

Outcomes 2019

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 **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, food &amp; personal care items, bus tickets</li> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, trained volunteers</li> <li>❖ Public and accessible equipment: Computers, photocopier, telephones, fax machine, postal address</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>❖ Direct assistance as available</li> <li>❖ Basic Needs referrals and advocacy</li> <li>❖ Information on agencies and support groups</li> <li>❖ Legal Advice Clinics</li> <li>❖ ID Clinics</li> <li>❖ Tax preparation</li> <li>❖ Benefits Navigator</li> <li>❖ Commissioner for Oaths</li> <li>❖ Participation in Networks and meetings</li> <li>❖ Equipment use</li> </ul>	<ul style="list-style-type: none"> <li>❖ 4,791 basic needs referrals to other agencies</li> <li>❖ 18,422 contacts accessed direct assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing, etc.</li> <li>❖ 126 Legal Advice Clinics</li> <li>❖ 11 ID' s clinics and 124 women were provided with ID's</li> <li>❖ 353 women attended Legal Advice Clinics</li> <li>❖ 25 Lawyers and Legal Assistant volunteers and 436 Legal Clinic volunteer hours</li> <li>❖ 948 women completed tax returns and were able to access a benefits navigator</li> <li>❖ 23 taxes and benefits navigator volunteers and 1,008 volunteer hours</li> <li>❖ 46 women accessed Commissioner for Oaths services</li> <li>❖ 6,741 peer support contacts</li> <li>❖ 15,801 equipment use 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>• <b>85%</b> (88%) of women reported they got the support they needed</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>89%</b> (92%) of women reported they were treated with respect at the Women's Centre.</li> <li>• <b>79%</b> (81%) of women reported they felt they were given options when they came 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>84%</b> (87%) of women reported they got support when they needed it.</li> <li>• <b>59%</b> (66%) of women reported the WC provided access to computers, phones, fax, photocopier and printer when needed.</li> <li>• <b>100%</b> (99%) of Legal Advice Clinic respondents felt the volunteers listened to them carefully and understood their situation.</li> <li>• <b>100%</b> (98%) of Taxes Clinic respondents felt the volunteers were helpful</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>95%</b> (96%) of Legal Advice Clinic respondents reported they knew their next steps and felt more in control.</li> <li>• <b>76%</b> (84%) of Tax Clinic respondents knew they reported they knew their next steps</li> </ul>	<p><b>1. Women have increased well-being and resiliency.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>67%</b> (69%) of women reported the WC helped them when they had a bad day.</li> <li>• <b>67%</b> of the volunteers report the WC helps them when they have a bad day</li> </ul> <p><b>2. Women know more about and use community resources.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>67%</b> (70%) of women reported they knew more about community resources.</li> <li>• <b>54%</b> (63%) of women reported they used some of those resources.</li> </ul>	<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"> <li>❖ Public and accessible equipment: Computers, photocopier, telephones, fax machine, postal address</li> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, trained volunteers</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> <li>❖ Workshop/ groups &amp; events space, material &amp; volunteers</li> </ul>	<ul style="list-style-type: none"> <li>❖ Drop-In Social Integration</li> <li>❖ Workshops</li> <li>❖ Community 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 ensure that vulnerable populations are included</li> <li>❖ Meetings with agencies, women's groups</li> <li>❖ Facilitate participation and take part in broad community events</li> <li>❖ Offer