

M.A.P.S.
(Mapping and Planning Support)
Alberta Capital Region
Evaluation Report
2015



M·A·P·S

ALBERTA CAPITAL REGION



United Way
Alberta Capital Region

Alberta  **Government**

What Our Partners Say About M.A.P.S.

In February 2016, a request to complete an on-line survey (Survey Monkey) was forwarded to 65 partners who had used the services provided by M.A.P.S. within the last 2 years. 25 replies were received and have been summarized. All the percentages have been rounded to the nearest whole number

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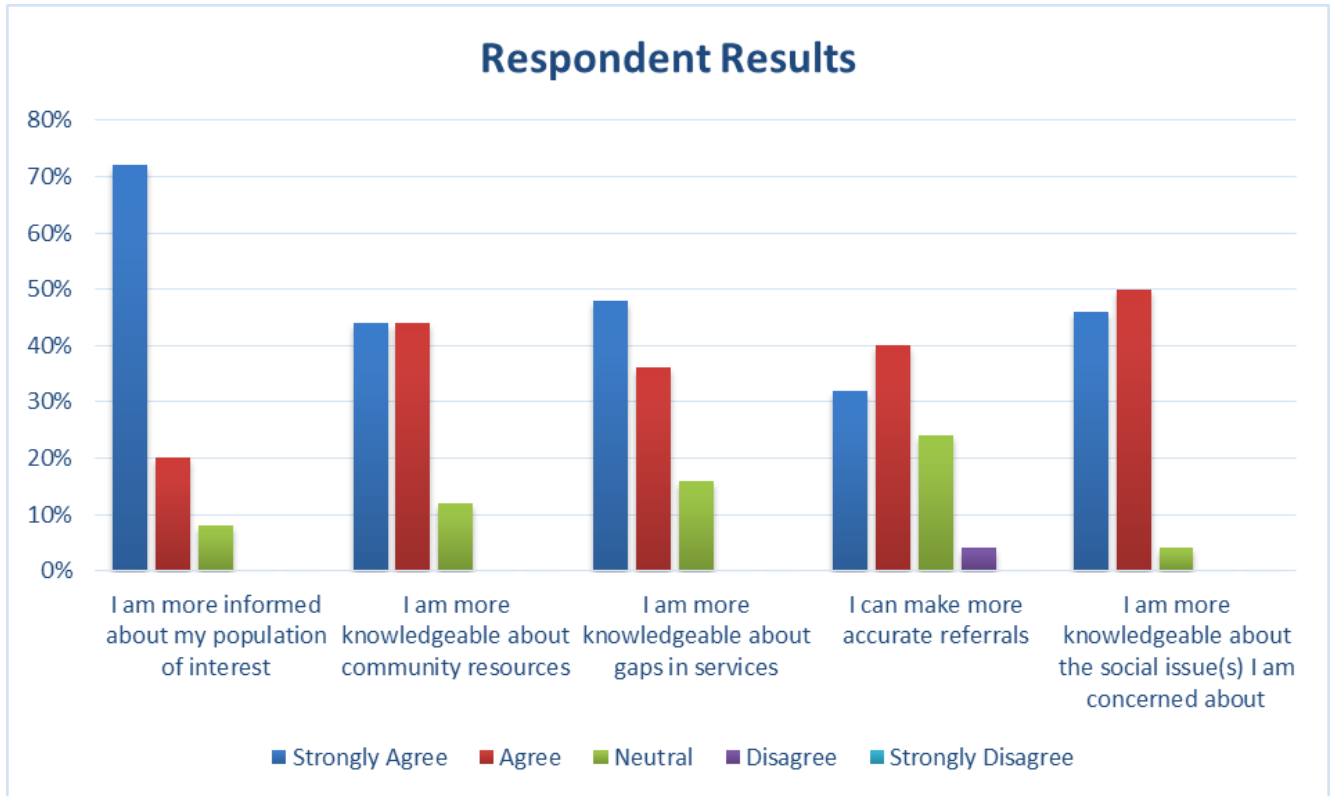
Activities

