



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

ANNUAL REPORT 2020



United Way
Alberta Capital Region

TABLE OF CONTENTS

M.A.P.S. Vision, Mission, Goals & Strategies	3
Executive Director's Report	4
COVID-19: Pandemic Response	6
Community Mapping & Collaborative Planning	9
Demographic, Resource, Journey, & Interactive Mapping	
Community-based Research	
Edmonton Coordination of Food Resources	12
Community Engagement	
Southeast Edmonton Youth Allies Collaborative (SEYAC)	
Youth Response Training	13
Collaborative Success	
Providing Accessible Transit Here (PATH)	14
Community Mental Health Action Plan - Peer Support Circle	15
Social Mapping Profile	
City of Edmonton Profile	16
M.A.P.S. Current Projects 2020	18
M.A.P.S. Annual Evaluation Report	23
M.A.P.S. Team	25
Contact Information	27

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

- To enhance relationships among service providers/community groups.
- To increase knowledge of human service providers/funders about their community of interest.
- To plan more effectively with human service providers/funders.
- To increase evidence-based decisions among human service providers.

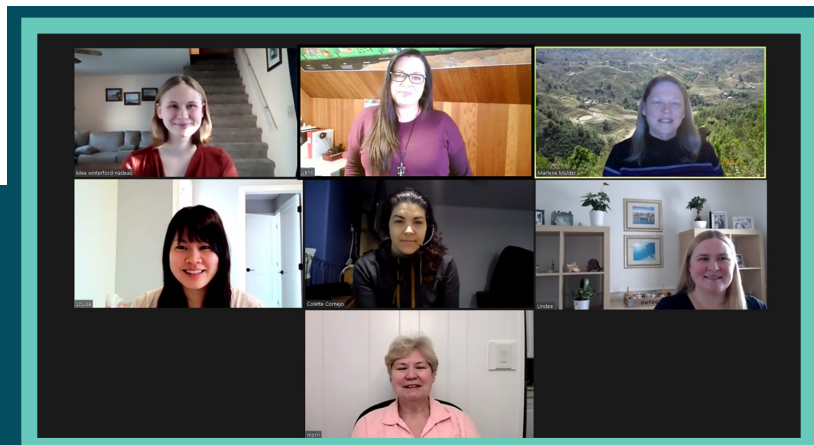
STRATEGIES

M.A.P.S. will use a multi-pronged approach in assisting human service providers to plan more effectively together by:

- Conducting community mapping and collaborative planning by utilizing the 5-phase process M.A.P.S. developed.
- Making maps, creating community profiles
- Supporting local and regional community mapping initiatives
- Engaging in collaborative planning processes as requested
- Conducting community-based research
- Improving access to social demographic information and community profiles

THE M.A.P.S. TEAM

To carry out this mission, the M.A.P.S. team consists of 2 Social Geographers, 1 Partnership Enhancement Facilitator, 1 Community Engagement Specialist, 1 Artist, 1 Community-Based Research Consultant, and 1 Administrative Assistant.



EXECUTIVE DIRECTOR'S REPORT

The year 2020, which was largely COVID-19 pandemic focused, required the M.A.P.S. team and our human service partners to prioritize escalating social needs. Basic needs for food, emergency income, shelter and information became paramount for increased numbers of people in our communities. It exposed gaps in services and required our human service sector to work in new and different ways. With government restrictions being placed on our communities in the first quarter of the year, we quickly adapted to working at home and finding new ways to gather and to carry on our core business.

In addition to meeting our ongoing obligations, we responded to emerging needs within our sector as they arose. In total we created six new tools for use among our partners and our community. We conducted community-based research for our food security partners and we accelerated the development of our City of Edmonton profile to meet identified needs such as mapping specific resources. Please see page 6 for a description of **COVID-19 related responses**. The pandemic, and our experience with it, gave us a chance to reflect on new learnings and we have included some of those learnings in this report page 8.

Our **community mapping and collaborative planning strategy** continues to be a core part of our work. We regularly look for new and innovative ways to make our demographic and resource maps available to our colleagues. In 2020 we spent some time developing our expertise in web based interactive styles of maps. We created an interactive web-based dashboard which allows the user to request different views of newcomer resources based on their needs. See page 11 for a description and a link.

The pandemic, and the resulting economic and health implications for members of our community, resulted in our sector delivering more emergency food to previously vulnerable and newly vulnerable citizens. Colleagues from the social service sector met to discuss the state of affairs and established the Edmonton Community Coordination of Food Resources Committee to discuss and document the food security continuum of services available in Edmonton. M.A.P.S. was able to help by conducting **community-based research** and designing a continuum of services to aid the conversations. See pages 6 and 12.

