

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



M·A·P·S

ALBERTA CAPITAL REGION



United Way
Alberta Capital Region

Alberta  **Government**

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Annual Report 2015

M.A.P.S. VISION

Healthy and resilient communities for children, youth, individuals and families.

MISSION STATEMENT

M.A.P.S. facilitates processes with human service providers and/or community members to identify and amass information for the purpose of creating community profiles and assisting with their use in collaborative planning.

GOALS

- Relationships among service providers/community groups will be enhanced.
- Human service providers/funders/residents will be more informed about their community of interest.
- Human service providers/funders will be able to plan more effectively together.
- Human service providers will be able to make more evidenced-based decisions.

STRATEGIES

- Engage in community mapping with Local Area Networks and/or service users.
- Engage in journey mapping with human service colleagues or service users.
- Develop community profiles.
- Design and conduct community-based research.
- Design and provide leadership support for collaborative planning processes.
- Improve access to socio-demographic information and community profiles.
- Support local and regional mapping initiatives with administrative support.

THE M.A.P.S. TEAM

M.A.P.S. (Mapping & Planning Support)

Alberta Capital Region is a team of 6 people (the equivalent of 3 FTE's) who support groups of human service providers and community members to do effective collaborative planning and to make evidenced based decisions.

Various forms of community mapping tools are used to build capacity among participants for planning purposes.

M.A.P.S. brings together the professions of social work and social geography resulting in an effective social planning approach.



Executive Director's Report

In 2015 M.A.P.S. made some very important strides in putting down roots and exercising our wings. We became incorporated as a non-profit agency; a move which we believe provides stability. We broadened our community based research work and community engagement efforts. We also evolved another new, more artistic style of journey mapping, which we believe provides enhanced opportunities for our sector to hear the voice of service users.

Community Mapping

At the end of 2015 I took some time to reflect on, and document, the evolution of our community mapping journey since I started in this role 11.5 years ago. I began my reflection by asking myself, "What question were/are we trying to answer through each phase of our mapping development"? In this way I could demonstrate how one question led to another and required further community mapping methodologies. I also thought it was important to articulate the purpose and the expected outcomes of each mapping phase of development. To date we have evolved 6 phases of community mapping. In 2015 we were involved in all of these methods of community mapping in partnership with one of six Local Area Networks or eight collaborative initiatives we are a part of. See the evolutionary chart following my message (Page 7).

A highlight of our community mapping work in 2015 was the completion of our first "Journey Map" in partnership with OSCMAP (Old Strathcona Community Mapping and Planning Committee). OSCMAP is a committee of service providers who work with youth who engage in high risk behaviours. The map was created to enhance our sectors' understanding of youths lived experience navigating complex systems. It is our hope it will facilitate collaborative discussions that will result in enhanced supports and services for youth. See the *Suicidal Youth Experiences Accessing Mental Health Support at the ER* map (Page 11).

Community-Based Research

With the evolution of our mapping methods and partnership enhancement activities, we have found ourselves designing and undertaking more and varied community based research projects. Our research is always done in partnership with our human service colleagues and is implemented as part of their program.

A highlight of our community based research work in 2015 was **interviews with newcomers** to study their experiences accessing services and supports in Canada. We partnered with the Multicultural Health Brokers and ASSIST Community Services. The project was designed to explore why newcomer individuals and families might stay engaged with services or become disengaged.

An interviewer with personal experience as a newcomer interviewed twenty-five newcomers and twelve service providers through the participating organizations. Preliminary findings indicate that while newcomers are very grateful to be in Canada, being a newcomer is more difficult than expected. A welcoming, listening, and caring approach facilitates strong relationships between families and service providers. The report is being written at this time and we look forward to sharing results with our partners and our sector when it is completed.

Another highlight was the Old Strathcona Community Mapping and Planning Committees' completion of the final report ***Social Exclusion and Youth Who Engage in High Risk Behaviour: Safe Streets Phase 3***.

Executive Director's Report (Cont'd)

Youth who engage in high-risk behaviours or who do not have secure housing have limited safe places where they are welcome to spend time. OSCMAP's Safe Streets projects have been exploring how youth navigate their environment and safety, given these constrictions. See page 12 for information about this report and the next steps in OSCMAP's continued commitment to enhancing supports for youth.

Community Engagement

Through the use of methods such as involving service users in physically mapping their experiences, facilitating the telling of stories individually or in groups, or through community conversations, M.A.P.S. and our partners have been successful in engaging community members. The results from these conversations are extremely interesting to the participants and to our service provider partners, both of whom wish to improve supports and services to community members/program users. It is also a very important tool for individuals to reflect on their personal experiences and the impact those experiences have had on their lives. Further, it provides an opportunity for community members to get more involved in the discourse around the social issues they are interested in.

In 2015 M.A.P.S. engaged with a very motivated group of domestic abuse survivors who wish to tell their stories and share their experiences. The members, who are extremely knowledgeable about domestic violence, and the supports and services available to people who wish to leave violent relationships, are looking forward to contributing their stories and adding their voices to the domestic violence discussion in our community. See a sample of their story on page 15.

Partnership and Collaboration All the Way

M.A.P.S. enjoys very close and trusting relationships with our partners. In 2015 we were an integral part of 15 collaborative networks, all of which were/are working towards social change. Our commitment to our partners is to provide facilitation, create maps, design community engagement processes and/or conduct community based research on behalf of the group. One example of a great collaborative project undertaken in 2015 is the *Youth Transit Access Initiative*. This is a partnership between the City of Edmonton, M.A.P.S. and youth serving agencies. Read more on page 16. For a list of M.A.P.S. current collaborative projects see page 20.

M.A.P.S. recently conducted an evaluation of our services with our partners. We are very pleased with the results which can be found on page 22. We measured knowledge gained, the support received, strengthened capacity and satisfaction with our services.

On October 20th, 2015 we conducted our annual **Collaboration Showcase**. Once again, we were able to highlight the successful collaborative initiatives going on in our region. For a list of presenters and evaluation results of the day please see page 18 & 19.

Website (www.mapsab.ca)

In an effort to make our maps and complementary information more accessible, we continue to enhance, modify and update the M.A.P.S. website. During the period from March 2015 to December 2015, we saw the average daily visits increase to 175.3, an increase of 59% from the previous year's 110.

Executive Director's Report (Cont'd)

Appreciation

I am very pleased to have the opportunity to work with a great staff team, page 25. We are a group of passionate people who clearly see how our contributions affect our sector and our community. We remain steadfast in our commitment to doing our part in enhancing services and support to children, youth, families, individuals and seniors.

May want to use active voice here. "We write this Annual Report with great respect and appreciation for our funders and partners. We look forward to 2016 with great excitement and expectation for the continued evolution of community mapping and the collaborative planning processes in response to emerging needs and strengths of the Human Service sector.

Deborah Moulton



Enabling
Storytelling
Researching Educating
Coordinating
Navigating
Empowering
Advocating
Facilitating Speaking
Supporting
Mapping
Initiating
Brokering
M.A.P.S.