Question asked: *Please indicate which of the following services or supports you, your group, Local Area Network, or committee has received from M.A.P.S. in the last 2 years.*

Reponses Choices:	Percentage of Responses
Creation of customized maps	84%
Attended M.A.P.S. Showcase	72%
Meeting planning and/or facilitation	68%
Used M.A.P.S. website	60%
Community based research (e.g. surveys, interviews, investigations, etc)	56%
Creation of community profile	56%
Representation at meetings/ events (as speaker or member)	48%
Connection to others doing similar/complimentary work	48%
Designing/facilitating community engagement processes (e.g. presentations, conversations with program participants, storytelling methods)	40%
Community based research support (e.g. identification of related relevant research)	40%
Report writing	24%
Received Leadership Training from Deborah	20%
Other	8%

Knowledge Gained

Question asked: Please indicate your level of agreement with the following statements. *As a result of the support provided by M.A.P.S.:*



When asked to identify a resource they learned about as a result of M.A.P.S.’ support, respondents stated:

“We identified that one of the city libraries is right in the middle of a senior’s population where there are risk factors for isolation. The library became an obvious partner for us in reaching out to this group with programming for seniors.”

“Journey Mapping”

“Youth Mental Health Services”

“Population maps, community maps, neighbourhood maps”

“The housing project for LGBTQ2S Youth that is in the beginning stages with the Alberta Governemnt”

“Continuum of service re: Family Violence Reponse”

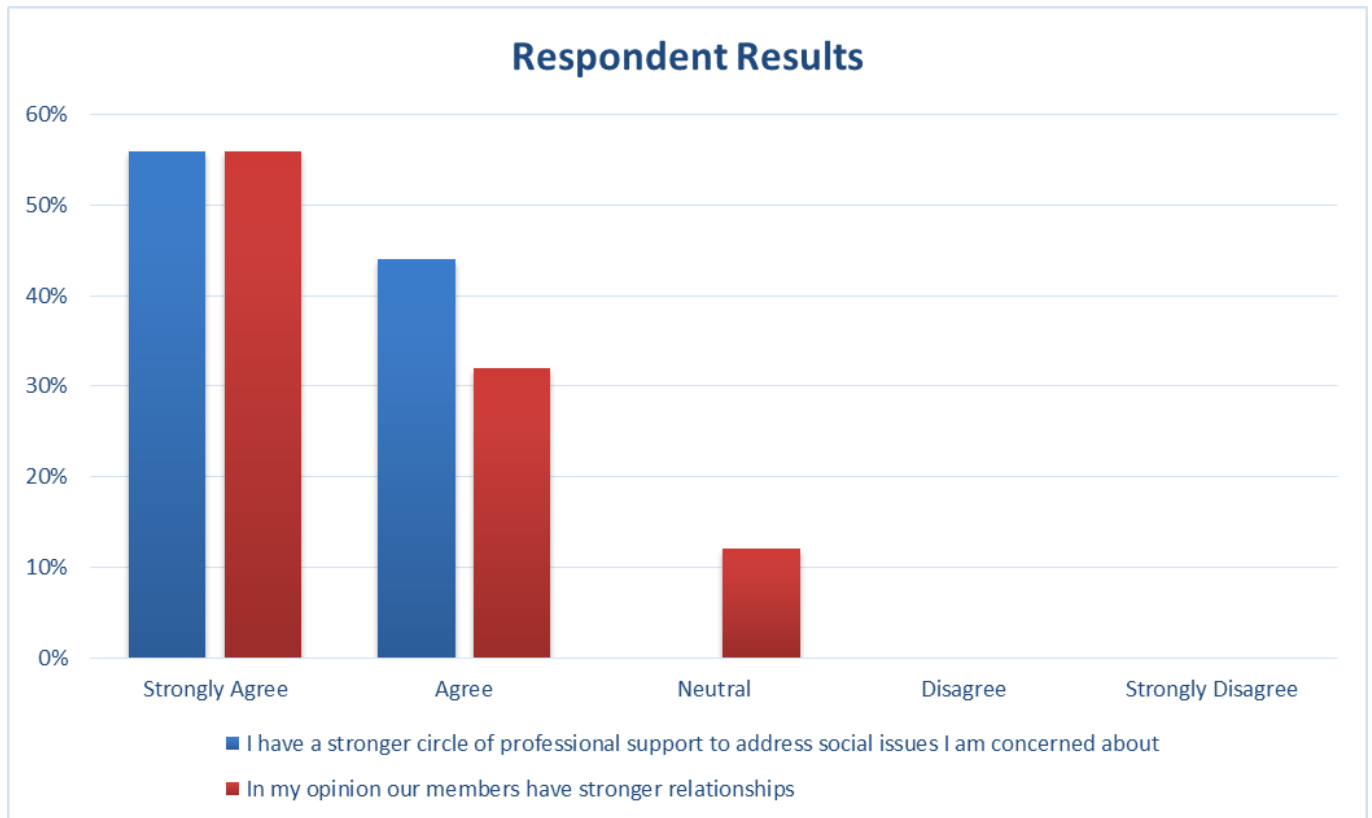
“Community profiles through the mapping”

