M.A.P.S.

(Mapping and Planning Support)

Alberta Capital Region

Annual Report

2017

M·A·P·S
ALBERTA CAPITAL REGION

THE CITY OF Edmonton
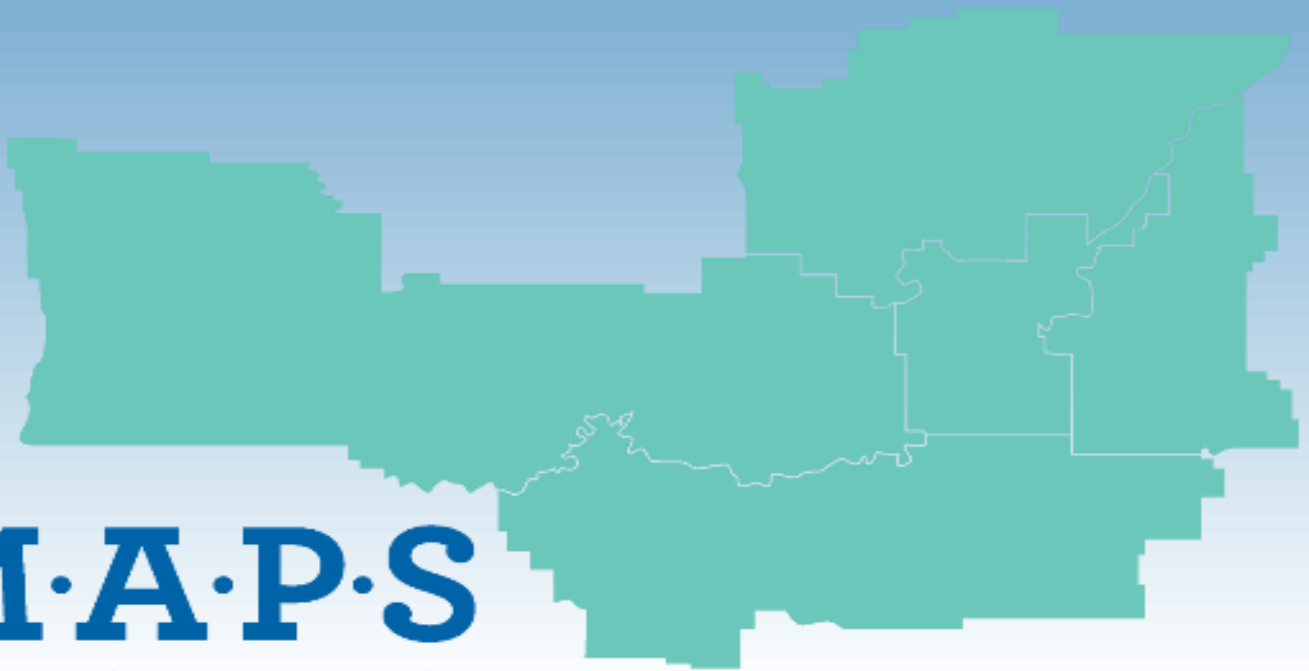
United Way
Alberta Capital Region

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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

To carry out this mission the M.A.P.S. team consists of two social geographers, one partnership enhancement facilitator, one community based researcher, one artist and administrative support.

Executive Director's Report

In 2017, M.A.P.S. was involved with a variety of collaborative efforts addressing diverse social issues within our community. We participated in 23 initiatives in all, providing leadership, facilitation, community-based research design and implementation and various types of mapping support. We also consulted short term on 3 projects as requested, gave 10 presentations to our colleagues regarding the use of social mapping as a planning tool and held our Annual Showcase. This report will include some highlights of our work, results of our annual evaluation and samples of our maps.

COMMUNITY MAPPING AND COLLABORATIVE PLANNING

The 2016 Federal Census data was released throughout 2017. Upon release of the data M.A.P.S. created demographic maps for our region and communities within the region. We also mapped the 211 resource listings and, where requested, added additional resource information to mapping profiles. These maps are accessible on our website. Our journey mapping expertise grew in 2017 as we mapped personal and collective experiences as well as processes. Please see page 7 for samples of our maps. Our mapping capabilities continue to evolve with the needs of our sector. Our recent work with the **Pegasis Project**, which focused on isolated seniors, is a great example of how various mapping styles can help with social planning.

COMMUNITY-BASED RESEARCH

M.A.P.S., along with our partners, wish to ensure that all voices and perspectives are heard. It was our honour and privilege to work with our collaborative partners in 2017 on designing and implementing community-based research methodologies that "fit" for the populations we were serving. In all, we participated in 10 initiatives capturing the voices of youth, volunteers, people experiencing mental health concerns, survivors of domestic violence and newcomers. See pages 9 & 10 for more information about research undertaken with youth through the **Action Alliance for Youth Inclusion** and the **Rainbow Alliance for Youth in Edmonton.**

COMMUNITY ENGAGEMENT

#MeetTheRealMillWoods, a campaign focused on changing beliefs and attitudes, got underway in earnest in 2017. Campaign materials were created by **the South East Youth Action Coalition** as well as others in the community. Highlights include a song (written and performed by an Edmonton youth) based on research findings and a video created to accompany the song by Youth Unlimited, a community based youth program. The campaign messages were viewed in the community at various events. See page 13 for more information and some photos.

Executive Director's Report (cont'd)

COLLABORATIVE SUCCESS

As we work together collaboratively in our community we can see real progress on social issues. M.A.P.S. is pleased to participate in many successful initiatives with our partners. The **Community Mental Health Action Plan**, a broad collaborative approach to improve the mental health support system; **Providing Accessible Transit Here,** a program for homeless or those at risk of homelessness and **Fair 4 Youth**, a program aimed at reducing tension between youth and transit authorities, are three such initiatives. For more information on these initiatives see pages 14 through 16.

ORGANIZATIONAL DEVELOPMENT

M.A.P.S. continues to evolve as an organization to meet emerging requests from the human service sector. We are satisfied with our evaluation results which demonstrate that we are meeting our partners' needs. See pages 25 & 26 for a summary of results and Appendix 1: "M.A.P.S. Partner Survey Results" for the full evaluative report. We were happy to work with our funders and colleagues also engaged in capacity building within our sector to identify common outcomes and will be measuring these in 2018. We have begun work on our new website and look forward to seeing it published in 2018. The website is an important access point for sharing our products with our sector.

Once again, we wish to thank our funders for allowing M.A.P.S. to work with our human services sector in innovative ways.

Respectfully Yours,

Deborah Morrison

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

M·A·P·S·
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** • 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** • 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** • 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** • 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 & Collaborative Planning

Demographic, Resource and Journey Mapping

DEMOGRAPHIC MAPPING: In 2017 M.A.P.S. continued to map city and regional demographic data released by Statistics Canada during the year as it was available. We also responded to multiple requests for customized geographical profiles by partners planning for specific service areas.

