

M.A.P.S.
(Mapping and Planning Support)
Alberta Capital Region
Annual Report
2016



M·A·P·S
ALBERTA CAPITAL REGION



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M.A.P.S. Vision, Mission, Goals & Strategies

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 made up of a team of 7 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 2016 M.A.P.S. had a great year working with 20 unique collaboratives, all committed to improving our community's response to social issues. In this annual report we will identify those initiatives, highlight a few of them and update our progress in each area of activity we are engaged in; community mapping and collaborative planning, community based research, community engagement and enhancing collaboration and partnership.

COMMUNITY MAPPING AND COLLABORATIVE PLANNING

M.A.P.S. has continued to evolve and develop our mapping capabilities. We have documented our evolution from demographic and resource mapping to program user mapping and then to journey mapping. See the Community Mapping Evolution chart on page 7. In 2016 we focused on creating more complex community profiles and furthering the development of journey mapping and storytelling using our maps. An example of a complex community profile is one we are creating with our colleagues in the Newcomer Mapping Network. We have been working with agencies which provide supports and services to newcomers to create a current profile of newcomers in our city. We have long struggled with the information from Statistics Canada which is out of date by the time we get it. Our hope is to use program user data to create a more current community profile. With a more accurate community profile we can do better planning to meet the needs of newcomers. See pages 8-9 for an update on this work.

M.A.P.S. is interested in mapping all perspectives. We were very pleased to participate in the REACH Immigrant and Refugee Initiative (R.I.R.I.) by creating journey maps which convey the work of the Cultural Navigators. These maps definitely demonstrate how the Cultural Navigators approach differs from traditional forms of social program support. (See pages 10-11)

COMMUNITY-BASED RESEARCH

M.A.P.S. and our partners continue to be involved and committed to listening to the voice of program participants and/or residents.

During 2016, research carried out by the **Action Alliance for Youth Inclusion (A.A.Y.I.)**, formerly the Old Strathcona Community Mapping and Planning Committee, focused research on the impact of bans on youth in high risk situations. See page 12 for an update.

The **Rainbow Alliance for Youth of Edmonton (R.A.Y.E.)**, formerly the LGBTQ+ Mapping Committee, spent time in 2016 surveying youth to gain a better understanding of their perspectives. See page 13 for an update.

COMMUNITY ENGAGEMENT

In 2016 M.A.P.S. was able to evolve our journey mapping processes and expertise with the help of nine women involved with the City of Edmonton Phase III Counselling Program, "**MAKING CONNECTIONS**".

As survivors of domestic abuse the women were eager to participate in the discourse regarding family violence and the response to it in our community. Journey mapping was the tool we used to engage the women in a story telling process. Sharing their stories through the maps is the tool they are using for engaging

Executive Director's Report (cont'd)

interested professionals and influencing change. See pages 14-16 for more about this project and a view of the maps which resulted.

After undertaking community based research for 3 years with youth and adults in Mill Woods this project has finally reached the community engagement phase. **#MeetTheRealMillWoods** is a social norms campaign which will be undertaken by the Southeast Youth Action Alliance. It will focus on changing social norms in Mill Woods regarding youth behaviour. An asset campaign will be launched on Canada Day 2017. See page 17 for some preliminary messages which have been created from the research.

COLLABORATIVE SUCCESS

As with all of our efforts, M.A.P.S. is one member of a powerful group of agencies/organizations interested in creating social change. In 2016 we were very pleased to be involved with a few community wide efforts towards alleviating the effects of poverty in our city and region.

Providing Accessible Transit Here (P.A.T.H.) formerly the Youth Transit Access Project, made great strides in supporting youth who are homeless, or at risk of homelessness, with access to transit. In 2016 a pilot project was completed and evaluated. The program was subsequently approved by Edmonton City Council and the number of passes provided to youth was increased. The program was also expanded to include adults who are homeless or at risk of homelessness. Please see page 18 for more information.

A second prong of the youth transit initiative is to address the tension between vulnerable youth and transit authorities. The **Y.T.A.P. Academy** is a collaborative committee working together to improve relationships between youth and authorities. A large part of the initiative is to host activities which allow youth and transit authorities to build relationships with one another. See page 19 for an update.

M.A.P.S. is pleased to be a long term committed member of the **Community Mental Health Action Plan** Leadership Team. M.A.P.S. sits on the Steering Committee and co-chairs the Evidence Foundation Leadership Team. 2016 was a significant year for this initiative, it launched the Community Mental Health Action Plan and developed an organizational structure to carry out the identified actions. See page 20 for more information.

ORGANIZATIONAL STABILITY

In addition to being involved in such meaningful collaborative work, M.A.P.S. continues to thrive as a small non-profit organization. Our staff team is strong and stable and we are attracting some additional partners beyond the non-profit sector, such as academic institutions and government departments to our work. We increased our fee for service work in 2016 to 20 percent of our budget. We were happy to host our annual Collaboration Showcase in October of 2016. See pages 21-22 for details of the event.

As a funded agency of the United Way and the City of Edmonton, we participated in Common Outcomes reporting. We were pleased to be able to contribute to a sector wide evaluation process, which hopefully will be able to demonstrate social change as a result of investments in social programming.

Executive Director's Report (cont'd)

None of the work we do would be possible without the funding we receive from the City of Edmonton and the United Way. I would like to thank our funders for allowing M.A.P.S. to continue as a capacity builder within the social service sector. We look forward to continued work with our partners to improve our social planning capabilities.

Respectfully Yours,

Deborah Mowson



Executive Director, M.A.P.S. Alberta Capital Region

Community Mapping Evolution Over 12 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

M.A.P.S. has continued to evolve our community mapping process to meet the needs of our partners by adding more perspectives to our community profiles.

The Multicultural Mapping Network is made up of approximately 24 members, representing 11 agencies or departments who work with newcomers. M.A.P.S. has taken intake data provided by 7 of the front line agencies and placed it into a matrix (pictured below) for the purpose of determining consistency of questions asked and information received. With this chart, the membership was able to determine what information was consistent enough to be mappable. (See a sample map on the next page.) They were also able to agree on how to ask questions in the future to make the data more comparable.

It is hoped that once we get a more comprehensive and current profile of newcomers we can do a better job of supporting them.