As part of our **community engagement** strategy in 2020 the M.A.P.S. team and our partners in the South Edmonton Youth Allies Collaborative completed the Youth Response Training module which was designed to assist businesses and organizations to address youth acting out behaviour in a more compassionate way. Focus groups were held to test the training and the module has now been recorded and is accessible on our websites. See page 13 for a more detailed description.

EXECUTIVE DIRECTOR'S REPORT

A highlight of our **collaborative work** in 2020 has been the Providing Accessible Transit Here (PATH) program. It expanded to include 1900 monthly transit passes to the most vulnerable people in our community. This program is now seven years old and the social return on investment evaluations conducted have demonstrated the value of the investment. See page 14.

A commitment to expand our **City of Edmonton Community Profile** was made in 2021. We are adding various types of community-based research findings and additional data to the profile to further enhance our human services colleagues' ability to do good planning. We are adding interactive maps to each section and are disaggregating the data when it is helpful to our colleagues to focus on a specific segment of the population. See page 16 for more of a description.

In 2020 we cancelled our **Annual Collaborative Showcase** due to the Alberta health restrictions in place. We spent time learning new ways of presenting on web-based platforms and intend to hold our Showcase in 2021, either in person, online or both.

Included in this report you will see our **current projects** on pages 18 - 21. We continue to work with approximately 20 different collaboratives at a given time. We make our community profiles available, and we mobilize knowledge.

We conducted our **annual evaluation** with our partners recognizing that it might be harder to attract partners to complete the online version. While that was true, we did receive a decent response rate and have included our results in this report on pages 22-24.

In 2021 we added two part time consultants to our team, Marlene Mulder, who is focusing on community-based research and data analysis, and Colette Cornejo, who is focusing on writing and editing. See our entire team and roles on page 25.

While **our team** has had a rough year due to our lack of connection with each other and our partners, we continue to be buoyed by the energy in our sector to respond to gaps in services that have become evident and the higher-level, more systemic discussions going on. It is our honor and pleasure to work with so many committed social change agents who believe that we can change the world!

Respectfully yours,



Deborah
Partnership Enhancement Coordinator and Executive Director
M.A.P.S. Alberta Capital Region





M.A.P.S. RESPONSE TO COVID-19 IN 2020

As the COVID-19 crisis emerged, M.A.P.S. was able to pivot quickly and nimbly to respond to the emerging needs expressed by community partners. M.A.P.S. was able to assist the human service sector to respond effectively by engaging in six new initiatives.

Database of Personal Protective Equipment (PPE) supplies.

Upon learning that some of the agencies were unable to access personal protective equipment during the early months of the COVID pandemic, the M.A.P.S. team created a live web-based database of PPE equipment available and required by frontline workers and their clients. Colleagues were asked to populate the database. The goal was to encourage sharing of resources, collectively order PPE in bulk and to leverage the resources available. Twenty-six (26) agencies participated. M.A.P.S. also hosted two workshops, delivered by Alberta Health Services, regarding which PPE was needed for various roles within the sector. Both workshops were held in June and attracted 23 and 25 people respectively.

Emergency food and shelter locations

Some colleagues reported that youth were very confused as to where to go for emergency assistance during the early months of the pandemic. Changes were occurring rapidly as communities responded to emerging needs. M.A.P.S. created two web-based interactive google maps which anyone can access through their phone with internet. One map contained information about emergency food and shelter resources and the second contained mental health supports. Upon clicking on a resource one could see the location, service hours, contact info and a description of what was offered.

Health guidelines.

Community partners working in an emergency shelter indicated that residents were resisting guidance around safety behaviour in the early COVID period. They requested a plain language poster tailored to their needs. M.A.P.S. created plain language posters for the shelter to encourage residents to follow guidelines.

You can find this resource on the website [here](#).

CORONAVIRUS: WHAT YOU NEED TO KNOW

Information about Coronavirus
There has been a lot of information in the news about a virus called **Coronavirus** or **COVID-19**.

A virus is a type of illness. It can spread from person-to-person.

Coronavirus is a new virus.

Because people travel for work, to see friends and to go on holidays, it is now in lots of countries. This is called a pandemic.

Some people in Canada have this virus.

Most people who have the Coronavirus usually get better on their own.

