

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"> ❖ 4,527 basic needs referrals to other agencies ❖ 17,428 contacts accessed direct assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc. ❖ 138 Legal Advice Clinics ❖ 320 women attended Legal Advice Clinics ❖ 554 Legal Clinic volunteer hours ❖ 670 women completed tax returns and were able to access a benefits navigator ❖ 17 taxes and benefits navigator volunteers and 678 volunteer hours ❖ 48 women accessed Commissioner for Oaths services ❖ 5,139 peer support contacts ❖ 15,137 equipment use contacts 	<p>1. Women experience relief from immediate distress. Indicators of Success:</p> <ul style="list-style-type: none"> • 88% (88%) 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"> • 92% (91%) of women reported they were treated with respect at the Women's Centre. • 81% (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"> • 87% (85%) of women reported they got support when they needed it. • 66% (65%) 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. • 99% (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"> • 96% (94%) of Legal Advice Clinic respondents reported they knew their next steps and felt more in control. • 84% (72%) of Tax Clinic respondents knew they reported they knew their next steps 	<p>1. Women have increased well-being and resiliency. Indicators of Success:</p> <ul style="list-style-type: none"> • 69% (68%) of women reported the WC helped them when they had a bad day. • 96% (100%) of the volunteers felt their work as a volunteer at the Women's Centre supported women to improve their well-being <p>2. Women know more about and use community resources. Indicators of Success:</p> <ul style="list-style-type: none"> • 70% (75%) of women reported they knew more about community resources. • 63% (66%) of women reported they used some of those resources. 	<p>Women supporting communities, communities supporting women.</p>

Outcomes 2018

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"> ❖ 13,214 social integration contacts ❖ 26,034 peer support contacts ❖ 232 groups and 43 workshops ❖ 2,257 group and workshop participants ❖ Several informal interactions each week among the women who come to the Centre ❖ 33 community events the WC participated in ❖ 66 meetings with agencies and women's groups ❖ 5,800 Community Development contacts ❖ 728 volunteers ❖ 10 practicum placements ❖ 24,418 volunteer hours ❖ 114 girls participated in girls programs ❖ 178 Girl Programs sessions ❖ 43 girl-led sessions ❖ 53 women used childminding 	<p>1. Women feel safe. Indicators of Success:</p> <ul style="list-style-type: none"> • 97% (97%) 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% (91%) 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"> • 78% (74%) of women reported they were doing more or different things than when they first came to the WC. • 87% (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"> • 2 new projects started in response to community interest. • 6 community based events organized in response to community interest. • 66 community partners/collaborators/ supporters/connections <p>5. Women and girls participate in capacity building opportunities. Indicators of Success:</p> <ul style="list-style-type: none"> • 30% (24%) 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. • 82% (85%) of women reported they learned something they needed to know. • 93% (99%) of volunteers reported they received appropriate training for their volunteer positions • 85% (95%) of girls reported they know ways of making change they did not know before • 78% (85%) of girls saw themselves as a leader • 37% (30%) of girls led sessions/meetings for other • 100% (100%) of girls participated in activism projects <p>6. The Women's Centre models and celebrates diversity.</p>	<p>1. Women and girls build community. Indicators of Success:</p> <ul style="list-style-type: none"> • 89% (89%) of women reported feeling a sense of belonging at the WC. • 71% (68%) of women reported they made new friends at the WC. • 87% (85%) of workshop participants reported they met someone new or connected with a friend. • 89% (92%) of Volunteers reported they made new friends here • 96% (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"> • 80% (76%) of women reported that they became more involved in the community by being involved with the WC. • 99% (100%) of volunteers felt they were contributing to their community. <p>3. Women use what they learned Indicators of Success:</p> <ul style="list-style-type: none"> • 79% (82%) of women reported they used knowledge gained at the WC 	<p>Women supporting communities, communities supporting women.</p>

(#) last year's results

Outcomes 2018

Program Mission: to be every Women's place for support, connections, and community.

			<p>Indicators of Success:</p> <ul style="list-style-type: none"> • 84% (80%) of women reported they met people at the WC they would not normally meet. • 95% (93%) of women reported they liked the diversity of people at the WC. • 73% (78%) of women who used the WC were from diverse backgrounds • 65% (58%) of volunteers who were from diverse background • 95% (93%) of girls who met girls in the program they wouldn't normally meet 	<p>4. Women and girls have increased awareness/attitude change re: diversity issues.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • 81% (80%) of women reported they understood more about the ways of life of other women they meet at the WC • 79% (78%) of girls reported they were more critical of the things they see and hear • 89% (91%) of girls who know more about what other girls experience 	
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Outcomes 2018

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"> ❖ 32 diversity, women's issues, public policy workshops were provided ❖ 71% of permanent staff were diverse women ❖ 2,728 Issue's Work Contacts ❖ 17 social advocacy groups the Centre was a member of or involved with ❖ 13 Social Issues Committee volunteers ❖ 15 Public Policy Committee volunteers ❖ 10 Environmental Issues Committee volunteers 	<p>1. Women have increased knowledge/skills around community/women's issues Indicators of success:</p> <ul style="list-style-type: none"> • 69% (71%) of women reported they talked about women's/community issues at the Women's Centre • 78% (75%) of women reported they knew more about women's/community issues. • 10 Social Issues Discussion Workshops • 9 Environmental Issues Discussion Workshops • 719 subscriber contacts for Social Issues readings with 37% 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/Tea and Bannock group conversations and 6 individual interviews with women about Truth and Reconciliation at the Centre • We connected with over 200 individuals during a postcard campaign on affordable transportation • 4 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"> • 17 coalitions/forums/networks in which the WC participated to bring a gender lens • 4 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"> • 14 meetings with government officials • 20 letters sent to 26 government officials and 7 responses received • 25 government officials participated in Women's Centre events and activities 	<p>1. Women and girls have increased opportunities to discuss and act on community/women's issues. Indicator of Success:</p> <ul style="list-style-type: none"> • 60% (62%) of women reported they acted on women's issues at the WC. • 79% (78%) of women reported they discussed women's issues with their friends and family outside the WC. • 91% (91%) of girls knew more about girls issues • 100% (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 <p>Debate:</p> <ul style="list-style-type: none"> ✓ Low Income Transit Pass Sliding Scale Program ✓ Snow and Ice Removal ✓ Raise inadequate social assistance rates ✓ City of Calgary Scoping report on Gender Equity and Diversity <p>Policies developed: Gender, Labour, Immigration; updated: Child care. Feedback to: AAB 2018, Poverty report by School of Public Policy.</p>	<p>Women supporting communities, communities supporting women.</p>

(#) last year's results

Measurement Tools:

- Questionnaire/ October Survey: 651
- Legal Clinic Evaluation: 269
- Taxes/Benefits Navigator: 364
- Workshop evaluation: 864
- Volunteer evaluation: 157
- Staff Engagement Survey: 13
- Girls program evaluation: 124 evaluations completed by girls and 23 by parents.
- Stats sheet

Total:

2,465