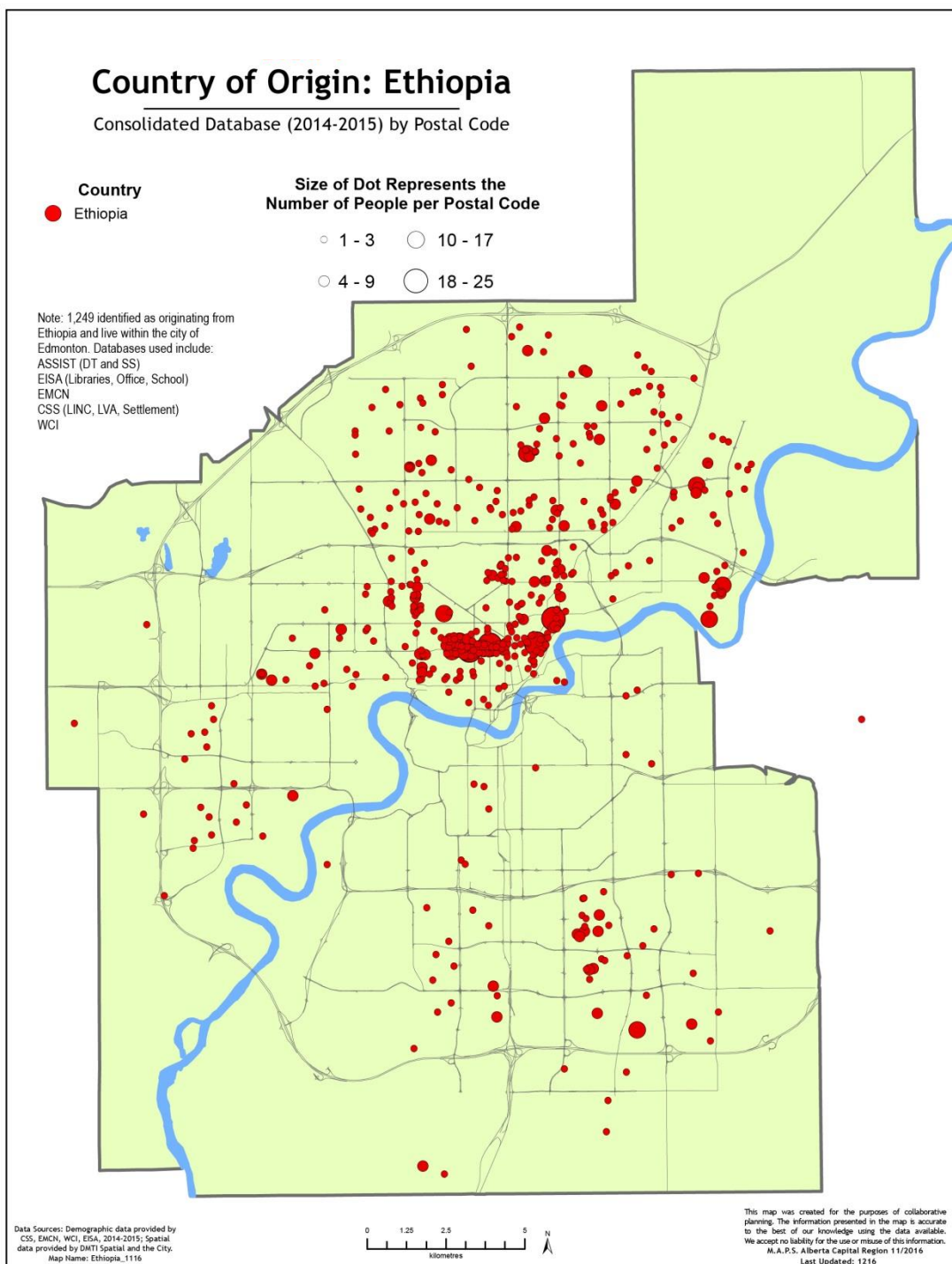
Demographics and Resources

Agency Data Matrix - For Data Collected in the 2014 - 2015 Period															
Table is based on data received															
* = Multiple categories or entries. Search to be completed. Data not mapped															
** = Many blank or inappropriate entries. May or may not have been mapped															
and covered by M.A.P.S. only															
Category	CSO - LNA	CSO - LNC	CSO - SETTLEMENT	EMCN	WIC	ENR New Neighbours Program	ENR - chosen received services at school	ENR - chosen received services at USA office	ENR - chosen received services at Edm and surrounding area libraries	ASSET - Southside Settlement Program	ASSET - Downtown	HSIA - public only	MCMB - no profile	Mapping Status	
1. Time Frame	April 1st, 2014 - March 31st, 2015	April 1st, 2014 - March 31st, 2015	April 1st, 2014 - March 31st, 2015	2014 - 2015 (month unknown)	2014 - 2015 (month unknown)	2015 (month unknown)	2014 - 2015 (April - March)	2014 - 2015 (April - March)	2014 - 2015 (April - March)	2014 - 2015	2014 - 2015	2014 - 2015		waiting for data	
2. Country of origin	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	
3. Country of birth				✓	✓					✓	✓			✓	
4. Nationality										✓	✓				
5. Last Country of Residence				Only for the July/December Version	✓		✓	✓	✓	✓	✓		✓		
6. Last Province of Residence (if applicable)				✓			✓	✓	✓	✓	✓				
7. First Residence in Canada by province					✓										
8. Gender	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓		
9. Date of birth (1988-04-01)	✓	✓	✓	✓	pending		✓	✓	✓	✓	✓		✓		
10. Age Range (ex. 20 to 40)	✓	✓	✓	✓			✓								
11. First Language/Language 1	✓	✓	✓	✓	✓					✓	✓		✓		
12. Language 2	✓	✓	✓											✓	
13. Language 3	✓	✓	✓											✓	
14. Immigration category	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓		
15. Arrival in Canada (2012-08-18)	✓	✓	✓				✓	✓	✓					✓	
16. Date of Arrival in Canada (ex. 12-30 months)				✓	✓					✓	✓				
17. Arrival in Alberta (2012-08-18)	✓	✓	✓				✓	✓	✓						
18. Date of Arrival to Alberta (ex. 12-30 months)					✓					✓	✓				
19. Arrival in Edmonton (2012-08-18)	✓**	✓**													
20. Years of education (ex. 9)	✓	✓	✓												
21. Highest level of education (i.e. university)				✓**	✓**									✓	
22. Occupation in home country	✓**	✓**	✓**	✓**	✓**										
23. Occupation Canada	✓**	✓**	✓**												
24. Employment status	✓**	✓** (25% unavailable)	✓** (40% unavailable)											✓	
25. Marital Status							✓	✓	✓					✓	
26. Start Date of Service							✓	✓	✓					✓	

Community Mapping (cont'd)

Using the combined data we have been able to create maps such as the location of families from Ethiopia. These maps help service providers make decisions about how to invest their resources to meet the needs of this population effectively.

Demographics and Resources (cont'd)