What to look out for?
People who are sick with the Coronavirus may:

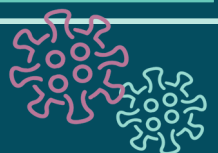
- have a cough
- have a high temperature
- find it harder to breathe normally

How to stay safe?
Wash your hands regularly.

Do not touch your face.

Avoid close contact with people.

If you have to cough or sneeze, cover your mouth and nose with your arm or tissues to reduce the spread of germs.



M.A.P.S. RESPONSE TO COVID IN 2020



Staying mentally well while working from home

As people experienced the impacts of working in a COVID environment, many colleagues expressed that they themselves were feeling the mental health challenges of working from home. M.A.P.S. synthesized some of the good research and guidance available and created a couple posters. One poster has one or two sentences of inspiration and the other identified best research for further reading.

You can find these resources on the website [here](#).

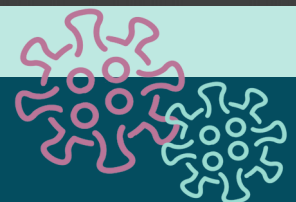


Coordination of food resources

During the COVID pandemic, governments and charities responded quickly to emergency food requirements. Many agencies within the social service sector identified a need among their clients for food in addition to services they provided previously. The Edmonton Community Coordination of Food Resources Committee was established to review food distribution sites and consider how they fit into the Food Resources Continuum of Services available in the city. M.A.P.S. conducted community-based research among funded agencies to identify and document the extent of the resources available. M.A.P.S. continues to be a critical component of this important work.

FOOD SECURITY CONTINUUM

TYPE OF INTERVENTION	RELIEF/CHARITABLE ASSISTANCE	INDIVIDUAL/GROUP CAPACITY BUILDING	COMMUNITY DEVELOPMENT	SYSTEMS CHANGE
CATEGORY DESCRIPTION				
EXAMPLES	<ul style="list-style-type: none"> • Hampers/meals • Community meals • Breakfast clubs • Other: 	<ul style="list-style-type: none"> • Matched savings programs • Skills/employment training, e.g. Beyond Food • Tax support • Garden sharing • Supporting local growers & processors • Public awareness campaigns - e.g. food as a human right • Other: 	<ul style="list-style-type: none"> • Collective food purchases • Urban agriculture • 0% interest community loans • Living wage campaigns • Community investment in local food production • Affordable shopping programs • Bartering/non-market approaches • Other: 	
FOCUS	INDIVIDUAL/FAMILY/GROUP	INDIVIDUAL/GROUP/BUSINESS	COMMUNITY	POPULATION LEVEL CHANGE





Lessons Learned from the CORONAVIRUS PANDEMIC



During 2020 M.A.P.S. came to further understand how essential it is to have a variety of methods of communication with our partners. The team was affirmed in their knowledge that having collaborative relationships in place allows our sector to move quickly in responding to emergencies.

Moving forward, M.A.P.S. will diversify and ensure that their digital technology tools remain current and accessible for community partners. The team will continue to sharpen their knowledge and expertise in the use of digital technology so that they may continue to effectively facilitate the process of collaborative work in the sector.

The mapping work will continue at a good pace. M.A.P.S. will expand the community profiles, especially with new data being released in 2021. Current information is critical for planning purposes.

Continuing to collaborate with one another in planning and delivering services is essential in that it gives the organization a head start when an emergency occurs. With the best minds, expertise, and trusting relationships at the table, M.A.P.S. and their partners can move quickly to respond as a community. With strategic plans in place, it allows for adaptation to new circumstances while staying true to M.A.P.S.' principles and values.

"There have been complex challenges due to COVID-19 in 2020 and I foresee a significant role that M.A.P.S. can play in helping us understand the impact of COVID-19 in our communities." - Partner feedback



