

Making Changes

► Association is a community of **women helping women** ◀ through life transition by providing them with the skills and resources to support their pursuit of meaningful work and educational opportunities.

Our goal is to help women and teenage girls build a better future for themselves and their families.

Our achievements are directly related to committed and talented volunteers and staff members, donors and community partners. In developing new ways to deepen the impact of our services, we also seek ways to identify and address the emerging needs of women in transition and collaborate with other stakeholders to address those needs.

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MESSAGE FROM THE

CHAIR

It is really hard to believe that it has already been a year since my last message in the Annual Report. In some ways it has been a short time; in other ways so much has happened it seems like forever.

First, let's pay tribute to the people who enable us to do the work that we do, our volunteers! As you know Making Changes has only two full-time employees and 5 part-time employees. Yet, in light of these numbers we were able to provide over 2,100 appointments at our Closets and 100 women participated in our Employment and Like Skills Program this year. This speaks to the exponential power of having great and empowered volunteers.

Many of our volunteers are Image Consultants and Stylists for our two Closets. Others are volunteers who are willing to stay in the background. They may sort and prepare clothes for the Closets or drive around the city picking up donations. They may be the ones who act as Receptionist or maintain our database. They may be conducting mock interviews, participating in workshops for our Employment and Life Skills Program. Maybe they come to Global Cafes or help our newcomers learn to line dance in preparation for Stampede. They might be volunteering at a bingo, casino or other fundraiser. They may serve as Board and Committee members, helping to ensure the fiscal and strategic

health of the Association. No matter who they are or what they do, they are extraordinary. We know that they believe in the work that we do and I would like to acknowledge their contributions to the Association. As they said in the old credit card commercial "There are some things money can't buy. For everything else there's MasterCard". Thank you for being the something that money can't buy!

Of course none of the amazing things that Making Changes has accomplished could be done without a dedicated staff team. Lili, Elaine, Lillian, Roxanne, Patti, Roxie and Sonia, you are each and all champions in our eyes. Thank you for your dedication and commitment to a small grassroots organization doing big things!

This year, Sonia Okamoto, our amazing My Best Friend's Closet Program Manager has been awarded the Bhayana Family Foundation Innovation and Creativity Award. For the past 3 years, the Bhayana Family Foundation Awards have been recognizing the dedicated contributions of front-line agency staff at United Way funded agencies. Sonia was recognized for her excellence in introducing ideas, services or practices in new and imaginative ways. Congratulations Sonia!

Sometimes there are people in our community who admire the work that we do and we are not even aware of it. This was certainly the case with Laretta Enders. In

the spring of 2014, Laretta had decided to do something really special for a significant birthday. She and her friends came up with Fashion Forward YYC, a high-end fashion show and fundraiser with the proceeds supporting Making Changes. Less than 3 months later the event was held and it was a tremendous success. Not only did Making Changes get a cheque for over \$62,000 but we also gained exposure that we could only dream of! Brett Wilson, Paul Hardy, Carly's Angels and Olympic athletes, Gilmore Junio, and Denny Morrison all supported the event. Shortly after the first edition of Fashion Forward YYC, Laretta and her team decided that they would do it all over again in June 2015. Laretta, thanks to you and your team for a job well done!

I also want to recognize all the individuals and organizations that held clothing drives and fundraisers. We appreciate your support.

The upcoming year will probably bring new challenges. The economy is slower due to a decrease in oil prices and many layoffs are taking place across sectors. At the same time, the demands for our services continue to increase. Making Changes is well positioned to take these challenges head on with the support of our many community partners.

Thank you for your ongoing support!

Karen Whiteman

2014-2015

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EMPLOYMENT & LIFE SKILLS PROGRAM

The Employment and Life Skills Program is Making Changes Association's foundational program. At its essence, this program is an empowerment process for immigrant women, increasing their personal power through participation so that they can take action to improve their circumstances.

