>4. Women know their next steps &amp; feel more in control.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>98% (96%)</b> of Legal Advice Clinic respondents report they know their next steps.</li> <li>• <b>90% (96%)</b> of Legal Advice Clinic respondents report they feel more in control.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> <li>❖ Legal Clinic and Workshop Evaluations</li> </ul>	<p><b>1. Women know more about and use community resources.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>72% (73%)</b> of women know more about community resources.</li> <li>• <b>61% (65%)</b> of women report they use some of those resources.</li> </ul> <p><b>2. Women have increased well-being and resiliency.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>71% (75%)</b> of women report the WC helps them when they have a bad day.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	<p>Women supporting communities, communities supporting women.</p>

Numbers in brackets are from 2012

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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"> <li>❖ Publicly accessible equipment: Computers, photocopier, telephones, fax machine, postal address</li> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, and trained volunteers</li> <li>❖ Computers, Agency database</li> <li>❖ Resource materials, Brochures</li> <li>❖ Space: Community space</li> <li>❖ Community Agencies, Community partners and supporters</li> <li>❖ Program planning, advertising, publicity</li> <li>❖ Refreshments/ hospitality supplies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Drop-In Social Integration</li> <li>❖ Equipment use contacts</li> <li>❖ Workshops</li> <li>❖ Personal Development Groups</li> <li>❖ Coordination of events to foster community among individuals at the Women's Centre</li> <li>❖ Opportunities for women to participate at all levels and vulnerable populations</li> <li>❖ Participants in the Bridgeland Interagency meetings to ensure current knowledge of community issues</li> <li>❖ Community project to start engagement with Bridgeland neighbours</li> </ul>	<ul style="list-style-type: none"> <li>❖ 10869 social integration contacts</li> <li>❖ 9873 equipment use contacts</li> <li>❖ 14590 peer support contacts</li> <li>❖ 3 ongoing groups and 102 workshops</li> <li>❖ 1402 group and workshop participants</li> <li>❖ Hundreds of informal interactions each week among the women who come to the Centre</li> <li>❖ 4 community events organized by the Centre to build social inclusion</li> <li>❖ 4 practicum placements</li> <li>❖ 11417 of volunteer hours</li> </ul>	<p><b>1. Women feel safe.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>97% (97%)</b> of women report they feel safe at the WC.</li> </ul> <p><b>2. Women experience inclusion.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>88% (91%)</b> of women report there is always someone to talk to at the WC.</li> </ul> <p><b>3. Women have an opportunity to change roles at the WC.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>74% (77%)</b> of women report they are doing more or different things now than when they first came to the WC.</li> </ul> <p><b>4. Women have learned something that matters to them.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>84% (86%)</b> of women report they learned something they needed to know.</li> <li>• <b>97% (98%)</b> of workshop participants report they learned something they wanted to know.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> <li>❖ Legal Clinic and Workshop Evaluations</li> </ul>	<p><b>1. Women build community.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>86% (86%)</b> of women report they belong at the WC.</li> <li>• <b>68% (72%)</b> of women report they made new friends at the WC.</li> </ul> <p><b>2. Women use what they learned.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>83% (81%)</b> of women report they have used knowledge gained at the WC.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	<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"> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, and trained volunteers</li> <li>❖ Computers, Agency database</li> <li>❖ Resource materials, Brochures</li> <li>❖ Space: Community space</li> <li>❖ Community Agencies, Community partners and supporters</li> <li>❖ Program planning, advertising, publicity</li> <li>❖ Refreshments/ hospitality supplies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide skill training on diversity issues and social action</li> <li>❖ Provide opportunities for women to participate at all levels and ensure that vulnerable populations are included</li> <li>❖ Provide space and resources as able for grassroots women's group and community initiatives</li> <li>❖ Facilitate participation and take part in broad community events</li> <li>❖ Work in partnership with, and where resources allow, provide representation to, coalitions that focus on meeting women's needs and on increasing awareness</li> <li>❖ Undertake to study and</li> </ul>	<ul style="list-style-type: none"> <li>❖ 33 diversity, women's issue, public policy workshops provided</li> <li>❖ 45% of volunteers are diverse women</li> <li>❖ 10 out of 12 permanent staff are diverse women</li> <li>❖ 2 groups using resources, receiving support of the WC</li> <li>❖ 1933 Community Development contacts</li> <li>❖ 488 Issue's Work Contacts</li> <li>❖ 3562 Information contacts related with Work for Change</li> <li>❖ 8 community events the Centre participated in</li> <li>❖ 4 social advocacy groups the</li> </ul>	<p><b>1. The WC fosters an environment for change.</b>  <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• Work for Change updates in weekly volunteer notes.</li> <li>• Social Issues Board, WC Facebook and WC Blog updated with community events, relevant news and information.</li> <li>• Women's Issues Peer Support training delivered as part of our regular training sessions.</li> <li>• Concentrated effort to increase staff skills in public policy, 2 staff members have attended the Next Up Leadership training and 2 have attended the Max Bell Public Policy Training Institute.</li> </ul> <p><b>2. The WC models and celebrates diversity and inclusion.</b>  <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>78% (79%)</b> of women report they meet people at the WC they would not normally meet.</li> <li>• <b>91% (92%)</b> of women report they like the diversity of people at the WC.</li> </ul> <p><b>3. The WC demonstrates cooperation and contributes to the women's community.</b>  <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• 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, and Calgary Poverty Reduction Initiative Gender Issues Constellation.</li> <li>• The WC hosted <i>Make One Change: A Women's Gathering</i> which brought together diverse women's groups to present to community members on issues that affect their lives and make policy recommendations.</li> <li>• The WC partnered with CIWA and others to host mini-fairs and put on a parade for International Women's Day.</li> </ul> <p><b>4. The WC demonstrates community mobilization.</b>  <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• Attended community events/rallies such as Speak Out, Take Back the Night, Valentine's Day</li> </ul>	<p><b>1. The WC contributes a gendered lens to public policy debate.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• Developed a Spectrum of Involvement regarding list of gendered policy recommendations made at <i>Make One Change: A Women's Gathering</i></li> <li>• Facilitated a community-led discussion for the Human Services Ministry to give women's voices to the creation of an Alberta Poverty Reduction Strategy.</li> <li>• Continued to support the Calgary Poverty Reduction Initiative through the Women's Issues Constellation.</li> <li>• Worked with Fair Calgary Community Voices to advocate for full implementation of the Fair Calgary Policy.</li> <li>• Submitted a two page report on women's priorities for poverty reduction to support Vibrant Communities Calgary's report, <i>Poverty Costs 2.0</i>.</li> <li>• Supported Public Interest Alberta and the Edmonton Social Planning Council to increase information in their report, <i>From Words to Action</i>, on the feminization of poverty.</li> </ul> <p><b>2. Women have increased awareness/attitude change re: women's issues.</b></p>	<p>Women supporting communities, communities supporting women.</p>