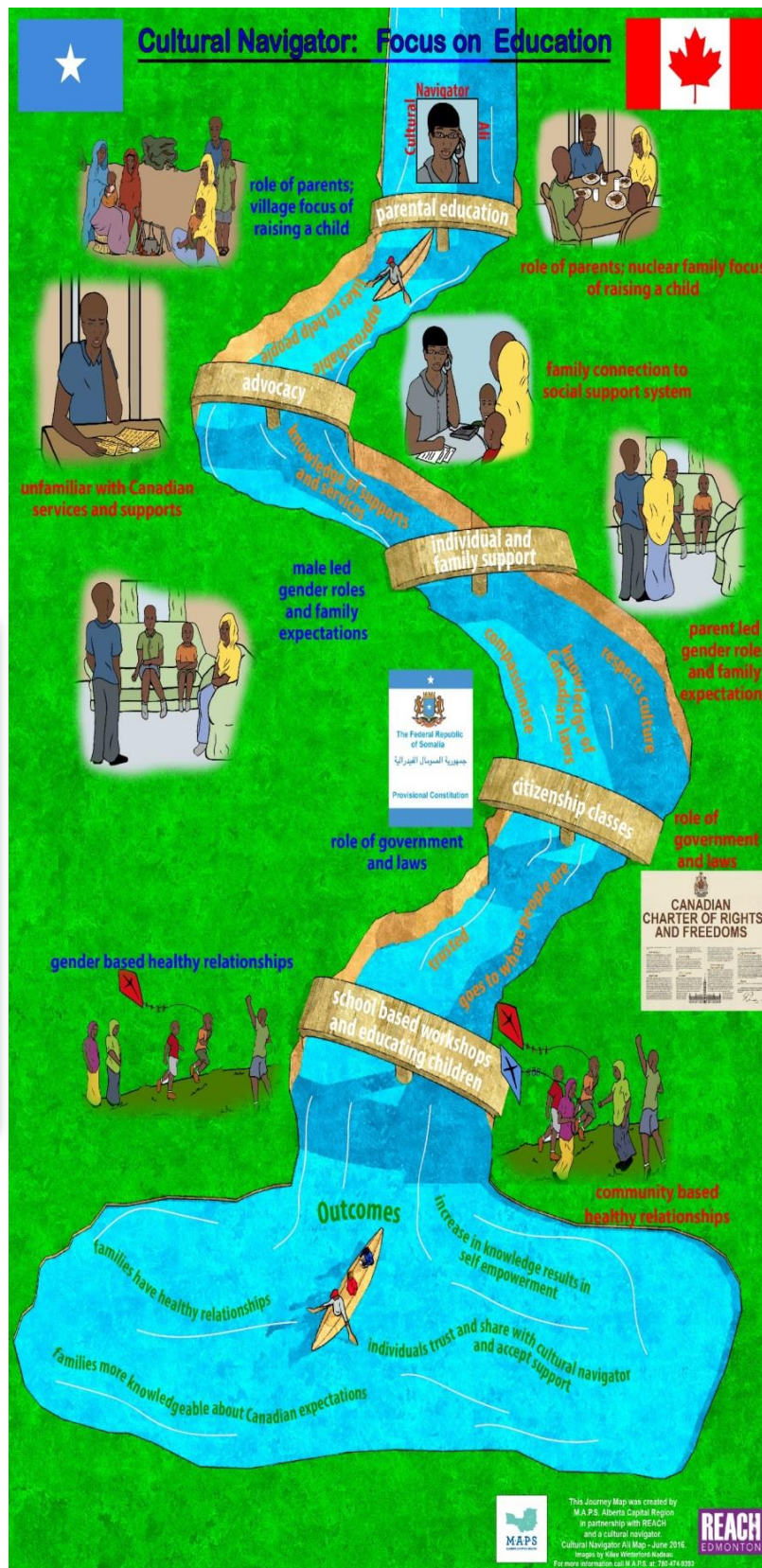


Community Mapping (cont'd)

Two examples of journey maps follow. They are part of a set of six maps depicting the work of the Cultural Navigators employed by REACH Edmonton in the R.I.R.I. (REACH Immigrant and Refugee Initiative).

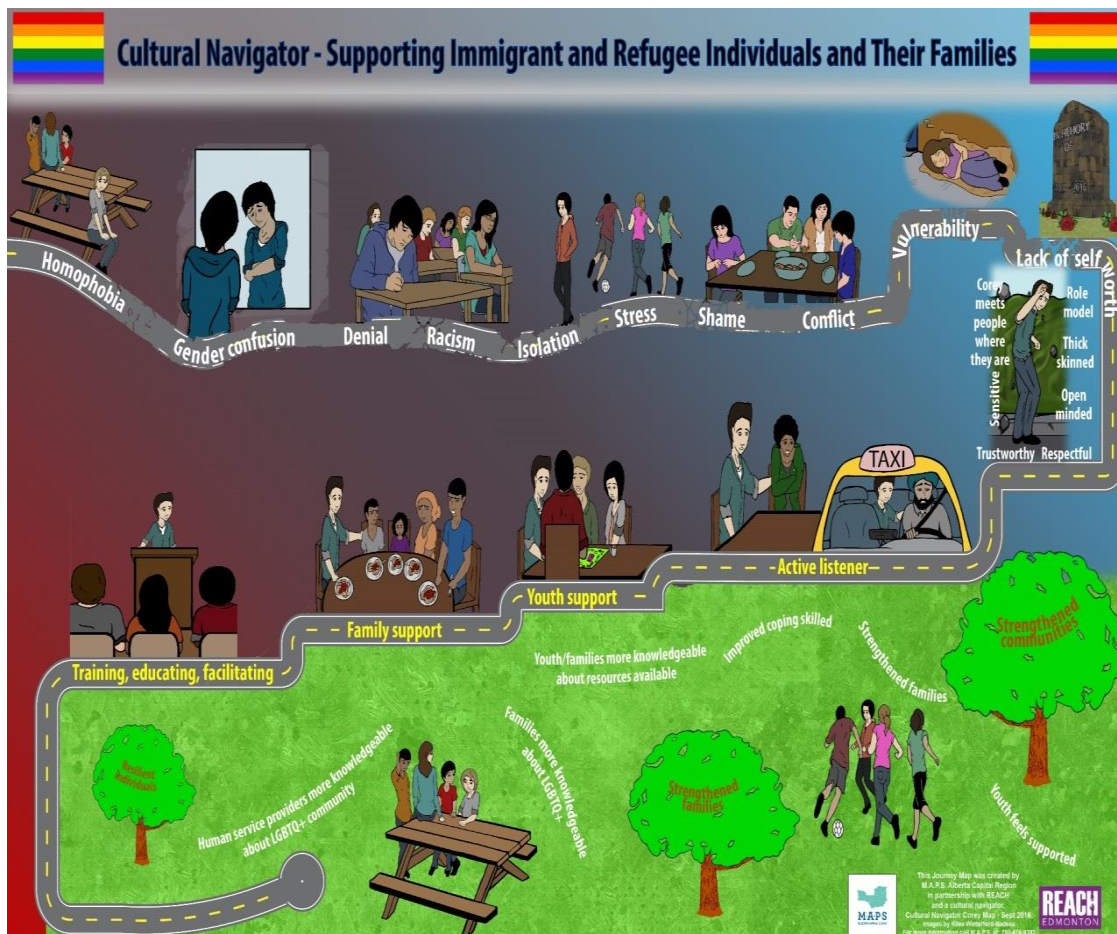
Each Navigator uses a unique approach in working with families therefore the maps look different.

The first map depicts the work of the Somali Cultural Navigator. His focus is on education as a means to raise awareness of family violence and the supports and services available to help families.



Community Mapping (cont'd)

The focus of this map is the work of the Cultural Navigator engaged with LGBTQ youth from immigrant and refugee families. The map shows the issues faced by youth which often leads to isolation, street life or even death. The Navigator is himself often the target of ridicule. However, he carries on his work of listening to youth, providing education and family support towards positive outcomes for youth, families and communities.



Community Based Research

A.A.Y.I. – Action Alliance for Youth Inclusion (Formerly: Old Strathcona Community Mapping & Planning Committee (OSCMAP))

The Old Strathcona Community Mapping and Planning Committee became the **Action Alliance for Youth Inclusion** in 2016. This new name was chosen as part of reflecting on the group's past work, and determining priorities and focus for the future.

A.A.Y.I. describes the Alliance as a *“collaboration of youth-serving agencies and community partners working as allies for youth in high-risk situations. Through community-based participatory research, identifying emerging trends, and advocacy, we influence policy and take action to advance the social inclusion of youth.”*

In 2016 A.A.Y.I. focused on the impact of individual bans on youth in high-risk situations. 39 youth and 15 service providers were interviewed with the support of a Homeward Trust Edmonton Community Research Project grant, funded by the Government of Canada's Homelessness Partnering Strategy.

One project recommendation called for collaborative efforts involving youth and stakeholders to develop best practices for banning such as:

- Circumstances which necessitate a ban
- Length of bans
- Documentation and communication
- Safety planning
- Ban review procedures
- Trauma-informed training and practices



Moving forward, A.A.Y.I. will begin drafting best practices for banning for youth-serving agencies

Community Based Research (cont'd)

Rainbow Alliance for Youth of Edmonton (Formerly: LGBTQ+ Mapping Committee)

In 2016, the LGBTQ+ Mapping Committee selected a new name, becoming the Rainbow Alliance for Youth of Edmonton (R.A.Y.E.). Alliance members include agencies that work with LGBTQ2S+ youth, and community partners.

RAYE's purpose is 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.



In 2016 R.A.Y.E. launched the *LGBTQ2S+ Youth Survey for Edmonton and Area* for youth between the ages of 16-24 years. The survey was collaboratively designed by R.A.Y.E. agency members, and underwent an Alberta Research Ethics Community Consensus Initiative (ARECCI) Second Opinion Review for ethical considerations. The survey asked youth about their support preferences, knowledge of local supports, barriers to accessing resources, and challenges. R.A.Y.E. looks forward to sharing the survey results in 2017.

