

## 2020 Program Logic Model

The Women's Centre works in three strategic areas of Get Assistance, Connect with Others, and Work for Change within the framework of Community Capacity Building Peer Model.

By helping women **Get Assistance with basic needs**, the Centre attempts to achieve the following outcomes:

\*2019 numbers in brackets

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>❖ Community space</li> <li>❖ Community Agencies, 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>❖ 11,541(18,422)* contacts for direct assistance, including food, personal care items, entertainment tickets, bus tickets, winter clothing</li> <li>❖ 11,147 (6,741) peer support contacts related to Basic Needs.</li> <li>❖ 2811 (4,791) basic needs referrals to other agencies</li> <li>❖ 118(126) Legal Advice Clinics</li> <li>❖ 390 (353) women accessed Legal Advice Clinics</li> <li>❖ 25 (25) Lawyers and legal volunteers provided 318 (436) Legal Clinic volunteer hours.</li> <li>❖ 241 (948) women completed tax returns and accessed benefits navigator, with 291taxes filed.</li> <li>❖ 28 (23) taxes and benefits navigator volunteers gave 297 (1,008) volunteer hours.</li> <li>❖ 27 (46) women accessed Commissioner for Oaths service.</li> <li>❖ 17 (124) women accessed 3 (11) ID clinics.</li> <li>❖ 4132 (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>• 83% (85%) 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>• 97% (89%) of women reported they were treated with respect.</li> <li>• 71% (79%) of women 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>• 78% (84%) of women reported they got support when they needed it.</li> <li>• 51% (59%) of women reported the WC provided access to computers, phones, fax, photocopier and printer when needed.</li> <li>• 98% (100%) of Legal Advice Clinic respondents felt the volunteers listened to them carefully and understood their concerns.</li> <li>• 90% (100%) 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>• 90% (95%) of Legal Advice Clinic respondents reported they knew their next steps.</li> <li>• 93% of Legal Clinic reported that they felt more in control of their situation.</li> <li>• 88% (85%) of women reported they learned something they needed to know.</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>• 61% (67%) of women reported the WC helped them when they had a bad day.</li> <li>• 59 % (67%) of the volunteers report the WC helped them when they had 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>• 69% (67%) of women reported they knew more about community resources.</li> <li>• 86% (85%) of women reported they used what they learned.</li> </ul>	<p>Women supporting communities, communities supporting women.</p>

## 2020 Program Logic Model

The Women's Centre works in three strategic areas of Get Assistance, Connect with Others, and Work for Change within the framework of Community Capacity Building Peer Model.

By helping women **Connect with Others (Social Inclusion)**, the Centre attempts to achieve the following outcomes:

\*2019 numbers in brackets

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>❖ Community space</li> <li>❖ Community Agencies, 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>❖ 2186 (12,624)* social integration contacts</li> <li>❖ 9281 peer support contacts related to CWO including social connections calls</li> <li>❖ 99 (211) groups and 98 (109) workshops and 6 events</li> <li>❖ 2181 (3,070) group/workshop/event participants</li> <li>❖ Several informal interactions each week among the women</li> <li>❖ 4 (19) external community events the WC participated in</li> <li>❖ 988 (3364) community development contacts</li> <li>❖ 57 (46) BN &amp; CWO meetings with agencies and women's groups</li> <li>❖ 32 (40) women used childminding service.</li> <li>❖ 158,869 (212,632) website hits</li> <li>❖ 5991 Facebook likes</li> <li>❖ 2262 Twitter follows</li> <li>❖ 4191 newsletter subscribers (29% open rate)</li> <li>❖ 4 (12) practicum students</li> <li>❖ 211 (808) volunteers</li> </ul>	<p><b>1. Women and girls feel safe.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 98% (96%) of women reported they felt safe at the WC.</li> <li>• 100% of girls reported they felt safe in the sessions.</li> </ul> <p><b>2. Women and girls experience inclusion.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 88% (90%) of women reported there was always someone to talk to at the WC.</li> <li>• 100% of girls reported that they felt like they belong or felt included in the session.</li> </ul> <p><b>3. Women have an opportunity to change roles.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 72% (74%) of women reported they were doing more or different things than when they first came to the WC.</li> <li>• 75% (83%) of volunteers reported they were doing more or different things than when they first came to the WC.</li> </ul> <p><b>4. The WC responds to and contributes to its communities.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 13 community-based events organized in response to community interest.</li> <li>• 52 community partners/collaborators/ supporters/connections.</li> </ul> <p><b>5. Women and girls participate in capacity building opportunities.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 40% (36%) of women reported they came to the WC to help out.</li> <li>• 97% (97%) of workshop participants reported they learned something they wanted to know.</li> <li>• 88% (88%) of volunteers reported they learned something they needed to know.</li> <li>• 83% (85%) of girls said they learned about different ways of making changes.</li> <li>• 100% (100%) of girls participated in activism projects.</li> </ul> <p><b>6. The Women's Centre models and celebrates diversity.</b></p>	<p><b>1. Women and girls build community.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 90% (89%) of women reported feeling a sense of belonging at the WC.</li> <li>• 71% (75%) of women reported they made new friends at the WC.</li> <li>• 91% (87%) of workshop or event participants reported they connected with someone new or met with a friend.</li> <li>• 81% (84%) of Volunteers reported they made new friends at the WC.</li> </ul> <p><b>2. Women increase their community involvement and participation.</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 77% (83%) of women reported that they became more involved in the community by being involved with the WC.</li> <li>• 91% (95%) of volunteers report that they have become more involved in the community by being involved with the WC.</li> </ul> <p><b>3. Women use what they learned</b> Indicators of Success:</p> <ul style="list-style-type: none"> <li>• 86% (83%) of women reported they used knowledge gained at the WC.</li> </ul> <p><b>4. Women and girls have increased awareness/attitude change re: diversity issues.</b> Indicators of Success:</p>	<p>Women supporting communities, communities supporting women.</p>