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	<p>respond to relevant policy documents</p>	<p>Centre is a member of or involved with</p> <ul style="list-style-type: none"> <li>❖ 3 letters, briefs sent and/or presented, meetings with policy makers</li> <li>❖ 211 women attended Make One Change: A Women's Gathering. 18 women's groups presented and 6 soapbox speakers.</li> </ul>	<p>Memorial March, the Pride Parade, Sisters in Spirit, Social Justice Encounter.</p> <ul style="list-style-type: none"> <li>• Participated in PIA's child care campaign, over 65 postcards signed in support.</li> </ul> <p><b>5. The WC responds to community issues.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• The WC hosted one discussion for community feedback on the province's Poverty Reduction Strategy.</li> </ul> <p><b>6. Women have increased opportunities to discuss and act on community issues.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>72% (68%)</b> of women report they talk about women's issues at the WC.</li> <li>• <b>62% (65%)</b> of women report they act on women's issues at the WC.</li> </ul> <p><b>7. Women participate in capacity building opportunities.</b> <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>100</b> out of <b>351</b> women report they came to the WC to work on women's issues.</li> <li>• <b>102</b> out of <b>351</b> women report they came to the WC to help out.</li> <li>• <b>32</b> Workshops on feminism and advocacy</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	<p><b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>78% (73%)</b> of women report they know more about women's issues.</li> </ul> <p><b>3. Women have increased awareness/attitude change re: diversity issues.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>76% (77%)</b> of women report they understand more about the ways of life of other women they meet at the WC.</li> </ul> <p><b>4. Women have increased knowledge/skills around public policy.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• Reading lists and emails created and sent out.</li> <li>• Work for Change updates and articles sent out in monthly e-newsletters.</li> </ul> <p><b>5. Women increase their community involvement and participation.</b> <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>76% (84%)</b> of women report that they have become more involved in the community by being involved with the WC.</li> <li>• <b>78% (79%)</b> of women report they have discussed women's issues with their friends and family outside the WC.</li> </ul> <p><b>Measurement Tools:</b></p> <ul style="list-style-type: none"> <li>❖ Questionnaire/Survey</li> </ul>	
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## 2013 Data Collection

Data was gathered from women, volunteers, staff and community members throughout 2013 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 **1311** women in 2013.

- **389** women, volunteers, and staff completed the Outcome Surveys in October
- **157** women completed Legal Advice Clinic evaluation forms
- **457** workshop participants completed an evaluation form
- **35** direct service volunteers participated in annual feedback sessions throughout the year
- **12** staff attended planning sessions in February and September
- **140** women that attended Make One Change: A Women's Gathering completed an evaluation form.
- **15** women that presented at Make One Change: A Women's Gathering completed an evaluation form.
- **15** women participated in **1** policy focus groups
- **91** women completed the summer survey about workshops, groups and events

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

- It helped me when I first moved to Calgary. I attended a workshop on resume writing and job interview and because of this workshop I got my first job in Calgary. Also, through volunteering and being a Board member it made me part of a community.
- I've connected with other women that I otherwise would not have. I love discussing women's issues here.
- I have learnt so much about the resources in the city and more about women's issues that I have also used the knowledge in different aspects in my life. It is a place where I come to get support and help others.
- I found here support, solidarity. At some point my self-esteem was low and I came here and you helped me out.
- They have been there when I was in some tough situation and I have helped me to grow passed them.
- Meet women from all kind of backgrounds - I'm now less judgemental, more empathetic.
- Learning about women's issues at the Centre has inspired me to learn more about other issues impacting my community. I've become more interested and involved in finding out how I can support social change.
- They have been an excellent support system through some of the most difficult times in my life.
- I have more confidence in myself and can now speak in front of large crowds.
- It's given me a space to connect with other women.
- It gives me an opportunity to work with women on serious issues facing women in Calgary and on the provincial and federal levels. It makes me feel like I am part of an important community and am doing very important work.