Community Engagement

Journey Through Domestic Abuse

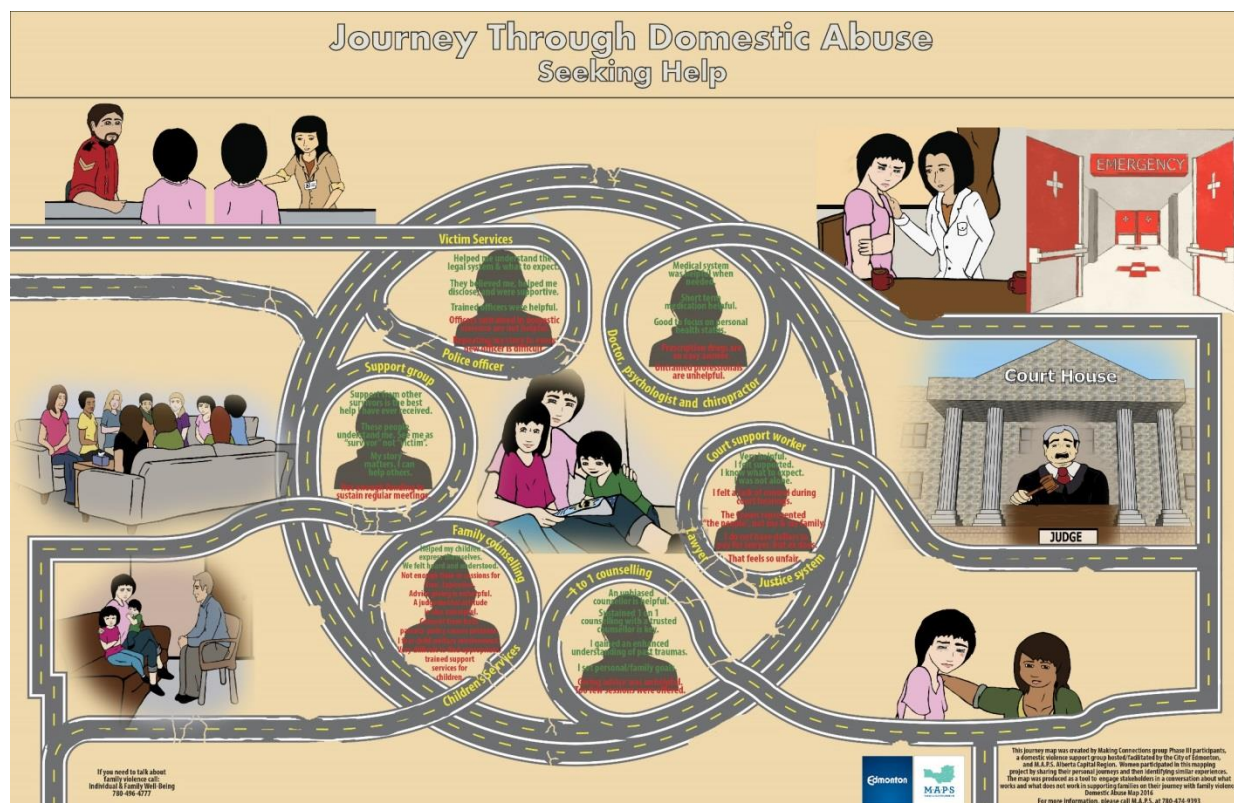
The following journey maps were created by M.A.P.S. Alberta Capital Region in partnership with Making Connections Group Phase III participants, a domestic violence support group hosted/facilitated by the City of Edmonton.

Women participated in this mapping project over a nine month period by sharing their personal journeys and then identifying similar experiences. The maps were produced as a tool to engage stakeholders in a conversation about what works and what does not work in supporting families on their journey with family violence.

These maps are the cumulative stories of nine courageous women who dared tell their personal stories to help other women going through abuse and to help systems change in response to the issue of domestic violence.

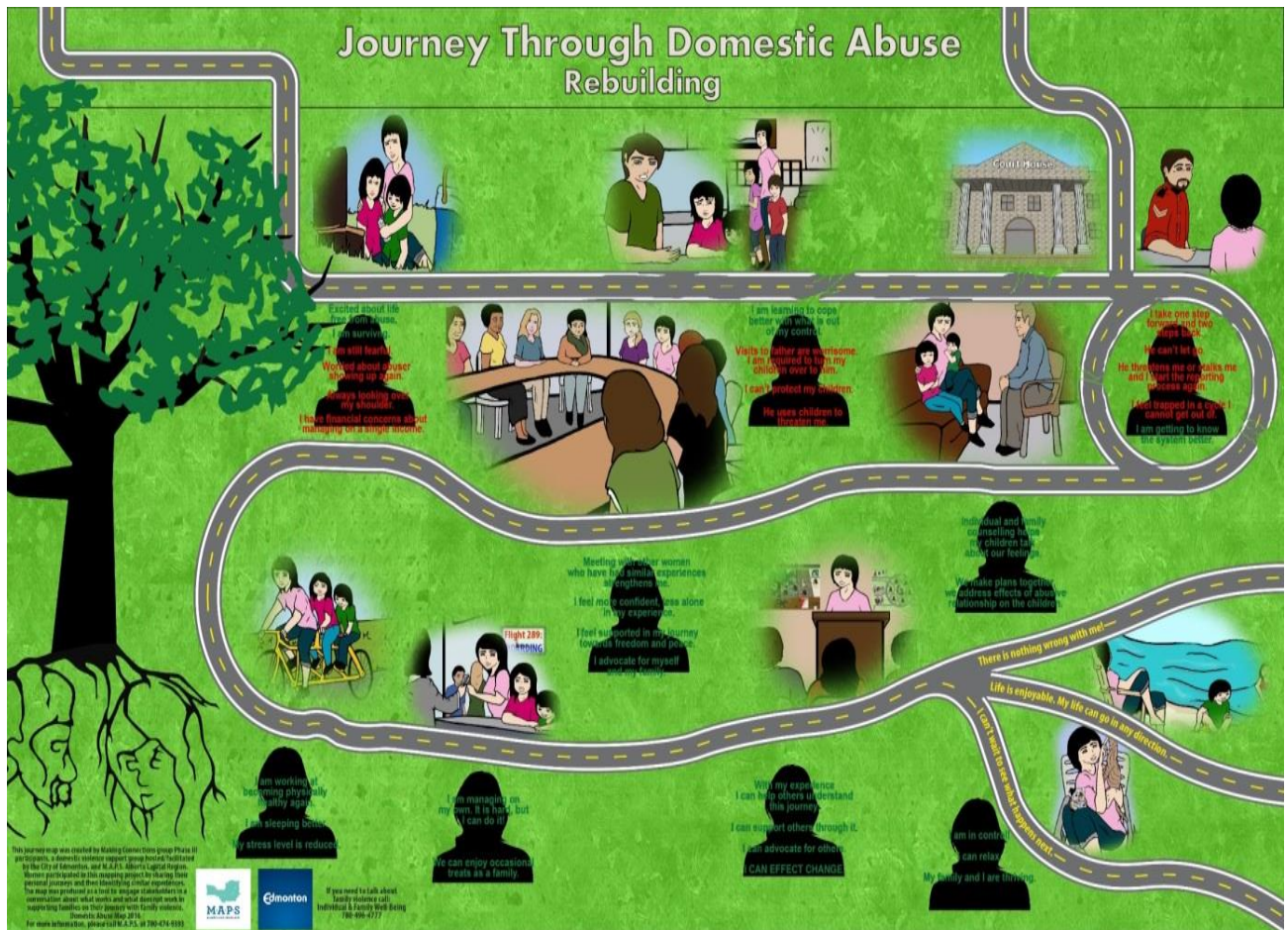


Journey Through Domestic Abuse (cont'd)



Community Engagement (cont'd)

Journey Through Domestic Abuse (cont'd)



Community Engagement (cont'd)

#MeetTheRealMillWoods

The South East Youth Action Coalition (S.E.Y.A.C.) surveyed youth and adults engaged in activities in Mill Woods to learn more about perceptions of youth behaviours and substance use. The surveys explored youth and adult perceptions of the amount of substance use Mill Woods youth engage in, as well as the actual behaviours of youth respondents for comparison.

