




Promoting a Collective Impact Approach for the Calgary Women's Emergency Shelter (CWEST)

24-HOUR FAMILY VIOLENCE HELPLINE
403.234.SAFE (7233)   



TAKE A STAND AGAINST FAMILY VIOLENCE



YOU CAN **GET** HELP

YOU CAN **GIVE** HELP

NEWSLETTER SIGNUP

Sunday, May 27, 2018



Acknowledgement of Territory

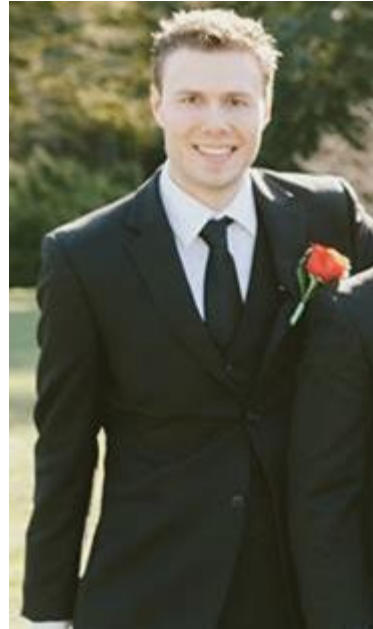
**Thank you to the Treaty 7
First Nations**