Community Mapping Evolution Over 11 Years

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Community Mapping & Planning

An evolving process with human service providers to assist with collaborative planning.

Question	Method	Purpose	Expected Outcomes
What is the make up of our community?	Map Demographics <ul style="list-style-type: none"> • Age • Income • Education • Cultural identity • Community vulnerability 	To provide information to human service colleagues regarding the community they serve.	Human service providers meet the needs of a community more effectively.
What supports and services exist in our community?	Map Resources/Assets <ul style="list-style-type: none"> • Associations • Volunteer Programs • Funded programs/agencies • Neighbourhood based programs • and more. 	To provide information to human service providers about existing supports and services.	Gaps and overlaps in services will be identified. Human services meet the needs of the community more effectively.
Are the supports and services reaching targeted communities?	Map Program User Info <ul style="list-style-type: none"> • Age • Gender • Culture • Geographical location • Family status 	To determine if communities in need are accessing services and supports.	To provide human service providers with a tool to look at who is being served and who is not being served within their community.
Is there a difference between how the service program was planned to be used and how it is being used?	Map Process <ul style="list-style-type: none"> • How was program designed to be accessed/used • How are people using it • Identify differences and evaluate 	To provide another program evaluation tool to human service providers.	Human service providers offer programs to meet needs effectively.
What are the experiences, perspectives and journeys of individuals and families who use supports and services?	Journey Mapping Client's journey through a set of services or a system designed to meet their needs.	To document individual and family perspectives or the collective wisdom of service providers.	Human service providers gain a deeper understanding of complexity of social issues faced by clients and can adopt program/system to meet needs more effectively.
How do we create empathy and understanding among the public regarding social issues?	Storytelling An individual's personal experience or group of people's experiences relating to a social issue.	Develop different ways of sharing stories, perspectives, and journeys.	Members of our community have better understanding of issues faced by vulnerable populations.

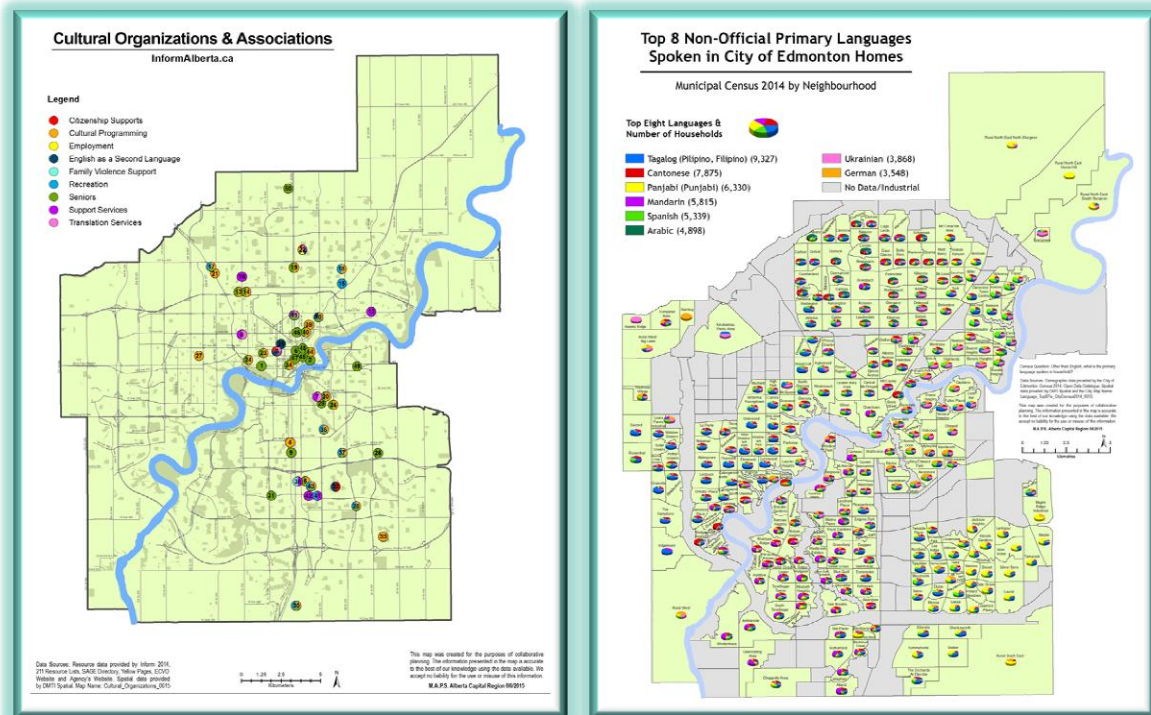
Community Mapping

This year we finished mapping the 211/InformAlberta.ca resource categories, including resources for Anger Management, Basic Needs, Children, Cultural Organizations, Faith Based Resources, Family Violence and Abuse, Men, New and Expecting Parents, Parents, People with Addictions, and Women. This information was mapped for the City of Edmonton.

We also completed demographic and resource mapping for Parkland County. Additionally, we compiled the resource data for Leduc County, St. Albert, Sturgeon County, and Strathcona County. The corresponding maps will be completed in 2016.

We purchased new spatial data from DMTI Spatial in early 2015, ensuring our maps are current and reflect recent growth and development both within city and region. Please see sample maps below.

Demographics and Resources



Population 0 - 14 (%)

- 9.1% - 14.6%
- 14.7% - 19.0%
- 19.1% - 23.2%
- 23.3% - 31.4%
- 31.5% - 42.9%
- No Data/Industrial

Mean: 19.8%

Resources for Parenting Supports with Percentage of Population Aged 0 - 14 in Parkland County & East Yellowhead County

Federal Census 2011 by Dissemination Area (DA)

Legend

- Aboriginal/Metis Services
- Addictions Issues/Preventions
- Children's Supports
- Counselling & Mental Health
- Disabilities/Special Needs
- Employment
- Family/Parenting
- Family Violence
- Financial Assistance
- Information/Referrals
- Support Groups
- Thrift Shops/Food Resources

Data Sources: Demographic data provided by Statistics Canada, Federal Census 2011, mapped by DA. Spatial data provided by DMIT Spatial Map Title: Resources_Parent_Supports_0614_Parkland_0315

This map was created for the purposes of collaborative planning. The information presented in this map is accurate to the best of our knowledge using the data available. We accept no liability for the use or misuse of this information.

