



Case Study 1

Organization: Women's Health Clinic (WHC)

Program: Social Work Program

Classroom: 114 St. John's College

Agency key informant: Leigh Anne Caron

Facilitator: Rebecca Gokiart

1. Program description

Provide background information about your organization and program.

Women's Health Clinic (WHC), located in Winnipeg, has been in operation since 1981. The clinic has expanded to 120 staff and 60 volunteers in the last 37 years. The social work program was created to respond to resourcing, housing, social support and short term counseling needs of clients in various programs within the clinic and the community.

The WHC *Social Work Program* is a one person program that is responsible for providing social work services, counselling service triage, and brief focused counselling to Women's Health Clinic clients and resource support to WHC staff. The *Social Work Program* is funded by the United Way and the Winnipeg Regional Health Authority (WRHA). The position is 0.8 EFT.

The overall goal of the program is to improve access to services through referrals, support, resource mobilization and system navigation. The social worker is the first response to clients, teen and adult, seeking counselling services at WHC, providing intake and triage services for counselling at WHC and in the community. The *Social Work Program* provides assessment, resourcing, and client support and system navigation services. The social worker speaks to community members and provides referral and resourcing to them. The social worker maintains the counselling program intake database which provides the program with statistics for funders, strategic plan reporting and program direction decisions.

2. Reason/s for the evaluation

Briefly explain why you want/need to evaluate this program (including who the intended users of the information are and how the information may end up being used).

Social Work is a fairly new position (within the last 5 years) and has not been evaluated. The scope of the program/position has increased in the last year to include brief focused counseling in addition to current programming. The evaluation is a funder requirement (United Way). This position is fully funded by United Way and does not have an evaluation framework. The framework would be used for reporting and program development.





3. Evaluation questions

What would you like to know (find out) from the evaluation?

Generally, if the *Social Work Program* is meeting the short term, intermediate and long term outcomes.