“Analysis of community needs”

“Mennonite Centre needs”

Support Received

Question asked: Please indicate your level of agreement with the following statements. As a result of the support provided by M.A.P.S.:



Comments made by respondents:

"MAPS used as a co-consultant rather than as an agency support"

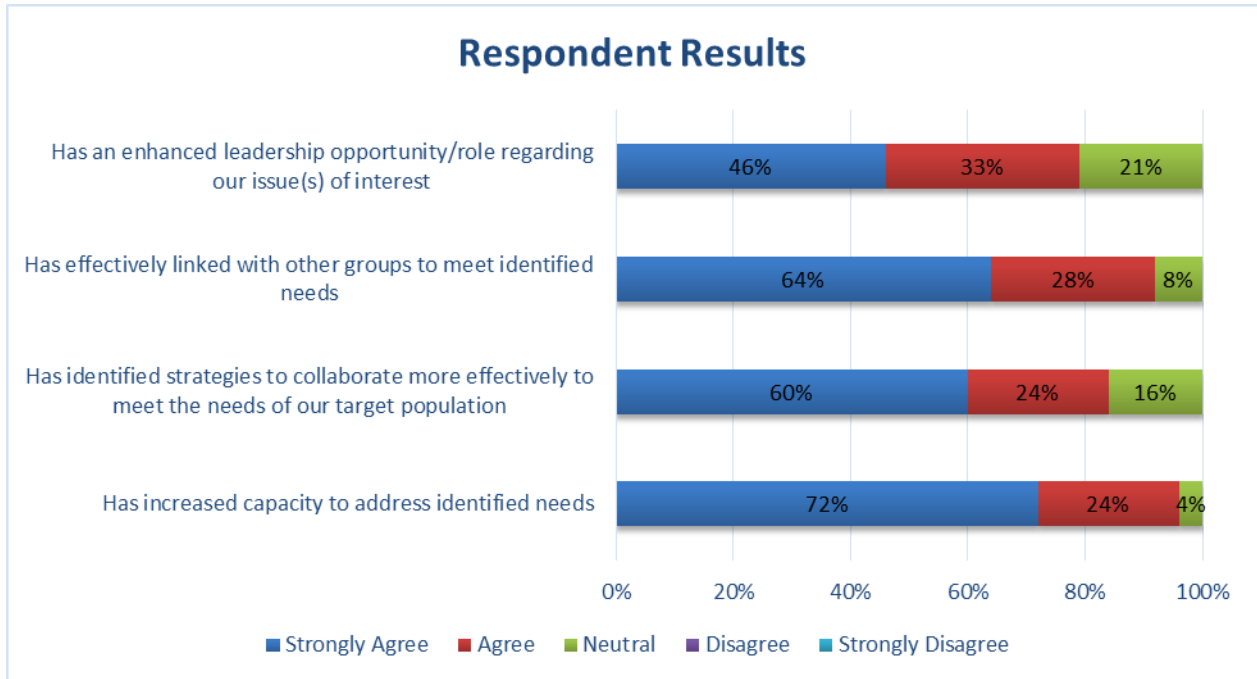
"The maps that were created for us focused primarily on census data that helped us "see" the people in our catchment area. Professional resources was not as big a focus."