Our team



Anita Minh



Clint Thomson



Michelle Naimi

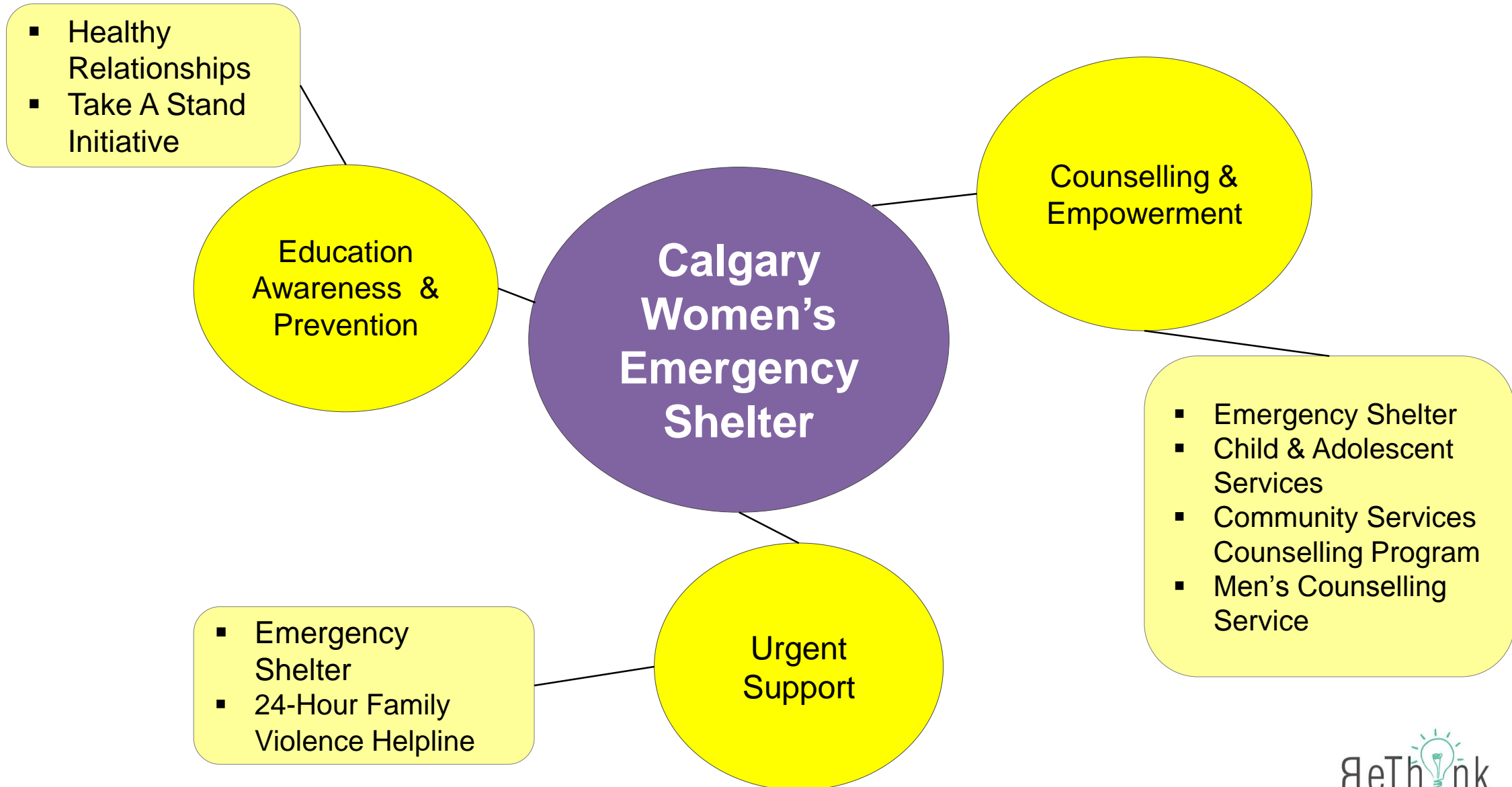


Zahra
Remtulla

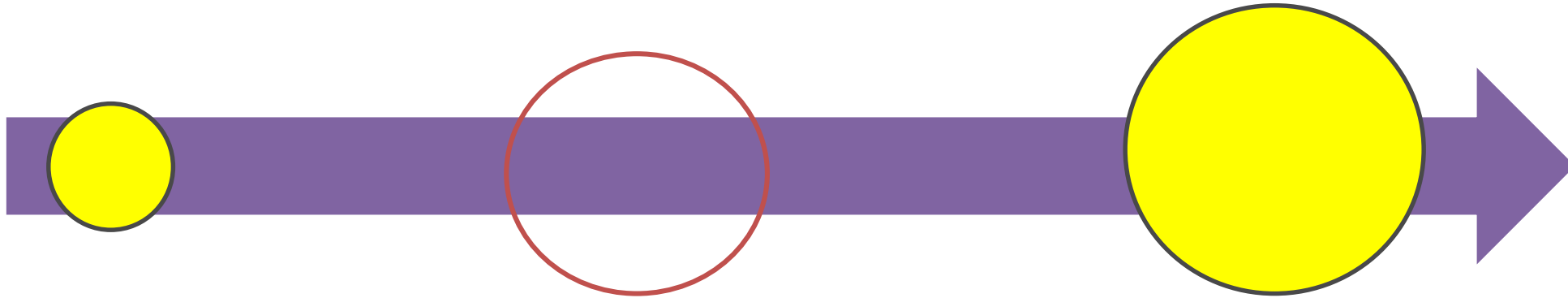
Presentation Outline

1. Understanding of the Requirement
 - a. CWES' programs and services
 - b. Collective Impact Initiatives
2. Integrated Logic Model
3. Indicator Tables
4. Challenges and Suggested Mitigation Strategies
5. Promoting Collective Impact: Key Messages
6. Professional Evaluation Competencies