R.A.P.s. Alberta Capital Region 031015



Community Mapping (cont'd)

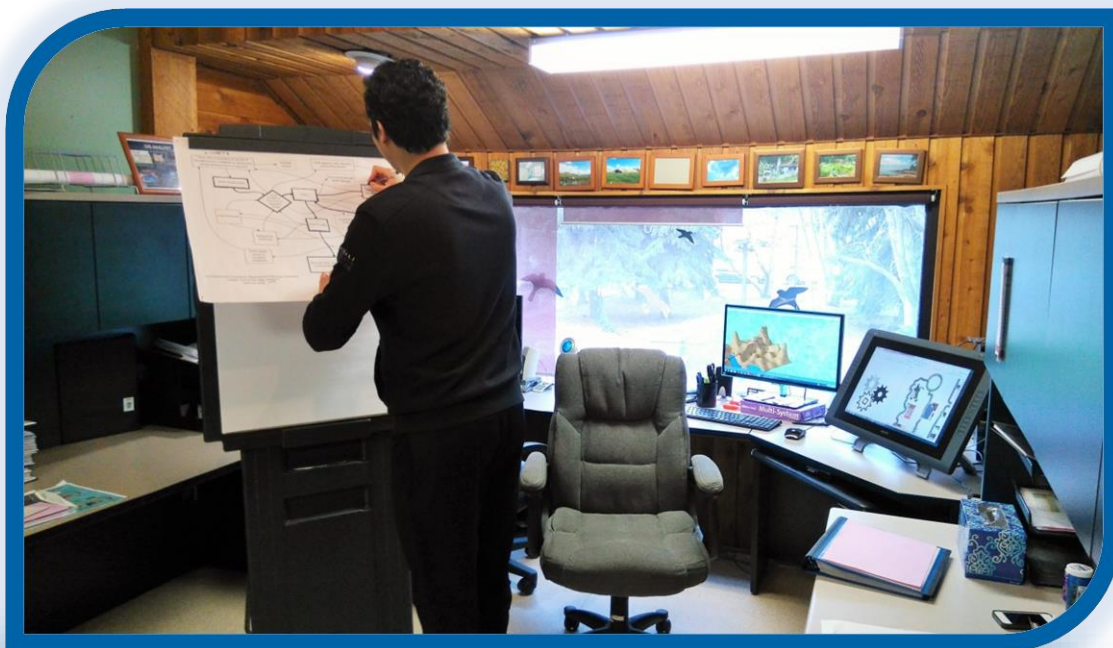
M.A.P.S. is currently working with partners to advance our capability in “Journey Mapping”. These maps illustrate the perspective of service users as they experience services designed to meet their needs. We have found our partners to be very interested in this perspective. The maps create opportunities for conversations that we believe will lead to improvements in supports and services to vulnerable people.

To date we have mapped:

- The journey of a suicidal youth accessing mental health support at the emergency room at a hospital, with OSCMAP (page 11).
- The journey of a youth accessing public transit without fare payment (in progress), with OSCMAP.
- The journey of a low income family through child welfare system (in progress) with social work colleagues.
- The journey of domestic abuse survivors, with the survivors themselves (excerpt, page 15).

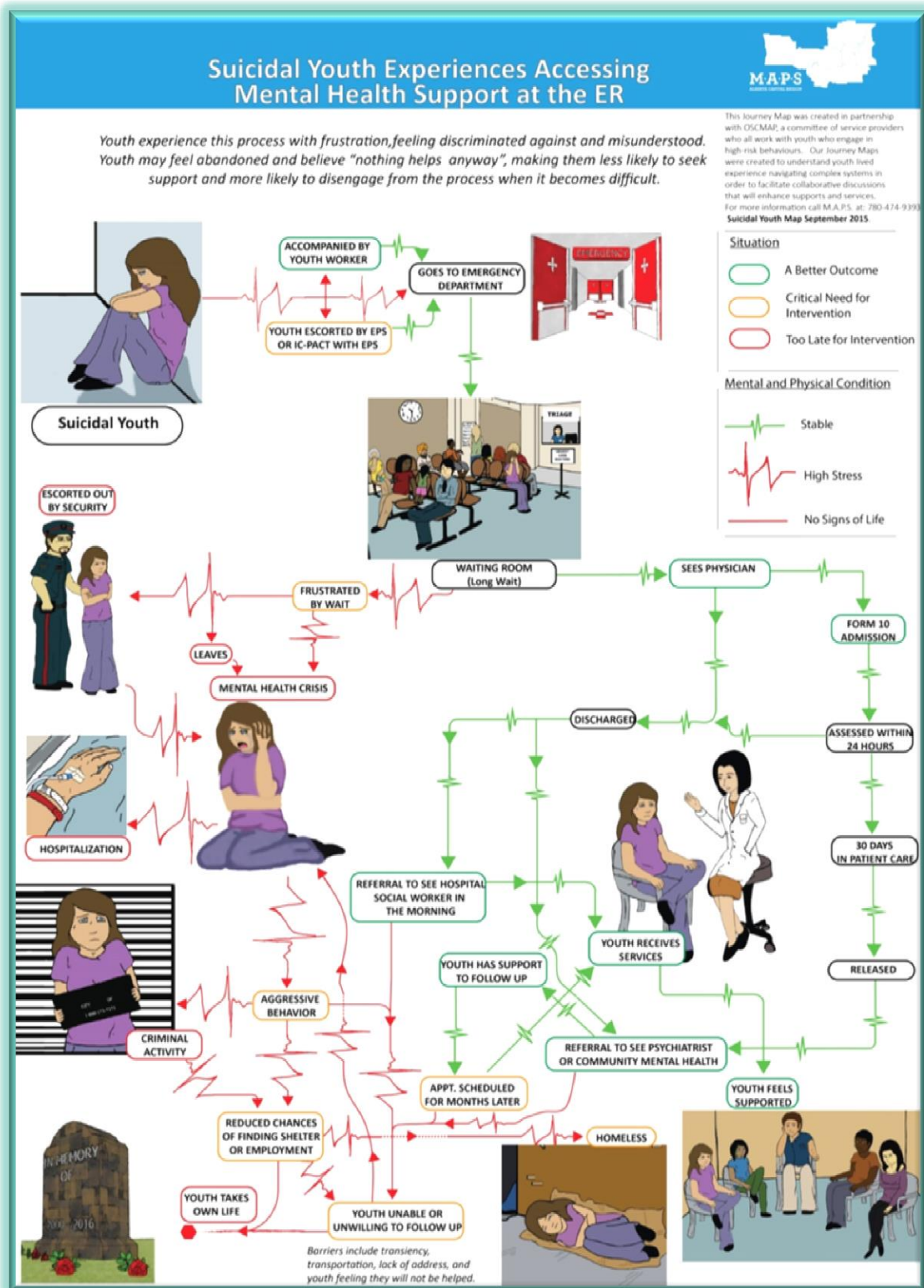
We are still developing our expertise in this method of mapping and look forward to further evolution in 2016.

Photo: Jonathan in the process of creating a Journey Map



Community Mapping (cont'd)

Suicidal Youth Journey Map



Community Based Research

Old Strathcona Community Mapping and Planning Committee (OSCMAP)

2015 was a year of accomplishment and growth for our community-based research endeavors. M.A.P.S.' community-based research initiatives are based on requests from our community partners, and are responsive to both ongoing and emerging needs. The relationships service providers have built with the individuals and families they serve are essential to our research, providing us greater access, insight, and depth of experiences and perspectives.

Community-based research was designed and conducted with a number of communities in 2015, including with youth who engage in high-risk behaviors, newcomers, service providers working with LGBTQ+ youth, and the community of Mill Woods.