COMMUNITY MAPPING & COLLABORATIVE PLANNING

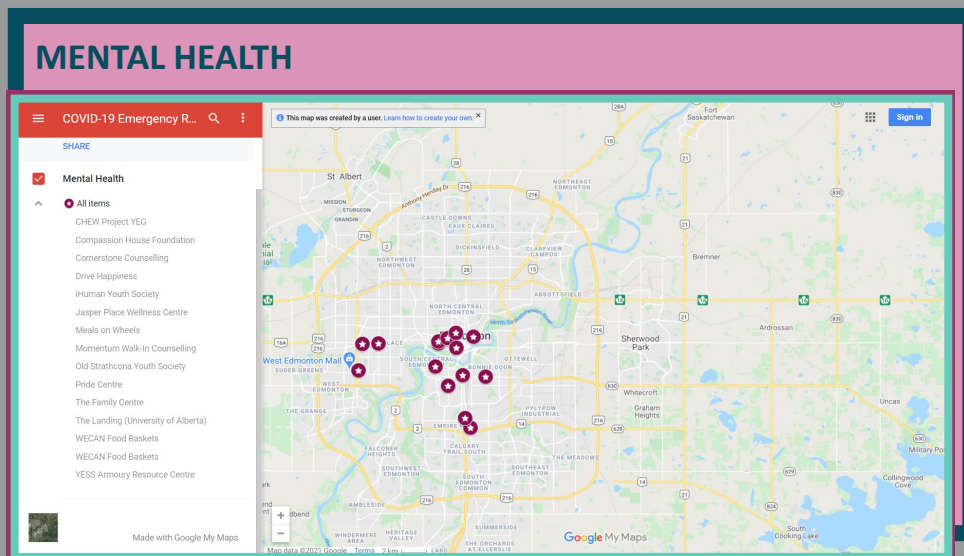
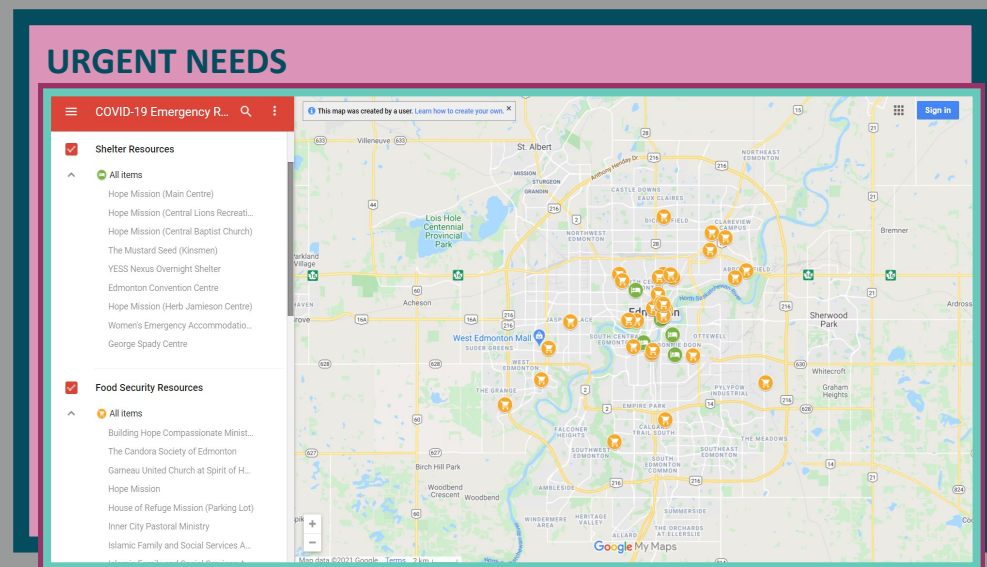
DEMOGRAPHIC & RESOURCE MAPPING

Demographic Maps — COVID-19 Emergency Response Maps

The M.A.P.S. team continued to update demographic and resource maps for the City of Edmonton and Alberta Capital region as new data became available.

The web based interactive maps shown below were developed by the M.A.P.S. team to meet the needs of vulnerable youth early in the pandemic lock down. Collaborative partners indicated that youth were confused about where to go for support of basic needs such as food and shelter. The community saw a rapid mobilization of supports to meet the needs of the most vulnerable citizens. These maps were update daily with changes in locations, hours of service etc. and could be accessed through their phone with internet.

To access these maps, please visit the website [here](#).



COMMUNITY MAPPING & COLLABORATIVE PLANNING

JOURNEY MAPPING

Nitotemak - Bent Arrow Kinship Program

M.A.P.S. collaborated with Bent Arrow Traditional Healing Society to create a map showing the journey of a child through the Bent Arrow Nitotemak Kinship Program.



Addictions Don't Discriminate

In 2020 the MAPS team spent a considerable amount of time co-creating six addiction journey maps with individuals who agreed to share their experiences with addiction. These maps will be part of an important exhibition for members of the public to view in 2021. The conversations with the storytellers were enlightening, informative and came from the heart. It is a great honour to work with individuals of such courage who are willing to share their stories to assist others in understanding this important social issue.