299 youth and 268 adults completed surveys between July 2013 and July 2015. Youth respondents largely indicated they had not used alcohol, tobacco or other drugs in the last 30 days, demonstrating a norm of non-use for the youth respondents. When asked to estimate the rates of use of alcohol, tobacco, or other drugs over the last 30 days among Mill Woods youth, youth and adult respondents both estimated rates of use much higher than the rates reported by the youth respondents.

The following messages have been created from the results and will be shared in various ways throughout the campaign:

Cigarettes

- Mill Woods youth believe that up to 70 per cent of their peers smoke.
- In reality, 8.3% of youth reported smoking cigarettes in the past 30 days.

Alcohol

- Mill Woods youth believe that up to 80 per cent of their peers drink alcohol regularly.
- In reality, only 32.3 per cent of youth surveyed reported drinking alcohol in the last 30 days.

Marijuana Use

- Mill Woods youth believe that up to 70 per cent of their peers use marijuana regularly.
- In reality, 14 per cent of youth surveyed reported using marijuana in the last 30 days.

Illegal Drugs

- Mill Woods youth believe that between up to 60 per cent of their peers use illegal drugs other than marijuana regularly.
- In reality, only 6 per cent of youth surveyed reported using illegal drugs in the past 30 days.

We also learned that youth respondents identified health professionals, the police (or police programs), and their parents as the most believable sources of information about alcohol, tobacco and other drugs. This information will definitely impact the design of the campaign.

Sharing information about the actual norms of non-use among survey respondents may help normalize non-use, and promote positive behaviours. Among other outcomes, S.E.Y.A.C. anticipates survey results may support youth to feel more confident making positive lifestyle choices, and empower adults to share accurate information with youth.

Collaborative Success

P.A.T.H. Transit Pass Update

Providing Accessible Transit Here (P.A.T.H.) – Formerly: Youth Transit Access Project

Providing Accessible Transit Here (P.A.T.H.) had a very exciting year in 2016. P.A.T.H. members work together to **increase public transit access for persons who are homeless, or at risk of homelessness**. Members include the City of Edmonton, Edmonton Transit Service, MAPS, and community agencies.

Early goals of P.A.T.H. included:

- Improve access to public transit
- Reduce fare evasion tickets
- Increase inclusion, safety, and stability
- Increase understanding of the impact of transit access

100 youth at 5 youth-serving agencies received a transit pass October 2015 - 2016. A Social Return on Investment analysis was conducted based on information gathered during the first 6 months of the program. The evaluation found that for every \$1 invested, a return of at least \$1.92 was created in social value. The social value created included items such as reduced court costs, more positive interactions with transit authorities, increased ability to maintain employment, and reduced risk of events such as frostbite. Transit pass will be available September 2017 for lower-income Edmontonians.

P.A.T.H. partners include:

- City of Edmonton
- Edmonton Transit Service
- MAPS Alberta Capital Region
- Children's Services, Edmonton Region
- iHuman Youth Society
- Boyle Street Education Centre
- Youth Empowerment & Support Services
- Old Strathcona Youth Society
- Native Counselling Services of Alberta
- Mosaic Centre
- Bissell Centre
- Boyle Street Community Services
- The Neighbour Centre
- Jasper Place Health and Wellness Centre

P.A.T.H. was pleased to share the committee's work and findings at the High Risk Youth Conference in May 2016, including discussion with two of the youth pass recipients.

For every \$1 invested, a return of at least \$1.92 was created in social value. The program has since expanded to 600 free transit passes a month for persons who are homeless, or at-risk of homelessness.

Collaborative Success (cont'd)

Y.T.A.P. Academy

Y.T.A.P. Academy is a collaborative committee working together to improve relationships between youth and authorities through enhanced mutual respect, understanding, and education. The Committee is informed by the work of the P.A.T.H. pass distribution project. With the City of Edmonton and Edmonton Transit Service as partners, the initial focus is on relationships between youth and transit authorities.

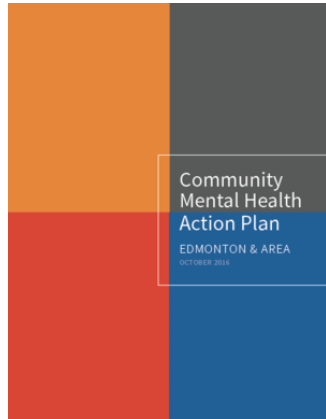
Edmonton Transit Service and Y.T.A.P. organized a basketball game in 2016 for youth and peace officers, with a barbeque after. The event was a lot of fun, and Mayor Don Iveson joined the game as well. The game was a great way to foster positive relationships between the officers and youth. Y.T.A.P. Academy is exploring many other exciting ideas for building relationships between youth and authorities such as more recreational activities, art-based activities, shadowing, youth-led tours, and training opportunities.

This work aligns with End Poverty Edmonton's Justice for All Goal 2.7 to "support and promote training opportunities to build understanding and end stigmatization between vulnerable people and law enforcement personnel" (End Poverty Edmonton, 2017).



Collaborative Success (cont'd)

M.A.P.S. is very pleased to be a member of the Community Mental Health Steering Committee and a Co-chair of the Evidence Foundation Leadership Team. 2016 was a big year for this initiative as the Action Plan was completed and the Implementation Phase begun.



Only through collaboration and collective work can we begin to improve the mental health and addiction services available in the community. In developing the Community Mental Health Action Plan, we brought together community organizations and key government decision makers in a regional conversation, pooling our collective wisdom. The Plan has also been informed by the experiences of health professionals, volunteers, families and people with lived experience of mental health problems and mental illnesses. It is a truly collective community endeavor”.

The purpose of the Action Plan is to ensure that everyone involved in mental health and addiction in Edmonton and Area has the opportunity to maximize collective resources, leverage opportunities to respond to existing gaps, foster innovative approaches and identify a continuum of integrated supports and services.

This will translate into easier access to services for individuals and families struggling with poor mental health, mental illness and addiction.

Following large scale community consultations, and analysis of local and provincial reports and evaluations, key areas of focus were developed for goal determination and evaluation:

- *System Integration*
- *Service Delivery*
- *Evidence Foundation*

Three Leadership Teams (one for each area of focus) have come together to finalize the Action Plan and prepare for work on the Implementation Phase, focusing on goals and strategies that will be guided and supported by the Community Mental Health Steering Committee, the Project Lead, a Project Evaluation and Research Consultant and a Project Coordinator. Additional Task Groups will be formed to support specific actions that will further the goals of the Action Plan.

The focus of the Action Plan is on increasing protective factors across a continuum of responses for people. These would include: good attachment to parents or caregivers, family harmony and stability; opportunities to pursue goals and create a positive future, knowledge of community resources, engaging with others and developing good coping skills, feeling empowered, having a sense of control over one’s life, learning how to communicate clearly and resolve conflict, focusing on healthy lifestyles and resiliency, participation in community networks, access to support services and economic security.