Old Strathcona Community Mapping and Planning Committee (OSCMAP)

The OSCMAP committee is comprised of agencies and organizations who work with youth who engage in high-risk behaviors (also known as high-risk youth). Youth who engage in high-risk behaviors or who do not have secure housing have limited safe places where they are welcome to spend time. OSCMAP's Safe Streets projects explore how youth navigate their environment and safety, given these constrictions.

Social Exclusion and Youth Who Engage in High Risk Behavior: Safe Streets Phase 3 Final Report was completed December 2015. This third phase of *Safe Streets* was designed to learn more about where youth travel to on a typical day, and their perceptions of safety and social exclusion. Thirty-six youth at six youth-serving agencies completed a mapping activity and an interview.

Findings:

- Youth travels were concentrated in central Edmonton and many youth reported using public transit. Youth-serving agencies were the most common destination for youth, and where they said they felt the most welcome.
- Thirty of the thirty-six youth participants reported being banned from at least one location. Notably, a number of youth indicated confusion around their bans, stating they did not know how long they were banned for, or describing bans which did not reflect organizational policies.

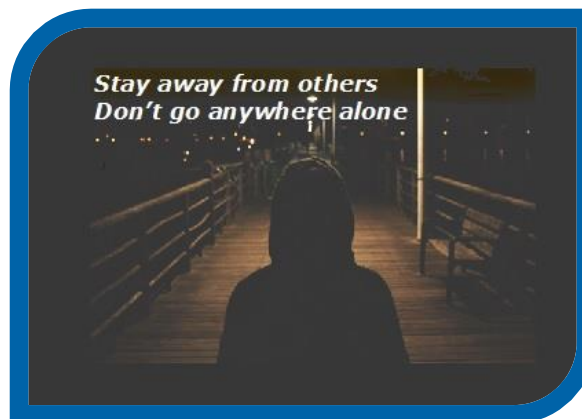


Photo credit: Unsplash

Community Based Research (cont'd)

Old Strathcona Community Mapping and Planning Committee (OSCMAP) (cont'd)

- The main determinant of safety for the youth participants was the other people present at the location. Demonstrating the complexity of navigating safety on the streets, youth warned youth new to the streets to stay away from others, but also not go anywhere alone.
- Youth participants were impacted by social exclusion, saying they felt judged by others for multiple reasons, and “not part of civilization” when homeless. Feeling unwelcome can magnify feelings of unworthiness, resulting in further isolation of youth who are already severely marginalized, making escaping street entrenchment more difficult.

Recommendations include:

1. Training and education for people interacting with youth who engage in high-risk behaviors to promote inclusion and reduce altercations.
2. Further investigation into the extent and impact of banning vulnerable youth, about which little is known.
3. Suitable, sustainable funding for youth-serving agencies to ensure services and supports are available when youth need them.
4. Appropriate housing for youth that is available when needed.

To further investigate banning policy and the impact of bans for youth without secure or adequate housing, OSCMAP successfully applied for a Community Research Project grant, funded by Homeward Trust Edmonton through the Government of Canada’s Homelessness Partnering Strategy.

The ***Youth Bans: Policy, Implementation, and Perspectives of Youth and Stakeholders*** project includes an environmental scan of local banning policies that affect youth, interviews with 40 youth about their bans, and interviews with 6 stakeholders (such as service providers).

Results from this project could include:

- Policies that are more clearly conveyed to youth and/or are easier for youth to understand.
- Increased knowledge of local banning policies for service providers, who can share this knowledge with youth.
- Recommendations empowering youth to reconcile their bans (and therefore increase service accessibility).
- Opportunity for dialogue on balancing the needs of youth with the needs of other service users.

Interviews have commenced on this project, and we look forward to learning more about the impact of bans on youth who experience homelessness.

Community Based Research (cont'd)

LGBTQ+ Mapping Committee / South East Youth Action Coalition

South East Youth Action Coalition

In 2013, the Mill Woods Youth Action Coalition (now the South East Youth Action Coalition) created an action plan for a social norms campaign in Mill Woods that is based on the theory that 1) youth in Mill Woods are making healthy lifestyle choices, and 2) that youth and adults inadvertently reinforce inaccurate norms.

Social Norms theory suggests that youth (and adults) overestimate the amount of negative behaviors youth engage in. Correcting misbeliefs with accurate information can lead to a decrease in negative behaviors, and an increase in positive behaviors.

Surveying youth and adults engaged in activities in Mill Woods was completed July 2015 with a final afternoon of surveying at the Mill Woods Canada Day activities. Data analysis is currently underway.



Photo credit: M.A.P.S Alberta Capital Region Ltd.

LGBTQ+ Mapping Committee

In 2015 the LGBTQ+ Mapping Committee refined their survey for LGBTQ+ youth in Edmonton and area. The survey includes demographics, support preferences, knowledge of local services and supports, and barriers to seeking support.



Photo credit: City of Edmonton

The committee also presented on Resources for LGBTQ+ Youth at an inter-agency networking and information-sharing meeting facilitated by The Support Network.

Purpose: To share the diverse stories of LGBTQ+ youth living in the Edmonton area to promote increased understanding, empathy, and knowledge of this community's specific needs, strengths, and experiences.

Community Engagement

Domestic Abuse Support Group

In 2015 M.A.P.S. was fortunate to become engaged with a woman who, as a survivor of domestic violence, was ready to join the public discourse regarding family violence and was looking for a way to do so. The idea of “mapping” her story was very appealing to her and she asked us to join a group of survivors, supported by the City of Edmonton who were also interested.

The women are each writing their own stories starting with their families of origin, reflecting on the abusive relationship, the leaving and the ongoing issues faced after leaving a violent relationship. After their individual stories are written, they will develop composite maps which they intend to share with human service providers. They will help our sector learn what is helpful and unhelpful in assisting families experiencing domestic violence.

The opportunity to work with these women is helping M.A.P.S. evolve our mapping processes. This work continues into 2016 and we look forward to supporting this group of women in their plans to use their maps to engage with service providers, elected officials, and the public in an effort to influence policy and practice, and address stereotypes of women experiencing intimate partner violence.