The program offers a series of workshops that help immigrant women plan and prepare for their future in Canada. The training provided builds confidence and skills in the areas of career planning, communication, assertiveness, Canadian business culture and accessing community resources.

115

Number of women who participated in Employment and Life Skills Program this year.



“A women-only program is safe and
empowering.

It made me regain my self-confidence
and reassured me that there *is* a place
for me in my new community.”

“Making Changes
changed my life,
my professional and personal life.

Now I can see and feel a lot of things
in a better way.”

Success

“During five years
I put my professional life
inside a drawer and
locked it there.
Making Changes
helped me to
open this drawer and bring back
this so important
part of my

life!”

“The program is
very motivating
to believe in myself,
my abilities and
skills.”

“I made a lot of
friends,
learned a lot of
useful things and
became more
confident.”

Maya*

arrived in Canada in
2012. After a sustained and successful career as an
accountant, she chose to attend the Employment and
Life Skills Program because she was looking for
a career change.

Maya had always enjoyed baking and cake decorating but
her parents expected her to pursue a professional career
as an accountant. After moving to Canada and settling
her family, she started exploring the field of baking by
taking short courses and workshops to increase her
technical knowledge of the food industry.

Maya found the Employment and Life Skills Program
valuable in terms of providing information for
newcomers about programs, courses and services
in Calgary. She felt that she learned a lot about the
importance of information gathering and networking
as strategies for career exploration and job search
success. Most significantly she learned how to
‘find herself’ – she really enjoyed the Personality
Dimensions® component of the program, and to
finally see how she could change her career.

All of these activities and learnings provided
her with the evidence she needed to pursue her
dream. Maya was successful in gaining seasonal
part-time work in the bakery department
of a grocery store. She recently received the
exciting news that she has been accepted in
the Baking and Pastry Arts Program at SAIT
for the Fall of 2015. In the meantime she has
been participating in some of the events
offered through Accenture, and continues
to delight family and friends with her
artful and delicious creations.

*Name has been changed.

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.



1,652

Number of appointments this year at the Walk-In Closet.

After their first visit to the Closet:

96%

women gain motivation to access employment.

98%

women have access to appropriate work clothing.

98%

of women reported that they gained confidence in their ability to dress appropriately for job interviews and work.

22,840

Total number of items donated to our participants:

- blouses & shirts
- pants & skirts
- under garments
- jackets
- purses
- shoes & boots
- jewelry

“The program is a lot of fun and motivating. It made me feel good and awesome about myself. The thought of going to interviews with cool & fun office wear just makes me smile. :)

Thank u!

Thank u!

Thank u!”

optimism

“Thank you for
not judging

me at all. I am a plus size

woman. My consultant made me
very comfortable and she
was respectful.

5 stars for her.”

“Working

with my

image

consultant

was

awesome,

now I am

more

confident

to look for

a job.

Thank you

so much.”

Nadia* moved to Canada

in the Fall of 2011 with her husband and
two sons. She holds a Bachelor’s Degree
in Business from her native country and
decided to pursue a Bachelor’s Degree
in Accounting at SAIT. While seeking
volunteering opportunities in the summer
of 2013, Nadia joined the Walk-In Closet
family to assist in the office for 2 months.

After her first year of studies, Nadia realized
that she was in need of career clothes to
attend an accounting fair and for doing
school presentations. She found her
Image Consultant at the Walk-In Closet
very friendly, helpful, and supportive in
finding the types of clothes that she was
comfortable wearing. Nadia felt that there
was a good variety of clothes available and
that the amount of clothes she left with
was “more than generous.” She is very
thankful for this resource and she feels that
it is an essential one for women entering
the workforce, as it is too expensive to buy
new clothes when you are first starting out.

When asked how she would describe the
Walk-In Closet she said that she has three
words, “Perfect, perfect, perfect.”

Nadia feels that her family has now found
in Canada all that they were seeking.