1a. Understanding of CWES' Programs / Services



1b. CWES Collaborative Impact Approach Plan



Where CWES is now

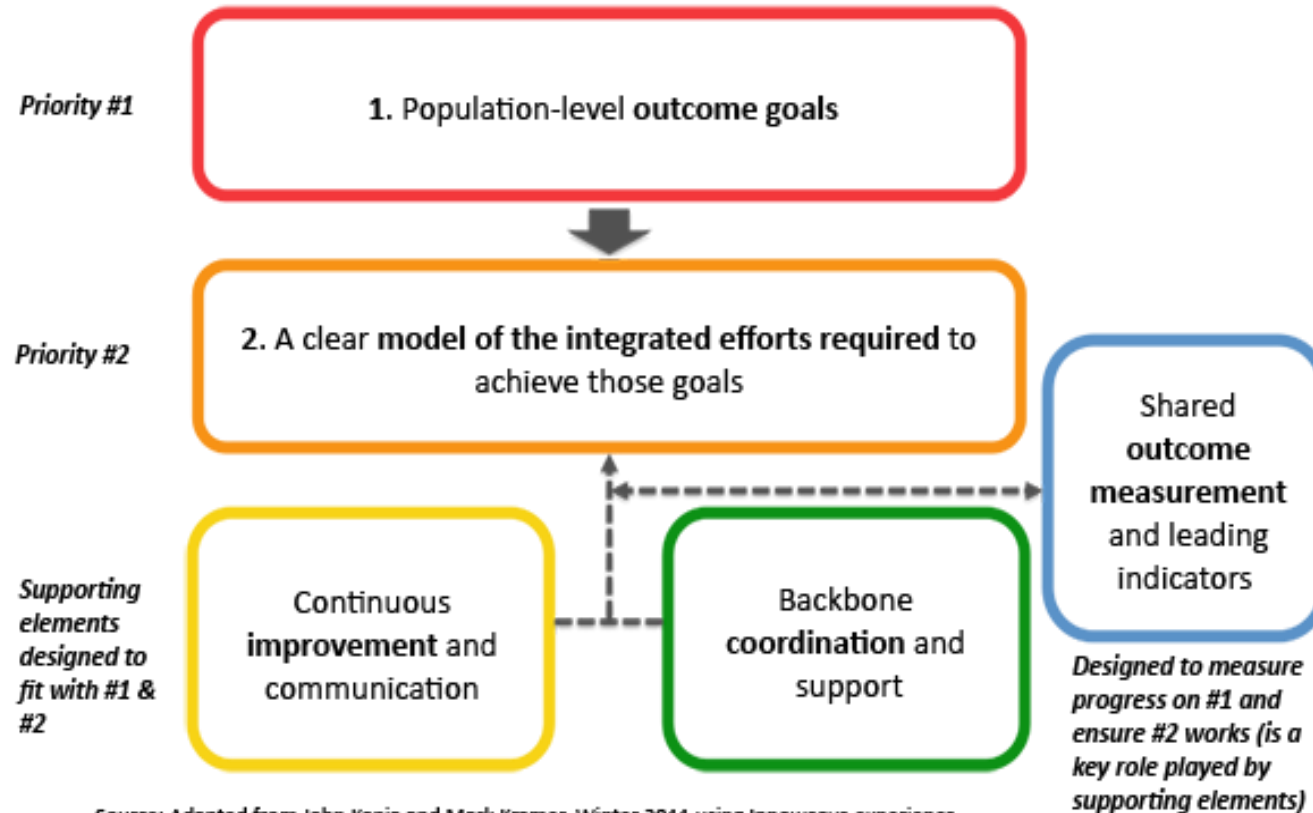
Need for evaluation:

- Conduct assessment of CWES's phase of Collaborative Impact
- Context, initiative, targets and outcomes (Parkhurst and Preskill, 2014)
- Developmental evaluation

