

**MAKING CHANGES
ASSOCIATION**

ANNUAL REPORT

2018-2019



**Making
Changes**

***ADVANCING FUTURES
FOR WOMEN.
TOGETHER.***

MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

Well what a year it has been! Here at Making Changes Association, we have continued in our goal of creating futures for women, pursued our vision of empowering women to make meaningful contributions to the community and fueled our mission to help women build confidence and skills so that they can participate more fully in the community.

This past year has given us the opportunity to introduce and support some of our own women on our staff team. I was very privileged to join Making Changes Association in March of 2019, taking over the reins from Cathy Coutts, who headed out into the world of retirement. Thank you to Cathy for all that she helped us to accomplish. This year we also welcomed back Elaine and Marcela to our team following extended leave, and the formal appointment of Brenda and Patricia to support our Walk-In Closet volunteers and clients.

This year we celebrated the opening of our new location, which hosts both My Best Friend's Closet and the Women In Technology Program. This fantastic space has allowed us to offer increased services to our teen girls in a purposely designed facility, the only one of its kind in Calgary and perhaps across Canada. We celebrated our successful Women In Technology program with the graduation of our second group of women, armed with skills and training to enter the IT industry. We continued with our brand refresh and in November, we will publicly launch this new brand with the goal of increasing awareness of Making Changes Association – so stay tuned! We improved our system of client contact by introducing a software that allowed us to do online appointment booking, send reminder text messages to our clients and track some of our data easier and faster. We also held an Agency Open House, where we met many of our 100+ referral and community partners and updated them on our programs and services, so we can all support our women and girls together.

As we head into our exciting next year, we will continue to offer our dedication to support the goal, vision and mission that allows us to make positive change in the lives of women and girls to support them in their pursuit of meaningful work and empower them to live their best lives.

**KAREN LOVE,
EXECUTIVE DIRECTOR**

**TANYA CAUSGROVE,
BOARD CHAIR**

BOARD OF DIRECTORS

Thank you to our Board for their dedication and commitment!

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Where to Find Us:

Making Changes Association
6516 1A Street SW
makingchangesassociation.ca



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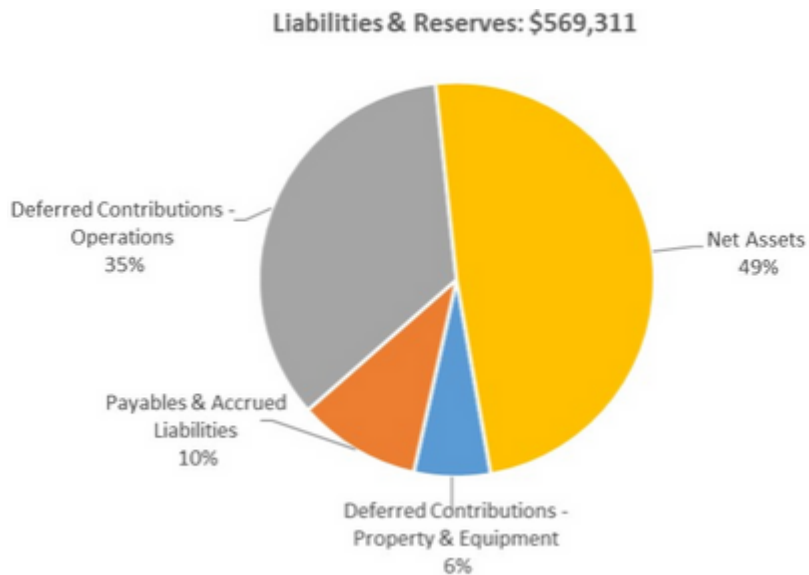
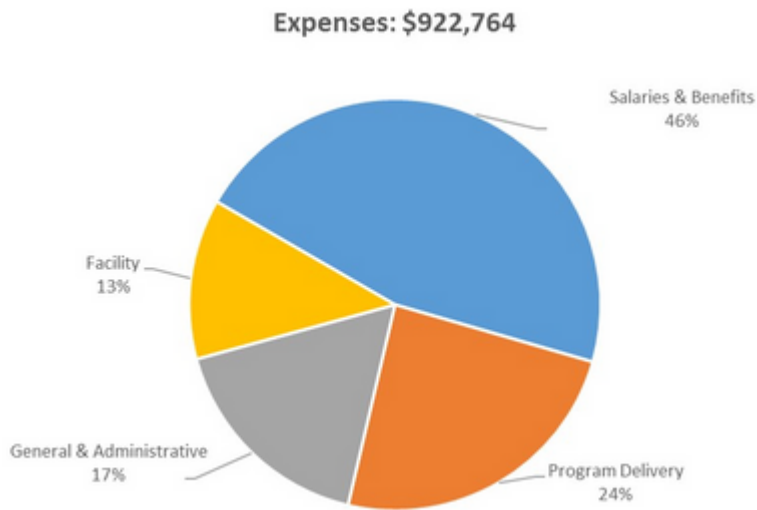
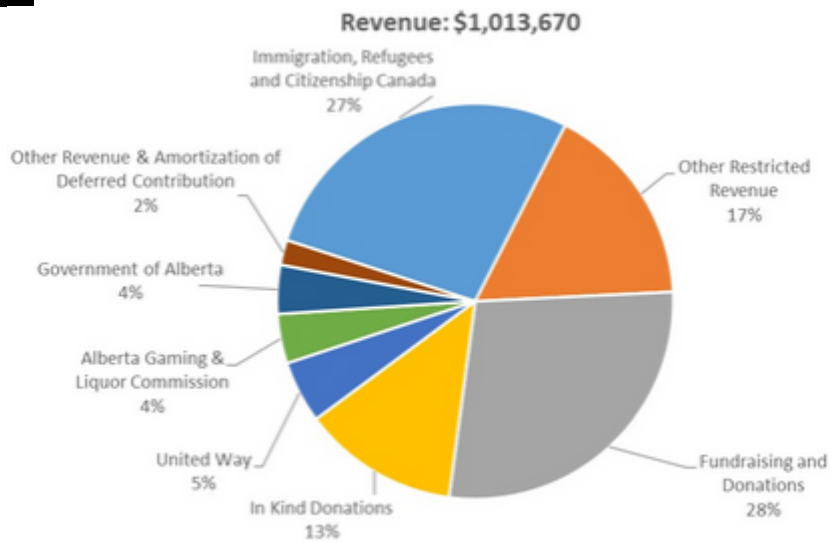
Community Partners