COMMUNITY MAPPING & COLLABORATIVE PLANNING

INTERACTIVE MAPPING

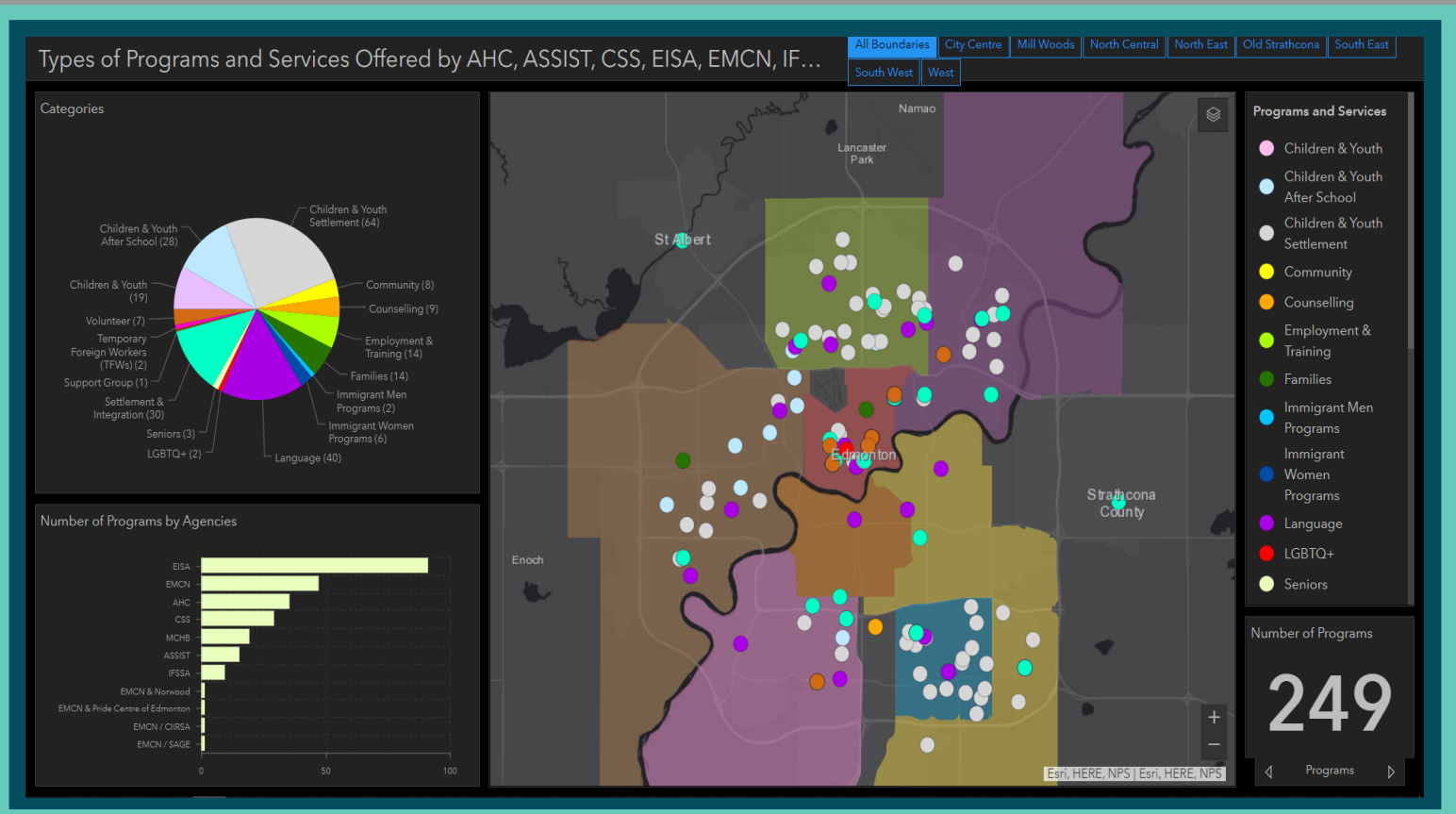
Newcomer Mapping Network - Interactive Dashboard

M.A.P.S. created a Programs and Services Interactive Dashboard for the Newcomer Mapping Network.

The Programs and Services Interactive Dashboard contains in depth program and service detail that was provided by seven newcomer agencies (Action for Healthy Communities, ASSIST Community Services Centre, Catholic Social Services, Edmonton Immigrant Services Association, Edmonton Mennonite Centre for Newcomers, Islamic Family and Social Services Association, and Multicultural Health Brokers). The detail includes categories, address, ages served, and description of the programs and services. This Dashboard was created for agencies and clients to find where programs and services are available closest an agency's office or client's home.