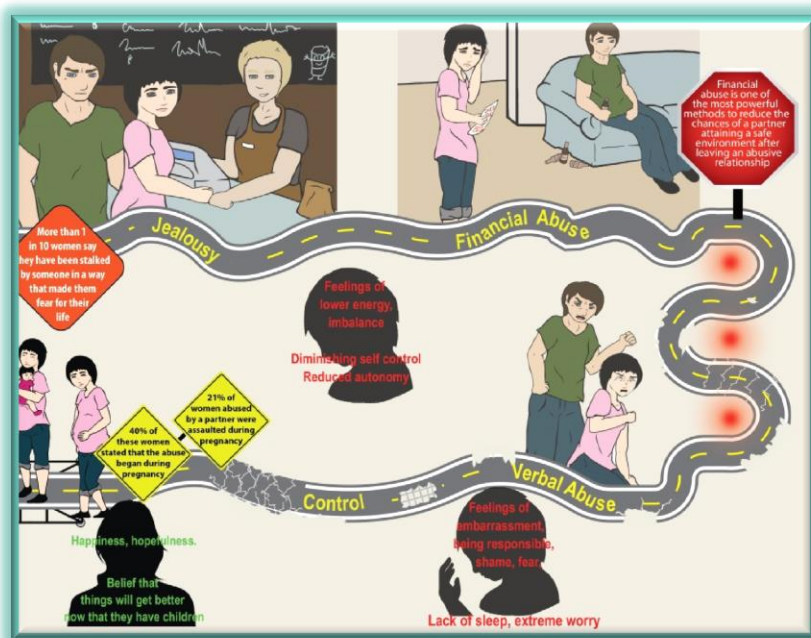


Image: An excerpt of a “Journey Map” illustrating the experiences of domestic violence. A work in progress.

Collaborative Success

Youth Transit Access Initiative

Marginalized youth depend on public transit to meet their needs, but are often unable to afford transit fare. Youth-serving agencies have some ability to provide transit tickets, but not enough to meet the need. Unable to afford fare, youth sometimes request rides from bus drivers, or they use the LRT without payment.

If caught for fare evasion, youth can be ticketed and receive a \$250 fine. Unable to pay this fine, youth will often discard or ignore their tickets. Ticket review options are available through ETS, but youth may not know about the review process or how to access it.

Accruing unpaid transit-related fines can lead to warrants and court appearances, which can result in fine reductions, community service, or those over 18 may choose to do a “pay and stay” where they work off their fines through incarceration.

City of Edmonton initiatives such as the Low-Income Transit Pass and End Poverty Edmonton were discussing the importance of transit, and youth-serving agencies launched a letter-writing campaign. The City of Edmonton organized a committee to focus on the needs of youth who were homeless or engaged in high-risk behaviors and who were accruing transit fines. Youth serving agencies and M.A.P.S. were invited to participate.

The Youth Transit Access Project (YTAP) was created, a collaborative initiative partnering Edmonton Transit System, City of Edmonton Community Services, M.A.P.S. and local youth-serving agencies. The Youth Transit Access Initiative has two components: 1) a 6-month pass distribution and evaluation, and 2) improving the relationships between youth and transit & bylaw authorities.

100 youth at 5 youth-serving agencies received a transit pass from October 2015 to March 2016. The youth answered questions about their transit-related needs, and their experiences having the pass. The evaluation of the pass distribution component will include a Social Return on Investment measure. Results from the pass distribution project will inform efforts to improve relationships between youth and transit & bylaw authorities.



Photo credit: City of Edmonton

Collaborative Success (cont'd)

Syrian Refugee Response

With the announcement of the expected arrival of 25,000 Syrian refugees to Canada by the end of 2015, our Edmonton Immigration and Refugee sector, led by Catholic Social Services, lost no time in coming together to plan for their arrival.

After mapping out the stages of settlement and addressing immediate settlement needs the partners began to consider the long term needs of the refugees. The Multicultural Health Brokers convened a series of meetings of partners who were in a position to identify needs and gaps in services, and to strategize to effectively meet those needs.

It soon became apparent that this discussion would pertain to many vulnerable people and not just the Syrian refugees. The partners have chosen the name **C.O.S.I (Coalition of Social Inclusion)**. The Coalition is drafting a new model of care based on research, experience, and the wisdom among the members. New approaches based on promising practices are being developed. M.A.P.S. looks forward to continuing this good work in 2016.



Photo Credits: ED KAISER / Edmonton Journal

Collaboration Showcase @ Chateau Louis

Tuesday, October 20, 2015

Presentations (Presenters)

M.A.P.S. Update: Overview of Resources Available to Partners: Deborah Morrison, Jonathan Kircal

Safe Streets Project Phase 3: Old Strathcona Community Mapping and Planning Committee – Peter Smyth, Catherine Broomfield and Amanda Almond.

The Outreach Project: EMCN-Heidi Veluw & Salool Al-Rashed

Local Immigration Partnership: Irfan Chaudhry

LGBTQ+ Mapping Committee: Lane Gagnon and Katie Wallbaum

Food Security Project: Edmonton Multicultural Coalition – Yodit Tesfamicael & Debbie Hubbard

Youth Transit Access Initiative: Brandy Basisty and Amanda Almond

Reducing Violence Against Women and Girls: Families First Society of Fort Saskatchewan – Jennifer Vogl and Jodi Heidinger



Showcase Evaluation/Feedback

87 guests registered for the 2015 Showcase, with representatives from a variety of organizations, such as Alberta Health Services, ASSIST Community Services Centre, Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area, Catholic Social Services, City of Edmonton, Community Options, Edmonton Mennonite Centre for Newcomers, Edmonton Public Library, Government of Alberta, Norwood Child & Family Resource Centre and YMCA.

51 evaluations were received (58.6% return rate) and included the following feedback.

Networking opportunities

- Fantastic! This is my 3rd year attending the M.A.P.S Showcase and I always make great connections.
- Very important and highly educational.
- To connect with people I only see at the annual Showcase.
- Great to connect with colleagues and hear about the great work being done.
- We had some great conversations with the people at our table.
- Great food for thought. There are so many collaborations/partnerships that are necessary to do this work.



The most valuable part was

- Hearing about the project updates, connecting with presenters to potentially partner.
- Learning about the services/collaboration within our community.
- Excitement in results oriented projects.
- Hearing about ongoing work in our communities.
- Seeing and hearing that many of these initiatives are connected to and informing the END POVERTY YEG work.
- Updates on M.A.P.S. work during 2014-15. Great work!
- Sharing and learning about the growth and effectiveness in collaborative efforts and realizing more data to tap into and the amazing new ways of capturing live experience and addressing needs.



Tell me more about

- Other initiatives that are ongoing and updates about the projects from today Ethno-cultural aspects from different communities regarding health-oriented resources e.g. breast health.
- Aboriginal projects.
- Multicultural Mapping Network. Mapping aboriginal services with coordination, mapping mental Health Services.
- Collaborations on mental health and housing.
- Services provided for immigrants and newcomers.
- Better use of existing data.
- Family/Domestic Violence.
- Partnership between mapping groups.
- Other vulnerable community e.g. seniors/disabled.
- Working with youth and childcare services initiatives