"We are only beginning journey mapping . Cultural navigators who i know will feel acknowledged and valued. I am so excited."

"Many thanks to Deborah for all the efforts made by her and her team to help us connecting with individuals/agencies, we were and are still in need of."

Strengthened Capacity

Question asked: Please indicate your level of agreement with the following statements. In my opinion our Local Area Network/group/committee:



When asked to indicate the various ways in which the maps that had been prepared by M.A.P.S. was used, respondents stated:

“The maps are used to orient new board members to our catchment population; used by board committees in their planning; used to develop a case for developing an outreach program; used in fundraising to illustrate population benefiting by services; used to reflect back to our members, the diversity in this catchment area; used to talk with potential community partners.”

“To build a profile, explain to community groups and politicians the gaps / needs for services, entice politicians into a win / win partnership/relationship.”

“The maps and other tools provided for our community are now the baseline for our work ahead, addressing Intimate Partner Violence at a policy level.”

“For conferences, report back to community and funders, newsletters etc.”

“By assisting our clients in connecting them to the available resources.”

“There has been an increase in collaboration and work and in identifying issues at a political level.”

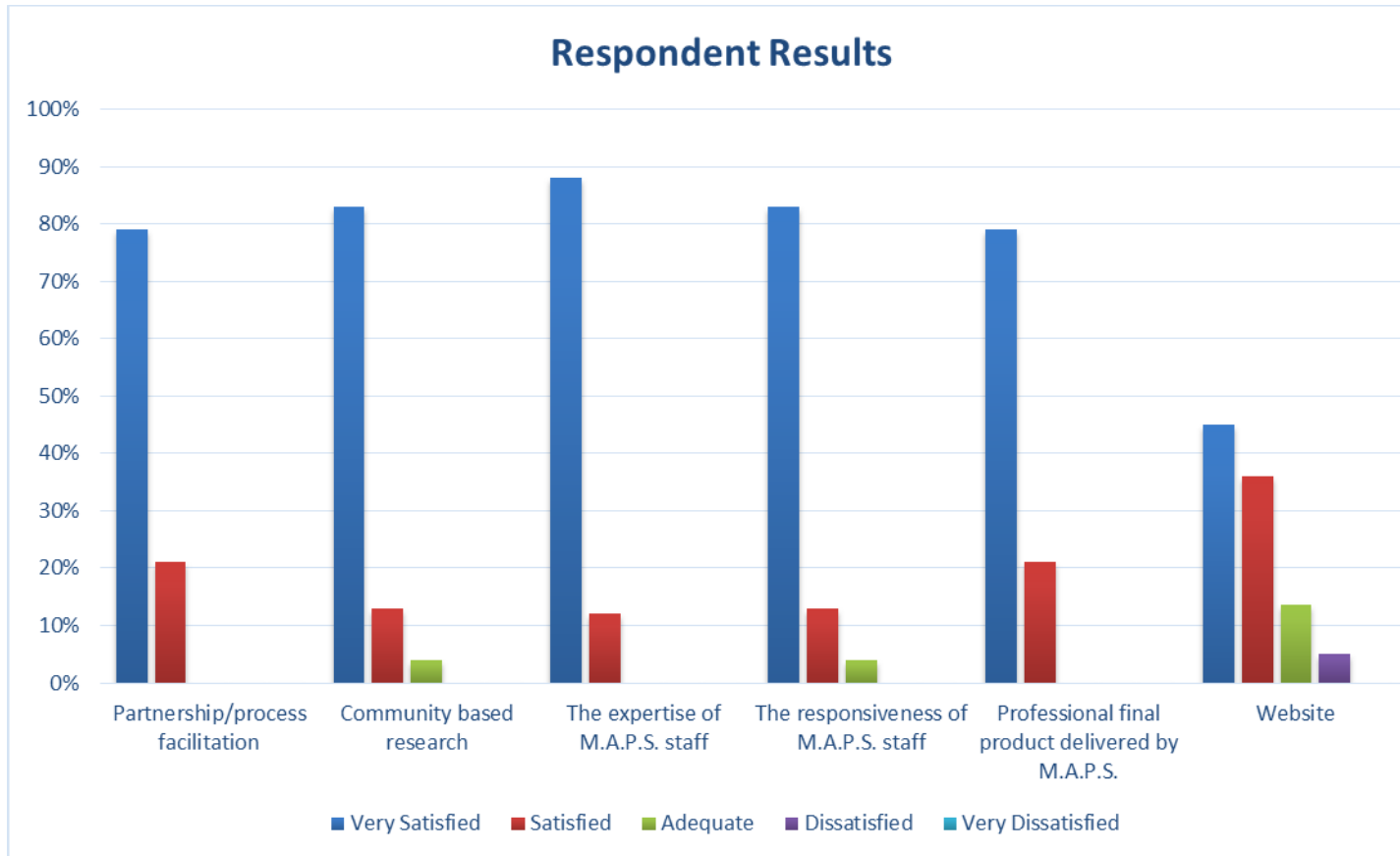
“To indicate to the community where gaps are”