The graphs and data around the map change when you change the view of the map (zooming in/out) and toggle between the Boundary buttons. The information also changes when you click the items in the graph.

[Click here to access the Newcomer Interactive Dashboard](#)



COMMUNITY-BASED RESEARCH

Edmonton Coordination of Food Resources

Edmonton Coordination of Food Resources

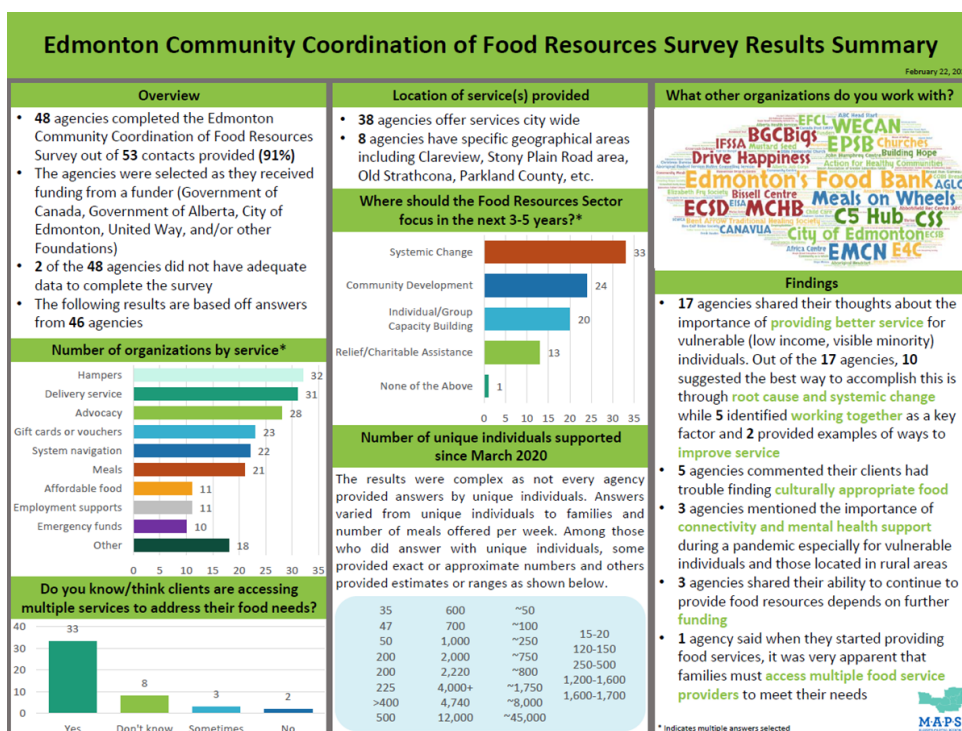
During COVID-19, Edmonton's social service sector responded quickly to local food security and food access challenges. In addition to those agencies with a mandate to address food insecurity, a number of other community agencies pivoted to meet the increased need for hampers and food delivery supports.

In order to ensure a coordinated approach, The Edmonton Community Coordination of Food Resources Committee was established. To prevent repeating work that had already been done in the past, there was a survey developed for agencies to take part in. M.A.P.S. Alberta Capital Region distributed the Edmonton Community Coordination of Food Resources Committee Survey and met one-on-one with agencies to fill out the survey.

"With COVID, the families that struggle continue to struggle even more."
- Survey respondent

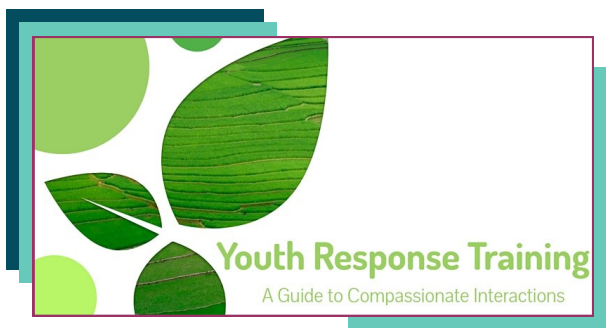
The resulting products from this work include a one-page summary of results from the Food Resources Survey and a Food Security Continuum. The continuum which derived from the six elements of a sustainable food ecosystems (production, processing, distributing, marketing, consumption, and waste) and determines how agencies contribute to the elements through the four spectrums (Relief/Charitable Assistance, Individual/Group Capacity Building, Community Development, and Systems Change). On the Survey, agencies were asked where they see their organization on the Continuum, if they had new upcoming food security work which spectrum would that fit under, and where they believe the food sector should focus their efforts over the next 3-5 years.