M.A.P.S. Current Projects 2016

L.A.N. (Local Area Network)	Activity/M.A.P.S. Role	Expected Outcomes
LGBTQ Community Mapping Initiative	Creating a community profile. Design and implement Community-based research.	Increased understanding of the issues faced by this population, increased understanding of needs and strengths. Identification of collaborative strategies to better meet population needs.
South West Edmonton Collaborative	Facilitating conversations, updating community mapping profile, community-based research.	Attract services and supports to Southwest Edmonton to meet identified needs.
North Edmonton Area Community Mapping and Planning Committee	Mentoring, coaching, creating community profile.	Partners are more informed about community. Participants enhance collaborative efforts to meet identified needs.
Old Strathcona Community Mapping and Planning Committee	Facilitating research with homeless youth and youth engaged in high-risk behaviour, creating "Journey Maps".	Identification of success factors for working with at-risk youth.
South East Youth Action Coalition	Designing Social Norms campaign, mapping and community based research with residents.	Changed perceptions about the behaviour of Mill Woods youth.
Mill Woods ECMAP	Supporting work of Coalition, member of core leadership team.	Enhanced commitments to helping children achieve and meet developmental milestones.
Wicihitowin	Create resource maps, design community engagement process.	Enhanced knowledge of Aboriginal resources, identification of gaps.
Edmonton Arts Council	Map arts assets, venues, spaces, programs.	Enhanced knowledge of arts assets.
Mental Health Stewardship Committee	Creating mental health action plan. Mapping existing resources, supporting planning process.	More efficient, effective and coordinated mental health system.
Collaborative Project	Activity/M.A.P.S. Role	Expected Outcomes
Multicultural Mapping	Creating community profile of cultural diversity by plotting client postal codes of EMCN clients, facilitating mapping process with MCHB's and community based research with clients.	Practitioners within the human service sector are aware of cultural diversity and trends related to newcomers.
Community-Based Research with Newcomers	Conduct interviews with Newcomers to learn about their experiences accessing services access. Creating journey maps.	Increased knowledge of barriers and strengths.

M.A.P.S. Current Projects 2016 (cont'd)

Collaborative Project (cont'd)	Activity/M.A.P.S. Role (cont'd)	Expected Outcomes (cont'd)
ECVO, Human Service Partners	Implementing Call to Action (Human Services Sector) Mental health systems mapping.	The sector is running more effectively and efficiently.
211/Inform Alberta Mapping Mental Health Services and Supports	Map mental health services.	Home Visitors to use information as referral source. More appropriate referrals are made.
Youth Transit Access Project	Development of an initiative to provide free transit passes to high risk youth for 6 months.	Increase social inclusion of high risk youth.
C.O.S.I. (Coalition of Social Inclusion)	Map Newcomer integration process, resources. Design Model of Care for vulnerable residents.	Newcomers achieve healthy integration into the community A.S.A.P..
L.I.P. (Local Immigration Partnership)	Coordinating Council, creating strategic planning process. Support planning process, create maps, and share community-based research.	Creation of a joint community based strategic plan for addressing the needs of newcomers.
Homeward Trust	Identification of need. Provision of housing resources and supports. Mapping program data, housing stock and community-based research.	Enhanced knowledge of housing needs.
Knowledge Mobilization	Activity/M.A.P.S. Role	Expected Outcomes
Social Atlas; Regional and City of Edmonton	Updating all resource maps, Region, City and L.A.N. views	All partners have access to data which can help them make evidenced based decisions.
Best Practice Wiki	Research best practices, design site, place on web, populate site	Partners have access to information which can help them in creating new programs and approaches to meeting the needs of citizens.
Website maintenance, uploading current data	Share information, profiles with partners	Partners are knowledgeable about their community of interest

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

Evaluation results

In February 2016, a bi-annual survey was conducted among the partners of M.A.P.S. Alberta Capital Region Ltd. Approximately 65 partners were invited to participate, with 25 responses to date.

The purpose of the survey was to measure outcomes achieved as a result of M.A.P.S. work within the Human Services sector in the Alberta Capital Region, as well as their satisfaction with M.A.P.S. services.

The results of this survey form an important part of M.A.P.S. annual evaluation process and will be shared with the funders. The feedback will also be used to improve services and supports to partners.

The survey was conducted by means of a questionnaire given to the partners to complete either online through Survey Monkey or hard copy. The first part of the questionnaire dealt with services and/or supports received from M.A.P.S. in the last 2 years. The second section was concerned with outcomes regarding knowledge, support and strengthened capacity. The third section was pertaining to the level of satisfaction with M.A.P.S. services and lastly, the partners were asked for any other feedback for M.A.P.S..

From the data table, the most significant items are as follows (please see Appendix 1 on page 27 for the detailed report).

services and supports received

In the first section, 84.6% of the partners used our services for the creation of customized maps, 73% attended the Annual Showcase, 61.5% used the M.A.P.S. website and 57.7% partnered with us for community based research.

“Deborah assisted us in setting up and attending a meeting with three new MLAs to discuss our profile /demographics, facilitate a relationship and have their offices join our monthly meetings.”

Outcomes

In the second section, 92.3% reported they were more informed about their population of interest, while 88.5% reported they were more knowledgeable about community resources. 84.6% stated they were more knowledgeable about the gaps in services and 73.1% indicated they were able to make more accurate referrals. At 96% a majority reported they were more knowledgeable about the social issue(s) they were concerned with.

“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.”

What Our Partners Say About M.A.P.S. (cont'd)

The following comments can be made about the support provided by M.A.P.S.. 100% of our partners feel they have a stronger circle of professional support to address social issue(s) they were concerned about, and of these, 84.6% were of the opinion that their members have stronger relationships.

"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."

For strengthened capacity, 96.1% recognized that they have increased capacity to address identified needs, 84.6% have identified strategies to collaborate more effectively to meet the needs of their target population, 92.3% have effectively linked with other groups to meet identified needs and 80% of our partners felt they have enhanced leadership opportunity/role regarding their issue(s) of interest as a result of their partnership with M.A.P.S..

"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."

Satisfaction

In the third section, we were happy to see that 100% of our partners were satisfied with our partnership/process facilitation, the expertise of M.A.P.S. staff, and the professional final product delivered by M.A.P.S.. 96% are satisfied with our community based research and the responsiveness of M.A.P.S. staff while 82.6% were satisfied with our website.

"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."



Image: Word Cloud Created from the services most used by MA.P.S. Partners

What Our Partners Say About M.A.P.S. (cont'd)

Excerpts from the feedback section of the Bi-annual Partner Evaluation Survey

<p><i>"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."</i></p>	<p><i>"Excellent organization, highly competent, collaborative, engaged with citizen centric and social issues, key partner linked to the direct success of our research project."</i></p>
<p><i>"I have really enjoyed working with and learning from MAPS staff."</i></p>	<p><i>"It is such a valuable innovative service, especially working with immigrant and refugee community."</i></p> <p><i>"Deb, Jonathan and Amanda have always been readily available to help and learn alongside of our SW Edmonton Collaborative Committee."</i></p>
<p><i>"Thank you for helping to increase the amount of teamwork and cooperation amongst service providers and communities throughout Edmonton and area!"</i></p>	<p><i>"Keep it up; your team is greatly appreciated."</i></p> <p><i>"Thanks for all that you do. Inspiring and supportive."</i></p>
<p><i>"Extremely helpful and creative leadership and staff."</i></p>	<p><i>"Keep up the amazing work you do!"</i></p>