(Community Mental Health Action Plan Edmonton & Area, October 2016. P.2-3)

Collaboration Showcase @ Chateau Louis

Tuesday, October 18, 2016

Presentations (Presenters)

M.A.P.S. Alberta Capital Region Update: Showcasing New Mapping Techniques: : *M.A.P.S. Team*

Safe Streets: 7 Years of Exploring Social Exclusion with Youth: *Catherine Broomfield, Peter Smyth, Amanda Almond*

Seniors Home Supports Program: *Sheila Hallett*

Engaging Newcomers: Conversations Regarding What Facilitates Engagement, Barriers to Engagement and Factors that Lead to Disengagement: *Amanda Almond, Rumbi Zinyemba*

South West Edmonton Collaborative: Resource Development: *Wendy Melnyk, Shari-Lynne Gidyk, Fion Lee*

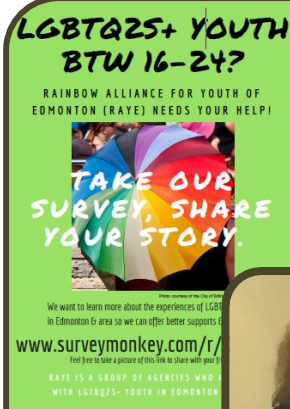
Mapping Navigator's Approaches, Journey Mapping: *Justin Otteson, Ann Nicolai, Corey Wyness*

The GRIT Program presents the ASaP Project: A shared learning journey: *Marilyn Armstrong*

Youth Transit Access Project: *Kris Andreychuk, Glen Dennis, Peter Smyth*

Mapping the Journey: Survivors Leading Change: Phase III Domestic Violence Support Group

Mothering in the Shadow of Domestic Violence: Preservation in the Midst of Unpredictability: *Nicole Y. Pitre*



Showcase Evaluation/Feedback

105 guests registered for the 2016 Showcase and included representatives from Edmonton Youth Justice, Alberta Health Services, ASSIST, John Howard Society, Government of Alberta, Families First Society, Community Options, Edmonton Public School Board, Bent Arrow, City of Edmonton, Edmonton Mennonite Centre for Newcomers, United Way of the Alberta Capital Region, Abbotsfield Youth Project, Government of Alberta, Metis Child & Family Services Society and others.

71 evaluations were completed (67% return rate) and included the following comments:

Networking opportunities	<ul style="list-style-type: none"> • Helpful, it was great to connect with other colleagues in different parts of the city. • Had an opportunity to discuss innovative approaches/ideas that we can use in our work. • Did make a number of connections that can help my work. • Very positive – will prompt increased collaboration and connection. • Helpful as I needed to connect around LGBTQ+, immigrant and refugee supports. • An important step in creating collaboration between the various groups. • The conversation naturally turns to opportunities for networking and collaborating at this event. • Very enriching and informative. Finding out what others are doing (collaborative projects) and sharing what I am doing. 	
The most valuable part was	<ul style="list-style-type: none"> • The community mapping. I've never seen one so powerfully done. I also enjoyed the domestic violence stories. It was real and the women displayed strength and courage as they shared their stories. • Learning about successful initiatives to promote community collaboration address social issues to support resource development and bring about social change. • There were 'pieces of gold' in every presentation. • Knowing there is amazing and helpful collaborative work happening in Edmonton. There was an atmosphere of creating social change. • I very much appreciated the wide range of topics. It is a day well spent to learn about all of these projects. • The chance to see knowledge ———→ change. • The presentations were great. Love how it was put together. Great research presented. Youth focus was great. • I loved the variety and found the information very valuable and informative. I was fascinated by the Youth Transit Access Project and Corey's message. 	
Tell me more about	<ul style="list-style-type: none"> • How the maps and research can contribute to better practices for front-line workers. Specifically how the Domestic Violence maps can help workers provide better services to survivors. • Issues around barriers Aboriginal families face, their well-being and needs, collaborations amongst Indigenous agencies/organization • More about tools to facilitate collaborative planning. • Continued conversation about many of these projects. I like that I can come here and see the result of projects that were only starting the year before! Makes me want to do more innovative and powerful research! 	

M.A.P.S. Current Projects 2016

L.A.N. (Local Area Network)	Activity/M.A.P.S. Role	Expected Outcomes
R.A.Y.E. Rainbow Alliance for Youth of Edmonton (formerly LGBTQ Community Mapping Initiative)	Creating a community profile. Facilitating process. 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 Community Mapping and Planning Committee	Mentoring, coaching, creating community profile. Community based research with service providers.	Partners are more informed about community. Participants enhance collaborative efforts to meet identified needs.
A.A.Y.I. - Action Alliance for Youth Inclusion (Formerly Old Strathcona Community Mapping and Planning Committee)	Helping to facilitate process of research with homeless youth, youth engaged in risky behaviour, creating journey maps.	Identify gaps and strengths of human service sector response, Identification of success factors for working with at risk youth.
Southeast Youth Coalition	Implement campaign. Help design Social Norms campaign.	Changed perceptions about the behaviour of Mill Woods youth.
Mill Woods ECMAP	Supporting work of Coalition.	Enhanced commitments to helping children achieve and meet developmental milestones.
Mill Woods Cultural Diversity Collaborative	Helping to develop and facilitate implementation of Action Plan.	Connecting people to one another and celebrating diversity.
Collaborative Projects	Activity/M.A.P.S. Role	Expected Outcomes
Mental Health Action Plan Steering Committee	Implement Action Plan with other members.	Action Plan is implemented. Improved mental health supports and services.
Evidence Foundation Leadership Team, Mental Health Action Plan	Co-chair of team. Plan and facilitate meeting agenda. Implement strategies towards Action Plan goals.	Enhanced ability to make evidence based decisions within mental health system.

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

Collaborative Projects (cont'd)	Activity/M.A.P.S. Role (cont'd)	Expected Outcomes (cont'd)
Multicultural Mapping Network	Creating community profile of cultural diversity by plotting client postal codes of immigrant and refugee serving agencies, mapping resources, community based research with clients. Chair Network.	All practitioners within the human service sector are aware of cultural diversity and trends related to newcomers.
Alberta Mental Health Youth Services Redesign	Working with Alberta Mental Health colleagues to design and implement community based research and prepare journey map.	Alberta Mental Health will have input required to redesign youth emergency mental health services.
Norquest College Building A Better Life Project	Design and implement journey mapping process. Create journey maps.	Increased awareness of what it takes to "build a better life" after adversity.
C.O.S.I. (Coalition on Social Inclusion)	Discuss longer term process of integration, social inclusion and settlement past the first year of arrival in Canada. Journey mapping.	Increase understanding of integration of newcomers.
Community Profiles	Activity	Expected Outcomes
Creating more complex profiles of neighbourhoods, communities and service users	Developing various types of social mapping approaches which enhance the sectors ability to share clients stories, such as <ul style="list-style-type: none"> • Process mapping • Network mapping • Typical client experience map • Clients journey mapping 	The community is better understood. The community is served more effectively through collaboration and integrated services.
Making Connections Group Phase III participants	Design and facilitate journey mapping process with domestic abuse survivors.	Service providers are more aware of what works and what does not work in addressing family violence.
R.I.R.I.: REACH Immigrant & Refugee Initiative	Design and facilitate journey mapping process with cultural navigators.	The Human Service sector is more aware of the Cultural Navigator Process.
Interagency Headstart	Map current sites and boundaries.	Members make evidence based decisions.
The Mustard Seed	Social Vulnerability profile.	Agency is able to determine best location for expansion.

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

Community Profiles (cont'd)	Activity (cont'd)	Expected Outcomes (cont'd)
Bissell Centre	Map current clients and complimentary services.	Agency is able to determine best location for expansion.
Edmonton Arts Council	Mapped Arts Organizations and Festivals.	E.A.C. will be able to make evidenced based decisions. Partners will be more informed about community resources.
F.C.S.S. Edmonton	Mapped investments by Sector and Liaison Group.	F.C.S.S. Edmonton will be able to make evidenced based decisions. Partners will be more informed about community resources.
Knowledge Mobilization	Activity/M.A.P.S. Role	Expected Outcomes
Social Atlas: Regional and City of Edmonton	Updating all demographic resource maps, Region, City and L.A.N. views and area networks.	All partners have access to data which can help them make evidenced based decisions.
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.