child-minding sessions</li> </ul>	<ul style="list-style-type: none"> <li>❖ 12,624 social integration contacts</li> <li>❖ 22,137 peer support contacts</li> <li>❖ 211 groups and 109 workshops</li> <li>❖ 3,070 group and workshop participants</li> <li>❖ Several informal interactions each week among the women who come to the Centre</li> <li>❖ 19 community events the WC participated in</li> <li>❖ 46 meetings with agencies and women's groups</li> <li>❖ 3,364 Community Development contacts</li> <li>❖ 808 volunteers</li> <li>❖ 12 practicum placements</li> <li>❖ 25,499 volunteer hours</li> <li>❖ 110 girls participated in girl's programs</li> <li>❖ 165 Girl Programs sessions</li> <li>❖ 36 girl-led sessions</li> <li>❖ 40 different women used childminding</li> </ul>	<ol style="list-style-type: none"> <li><b>1. Women feel safe.</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>96%</b> (97%) of women reported they felt safe at the WC.</li> </ul> </li> <li><b>2. Women experience inclusion.</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>90%</b> (91%) of women reported there was always someone to talk to at the WC.</li> </ul> </li> <li><b>3. Women have an opportunity to change roles at the WC.</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>74%</b> (78%) of women reported they were doing more or different things than when they first came to the WC.</li> <li>• <b>83%</b> (83%) of volunteers reported they were doing more or different things than when they first came to the WC.</li> </ul> </li> <li><b>4. The WC responds to and contributes to its communities</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>1</b> new projects started in response to community interest.</li> <li>• <b>6</b> community based events organized in response to community interest.</li> <li>• <b>57</b> community partners/collaborators/ supporters/connections</li> </ul> </li> <li><b>5. Women and girls participate in capacity building opportunities.</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>36%</b> (30%) of women who came to the Centre, reported they came to the WC to help out</li> <li>• <b>97%</b> (97%) of workshop participants reported they learned something they wanted to know.</li> <li>• <b>85%</b> (82%) of women reported they learned something they needed to know.</li> <li>• <b>88%</b> (85%) of volunteers reported they learned something they needed to know.</li> <li>• <b>88%</b> (85%) of girls reported they know ways of making change they did not know before</li> <li>• <b>82%</b> (78%) of girls saw themselves as a leader</li> <li>• <b>42%</b> (30%) of girls led sessions/meetings for other</li> <li>• <b>85%</b> (100%) of girls participated in activism projects</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li><b>1. Women and girls build community.</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>89%</b> (89%) of women reported feeling a sense of belonging at the WC.</li> <li>• <b>75%</b> (71%) of women reported they made new friends at the WC.</li> <li>• <b>88%</b> (87%) of workshop participants reported they met someone new or connected with a friend.</li> <li>• <b>84%</b> (89%) of Volunteers reported they made new friends here</li> <li>• <b>96%</b> (96%) of girls reported they made friends in the program</li> </ul> </li> <li><b>2. Women increase their community involvement and participation.</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>83%</b> (80%) of women reported that they became more involved in the community by being involved with the WC.</li> <li>• <b>95%</b> (98%) of volunteers report that they have become more involved in the community by being involved with the WC</li> </ul> </li> <li><b>3. Women use what they learned</b> <b>Indicators of Success:</b> <ul style="list-style-type: none"> <li>• <b>83%</b> (79%) of women reported they used knowledge gained at the WC</li> </ul> </li> </ol>	<p>Women supporting communities, communities supporting women.</p>