M.A.P.S. Team



Deborah Morrison

- M.A.P.S. Executive Director
- Partnership Enhancement Facilitator



Jonathan Kircal

- Social Geographer
- Multimedia Storyteller



Lindee Golden

- Social Geographer



Amanda Almond

- Research Coordinator



Shama Nooone

- Website Support



Rabia Taha

- Administrative Support



Kilee Winterford-Nadeau

- Artist

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Appendix 1

M.A.P.S. Bi-Annual Evaluation Survey Results

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

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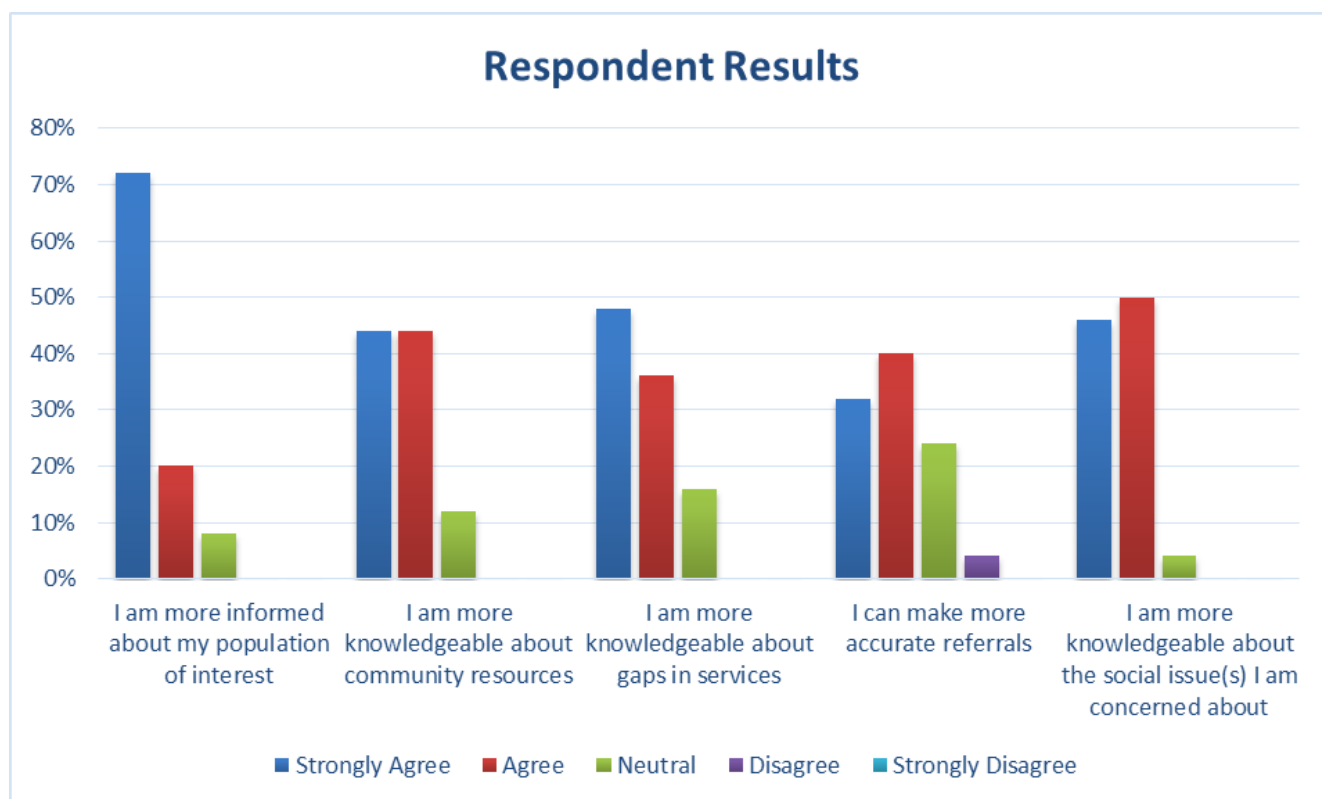
Activities

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"

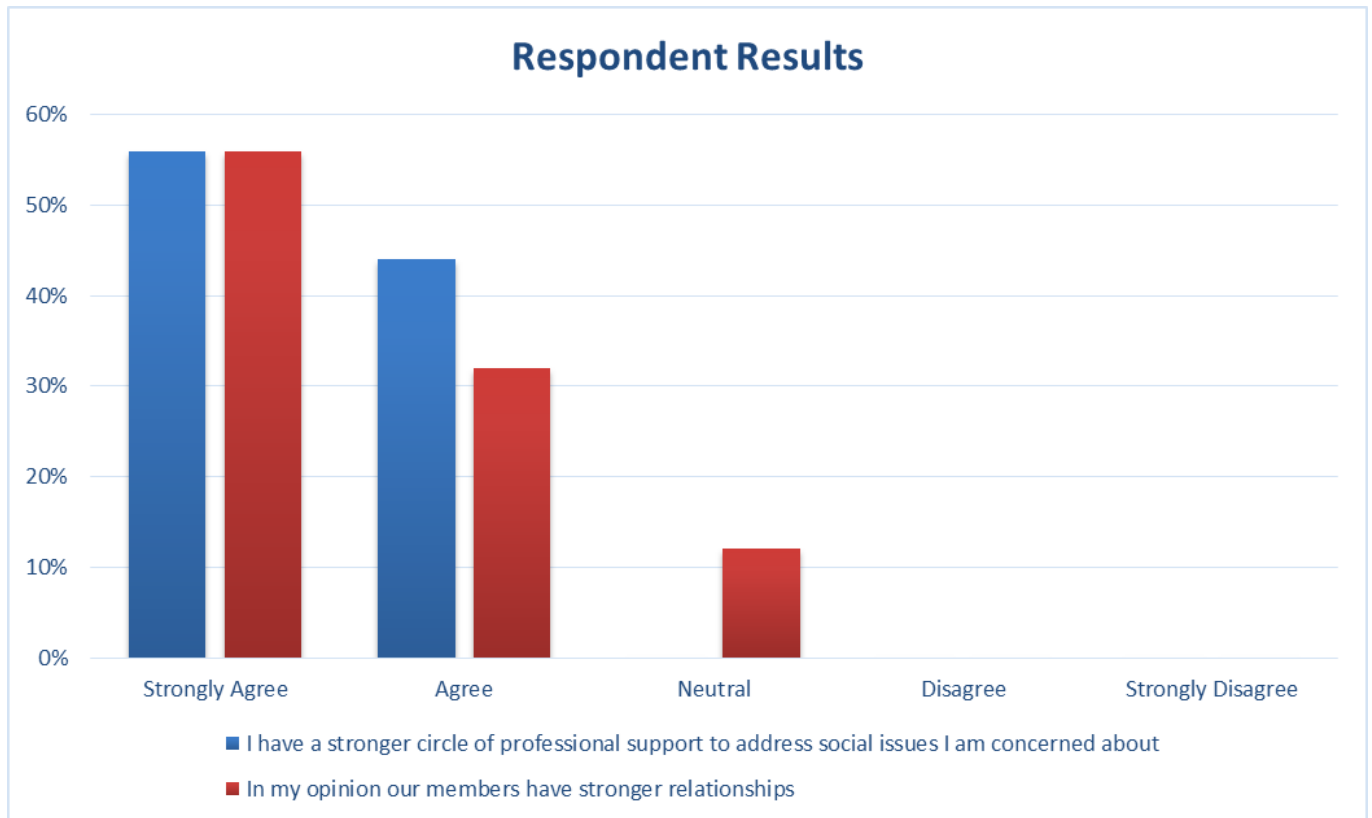
"Community profiles through the mapping"

