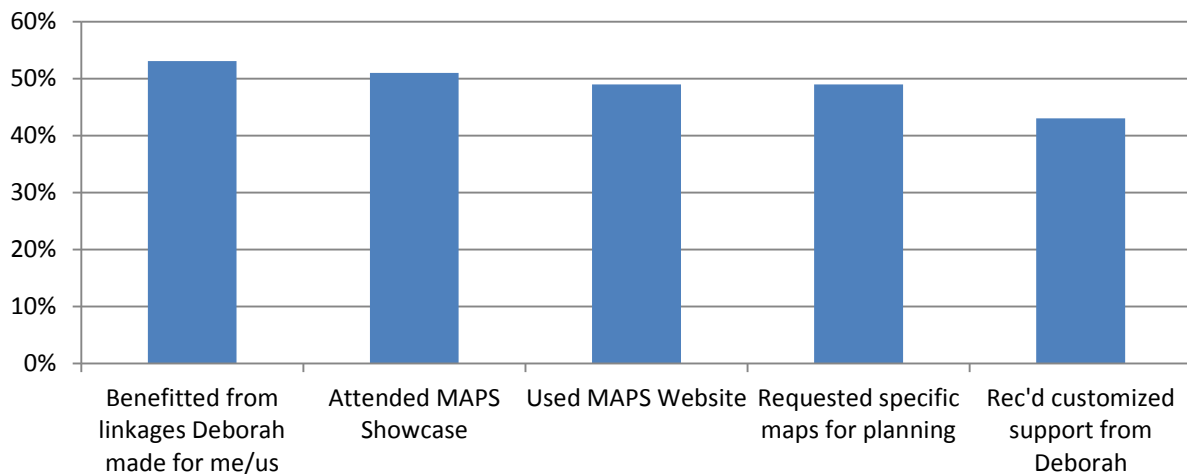


What Our Partners Say About M.A.P.S. (Source: 2013 Evaluation)

In December 2013, a request to complete an on-line survey (Survey Monkey) was forwarded to over 100 partners who had used the services provided by M.A.P.S. within the last 2 years. 49 replies were received and have been summarized. All the percentages have been rounded to the nearest whole number.

Question 1: I am a member of a Local Area Network, organization or collaborative that has received the following services from M.A.P.S. within the past 2 years: (respondents were able to choose ALL that applied)

Top 5 Responses



The other services listed on the evaluation are shown below, in descending order of usage:

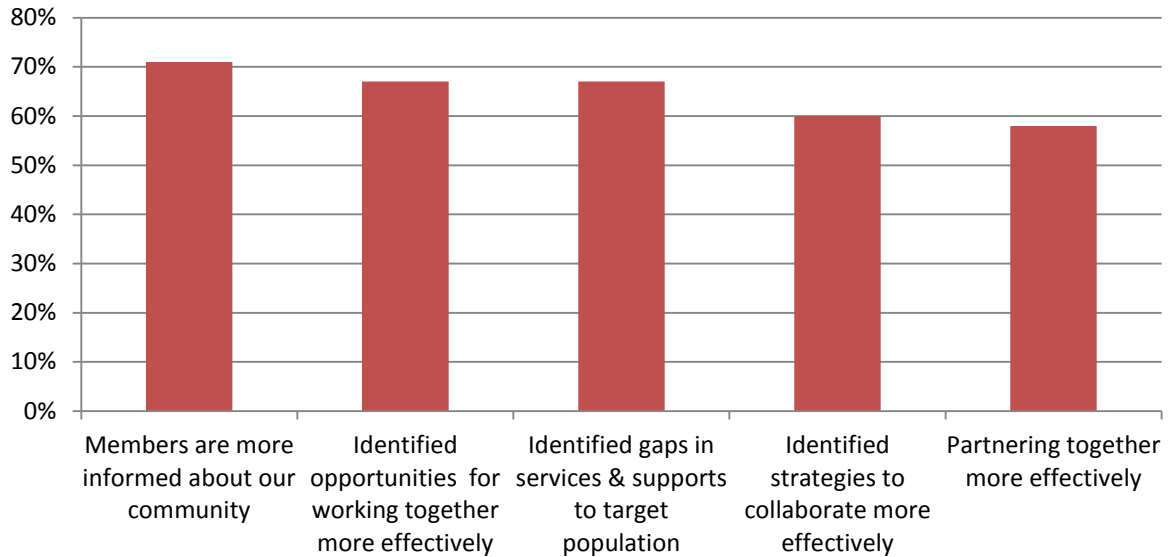
- Received administrative support through MAPS (41%)
- Used support of social geographer to create community profile (31%)
- Received customized community engagement support (27%)
- Received customized research support (24%)
- Invited Deborah to design and deliver a workshop (22%)
- Received leadership training from Deborah (18%)