The highlight of her year was her own
graduation in December. With the help of
the Walk-In Closet she now feels prepared
for the next part of her journey.

*Name has been changed.

MY BEST FRIEND'S CLOSET

My Best Friend's Closet is a youth empowerment program at Making Changes. It provides teenaged 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. My Best Friend's Closet also provides valuable leadership and personal development opportunities to young women in the community, who volunteer in the program and act as peers or near-peers to the girls they support.



“Thank you so much for today.”

453

Total number of appointments this year.

2,761

Total number of items donated to our participants:

- tops
- bottoms
- coats and parkas
- shoes and boots
- running shoes
- purses and backpacks
- jewelry

It was such a nice gift to get to go and pick out new clothes – and have help doing it.”

After their first visit to the closet:

99%

of the participants reported that they were happy with the service they received.

98%

of the participants indicated that their consultant was helpful during their appointment.

94%

of the participants indicated that they are feeling more confident as a result of their visit.

Maryam*

immigrated to Canada in 1991.

She has three daughters, two of whom are teenagers. Since becoming a single mother several years ago, Maryam has faced new challenges raising her children. She describes the impact a visit to My Best Friend's Closet had on her two oldest daughters this past fall:

"It was like heaven for them when they came there. They have always had a hard time going to school every year, wearing the same clothes. I am low income and raise my daughters all on my own. I never, ever, buy clothes for them. Only from thrift stores when I can.

It really was heaven for them when they came to My Best Friend's Closet because they got to pick clothes they liked. And later, they were like, showing them off in front of their friends. It's the first year they're proud to go to school. Thank you so much."

*Name has been changed.

My mom told me that there was a program that offered "fashionable clothing for teenage girls". Of course, I didn't believe her because everyone knows people only donate things that they don't like, but I agreed and I am glad I did.... It made me believe that saying that,

"if you look good,
you feel good"

and that was the **teenage girl euphoria** that I was experiencing at the time.

Confidence

"I think the staff were really nice, and I appreciate all their help!

They take very good care of the clothes, and everything is neatly organized and pretty."

OUR COMMUNITY PARTNERS

We have developed wonderful relationships with a great number of businesses, corporations, organizations and individuals in the city. Support from our community is essential to the viability of our programs. We are grateful to everyone who contributed to our success this year.

Corporate Calgary

Organizations large and small run amazing clothing drives on our behalf. Many volunteers from corporate Calgary share their expertise and time to support our Employment and Life Skills Program participants.

Fashionistas

The women of Calgary help keep the Walk-In Closet and My Best Friend's Closet well stocked. Women are continuously dropping by with clothing and accessories from their closets.

Local Businesses

For many years now we have been receiving new and gently used clothing from retailers and consignment shops. We also receive services such as clothing alterations, dry cleaning and salon services for our participants.

Community Organizations

Many local service clubs, agencies and organizations support our programs through clothing drives, donations, special events, capacity building and collaborative partnerships.

École Holt Couture – School of Couture Fashion Sewing and Design

For the past 5 years, École Holt Couture – School of Couture Fashion Sewing and Design (EHC), has held a fashion event in support of Making Changes. This year's event, "A Flair to Remember", showcased the talents and skills of EHC's students while giving a rare insight into the work of couture fashion. We are extremely grateful to EHC for their continued support of our organization.



**Thank you,
Calgary
for your
generosity!**

Fashion Forward 2014

In June 2014, 350 generous Calgarians attended Fashion Forward, an event organized by a group of philanthropic Calgary women who share a love of fashion and the drive to create change in the world. The fashion cat walk and clothing drive event, "Someone's Future Is in Your Closet", raised a grand total of \$62,171 as well as two Sprinter vans full of donated clothing and accessories.

Our thanks and gratitude goes to the Fashion Forward team of extraordinary women and to all the local businesses, celebrities and attendees who made this event a great success!