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		<ul style="list-style-type: none"> <li>❖ 3393 (25,499) volunteer hours</li> <li>❖ 113 (165) Girl Programs sessions</li> <li>❖ 18 (36) girl-led sessions</li> <li>❖ 87 (110) girls participated in Girls Programs</li> <li>❖ 2 Community development events girls organized and/or participated in</li> </ul>	<p><b>Indicators of Success:</b></p> <ul style="list-style-type: none"> <li>• 83% (81%) of women reported they met people at the WC they would not normally meet.</li> <li>• 95% (95%) of women reported they liked the diversity of people at the WC.</li> <li>• 68% (77%) of women were from diverse backgrounds.</li> <li>• 61% (72%) of volunteers were from diverse background.</li> <li>• 84% (96%) of girls said they met girls in the program they wouldn't normally meet.</li> </ul>	<ul style="list-style-type: none"> <li>• 81% (82%) of women reported they understood more about the ways of life of other women they meet at the WC.</li> </ul>	
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## 2020 Program Logic Model

The Women's Centre works in three strategic areas of Get Assistance, Connect with Others, and Work for Change within the framework of Community Capacity Building Peer Model.

By encouraging women to **Work for Change** in the public domain, the Centre attempts to achieve the following outcomes:

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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>❖ Community space</li> <li>❖ Community Agencies, 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>❖ 15 (11)* diversity and reconciliation training workshops</li> <li>❖ 10 (16) Social, Environmental, Indigenous Issues Discussion workshops</li> <li>❖ 1006 (846) subscribers 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> <li>❖ 50% (50%) of permanent staff were diverse women.</li> <li>❖ 231 (1,500) Issue's Work Contacts</li> <li>❖ 10 (13) collaborative/networks the Centre was a member of or involved with.</li> <li>❖ 8 (10) Public Policy/Issues Committee volunteers</li> <li>❖ 6 (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>• 73% (69%) of women reported they talked about women's/community issues at the Women's Centre.</li> <li>• 80% (79%) of women reported they knew more about women's/community issues.</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>• Reconciliation training developed and launched online and open to the public and WC volunteers.</li> <li>• 1 (4) training on gender lens provided internally/externally (virtually)</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>• 10 (13) coalitions/forums/networks in which the WC participated to bring a gender lens.</li> <li>• 6 (4) policy documents and one op-ed that the WC developed, updated, or contributed to.</li> <li>• Participation in 2 municipal consultation events and in 1 committee to advise in implementation of the City's Gender Equity strategy</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>• 2 (5) meetings with elected officials</li> <li>• 6 (36) letters sent to 18 (50) government officials</li> <li>• 1 (13) government officials participated in Women's Centre events and activities.</li> <li>• 44 government relations and advocacy contacts made</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>• 66% (64%) 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>• 85% (96%) of girls knew more about issues girls face.</li> <li>• 54% (79%) of girls reported they were more critical of the things they see and hear.</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> <li>• Implementation of the City of Calgary Gender Equity, Diversity and Inclusion Strategy.</li> <li>• Public Transit (Green Line); Low Income Transit Pass Sliding Scale Program</li> <li>• Improving Effectiveness of Income Supports</li> <li>• Improving Effectiveness of Training Programs for Albertans Experiencing Barriers to Employment</li> <li>• Basic Income – local and national advocacy and debates</li> </ul>	<p>Women supporting communities, communities supporting women.</p>

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### Measurement Tools:

- Questionnaire/ October Survey: 412
- Legal Clinic Evaluation: 172
- Taxes/Benefits Navigator: 512
- Workshop evaluation: 496
- Volunteer survey: 159 volunteers answered the outcomes Survey
- Staff Engagement Survey: 13
- Girls program evaluation: 97
- Daily stats sheets