The City of Edmonton and Regional Social Atlases are available on our website.
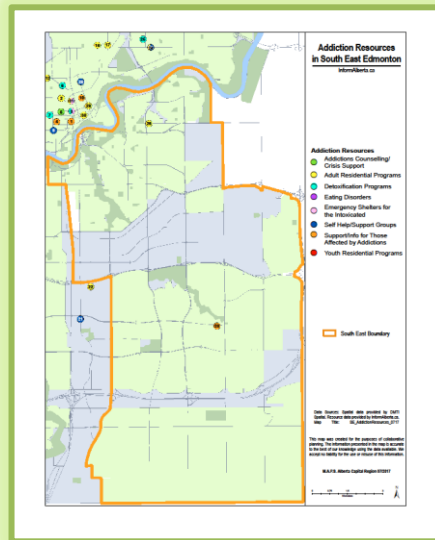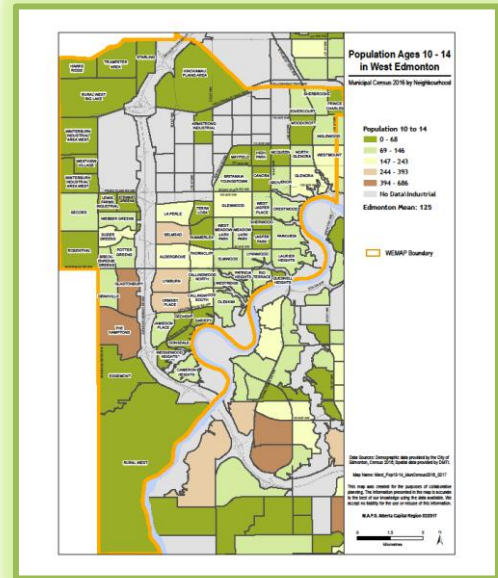
RESOURCE MAPPING: The 211 Resource Listings were mapped in 2017 and placed on our website. Customized resource maps were also created for our partners as requested.

JOURNEY MAPPING: M.A.P.S. continued to evolve our Journey Mapping expertise in 2017. We created various types of maps including personal experience, collective experiences, process and community based research results. This map is demonstrating the approach used by a REACH Edmonton Cultural Navigator.

Edmonton Seniors Coordinating Council – Pegasis Project

A good example of how various types of mapping are used within a collaborative planning process is evident in the Pegasis Project. M.A.P.S. was honored to support this initiative.

Initially, the project team wanted to look at demographic maps indicating where the senior population was living and where vulnerable populations were living including those on low income, living alone, etc. They were also interested in looking at resources for seniors and identifying potential gaps. To that end we mapped seniors centres and various types of senior services. The project team undertook some community based research with isolated seniors and M.A.P.S. was able to complement their Research Report with a Journey Map (See below).

We have found, in working with our partners, that as the collaborative planning process proceeds, different types of mapping support is needed.

Community Based Research

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

The Action Alliance for Youth Inclusion started off 2017 with a new name. Formerly known as the Old Strathcona Community Mapping and Planning Committee, A.A.Y.I. developed a new name and a Terms of Reference to reflect a focus on youth and social exclusion.

In 2017 A.A.Y.I. completed a research project on the impact of being banned on youth in high-risk situations. Earlier A.A.Y.I. work had indicated youth were often confused about their bans, unsure if they were still banned or if the ban could be removed. We spoke with 39 youth and 15 service providers. Recommendations from the project included collaborative efforts to develop guidelines or a protocol for banning. The guidelines should address: what circumstances require banning, ban length, documentation, communication, safety planning, meeting needs, review procedures, consideration of extreme circumstances, referrals, and trauma-informed training and practices.

The results from the Youth Bans Project includes:

- Final report & accompanying document on local policies
- Poster of the recommendations from youth and service providers
- Journey Map illustrating the experiences of bans for youth in high-risk situations
- Uncensored presentations where youth will dramatize the project findings for stakeholders
- Presentations at the 7 Cities Conference on Housing First and Homelessness and the M.A.P.S. Showcase

The Youth Bans Project was funded by the Government of Canada's Homelessness Partnering Strategy through Homeward Trust Edmonton's Community Research Projects funding.

A.A.Y.I. is developing the study-recommended protocol for banning for youth-serving agencies. This work commenced in late 2017, with plans for engaging youth and service providers to inform the protocol in 2018.

A.A.Y.I. also informed a student project in 2017 on the perspectives of service providers on food insecurity for youth in high-risk situations, and the effect of allergies and food intolerances.

Members involved with A.A.Y.I.: 17

R.A.Y.E. - Rainbow Alliance for Youth in Edmonton
(Formerly: LGBTQ+ Mapping Committee)

R.A.Y.E.'s purpose is to share the diverse stories of LGBTQ2S+ youth living in the Edmonton area to promote increased understanding, empathy, and knowledge of this community's specific needs, strengths, and experiences.
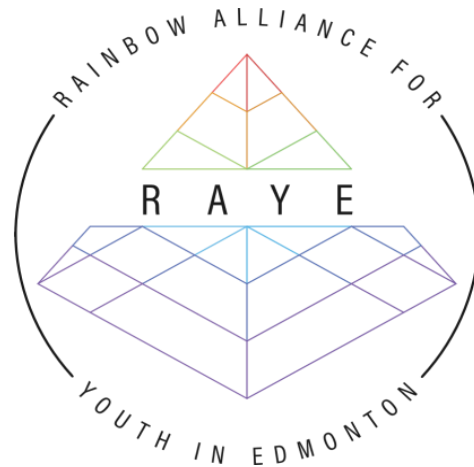
R.A.Y.E. conducted a survey of LGBTQ2S+ youth aged 16-24 years in Edmonton and area between October 2016 - May 2017. The survey was created to support best practices, inform new programming, support existing programming, and deepen local understanding of the Edmonton and area LGBTQ2S+ youth community. 155 surveys were returned and of those, 134 were in our target demographic. Data analysis was supported by the City of Edmonton.

Survey results include:

- Respondents indicated diverse gender and orientation identities
- 94% of respondents said they had someone they felt safe and comfortable talking about LGBTQ2S+ topics with
- Youth most commonly felt they belonged with their friends, the LGBTQ2S+ community, and in online communities
- Youth reported high rates of mental health concerns

Preliminary results were shared at the M.A.P.S. Showcase in October 2017, and the final report will be released in 2018.