CWES is part of a community-wide Collective Impact initiative

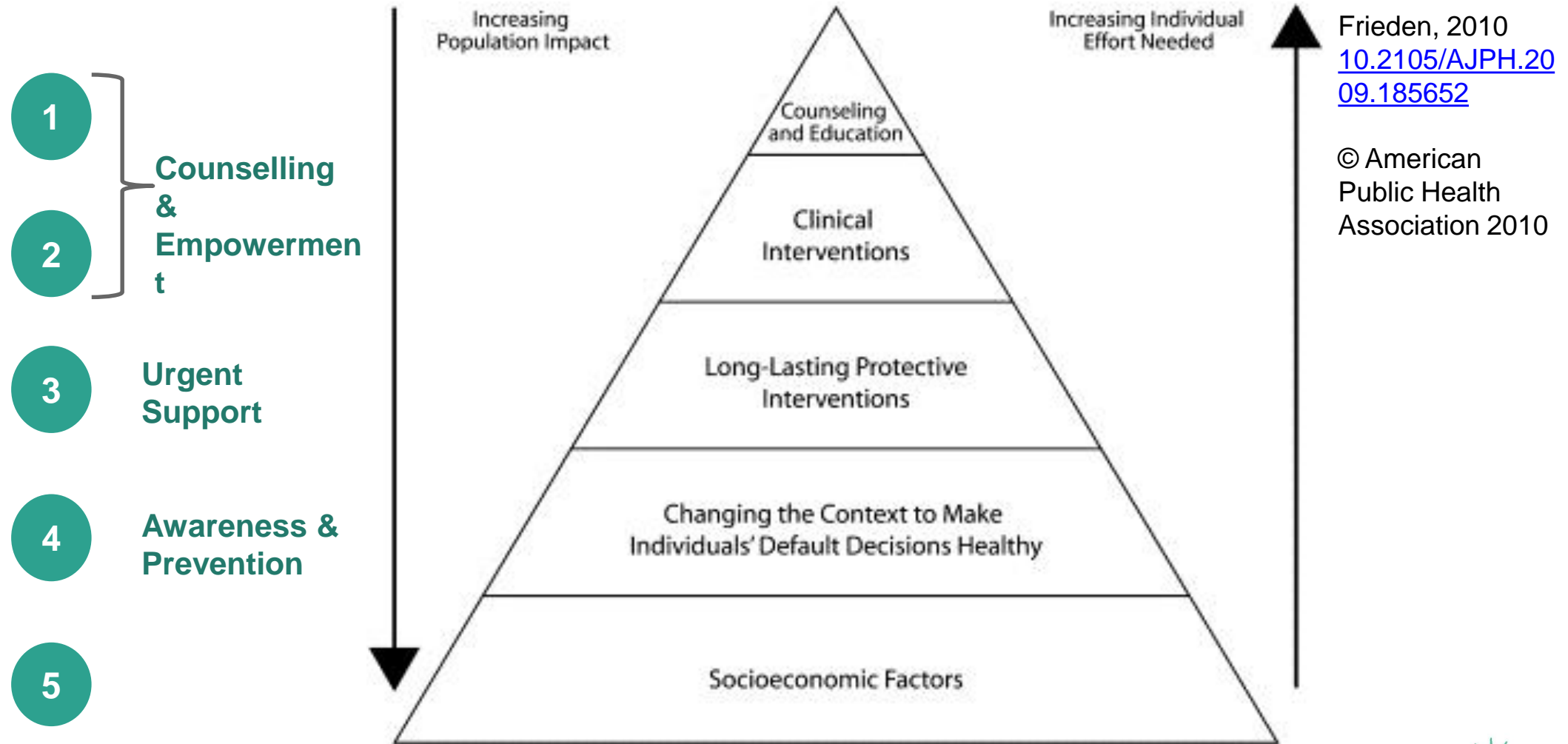
1b. Five Key Elements of A Collective Impact Framework

