



CASE STUDY

WOMEN'S COMMUNITY SHELTERS

The Women's Community Shelter (WCS) organisation is based in Sydney, New South Wales and works to provide direct relief of suffering, poverty, helplessness and destitution of disadvantaged and homeless women and their children through the establishment, operation and/or supervision and support of women's community shelters and low cost accommodation.

Annabelle Daniel, the CEO of WCS, knew that she needed to develop clear outcomes, operationally relevant indicators and invest in an outcomes focused case management system to create an evidence base that would support sustainable funding and effective service delivery for WCS into the future.

WCS chose to implement Efforts to Outcomes™ (ETO) and used SquaredImpact to develop a comprehensive outcomes measurement plan. Following this, SquaredImpact also designed and implemented ETO for WCS, ensuring a seamless integration between their outcomes strategy and plan, and the system designed to capture the data used to measure this.

This is what WCS has to say (in April 2016) about their experience with SquaredImpact:

“Women's Community Shelters have worked with SquaredImpact for the past 8 months, developing an [Outcomes Plan and an] Efforts to Outcomes computer system for our four shelters for homeless women and children.

Brenda was an excellent guide through the process of moving from a paper system on to recording our case management electronically and we found the process aided us in realising our objectives as an organisation.

She guided us through the difficult path of what we wanted to achieve with our new system and provided many helpful suggestions to ways of recording our outcomes in the most useful way and solutions to ways of working that we had not previously considered.

Brenda showed a great understanding of our sector, as she understood the complexities of working with Clients who are experiencing trauma, the limitations of the Staff working in this environment and the pressures on a small charity with limited time and resources.

We are confident that the system that Brenda has developed will assist us in tracking the progress of our work, so we can provide solid feedback to our staff but also to our funders, to show how much we are achieving. We are grateful to SquaredImpact for their huge contribution to this journey for our organisation and especially to Brenda who went above and beyond to help us achieve our goal.”