Thank you to the many incredible local businesses, corporations, organizations and individuals who have supported and contributed to our programs this year!

We are truly grateful for your relationship and generosity.



FINANCIAL OVERVIEW



OUR VOLUNTEERS

To our passionate, hard-working and dedicated volunteers, we'd like to express our gratitude for the time you give in offering invaluable services to Making Changes.

We could not operate our programs without your support, so thank you for your ongoing belief in our mission and sharing in our joint commitment to help women and teen girls thrive in our community. We are tremendously grateful for all that you do!



THANK
YOU



THE WALK-IN CLOSET

The Walk-In Closet provides 90-minute individual consultations on professional business attire to women facing financial barriers who want to join the work force, return to school or engage in volunteer opportunities. In addition to information on business culture and appropriate dress, participants are offered gently used clothing and accessories at no cost to help them look and feel their best.

Our volunteer Image Consultants focus on boosting the self-confidence of our participants by making them feel accepted and inspired to bravely take the next step in their journey. It's truly rewarding to see these women stand a bit taller and smile brighter!

27,056

Clothing Items



13,448

Accessories

“I walked in feeling like a caterpillar and left as a butterfly.”

**Jessie,
WIC Client**



1,873

Appointments

MY BEST FREIND'S CLOSET

My Best Friend's Closet is a youth engagement and empowerment program that provides teenage girls from low-income households with clothing and accessories to meet their school and recreational needs for the upcoming year, all at no cost to their families. The girls spend 90 minutes with a volunteer stylist, choosing their clothes and accessories and talking about school, recreational activities, fashion trends and making new connections! They walk away with confidence, a sense of belonging and motivation to attend school.

The program also provides valuable leadership and personal development opportunities to young women in the community who volunteer and act as near-peers to the girls they support in our program.

11,505

Clothing Items



5,256

Accessories

"I thought I would just come and collect a bag of clothing. But at My Best Friend's Closet I had a volunteer that helped me choose very nice clothes, cared about respecting my style and helped me to pick the best of what was available."

**Maria
MBFC Client**

578

Appointments



EMPLOYMENT & LIFE SKILLS

The Employment and Life Skills Program is designed to provide immigrant women with pre-employment preparation and support. Creating an awareness of the Canadian workplace culture and evaluating their personal strengths, the program helps participants build employment skills and establish their career path as they seek to become active members of the community through employment and volunteer opportunities.

The program includes:

- Effective Resume Writing
- Interviewing Skills
- Online and Offline Networking
- Canadian Workplace Culture
- Personality Dimensions©
- Career Planning and Strategic Job Search



73
Graduates

"Making Changes helped me to reach my personal goals. It helped me to find my path by giving me access to helpful services and by teaching me how to apply for a job in Canada."

**ELS Program
Graduate**

WOMEN IN TECHNOLOGY

Making Changes has continued offering our unique program aimed at supporting women to gain employment in the ever changing IT field. We had our second successful graduation of 14 excited and skilled participants. Our program offers women an integrated skills training program over 26 weeks which combines employability skills upgrading, technical training (through the CISCO Network Academy) and hands-on work experience.

The work experience placements were provided to the women at a variety of small to large local employers and in addition to being a hands on learning opportunity, it also gave employers a chance to “test drive” potential new employees. This program will continue to develop and evolve in the coming years based on industry assessments of the most sought after skills. We are the only program offering this training with a women-centric approach.



"I never knew I was so talented until I saw my revised resume after the essential skills class."

WIT Program Graduate

14
Graduates

YYC CHIC 2018

We hosted our 3rd annual YYC Chic Gala on November 1, 2018 at the Metropolitan Centre and raised \$55K in support of our programs and services!

With a sellout crowd of over 350 people in attendance, the room was filled with energy and excitement. Guests enjoyed a local fashion show emceed by The Style Guys: Jason and Aly, live entertainment, shopped pop-ups, bid on amazing silent auction items and savoured fine hors d'oeuvres.

We'd like to express our sincere gratitude to our sponsors, donors, participants, volunteers and guests for helping us make this event a wonderful success.



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*thank
you*