In late 2017, R.A.Y.E. was thrilled to receive news of a grant from Family & Community Support Services for 2018-2019. The grant funds will go towards creating and implementing an action plan for R.A.Y.E. including youth engagement. The grant will support our collaborative work to promote increased understanding, empathy, and knowledge of LGBTQ2S+ youth.

R.A.Y.E. also created a new logo in 2017, with thanks to Liam Thompson with Homeward Trust Edmonton.

Members involved with R.A.Y.E.: 17

Community Engagement

The South West Edmonton Collaborative (S.W.E.C.) continued to focus on youth in 2017. M.A.P.S. was pleased to assist the Collaborative with the development of a survey which was undertaken with youth to identify needs from their perspective. 356 youth participated, 66% of whom were 15 or 16 years of age.

See some of the survey results below:

Question: What do you do when not in class?

Options	Number of Responses
Physical Recreation	296
Digital (ie: gaming, texting, on the web, T.V., YouTube, movies)	172
Recreation (ie: listening to music, friends, shopping, reading/library, pets, hobbies)	153
Academics (ie: homework or studying)	100
Arts (all categories)	95
Sleep	31
Volunteer	31
Other (ie: C.I.T., camp, chores, eating and going out to eat)	29
Work/Employment	28
Cultural (ie: religious events, prayer)	9
Babysitting	4
Spend time with family	4

Question: What would you like to see in the southwest area?

148 youth responded to this question. Responses were sorted into the following categories:

Categories	Range of Reponses
Facilities	35-40
Events	15-20
Shopping	15-20
Support	10-15
Place to hangout	10-15
Cafes & restaurants	10-15
Things are good, nothing needed	<5
Art	<5
Activities	<5
Bike trails	<5
Volunteer	<5

S.W.E.C. – South West Edmonton Collaborative

S.W.E.C. – South West Edmonton Collaborative (cont'd)

Question: Indicate if you think the support services listed below are needed (Yes) or if you don't know if it is needed in SW Edmonton.

Options	Yes	Don't Know
Life skills programs (communication, problem solving, conflict resolution, positive behaviours, cooking)	279	60
Sports (individual & team)	277	57
Art programs (painting, dance, drama, music, etc)	276	69
Employment support	268	73
Mental health/counselling support	263	79
Drug & alcohol information & counselling	260	85
A place for youth to connect (be together)	259	87
Cultural events/programs	259	82
Bullying information & support	257	86
English language classes	257	87
Family conflict support	252	95
Financial services/information	245	96
Birth control/sex education	236	109
Homework help	236	105
Grief counselling	225	117
Eating disorder support	216	129
Relationship information/support	212	126
Anger management information/support	211	132
Divorce & separation support for youth	204	142
LGBTQ activities	201	137
Religious events/programs	201	139

The most common modes of transportation identified were:

Mode	Percentage
Edmonton Transit System	75%
Private Vehicle with parents	69%
Walking	62%
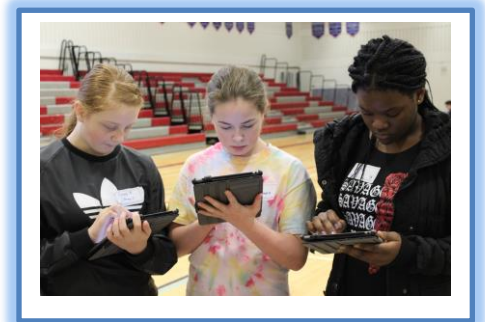
This input from youth is assisting partners in planning appropriate programs and services for youth in southwest Edmonton.

M.A.P.S. was also pleased to participate in a youth led conference at Lillian Osborne High School, supported by S.W.E.C.. M.A.P.S.' role was to speak about the importance of the youth voice in planning. We were also able to survey youth using iPad and survey monkey software at the event.

Members involved with S.W.E.C.: 50

During 2017 the South East Youth Action Coalition began developing campaign messages for a community wide campaign called "#MeetTheRealMillWoods", which is trying to change the beliefs and attitudes about youth behaviour in the community.

Based on survey results of youth and adults received between 2013 and 2015, the following messages were created.

#MeetTheRealMillWoods
SEYAC: South East Youth Action Coalition

Mill Woods adults believe up to 50% of local youth smoke.

In reality, only 8.3% of youth surveyed reported smoking cigarettes in the past 30 days.

Mill Woods adults believe up to 50% of local youth drink alcohol regularly.

In reality, only 32.3% of youth surveyed reported drinking alcohol in the past 30 days.

Mill Woods adults believe up to 50% of local youth use illegal drugs regularly.

In reality, only 6% of youth surveyed reported using illegal drugs in the past 30 days.

Mill Woods youth believe up to 70% of their peers smoke.

In reality, only 8.3% of youth surveyed reported smoking cigarettes in the past 30 days.

Mill Woods youth believe up to 80% of their peers drink alcohol regularly.

In reality, only 32.3% of youth surveyed reported drinking alcohol in the past 30 days.

Mill Woods youth believe up to 60% of their peers use illegal drugs regularly.

In reality, only 6% of youth surveyed reported using illegal drugs in the past 30 days.

Mill Woods youth believe up to 70% of their peers use marijuana regularly.

In reality, only 14% of youth surveyed reported using marijuana in the past 30 days.

STUDY SHOWS

Mill Woods youth are making healthy lifestyle choices

Total surveyed: 299 youth, 268 adults

A variety of materials are being developed for use throughout a 3 year campaign, including banners, posters, a song written and performed by a local youth artist and a film produced by Youth Unlimited, a Mill Woods based youth program. These items can be seen on our website. We attended events with our campaign messages such as the Canada Day Celebration at Mill Woods Park.

Members involved with S.E.Y.A.C.: 12

Collaborative Success

P.A.T.H. (Providing Accessible Transit Here) 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, M.A.P.S., and community agencies.

P.A.T.H. was off to a busy start in 2017, expanding from providing 100 transit passes for youth to providing 600 transit passes for youth and adults. New agencies serving adults experiencing homelessness from different geographical areas joined P.A.T.H., and M.A.P.S. created an Agency Guide to help orient new partners and promote consistency.

A media event was held in May 2017, with attendees including Mayor Don Iveson and Elias Thompson and Trent Pierre as youth representatives.   P.A.T.H. also presented at the 7 Cities Conference on Housing and Homelessness in June 2017.

P.A.T.H. aligns with the goals of End Poverty Edmonton as part of the Road Map Actions under Goal 3.19 to "provide free passes for agencies to distribute to vulnerable youth and   adults" (End Poverty Edmonton, 2016). A process document is in development for P.A.T.H., recording the creation and evolution of P.A.T.H. to inform interested stakeholders, including other communities who may be interested in increasing transit access for persons experiencing homelessness. P.A.T.H. continues to meet monthly and is dedicated to the collaborative nature of the project.