[To access the one-page summary of survey results, click here.](#)



COMMUNITY ENGAGEMENT

Southeast Edmonton Youth Allies Collaborative (SEYAC) - Youth Response Training



This collaborative work was developed in response to an identified need in the community; ***How do we ensure that our community spaces are safe and healthy environments for all citizens?*** The purpose of this training is to provide opportunities for participants to learn more positive ways of responding to others and ways of responding more effectively to problematic youth behaviours.

In September 2020, two focus group sessions were held to gather feedback from community partners in the human services sector, business sector, and other stakeholders to ensure that the training content was reflective of the community needs.



In 2021, we will see the training offered to various groups in the community, as well as online availability via the SEYAC website, www.seyac.ca

COLLABORATIVE SUCCESS

Providing Accessible Transit Here

The PATH (Providing Accessible Transit Here) Program saw a large expansion in 2020. Monthly transit passes distributed to homeless Edmontonians through partnering agencies rose to 1,900 per month. A second SROI (social return on investment) evaluation was completed and demonstrated great value per dollar of investment. M.A.P.S. is a founding member and very pleased to be able to participate in this collaborative with so many dedicated partners.

SROI Ratio

"For every dollar invested into PATH/F4Y, a minimum of \$7.81 of social value is created."



COLLABORATIVE SUCCESS

Peer Support Program for Mental Health Advocates Sharing Their Lived Experience

As a part of the Community Mental Health Action Plan, and specifically the Evidence Foundation Leadership Team, M.A.P.S. team members were instrumental in creating the Living Library. The Living Library was made of people with lived experience navigating and using the mental health system. This strategy sought to ensure that the voice of lived experience could provide evidence that had a prominent place in discussions related to the mental health system.

In 2020, the Living Library joined up with the Wellness Network of E4C and Living Hope, and created the Peer Support Program. By working together, we have been able to enhance the supports available to mental health advocates. A part-time Peer Navigator was hired to support the initiative. A Peer Support Working Group and a peer-driven and peer-led Support Circle have been developed. Goals for the program include:

- A safe place for peers to connect
- Co-creation and co-facilitation of informative products and/or events
- Identification of opportunities to share experiences with other interested people/groups
- Training and professional development
- Networking



The spirit of this collaboration is to provide peers who share their lived experience in professional and community settings with a working group and support network for projects and initiatives that further the mental health, wellness and professional development of peers in Edmonton and area.

SOCIAL MAPPING PROFILE

City of Edmonton Community Profile

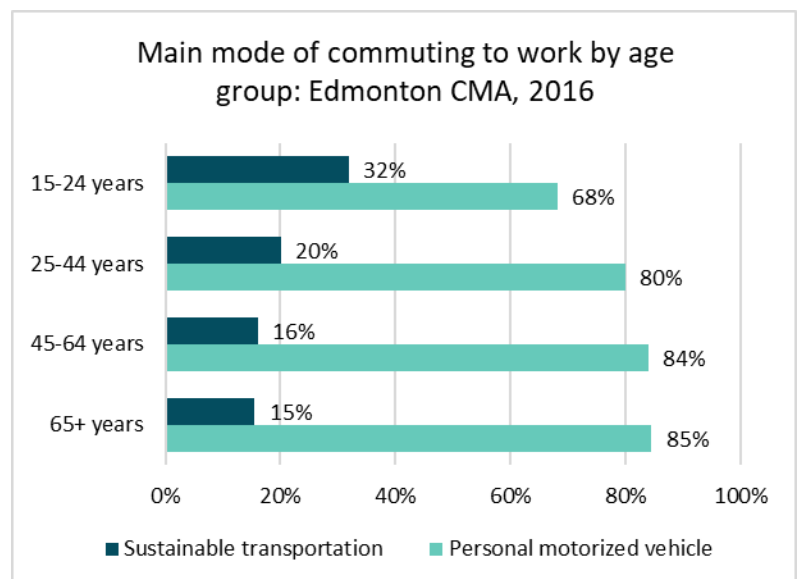
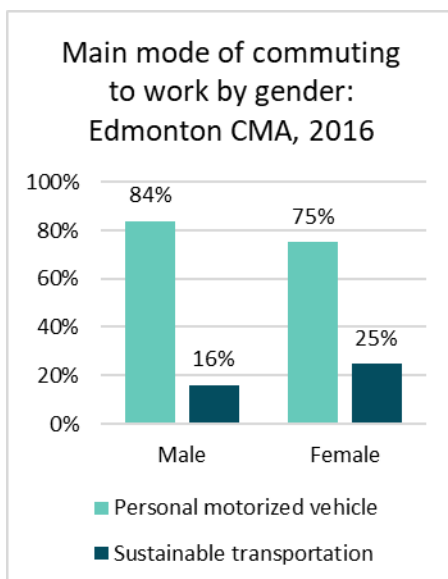
City of Edmonton Community Profile