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			<p><b>6. The Women's Centre models and celebrates diversity.</b></p> <p><b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>81%</b> (84%) of women reported they met people at the WC they would not normally meet.</li> <li>• <b>95%</b> (95%) of women reported they liked the diversity of people at the WC.</li> <li>• <b>77%</b> (73%) of women who used the WC were from diverse backgrounds</li> <li>• <b>72%</b> (65%) of volunteers who were from diverse background</li> <li>• <b>96%</b> (95%) of girls who met girls in the program they wouldn't normally meet</li> </ul>	<p><b>4. Women and girls have increased awareness/attitude change re: diversity issues.</b></p> <p><b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• <b>82%</b> (81%) of women reported they understood more about the ways of life of other women they meet at the WC</li> <li>• <b>89%</b> (79%) of girls reported they were more critical of the things they see and hear</li> <li>• <b>96%</b> (91%) of girls who know more about what other girls experience</li> </ul>	
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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"> <li>❖ Space: Rental/Lease of Space</li> <li>❖ Staff, trained volunteers</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 groups and community initiatives</li> <li>❖ Work in partnership with, and, where resources allow, provide representation to coalitions that focus on meeting women's needs to ensure increased awareness</li> <li>❖ Undertake to study and respond to relevant policy documents</li> </ul>	<ul style="list-style-type: none"> <li>❖ 11 diversity and women's issues-related workshops were provided.</li> <li>❖ 50% of permanent staff were diverse women</li> <li>❖ 1,500 Issue's Work Contacts</li> <li>❖ 13 social advocacy groups the Centre was a member of or involved with</li> <li>❖ 10 Public Policy Committee volunteers</li> <li>❖ 10 Environmental Issues Committee volunteers</li> <li>❖ 9 Reconciliation Committee Volunteers</li> </ul>	<p><b>1. Women have increased knowledge/skills around community/women's issues</b>  <b>Indicators of success:</b></p> <ul style="list-style-type: none"> <li>• 69% (69%) of women reported they talked about women's/community issues at the Women's Centre</li> <li>• 79% (78%) of women reported they knew more about women's/community issues.</li> <li>• 6 Social Issues Discussion Workshops</li> <li>• 10 Environmental Issues Discussion Workshops</li> <li>• 8 Reconciliation workshops</li> <li>• 846 subscriber contacts for Social Issues readings with 34% open rate</li> <li>• Social Issues Board, WC Facebook, WC Twitter and WC Blog were updated with community events, relevant news and information.</li> </ul> <p><b>2. The Women's Centre responds to community/women's issues.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• A guideline for working with elders and knowledge keepers was developed</li> <li>• 1 GBA+ Checklist tool for the Collaborative of Health and Home developed.</li> <li>• 4 trainings on/with a gender lens provided internally/externally</li> </ul> <p><b>3. The Women's Centre contributes a gender lens to public policy debate.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• 13 coalitions/forums/networks in which the WC participated to bring a gender lens</li> <li>• 3 policy documents and one op-ed that the WC developed, updated, or contributed to</li> <li>• 1 large conference event supported, spurring province-wide coordination of basic income advocacy</li> <li>• Participation in 2 formal government consultation events and in 1 committee to develop a city-wide gender equity strategy</li> <li>• Participation in 1 sector-wide orientation for Status of Women Opposition Critic</li> </ul> <p><b>4. The Women's Centre develops government relationships.</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• 5 meetings with government officials</li> </ul>	<p><b>1 Women and girls have increased opportunities to discuss and act on community/women's issues.</b>  <b>Indicator of Success:</b></p> <ul style="list-style-type: none"> <li>• 64% (60%) of women reported they acted on women's issues at the WC.</li> <li>• 79% (79%) of women reported they discussed women's issues with their friends and family outside the WC.</li> <li>• 96% (91%) of girls knew more about girls' issues</li> <li>• 100% (100%) of guardians who report their girls talk about girl's issues she has learned about</li> </ul> <p><b>2. The WC works to influence Public Policies re: women's issues</b>  <b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• Women's voices and concerns were recognized in public policy debates and policies developed</li> </ul> <p>Debate:</p> <ul style="list-style-type: none"> <li>✓ Low Income Transit Pass Sliding Scale Program</li> <li>✓ Improving Effectiveness of Income Supports &amp; Raising Inadequate Rates</li> <li>✓ City of Calgary Gender Equity, Diversity and Inclusion Strategy</li> <li>✓ Public Transit</li> </ul> <p>Two fact sheets, on Women and Child care (with questions for candidates in prov. Election) were produced or updated.</p>	<p>Women supporting communities, communities supporting women.</p>

Commented [N11]: You could include this too

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			<ul style="list-style-type: none"><li>• 36 letters sent to 50 government officials and 7 responses received</li><li>• 13 government officials participated in Women's Centre events and activities</li></ul>		
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**Measurement Tools:**

- Questionnaire/ October Survey: 810
- Legal Clinic Evaluation: 252
- Taxes/Benefits Navigator: 512
- Workshop evaluation: 1020
- Volunteer evaluation: 272 volunteers answered the outcomes Survey 2019
- Staff Engagement Survey: 14
- Girls program evaluation: 14 evaluations completed by girls and parents.
- Stats sheet

(#) last year's results