2017 P.A.T.H. partners include the following organizations, with agencies distributing passes in ***italics:***

- City of Edmonton
- Edmonton Transit Service
- M.A.P.S. 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 Wellness Centre*

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

Collaborative Success (cont'd)

P.A.T.H. Update (cont'd)

Quote from a service provider providing a transit pass:

This youth is participating in more leisure activities, seeing friends, visiting library. Youth is accessing different organizations for assistance that seemed too far before.

Quote from a youth receiving a transit pass:

Feel better that I have bus pass, like I fit in and don't have to be scared about getting caught without fare.

Members involved with P.A.T.H. : 30

FAIR 4 YOUTH (Formerly: The Academy)

Fair 4 Youth works to support and promote training opportunities and supports to build understanding and end stigmatization between vulnerable people and law enforcement personnel.

Fair 4 Youth organized events with sports and food to bring together youth and authorities in 2017. In December, youth and City of Edmonton Peace officers from Transit and Community Standards Edmonton Police officers, spent an evening at an Escape Room, going out for pizza after. Both youth and officers enjoyed the event, and the time they spent together worked well towards our goal.

Members involved with Fair 4 Youth: 12

Community Mental Health Action Plan

M.A.P.S. is pleased to be a founding member organization of the Community Mental Health Action Plan. We sit as a member of the Steering Committee and Co-chair the Evidence Foundation Leadership Team.

The "Community Mental Health Action Plan" is a partnership of more than 50 organizations working to help all service providers involved in mental health and addiction in Edmonton and area maximize collective resources, leverage opportunities to respond to existing gaps in service, and foster innovative approaches to integrate supports and services. This is accomplished by taking meaningful action in three areas:

- Service Delivery
- System Integration
- Evidence Foundation

In 2017 the Community Mental Health Action Plan goals were turned into action. Numerous strategies were undertaken and over 200 additional people committed to the implementation of the plan. Using the metaphor of a garden, M.A.P.S. was able to create a Process Map depicting the various components of the implementation process.

Collaboration Showcase @ Chateau Louis
Tuesday, October 17, 2017

Presentations (Presenters)

M.A.P.S. Annual Showcase Update: LANS, Collaborative Projects, Community Profiles and Knowledge Mobilization: *Deborah Morrison & Jonathan Kircal*

Action Alliance for Youth Inclusion (A.A.Y.I.): *Tessa Mulcair, Peter Smyth, Rhea Bowman*

Unwanted Social Isolation of Seniors: Social Vulnerabilities and Supports: *Sheila Hallett*

REACH Edmonton: Crisis Diversion: *Madeline Smith*

**#MeetTheRealMillWoods**: *Melanie Gizowski, Shireen Mears*

Community Mental Health Action Plan Update: *Dean McKellar, Kahn Lam*

Rainbow Alliance for Youth in Edmonton (R.A.Y.E.): *Katie Wallbaum, Matthew Ward*

Newcomer Mapping Network: *Noelle Jaipaul, Jonathan Kircal, Lena Awwad, Rispah Trembley*

Mill Woods Early Childhood Coalition (M.W.E.C.C.): *Wendy Keiller, Debbie Bryson*

Fort Saskatchewan: Our Way Forward – A Coordinated Response to Intimate Partner Violence: *Jennifer Vogl, Aleen Lenana*
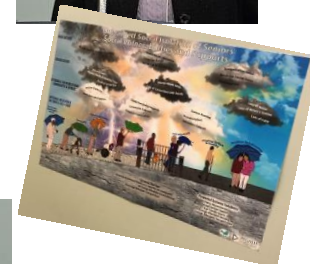
Showcase Evaluation/Feedback

107 guests registered to hear 20 presenters share the work they are undertaking in our community. Our guests included representatives from ASSIST Community Services Centre, Bent Arrow Traditional Healing Society, The Family Centre, KARA Family Resource Centre, Norwood Centre, REACH Edmonton, Parents Empowering Parents, NorQuest College, Alberta Health Services, Community Initiatives Against Family Violence, a variety of Departments from the Government of Alberta and City of Edmonton.

60 evaluations were completed (56% return rate) and indicated that, as a result of the Showcase, they are more knowledgeable about: successful collaborative initiatives in our region (100%); approaches to working collaboratively (97%); support available through M.A.P.S. (93%) and emerging tools which facilitate collaborative planning (88%). Further comments included the following:

Networking opportunities

- Eye opening – I learned a lot about 3 organizations and learned that we have shared experience.
- Very good to explore further the meaning and challenges collaboration brings. Great to share ideas.
- Fantastic – was a great opportunity to meet new people in the field.
- Exciting, engaging and a good reminder of what collaboration is, when to collaborate and when not to.
- Hearing/experiencing the impact of both qualitative and quantitative data – stories and statistics, hearing about the variety of work out there.
- Useful. Met some wonderful people at our table.
- Good to have table discussions – enabled deeper discussion acquisition of knowledge.
- Great. I liked learning about resources.
- A valuable part of the day. Adequate opportunities. Thanks.
- Great. I got information from an agency that was valuable.

The most valuable part was

- Being inspired by the work done in Edmonton and brainstorming new ways to collaborate.
- Seeing the different ways that things are being done.
- Learning about the outcomes from community initiatives. Diverse presentations, focus of presentations were similar themes. Information on successes and challenges of collaboration with table top discussion.
- The short presentations; it's like TEDtalk, which is more effective.
- Hearing of other's challenges with collaboration.
- The presentations that used maps.
- Presentations variety and quality.
- Learning statistics; developing methodology.
- Learning about all of the collaboratives – hearing their successes and openness to having challenges.
- Loved all the data focus! So many cool uses of data.

Tell me more about

- Progress of the Mental Health Action Plan, unwanted Social Isolation of Seniors, RAYE, Family Violence Projects, Newcomer Mapping Network, Journey maps and process.
- Developing methodology.
- Best Practices to tackle complex issues.
- Overcoming challenges/tools to overcome.
- Where and how affordable housing is being established and how it is impacting communities.
- Follow up on work of RAYE to share from survey outcomes and creative follow-up activities. It is always helpful to learn about achievements from initiatives.
- More focus on projects at the journey mapping stage, as it is innovative.

Showcase Table Conversations

Attendees at the Showcase also participated in table conversations. See the Question and Results below:

What challenges still exist for working in collaboration?

Control: Participants indicated that they felt control was a concern/challenge in working towards collaboration with other community partners. Many participants indicated that they felt that there were several barriers (funding included) which created a sense of competition and frustration between agencies. In some sense, agencies were "pitted" against each other.