Successful Approaches to Collective Impact

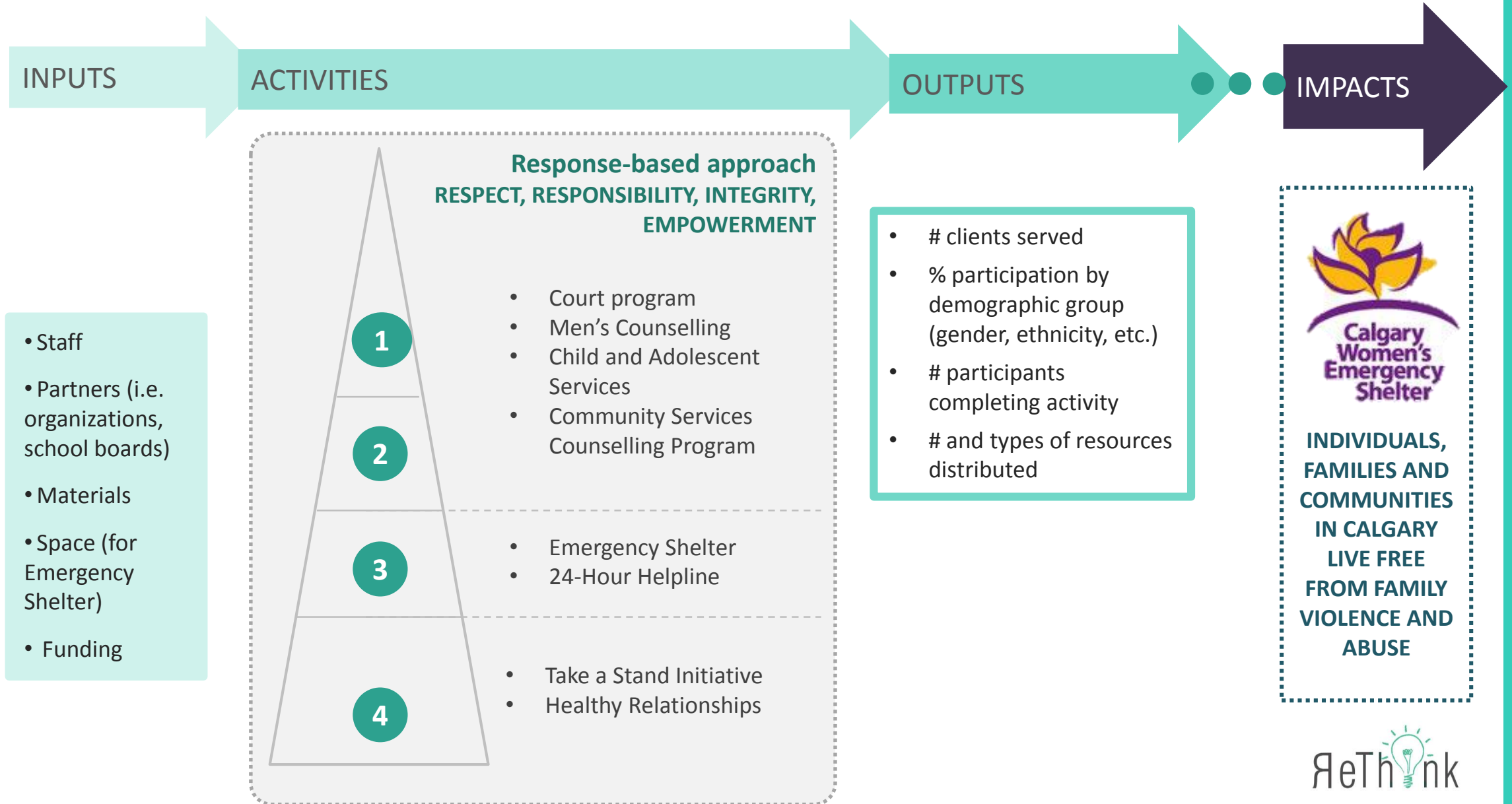


Source: Adapted from John Kania and Mark Kramer, Winter 2011 using Innoweave experience