Comments included:

- I am very fortunate to benefit from so many services and supports
- I work with a program and we sit on various mapping group meetings through the capital region. We are able to provide input from our own work experiences and are able to draw on the information we learn from the mapping group to better inform the families our program work with. The networking is awesome.

Question 2: As a result of the assistance and/or support provided by M.A.P.S. I/we have received the following benefits: (respondents were able to choose ALL that applied)

Top 5 Benefits



The other benefits listed on the evaluation are shown below, in descending order of usage:

- Our members have stronger relationships (48%)
- We have identified strategies to fill identified gaps in supports/services (46%)
- As a sector we are more effective delivering supports/services to our target population (40%)
- My leadership skills have improved (29%)
- Our residents have increased access to supports/services (21%)

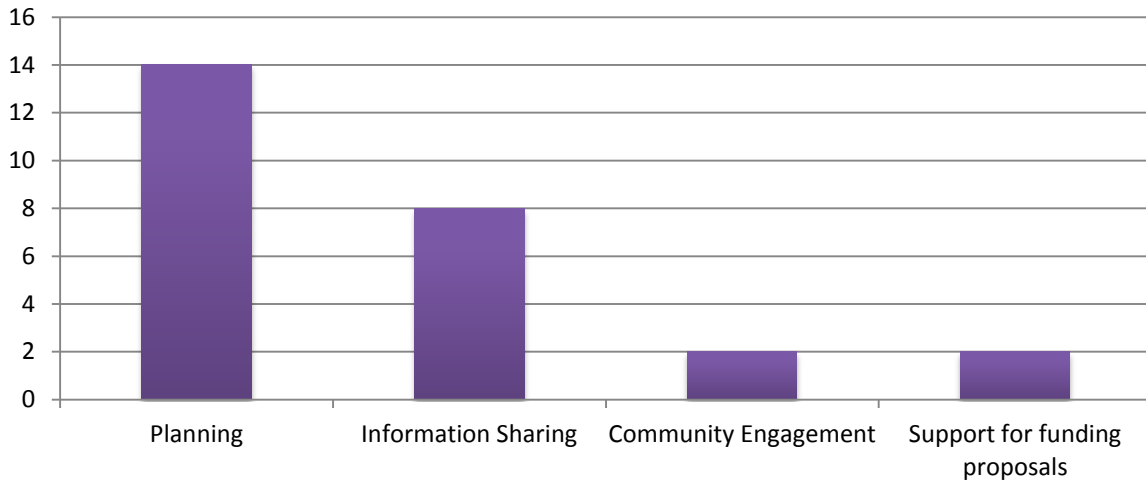
Comments included:

- We are still in the early stages of the mapping of our community. However, partners around the table have expressed how great it was to do the mapping exercises, how it helped them realize where the gaps were, and how to possibly strengthen their networks.
- The maps that M.A.P.S. created for us allowed us to communicate the geographic information within our project more clearly to our workshop participants.
- The mapping exercises have help(ed) in getting to know youth better.

Question 3: Please indicate the various ways you have used the maps prepared by M.A.P.S. Social Geographers:

There were 26 replies to this questions which are organized into 4 broad categories, noted in the following graph. Comments specific to each category follow the graph:

Categories for using maps



Comments:

Planning:

- We are using the maps to help us strategize how to reach isolated and at-risk seniors
- In our Strategic Planning process we have worked with MAPS to provide to our Board and Staff an excellent overview of where our clients and volunteers reside and where our gaps are in service to our community and this has allowed us to develop a 3 year 2014 to 2017 plan that is helping guide our work and our investments and setting our priorities
- It has helped us determine where the families in need of supports are located, therefore, when planning to offer programs, we will be delivering them in a location that is easily accessed by these families.

Information Sharing:

- To assist in identifying multi-cultural populations in specific Edmonton neighbourhoods as well as the seniors demographic in Southwest Edmonton
- Assists us in communicating about the impact of our work in the Alberta Capital Region
- LANs are not only information sharing groups but are bringing together service providers to collaborate and support each other in effective service delivery. M.A.P.S. trainings set the ground and local area maps gave us tools to work together.