"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"

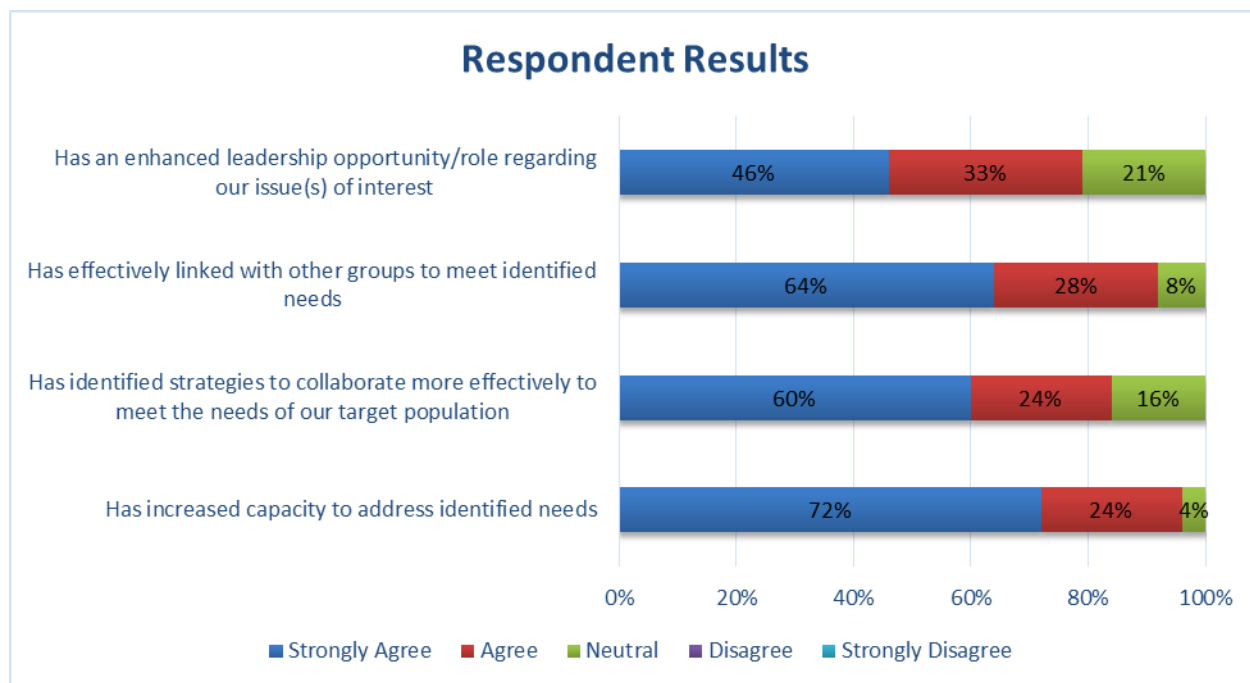
"The maps that were created for us focused primarily on census data that helped us "see" the people in our catchment area. Professional resources was not as big a focus."

"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."

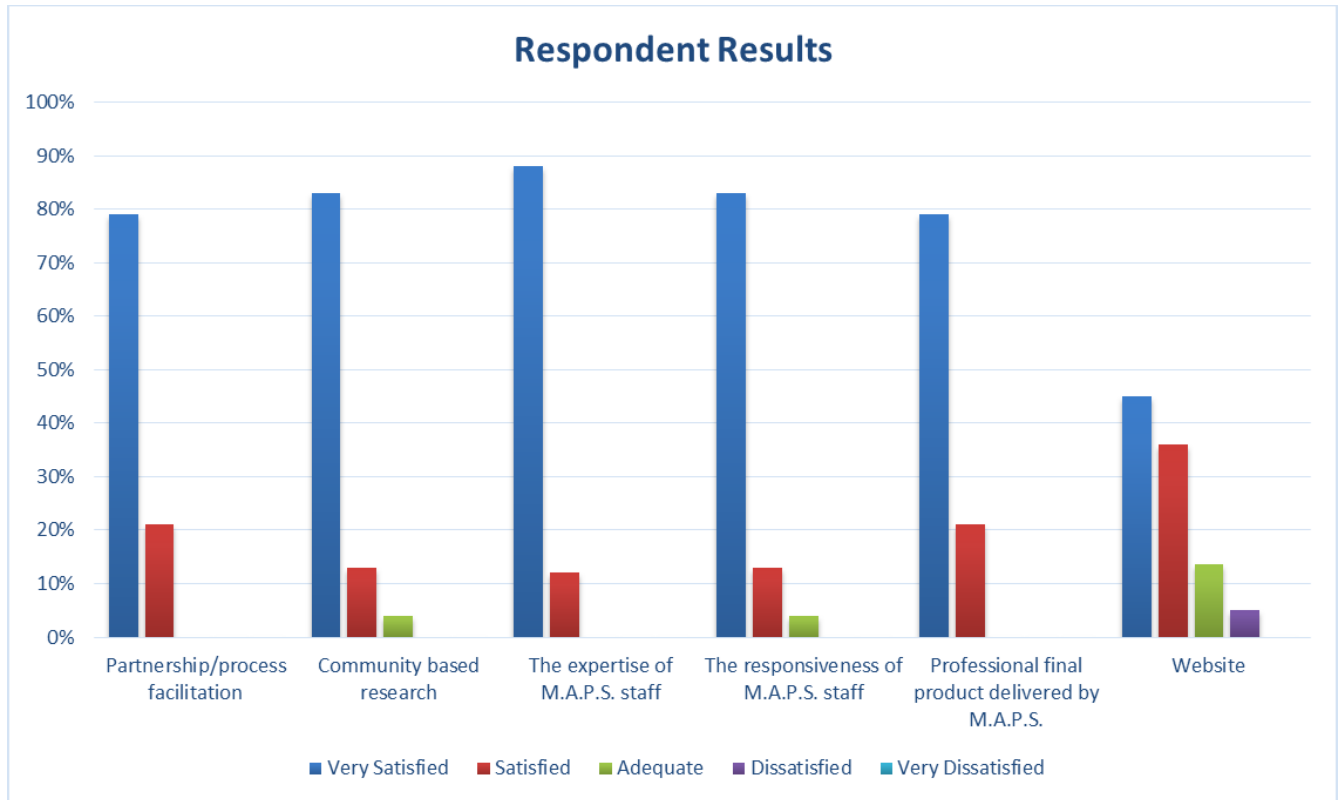
"To indicate to the community where gaps are"

"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."