Barriers: Several barriers to collaboration were identified. Most indicated that the barriers which exist for working in and developing collaborative approaches include concerns around information sharing and a lack of resources (funding/staffing/time) to actually be able to be a part of an effective collaborative.

Additionally, many respondents indicated that common goals, visions and outcomes need to be established in order to increase communication, drive and sense of collaboration to ensure the focus and work of the group continues.

What are some of the essential components of an effective collaborative?

Communication: Attendees agreed that communication was an essential component in an effective collaborative. Many participants indicated that being able to effectively and safely communicate with each other as partners will help build the collaborative nature within the collaborative itself.

Action Plans: Most participants indicated that appropriately focused action plans are a necessary component for an effective collaborative. Having an action plan creates focus, motivation, and further identifies gaps where other agencies may be able to step in and help out.

Time: Additionally, appropriate time (resources) are necessary commitments from partners in order to ensure that the collaborative will be effective.

Common Values: Values were also strongly identified by participants. Participants indicated that values must be agreed upon in order to ensure the effectiveness of the collaborative itself.

M.A.P.S. Current Projects 2017

L.A.N. (Local Area Network)	Activity	Expected Outcomes
R.A.Y.E. - Rainbow Alliance for Youth in 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.
S.W.E.C. - South West Edmonton Collaborative	• Facilitating conversations, updating community mapping profile, community based research.	• Attract services and supports to Southwest Edmonton to meet identified needs.
N.E.C.M. - North Edmonton Community Mapping Committee	• Mentoring, coaching, creating community profile, community based research.	• 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 & Planning Committee)	• Helping to facilitate community based research with youth in high risk situations.	• Identification of success factors and barriers to inclusion for youth at risk.
S.E.Y.A.C. – South East Youth Action Coalition (Formerly: Mill Woods Youth Coalition)	• Mentoring, designing Social Norms campaign, mapping and community based research with residents.	• Changed perceptions about the behaviour of Mill Woods youth.
Mill Woods Early Childhood Development Coalition	• Supporting work of Coalition and leadership team.	• Enhanced commitment to helping children achieve and meet developmental milestones.
Mill Woods Cultural Diversity Coalition	• Supporting work of Coalition and leadership team. Planning and facilitating leadership.	• Creating a more inclusive community.

M.A.P.S. Current Projects 2017 (cont'd)

Collaborative Projects	Activity	Expected Outcomes
Multicultural Mapping	• Creating community profile of cultural diversity by plotting client postal codes of families attending programs with MCHB's, EMCN, CSS, ASSIST, and EISA. • Community based research with clients.	• All practitioners within the human service sector are more aware of cultural diversity and trends related to newcomers.
Community Mental Health Action Plan	• Implementing Mental Health Action Plan. • Steering Committee Member. • Co-chair of Evidence Foundation Leadership Team. • Process Mapping.	**Long Term:** • In the mental health system there will be more communication, coordination, and collaboration. • There will be increased access to the continuum of mental health care.
P.A.T.H. – Providing Accessible Transit Here (Formerly: Youth Transit Access Project)	• Development and delivery of a program to provide free transit passes to homeless youth and adults.	• Increased social inclusion of homeless youth and adults as a result of improved transit access.
Fair 4 Youth (Formerly: The Academy)	• Building relationships and understanding between enforcement officers and youth using transit.	• Better understanding of perspectives. • Improved relationships.
Coalition on Social Inclusion	• Assist in the development of an enhanced model of care for vulnerable people, including newcomers.	• Enhanced understanding of what is required to create a more effective system of care.
Interagency Headstart	• Mapping catchment area boundaries.	• More informed planning.
Wood Buffalo Social Sustainability Plan	• Create maps for social profile.	• Assist social planning efforts.

M.A.P.S. Current Projects 2017 (cont'd)

Collaborative Projects (cont'd)	Activity (cont'd)	Expected Outcomes (cont'd)
City of Chestermere Social Mapping Profile	• Create maps for social profile.	• Assist social planning efforts.
Alberta Health Services	• Map youth experiences attending emergency room with mental health concerns.	• Assist planning efforts to redesign mental health services to youth.
Homeward Trust Edmonton Youth Bans Research Project (Fiscal agent for A.A.Y.I.)	• Project Banker.	• Improved understanding of the exclusion experiences of youth. • Recommendations on how to improve services and supports to reduce social exclusion of youth.
Social Isolation of Seniors, Seniors Coordinating Council	• Mapped research findings.	• Research findings are more accessible.
NorQuest College Building a Better Life Research Project	• Journey Maps/case studies.	• Research findings are more accessible.
Community Profiles	**Activity**	**Expected Outcomes**
Creating more complex profiles of neighbourhoods, communities and service users	• Community based research. • Developing various types of social mapping approaches which enhance the sector's ability to share clients stories, such as: 　• Process Mapping, 　• Network Mapping, 　• Typical client experience map, 　• Clients Journey Mapping.	• Deeper understanding of the community. • The community is served more effectively through collaboration and integrated services.

M.A.P.S. Current Projects 2017 (cont'd)

Community Profiles (cont'd)	Activity (cont'd)	Expected Outcomes (cont'd)
Survivors of Domestic Violence Phase III Group	• Journey Mapping.	• The community is better understood. • The community is served more effectively through collaboration and integrated services.
Youth with mental health concerns	• Journey Mapping two individuals' journeys and one mom's journey of her son's mental health experience.	• The experience of seeking support with mental health issues is better understood. • The community is served more effectively through collaboration and integrated services.
Strathcona County	• Community based research. • Journey mapping volunteer experiences; retiree and credentialed volunteers.	• Improved understanding of volunteers' experience. • Improved volunteer recruitment and maintenance plan.
Knowledge Mobilization	**Activity**	**Expected Outcomes**
Social Atlas: Regional and City of Edmonton	• Updating all resource maps, Region, City and L.A.N. views.	• Partners have access to data which can help them make evidenced based decisions.
Presentations to colleagues/students re: community mapping, community engagement and community based research	• Develop and deliver presentations regarding M.A.P.S.' methods and achievements.	• Practitioners are more aware of current trends and practices. • Partners are informed of how M.A.P.S. may support their work.
Mapping research findings	• Process Mapping. • Journey Mapping.	• Knowledge translating. • Research findings are more accessible.
Annual Collaborative Showcase	• Host and facilitate a day long event sharing collaborative success.	• Partners are aware of best practices regarding collaboration.