(Excerpts from the Bi-Annual Partner Evaluation Survey Feedback Section)

100 percent of survey respondents from our partners strongly agree M.A.P.S. has contributed to improved planning processes within the Human Services Sector.

Very Valuable Organization

Youth gained access to resources they need, based on what they have been telling us.

It has been my pleasure to work collaboratively with Deborah. Her wisdom, criticism and suggestions have always been spot on yet diplomatic and constructive.

This is an incredible map and well represents the challenges and opportunities for newcomers, well done. Thank you

The maps that we were able to create in partnership with M.A.P.S. visually make the gaps visible, but it has been more of a challenge to share the work with the larger community given that I am not in a position within my organization to make such decisions. I can foresee that others beyond the immediate working group could make use of the data on a larger scale once shared.

M.A.P.S. is a wonderful community partner and community builder. Deborah and the team act with great integrity and expertise. They are very resourceful and committed. It is a pleasure to work with them.

I have referred other potential users to the website.

Thank you for your support and flexibility in how you help.

Thank you for all your support!

Articulated and evaluated the journey maps with the facilitator and this helped us understand the value and purpose for our work.

As speakers for my one week course you brought passion and enthusiasm that the students really admired and commented upon. Many spoke of how you broadened their understanding of what social workers can do in the profession and how one can really make a difference in many different ways including macro practice. What is great about your mapping program is how you consult and feedback with communities and use the micro, mezzo and macro levels to gain information for use to social service providers and users. This provides a great example of social work values that we all try to adhere to. Your love and passion for the job really came through and the map exercise showed students the challenges of this type of data collection as well as the important contribution to social work planning and policy that this data makes in the lives of Edmontonians.

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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Appendices

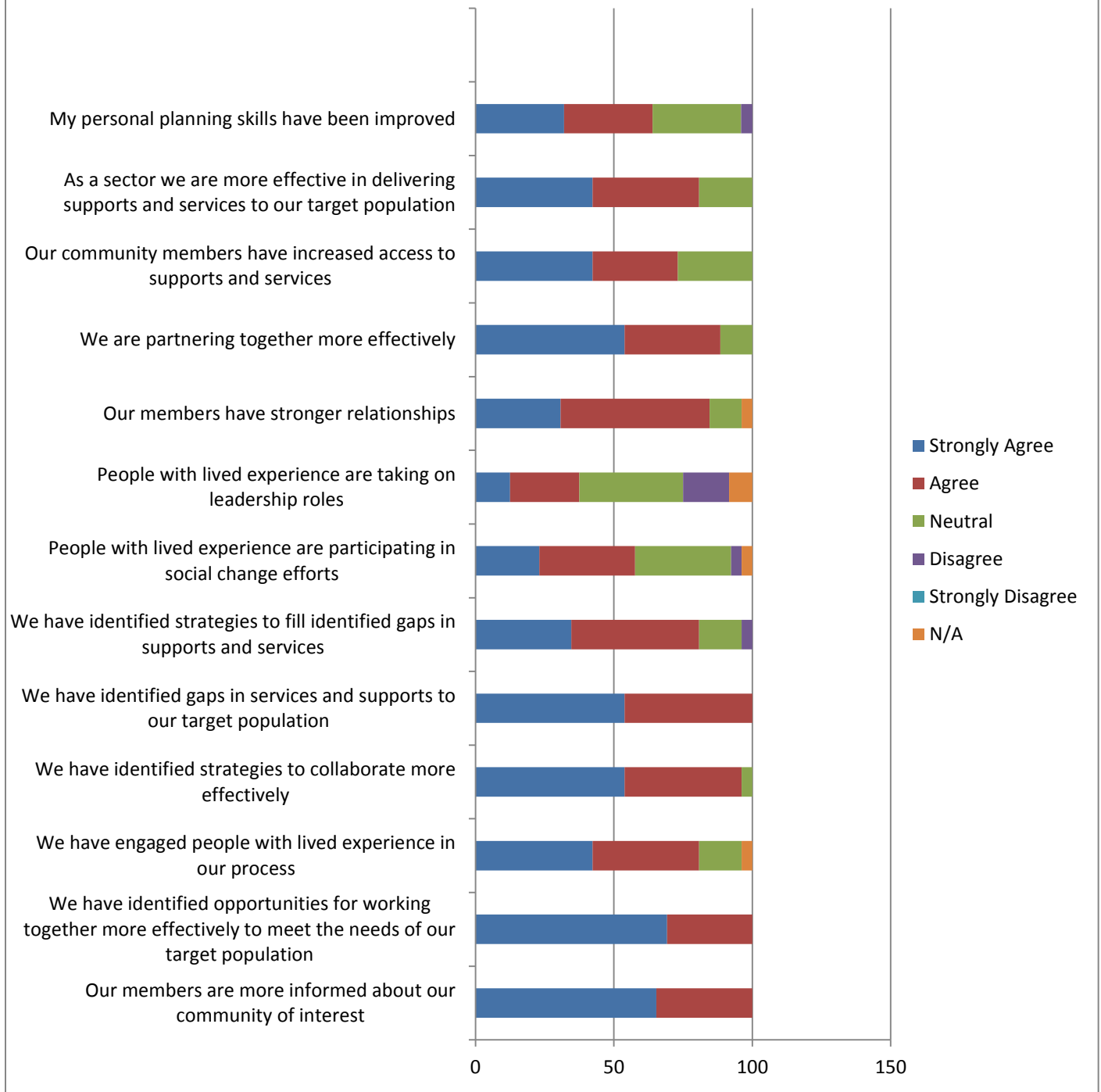
APPENDIX 1: M.A.P.S. Partner Survey Results

Valued partners of M.A.P.S. were asked to complete a survey regarding our shared work) and their knowledge of M.A.P.S. influence within the Human Services sector in the Alberta Capital Region. (78 partners were sent the survey and 26 replies were received.) The feedback from this survey was also used to improve our services and supports to our partners.

ACTIVITIES	
Question: <i>Please indicate which of the following services or supports you/your group/Local Area Network/Collaborative have received from M.A.P.S. in the last year (Please check all that apply)</i>	
Response Choices	% of Responses
Meeting planning and/or facilitation	69.23%
Representation at meetings/events (as speaker or member)	57.69%
Designed/facilitated community engagement processes (ie: conversations with program participants, storytelling methods, presentations, etc.)	50.00%
Conducted community based research (ie: surveys, interviews, investigations, etc.)	57.69%
Community based research support (ie: find relevant articles/literature)	30.77%
Report writing	23.08%
Creation of Journey maps	42.31%
Creation of customized geographical maps	42.31%
Creation of community profile	15.38%
Used the M.A.P.S. website	50.00%
Attended M.A.P.S. Annual Collaboration Showcase	65.38%
Connection to others doing similar/complimentary work	50.00%
Received administrative support through M.A.P.S.	38.46%

OUTCOMES

Question: As a result of the assistance and/or support provided by M.A.P.S., please indicate your level of agreement with the following statements:



UTILITY - Maps

Question: *Please indicate the various ways you have used the maps prepared by the M.A.P.S. Team.*

Response:

Planning Project Research Edmonton
Identifying Gaps Conversations
Services Presentations Maps Youth Community
Collaborative