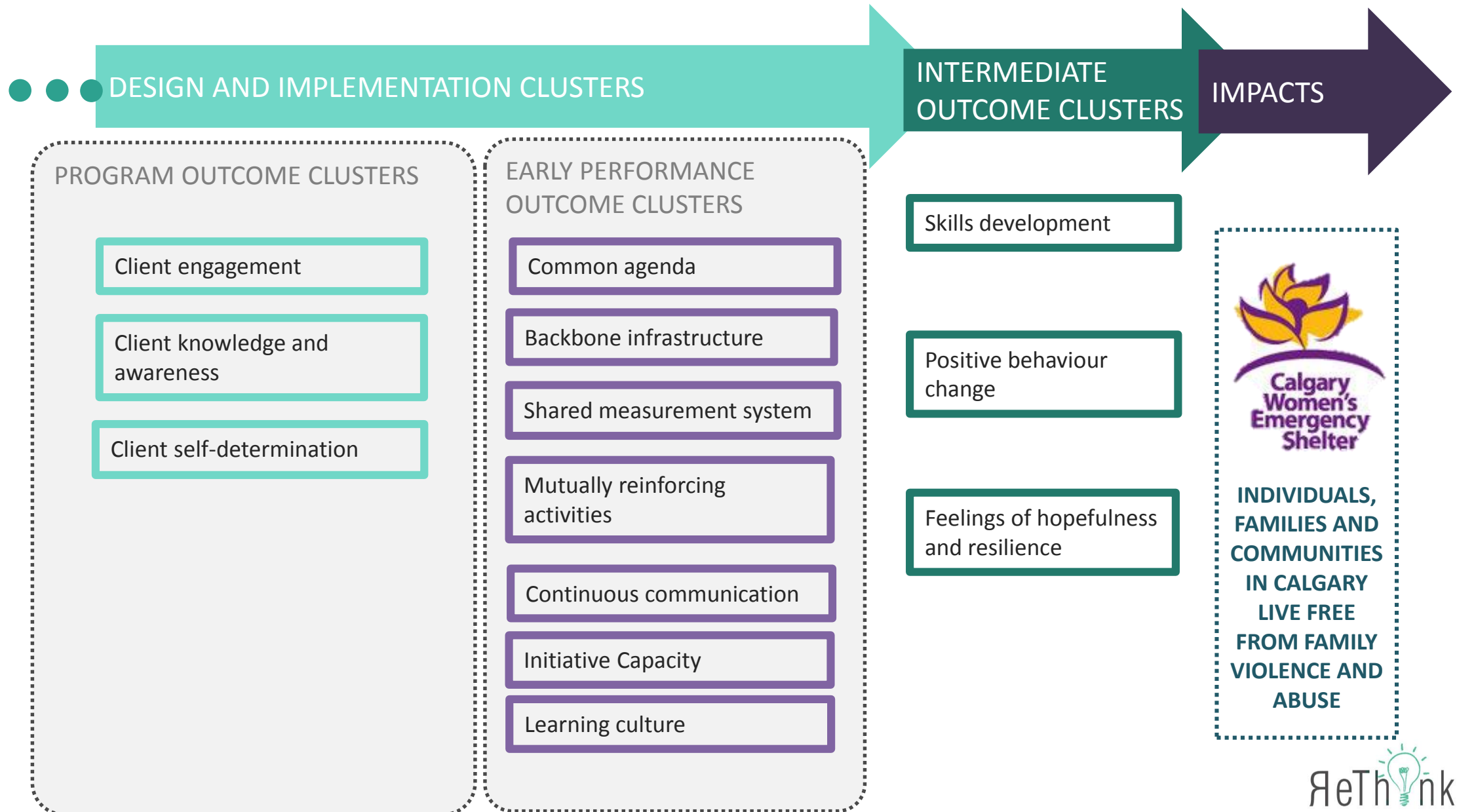
2. Integrated Logic Model: Conceptualizing the Activities



2. Agency-Wide Logic Model – Inputs, Activities & Outputs



2. Agency-Wide Logic Model – Outcome Clusters



3. Indicator Table: Design and Implementation Stage

Outcome Cluster: Design and Implementation Stage	Indicators
1. Client engagement	<ul style="list-style-type: none">• Clients satisfied with program services• Clients' immediate needs are met
2. Client knowledge and awareness	<ul style="list-style-type: none">• Increased awareness of community services/systems and family violence issues and impacts• Increased client self-awareness
3. Client self-determination	<ul style="list-style-type: none">• Increased future-oriented planning