“We are collaborating to develop comprehensive profile of immigrant newcomers to Edmonton”

“As a tool to view the community as a group and to provide feedback.”

Satisfaction

Question asked: Please indicate your level of satisfaction with services provided by M.A.P.S.:



When asked if they had any additional comments relating to satisfaction, respondents stated:

"I was thrilled to find MAPS and understand how they might help us. We are a very new NPO with very limited funding and only one staff. To have this also as a free service was extremely empowering for the SWESA Board. We are very grateful."

"MAPS is incredibly supportive and responsive and has helped guide processes in an effective and efficient manner."

"Deborah, Shama, and the whole team at M.A.P.S. have always displayed professionalism above reproach. Their warm welcome, and their vast knowledge make them a gem in our field of work."

"Very satisfied with collaborative Cultural development approach. Responsive and professional."

"We feel blessed to have such a fabulous project."

"Fantastic resource."

Other Feedback

When asked for any other feedback, respondents stated:

“Was and is wonderful to work with all of you!”

“I had no idea about the other services you offer. I could have read the website but I honed in on our project. Perhaps a follow-up after job done would be an email directing organization to website to learn more and an invitation to share this information with other NPOs (if that is what you would like). Thanks again for wonderful service and product.”

“Keep up the good work!! I loved the Show Case.”

“It is such a valuable innovative service, especially working with immigrant and refugee community.”

“I have really enjoyed working with and learning from MAPS staff.”

“Thank you for helping to increase the amount of teamwork and cooperation amongst service providers and communities throughout Edmonton and area!”

“Deb , Jonathan and Amanda have always been readily available to help and learn alongside of our SW Edmonton Collaborative Committee.”

“Keep up the amazing work you do!”

“Extremely helpful and creative leadership and staff.”

“Keep it up, your team is greatly appreciated.”

“Excellent organization, highly competent, collaborative, engaged with citizen centric and social issues, key partner linked to the direct success of our research project.”

“It is a major asset to have the support of this agency and staff. The 'can do' approach to helping groups to identify their own interests and solutions is significant to success. The agency has been working with the community for many years which has developed a bank of knowledge and opportunities for support and designing good processes and solutions.”

“Thanks for all that you do. Inspiring and supportive.”