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

Maps have shown the importance of understanding and gathering a breadth of mental health related lived experiences in our Action Plan implementation

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Maps have been used to demonstrate issues being faced by service users and people in the community. They highlight gaps in various systems, and make issues relevant at a personal level. This has influenced policy and help foster the acknowledgements of various needs in the community

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(M.A.P.S. is) fantastic support, especially in research and report writing, as well as the preparation of presentations. M.A.P.S. has been a strong supporter and advertiser of the work we are doing

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(M.A.P.S. is) excellent to have as part of a team and a pleasure to work with

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For our group there has been concrete steps taken to address gaps in services (M.A.P.S. role as a capacity builder)

Deborah has been fantastic in her role with the Action Plan implementation, and extremely valuable as a Co-Chair and Steering Committee Member

---

A.A.Y.I. has used M.A.P.S. to effectively streamline and develop the group collaborative into a committee with a vision and terms of reference, and has used the maps created to guide our community work and better connect with people with lived experience.

This is fantastic and amazing that we now have four phases of research completed. Thanks Amanda for making this happen and this will be an interesting read for many people, and important information for anyone working with youth!

Summary of Evaluation Results & Quotes

Question: *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) (from highest to lowest). The 5 MOST ACCESSED services are shown below:*
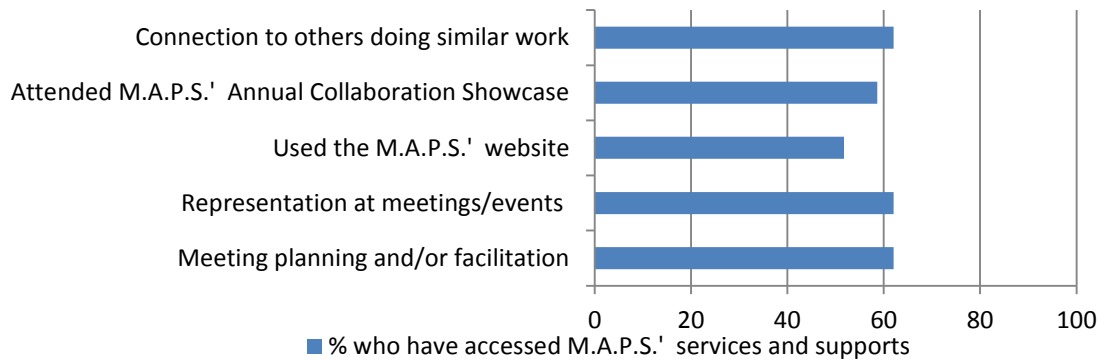
Bar chart showing % who have accessed M.A.P.S.' services and supports (x-axis 0 to 100):
- Connection to others doing similar work: ~61
- Attended M.A.P.S.' Annual Collaboration Showcase: ~57
- Used the M.A.P.S.' website: ~51
- Representation at meetings/events: ~61
- Meeting planning and/or facilitation: ~61

■ % who have accessed M.A.P.S.' services and supports

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. The top 6 identified are listed below:*

Bar chart categories:
- Our members are more informed about our community of interest
- We have identified opportunities for working together more effectively
- We have identified gaps in services and supports to our target population
- We have identified strategies to fill identified gaps in supports and services
- Our members have stronger relationships
- We are partnering together more effectively

Legend:
■ STRONGLY AGREE
■ AGREE
■ NEUTRAL
■ DISAGREE
■ STRONGLY DISAGREE
■ N/A

Question: *Please indicate the various ways you have used M.A.P.S.' services and/or used the maps prepared by the M.A.P.S. team.*

Word cloud including: Resources, Collaborative Group Results, Community Work, Mental Health, Service Gaps, Demographic Maps, Inform, Plan, Goal Setting, Lived Experience, Youth Projects, Facilitation of Partnerships, SW, Guide Work

Summary of Evaluation Results & Quotes (cont'd)

Question: *Please indicate your level of satisfaction with the services provided by M.A.P.S.. The top 2 are:*
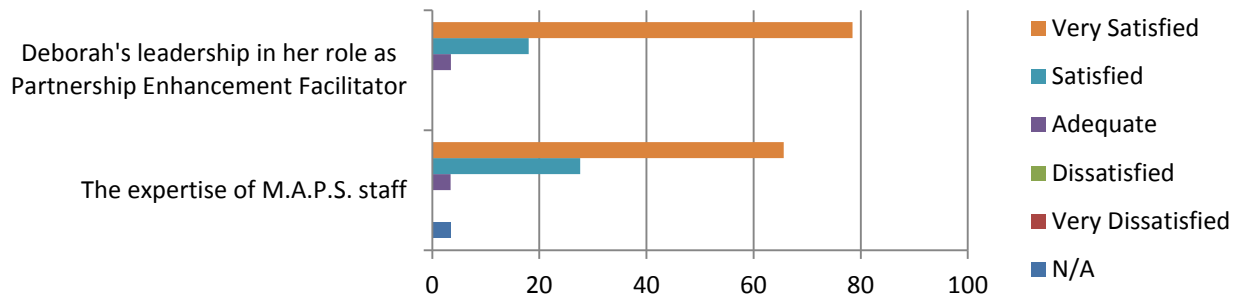
Question: *M.A.P.S. has identified it's role as a capacity builder within the Human Services Sector. Our mandate is to assist our partners to do more effective planning.*

93% indicated they either strongly agreed or agreed that:

> **"M.A.P.S. has contributed to improved planning processes within the Human Services Sector."**

M.A.P.S . Team

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

Louise Ye
- Social Geographer
- Multimedia Storyteller

Lindee Golden
- Social Geographer

Amanda Almond
- Research Consultant

Shama Noone
- Administrative and Website Support

Kilee Winterford-Nadeau
- Artist

Contact Information

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Appendix

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

As is our practice, in 2017 M.A.P.S. once again surveyed our valued partners regarding our shared work and their knowledge of M.A.P.S.' influence within the Human Services sector in the Alberta Capital Region. 74 partners were invited to participate in the survey and 29 responses were received (39.2% return).