3. Indicator Table: Collective Impact Process

Early Performance Elements

Outcome Cluster: Early Performance (Collective Impact Process)	Indicators
1. Common Agenda	<ul style="list-style-type: none">•Partners understand and can articulate the problem•Population targets are clear for all partners
2. Backbone Infrastructure	<ul style="list-style-type: none">•CWES provides project management support, including monitoring progress toward goals and connecting partners•CWES is respected by external stakeholders and partners
3. Shared Measurement System	<ul style="list-style-type: none">•Partners understand the value of a shared measurement system•Partners understand how they will participate in a shared measurement system
4. Mutually reinforcing activities	<ul style="list-style-type: none">•An common action plan specifies the various activities of partners•Activities align with the plan of action

3. Indicator Table: Collective Impact Process

Early Performance Elements

Outcome Cluster: Early Performance (Collective Impact Process)	Indicators
5. Continuous Communication	<ul style="list-style-type: none">• Staff and coordinators of different CWES programs meet and collaborate regularly• Relevant stakeholders have input into the plans and activities of CWES
6. Initiative Capacity	<ul style="list-style-type: none">• Existence of internal process champions for organization-wide initiatives• CWES has sufficient operating support to deliver both quality and breadth of programming
7. Learning Culture	<ul style="list-style-type: none">• Different cultural perspectives are heard and respected with CWES• CWES members are comfortable giving and receiving feedback from one another

3. Indicator Table: Intermediate Outcomes

Outcome Cluster: Intermediate Outcome Stage	Indicators
1. Skill development	<ul style="list-style-type: none">• Increased social-emotional skills
2. Positive behaviour change	<ul style="list-style-type: none">• Increased help-seeking behaviour• Increased resistance to family violence and abuse
3. Feelings of hopefulness and resilience	<ul style="list-style-type: none">• Increase in hope• Increase in resilience

3. Indicator Table: Impacts Stage

Outcome Cluster: Impacts Stage	Indicators
1. Individuals, families and communities in Calgary live free from family violence and abuse	<ul style="list-style-type: none">• Change in social norms supporting violence and abuse• Increased safety and well-being

4. Challenges and Suggested Mitigation Strategies

Potential Challenges

1. Collective Impact initiatives require a reversal of the social change process

Proposed Mitigation Strategies

- ✓ On-going real time evaluation feedback used for continuous learning and problem solving
- ✓ On-going communication within CWES and between partner organizations to ensure alignment
- ✓ Emphasis on the outcomes the collaborative is working together towards

4. Challenges and Suggested Mitigation Strategies

Potential Challenges

2. Developing shared metrics, building capacity for sharing data and using data

Proposed Mitigation Strategies

- ✓ Plan for sufficient time and resources to allow for the development of processes
- ✓ On-going communication within CWES between partner organizations to ensure issues are addressed early
- ✓ Bring in an expert to help guide and support agency through this process

5. Why Join the Collective Impact Initiative?

1. Specialize

- Carry out the role of your organization *in alignment* with common agenda
- Avoid duplication of efforts

2. Be Supported

- Be able to track attainment of your organization's goals!
- Use CII and backbone organization to connect with important stakeholders

3. Learning and Collaboration

- Access to more partner organizations and collaborations
- Possibility of more formal professional development opportunities

5. Potential Organizations to Engage

Action Coalition on Human Trafficking (ACT) Alberta
Alberta Health Services: Addictions and Mental Health
Calgary Catholic School District
Calgary Chinese Elderly Citizens' Association
Calgary Immigrant Women's Association
Forensic Research Network
Further Education Society
HIV Community Link
HomeFront
Jewish Family Service Calgary
Mosaic Primary Care Network
Kerby Centre
Legal Aid Alberta
YWCA of Calgary

<https://collectiveimpactforum.org/initiatives/calgary-domestic-violence-collective>



6. Professional Evaluation Competencies

- Who are we?
 - Diverse team member background
- Interpersonal practice
 - Work through differences constructively
 - Build rapport
- Management practice
 - Collaborative management by committee