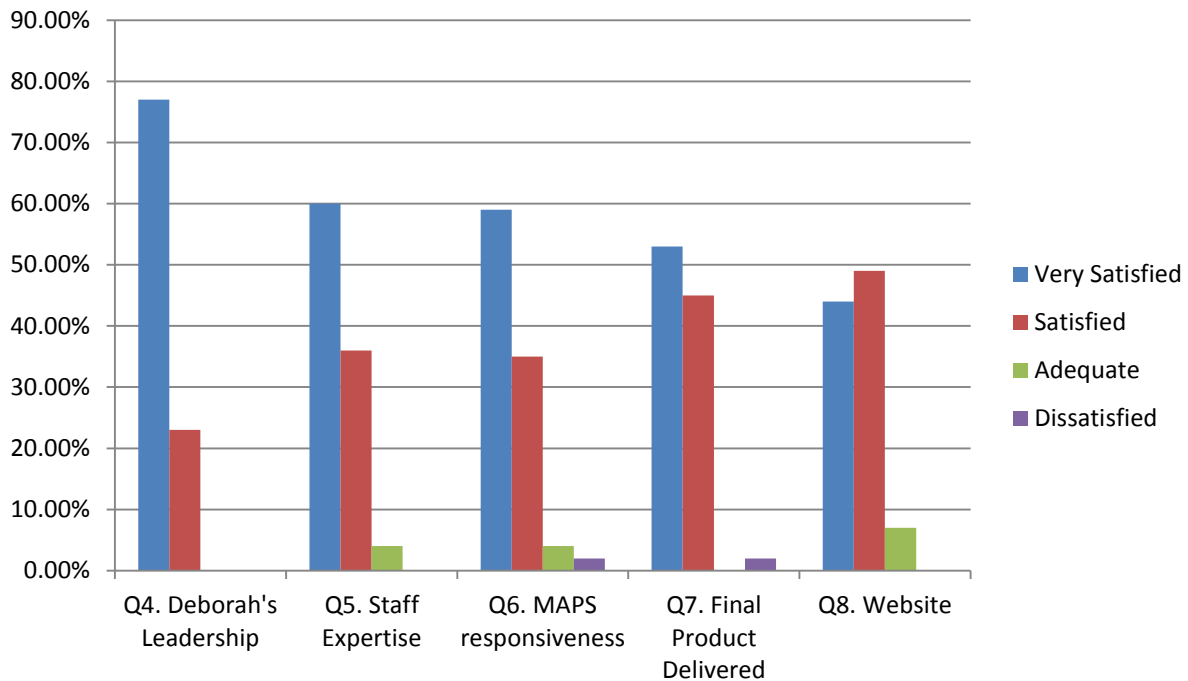
Community Engagement:

- Held a showcase to the community explaining what the mapping process was and how the maps could be used. It led to groups forming to address youth issues, immigrant and refugee issues and early childhood issues.

Support for funding proposals:

- Support for proposals for services

Questions 4 through 8: Addressed how our partners view M.A.P.S.s service and product delivery. The graph with these responses follow.



Question 4: Deborah's Leadership

- Very knowledgeable and well connected to people of Edmonton who can assist with moving a social cause. Great forward thinker while remembering the past mistakes and rewards we can use to plan more effectively. Very diplomatic and always cognizant of people's emotions that connect them to their causes
- Amazing mentor and resource to me and my team for many years

Question 5: Staff Expertise

- Amanda Almond is just the latest plum in MAPS profile. Always diplomatic available and ready to take on work/challenge. Would not hesitate to hire them or act as a reference for any of the MAPS staff.
- Very efficient and willing to adapt/make revisions as needed. A wealth of information.
- Worked with Chaka to have maps created and found him to be a great resource. Very helpful, timely and informed. (from "General Comments")
- Working with Deborah and her team is always a pleasure. The professionalism displayed, and attention to details provides a high quality of service to our organization and our partners. (from "General Comments")
- M.A.P.S. has made immense and valuable contributions not only through preparing maps but also bringing communities together for consultation and identifying gaps in services. M.A.P.S. team has offered valuable support to communities in developing new programs and helping with program delivery and evaluations. They have helped customize programs. (from "General Comments")