ACTIVITIES

Question: *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) (from highest to lowest)*

■ % who have accessed M.A.P.S.' services and supports
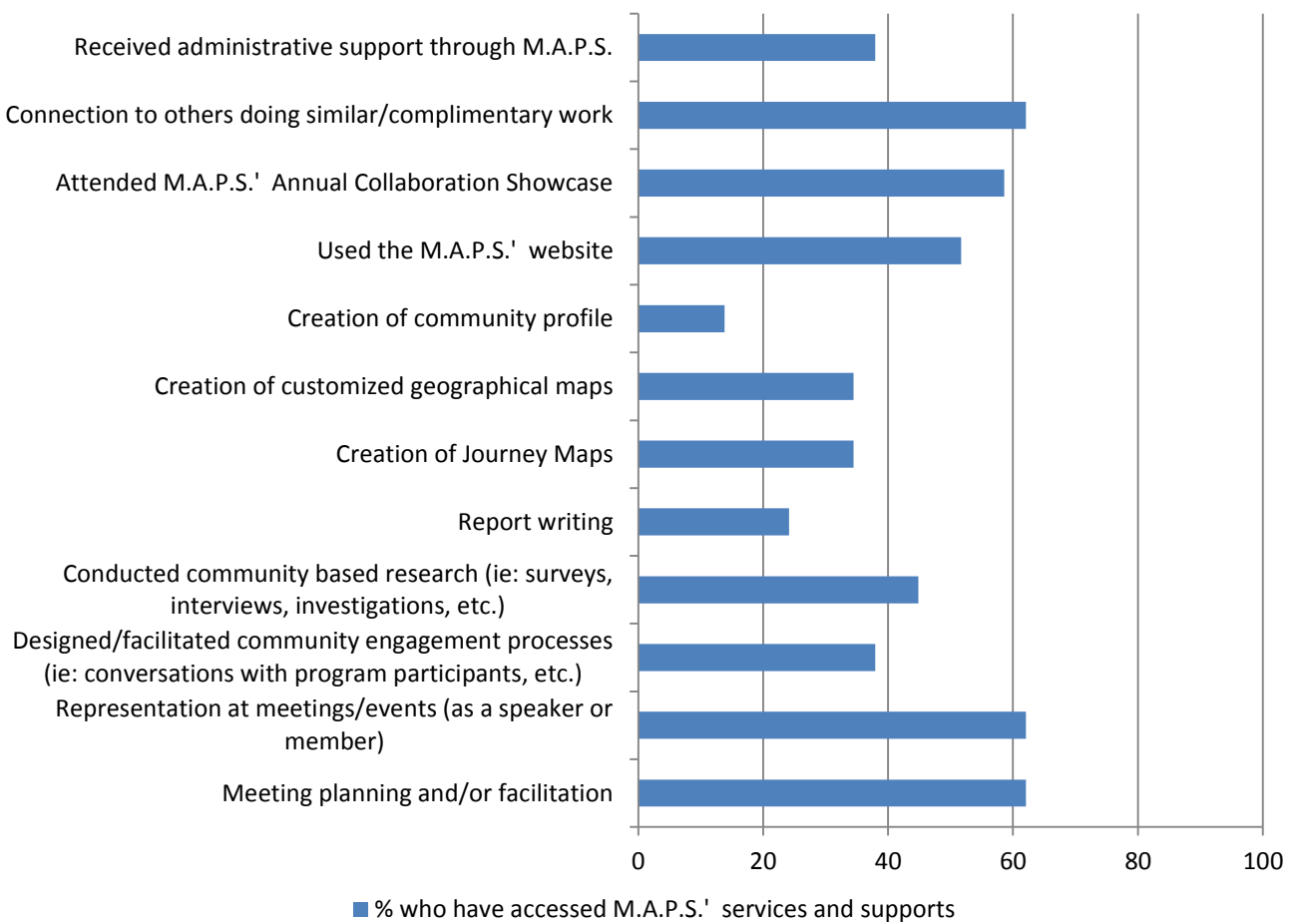
OUTCOMES