"The evening was magical and helped us raise awareness for our organization, which is essential for a small, volunteer run association like Making Changes. Lauretta Enders and the Fashion Forward organizing committee took on a Herculean project on our behalf and created an evening that surpassed our wildest dreams."

LILI BUNCE

Making Changes Executive Director



Elaine Lupul, Lili Bunce, Lauretta Enders, Karen Whiteman, Lillian VanGenderen



"This event would not have been possible without the dedicated support of everyone who put this together – the excitement and engagement from the community was overwhelming. Everyone should be proud of their contribution towards giving women the tools to change their lives, and thereby our community forever – it was an evening of fun, empowerment and opportunity!"

LAURETTA ENDERS

Chair and Founder of Fashion Forward

OUR VOLUNTEERS

270

Total number of volunteers

All of us at Making Changes wish to thank all of our volunteers for their valuable contributions to our organization. We truly have the most fabulous people to work with. Our participants are always telling us how grateful they are for the help they receive. Together we do create futures for women!

Abigail Tiangco
Ada Adeleke-Kelani
Alanna Meyer
Alecia Nachtigal
Alison Ferguson
Alissa Woo
Ally Virga
Amanda Bot
Amanda Donnelly
Amber Conrad
Amber-Marie Wells
Amy Lui
Amy Ta
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Anna Karpova
Anne Clark
Anne Kemp
Anne Sentiara
Antonella Loffari-Oberholzer
Any Astoeti
Betty Derosiers
Betty Jungwirth
Blanka Kuhnel
Carieanne Rondilla
Carly Ball
Carly Barton
Carly Smith
Carmen Rodriguez
Carmen Sabey
Carole Goetz
Carole Anne Kaufman
Caroline Peplinski
Carolyn Alexander
Carolyn Black
Carrie Rong
Chantal Barchard
Charlotte MacDonald
Charlotte Stokes
Cheryl Keung
Cheryl Schulz

Chris Seger
Chrisann Bodi
Cindy Law
Cindy Wolfe
Cinzia Turchet
Colleen Barton
Colleen Fortuna
Collette Wollmann
Connie Cockshutt
Courtney Hiebert
Courtney Hills
Courtney Long
Crystal Mulligan
Dale Robson
Danika Yau
Deanna Derbyshire
Deb Close
Debrah Starratt
Don Rutherford
Donna Gagnon
Donna Sherven
Donna Yamniuk
Doris Yaskiw
Dulce Molina
Liz Berg
Eiriel Obiar
Elizabeth Buchanan
Emily Couture
Erica Cabezas
Erica Foulds
Erin Leson
Fran Roycroft
Frank Sebjanic
Franyenis Rivera
Gail Lai
Gail MacCallum
Germaine Rivera
Georgia Duggan
Gerry Norman
Gillian Barnett

Gillian Lem
Gillian MacDonald
Gloria Orjuela
Hadeel Qazzaz
Hailey Schoenfeld
Heather Knoll
Heather Rees
Heianna Ge
Helen Peng
Helen Vuong
Helena Gawron
Hyldegarde Ntakarutimana
Ila Edgar
Ingrid Martinez
Ingrid Smith
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Irene Brown
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Mwansa Nyemba
Myrna Dueck-Wilford
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Oxana Franchuk
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Rachel Oberholzer
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Tamara Jorgic
Teri-Ann Begin
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Tina Ierakidis
Ussumane So
Vivian Caceres
Wagjyl Lacobongan
Wanda Bennett
Yamila Shukla
Yani Pratiwi

12,718

Total number of volunteer hours

“I have met so many amazing women through this volunteering opportunity and I am really loving the entire experience.”