UTILITY - Website

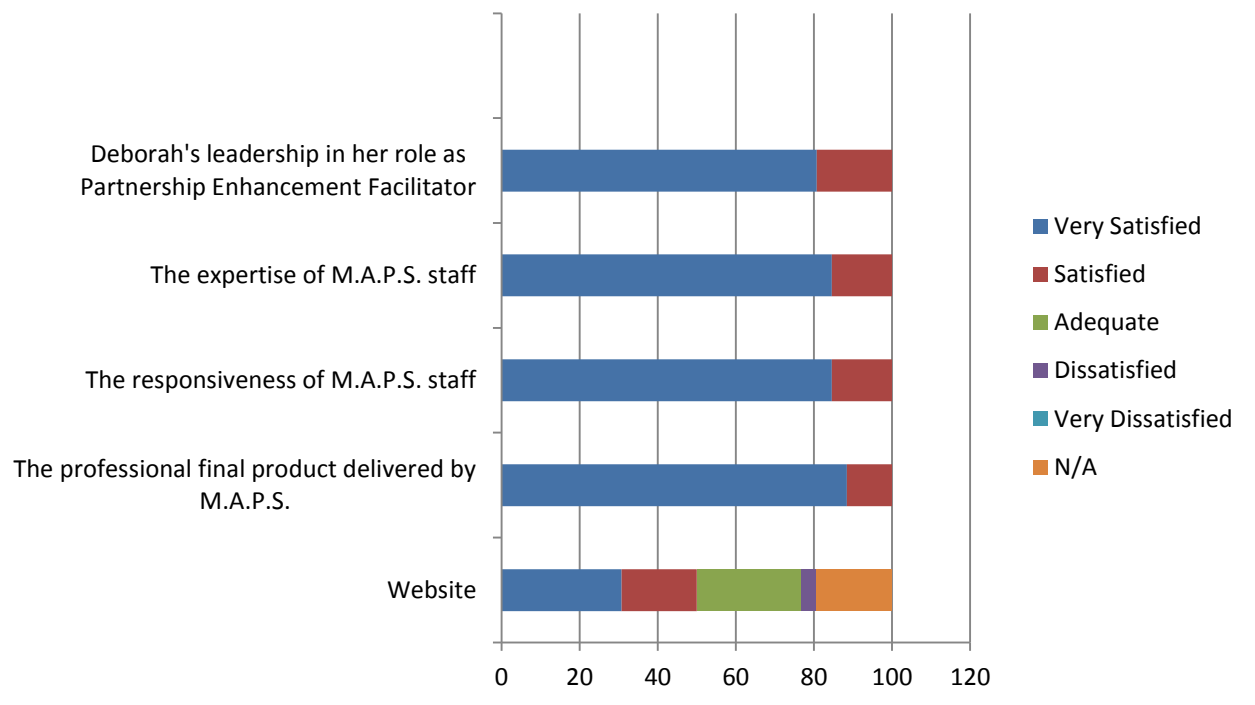
Question: *Please indicate the various ways you have used the M.A.P.S. website.*

Response:

Resource Support Maps Look

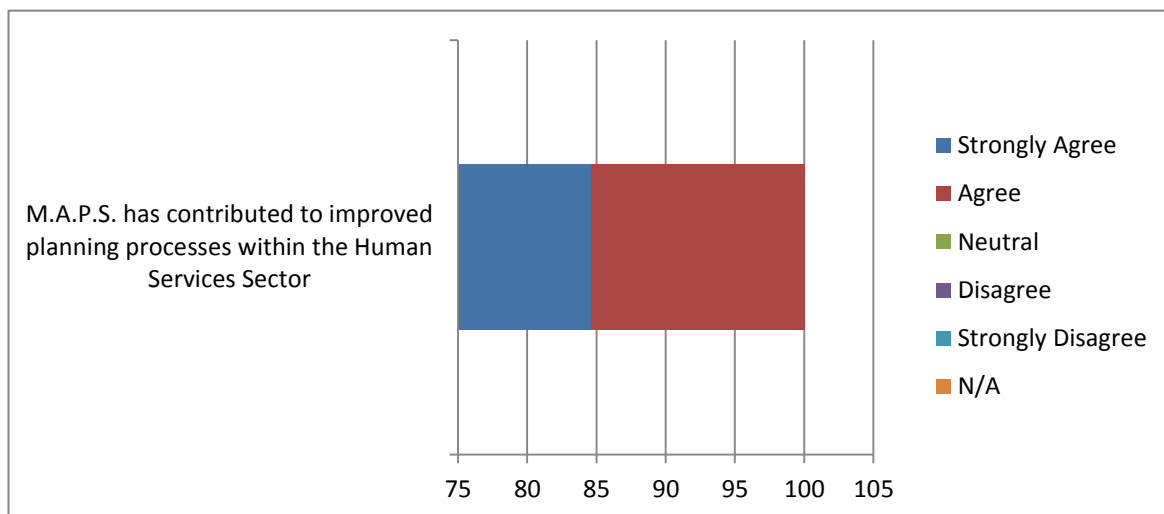
SATISFACTION

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



M.A.P.S. ROLE

Question: M.A.P.S. has identified it's role as a capacity builder within the Human Services Sector. Our mandate is to assist our partners to do more effective planning. Please indicate your level of agreement with the following statement:

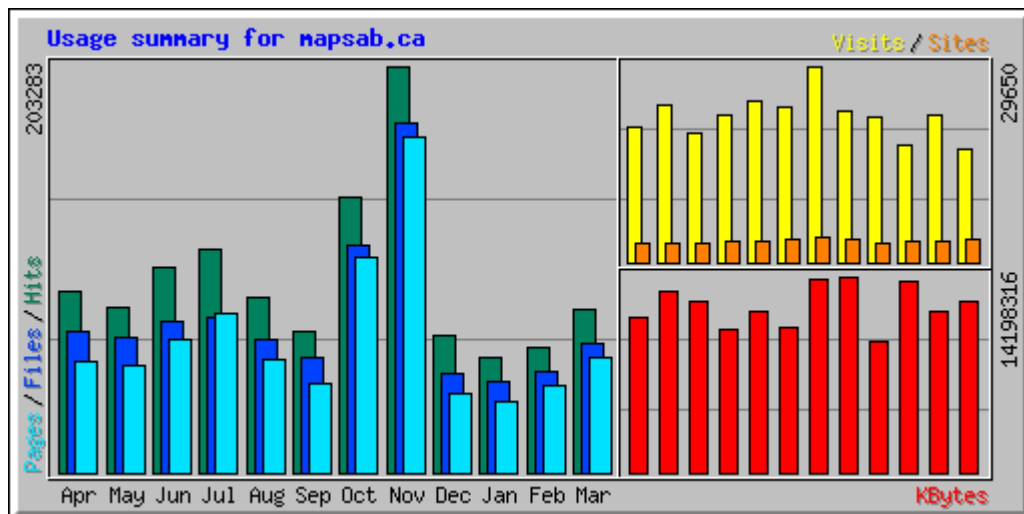


APPENDIX 2: M.A.P.S. Website Usage

We wanted to track the use of our website to determine how many people are accessing the maps and information we are working so hard to create for our partners and the community.

- **Visit**- a 'visit' is one individual visitor who arrives at the web site and proceeds to browse.
- **Hit** - a 'hit' refers to the number of files downloaded on our site. This could include photos and graphics. On average, each page will include 15 'hits'.

The research shows us that there is increased traffic on our website before and after the time of our Collaborative Showcase event. We regard this as evidence that we are connecting to many community partners during this incredible event.



Summary by Month				
Month	Daily Avg		Monthly Totals	
	Hits	Visits	Hits	Visits
December 2016	2208	703	68466	21812
November 2016	6776	761	203283	22835
October 2016	4454	956	138078	29650
September 2016	2353	781	70606	23435
August 2016	2842	788	88116	24445
July 2016	3585	717	111164	22237
June 2016	3418	654	102555	19646
May 2016	2675	765	82945	23716
April 2016	3027	675	90816	20273