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:*

Legend:
- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE
- N/A

Categories (top to bottom):
- Our members are more informed about our community of interest
- We have identified opportunities for working together more effectively to meet the needs of our target population
- We have engaged people with lived experience in our process
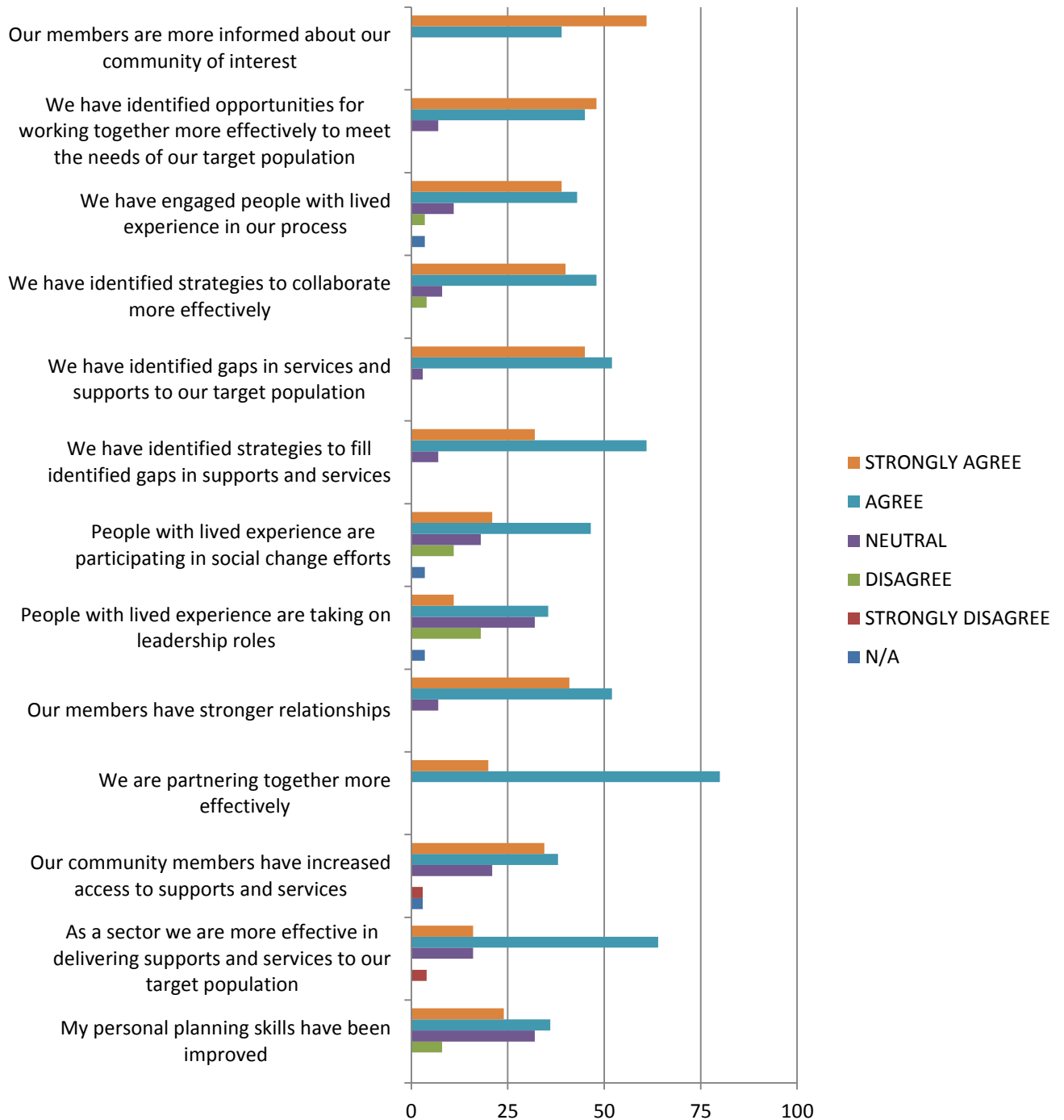- We have identified strategies to collaborate more effectively
- We have identified gaps in services and supports to our target population
- We have identified strategies to fill identified gaps in supports and services
- People with lived experience are participating in social change efforts
- People with lived experience are taking on leadership roles
- Our members have stronger relationships
- We are partnering together more effectively
- Our community members have increased access to supports and services
- As a sector we are more effective in delivering supports and services to our target population
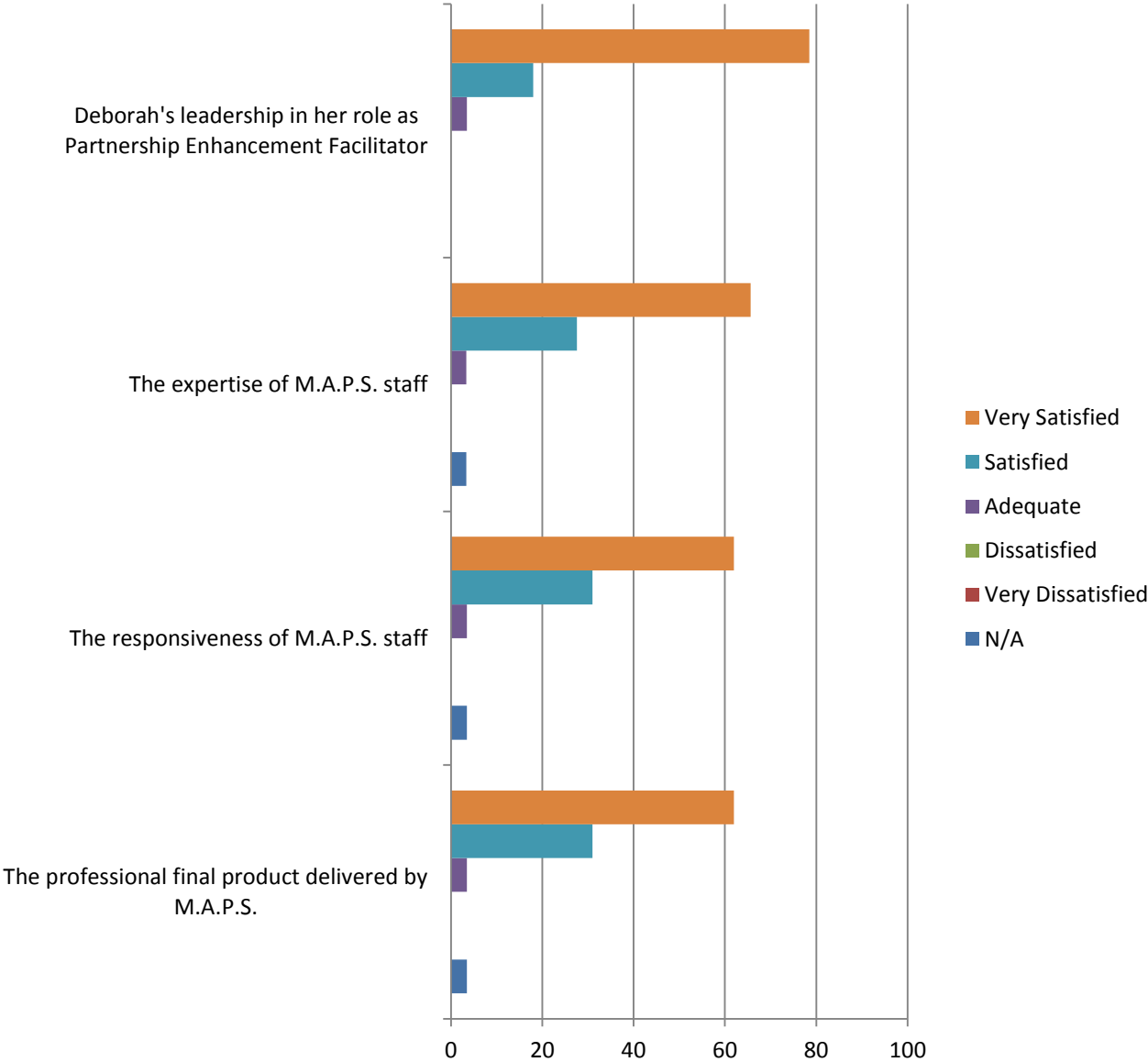- My personal planning skills have been improved

UTILITY

Question: *Please indicate the various ways you have used M.A.P.S.' services and/or used the maps prepared by the M.A.P.S. team.*

- ❖ Facilitating partnerships and to help with goal setting.
- ❖ To look at community demographics to help identify communities of interest.
- ❖ Planning and connecting groups to others with similar target populations.
- ❖ Community collaboration, engagement, training and mapping.
- ❖ Used maps to understand the population and language distribution to help plan and develop services.
- ❖ Understanding best ways to ensure communication is made as effective as possible at the grassroots.
- ❖ Information sharing with community stakeholders at inter-agency meetings to provide details on local assets, demographics, gaps in services.
- ❖ To support application for funding.
- ❖ To identify gaps in services and how best to meet them.
- ❖ For planning purposes and in identifying gaps in service.
- ❖ Have used M.A.P.S. for projects regarding youth in the SW area especially regarding demographics in the area.
- ❖ We have used various resources to plan for future expansion of our programs.
- ❖ We have utilized the resources developed by M.A.P.S. by sharing them with our clients and staff as well.
- ❖ To plan, inform and strategize.
- ❖ Community collaboration, engagement, training and mapping.
- ❖ Worked with M.A.P.S. employees in implementing youth projects.
- ❖ Consultation, survey creation, speaker.
- ❖ Shared with colleagues/staff to improve service delivery, notice trends, and identify areas for improvement.

SATISFACTION

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

Legend:
- Very Satisfied
- Satisfied
- Adequate
- Dissatisfied
- Very Dissatisfied
- N/A

Categories:
- Deborah's leadership in her role as Partnership Enhancement Facilitator
- The expertise of M.A.P.S. staff
- The responsiveness of M.A.P.S. staff
- The professional final product delivered by M.A.P.S.

M.A.P.S. ROLE

Question: *M.A.P.S. has identified its' 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:*

STATEMENT: M.A.P.S. has contributed to improved planning processes within the Human Services Sector

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A