MAKING CHANGES EMPLOYMENT ASSOCIATION OF ALBERTA
STATEMENTS OF OPERATIONS
FOR THE YEARS ENDED MARCH 31, 2015

	General	Walk-in Closet	Employment and Life Skills	My Best Friend's Closet	2015	2014
Revenue						
Citizenship and Immigration Canada	\$ 5,249	\$ 80,389	\$ 85,588	\$ 40,388	\$211,614	\$ 198,958
Fundraising	16,061	41,004	10,459	27,504	95,028	37,028
Other restricted revenue	-	10,000	24,864	57,961	92,825	55,007
Donations in kind	8,820	57,668	-	1,089	67,577	87,007
Casino/bingo revenue	8,324	42,840	1,620	13,557	66,341	75,378
United Way	1,357	50,518	-	-	51,875	60,000
Donations	1,900	31,180	900	5,881	39,861	38,305
Amortization of deferred contributions related to leasehold improvements	1,704	12,776	2,555	-	17,035	17,237
Community initiatives program	1,667	9,167	2,500	3,333	16,667	-
Community Spirit	-	-	-	-	-	10,710
	45,082	335,542	128,486	149,713	658,823	579,630
Expenses						
Salaries and wages	12,349	141,203	57,636	66,157	277,345	225,810
Rental	5,017	32,602	9,930	37,412	84,961	79,176
Donations in kind	8,820	57,668	-	1,089	67,577	87,007
General and Administrative	9,476	27,613	6,846	7,920	51,855	40,118
Amortization	2,446	18,350	3,670	-	24,466	25,432
Contractors	-	-	20,750	-	20,750	18,205
Utilities	934	6,214	1,314	10,292	18,754	15,331
Communication	1,151	12,195	1,798	1,337	16,481	11,467
Repairs and maintenance	1,019	7,077	1,371	6,104	15,571	13,421
Employee benefits	685	4,689	5,773	2,710	13,857	13,645
Clothing	-	3,260	-	8,312	11,572	6,396
Volunteer	385	5,180	485	2,750	8,800	6,071
Travel	51	768	5,449	305	6,573	4,746
Outcome evaluation	-	57	4,619	57	4,733	1,796
Supplies	-	2,357	1,212	715	4,284	6,919
Insurance	290	1,920	413	725	3,330	2,578
Training	75	1,136	1,666	213	3,090	3,582
Outreach	-	239	2,243	316	2,798	-
Resource development	300	500	200	200	1,200	1,295
Recruitment	75	-	75	-	150	-
	43,073	323,010	125,450	146,614	638,147	562,995
Excess of revenue over expenses	\$ 2,009	\$ 12,532	\$ 3,036	\$ 3,099	\$ 20,676	\$ 16,635

MAKING CHANGES EMPLOYMENT ASSOCIATION OF ALBERTA
STATEMENTS OF FINANCIAL POSITION
AS AT MARCH 31, 2015

	2015	2014
ASSETS		
Current		
Cash	\$111,793	\$ 99,885
Accounts receivable	60,251	52,873
Goods and services taxes recoverable	4,607	4,059
Prepaid expenses and other current assets	19,436	10,906
	<u>196,087</u>	<u>167,723</u>
Property and equipment	67,834	92,300
	<u>\$ 263,921</u>	<u>\$ 260,023</u>
LIABILITIES		
Current		
Accounts payable and accrued liabilities	\$ 36,640	\$25,241
Payroll deductions payable	-	4,872
	<u>36,640</u>	<u>30,113</u>
Deferred contributions		
Related to operations	92,773	99,044
Related to property and equipment	45,082	62,116
	<u>\$174,495</u>	<u>191,273</u>
Net assets		
Invested in property and equipment	22,752	30,184
Unrestricted	66,674	38,566
	<u>89,426</u>	<u>68,750</u>
	<u>\$ 263,921</u>	<u>\$ 260,023</u>

2014-2015
FUNDERS

Thank you to all our wonderful sponsors, donors and partners.

For a full list of supporters, please visit our website:

www.makingchangesassociation.ca

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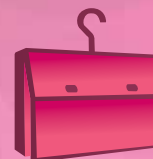
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Making
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creating futures for women