In 2020 the M.A.P.S. team was able to focus on broadening the City of Edmonton community profile. Our partners indicated they would like to see more local data included in addition to the demographic and resource maps which form the core of the profile. The profile includes data from the 2016 Canadian Census and local datasets such as crime statistics and emergency shelter use. This data informs local projects that promote social change. The additional 2021 data will include new demographic lenses of gender, age, Indigenous Peoples, immigrants and visible minorities. City and provincial comparisons are also presented where data is available. In addition to the general population presentation, subsections for seniors and youth form part of this work. This living document will be updated and added to over time to reflect new and updated data. In the latter part of 2021, expected additions from large data sets including the General Social Survey.

Following are three examples of content from the City of Edmonton Community Profile shown through the lenses of large data analysis, subsection analysis, and data drawn from local sources.

Work Related Transportation

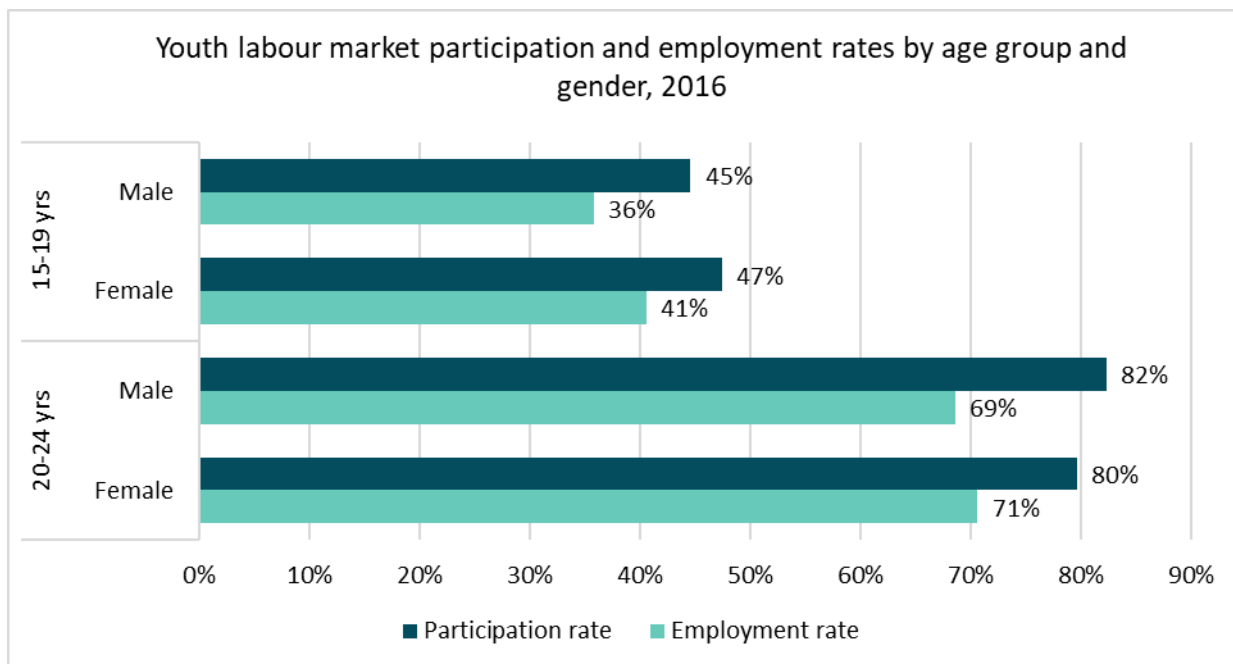
Travel by personal motorized vehicles include those who drive alone or share a ride with others. Sustainable transportation includes public transit as well as active transport which includes walking, biking, skateboarding or any other human powered mode of travel. While there are differences by gender and age groups, only a minority of commuters in the Edmonton Census Metropolitan Area use sustainable transportation to get to and from work.



SOCIAL MAPPING PROFILE

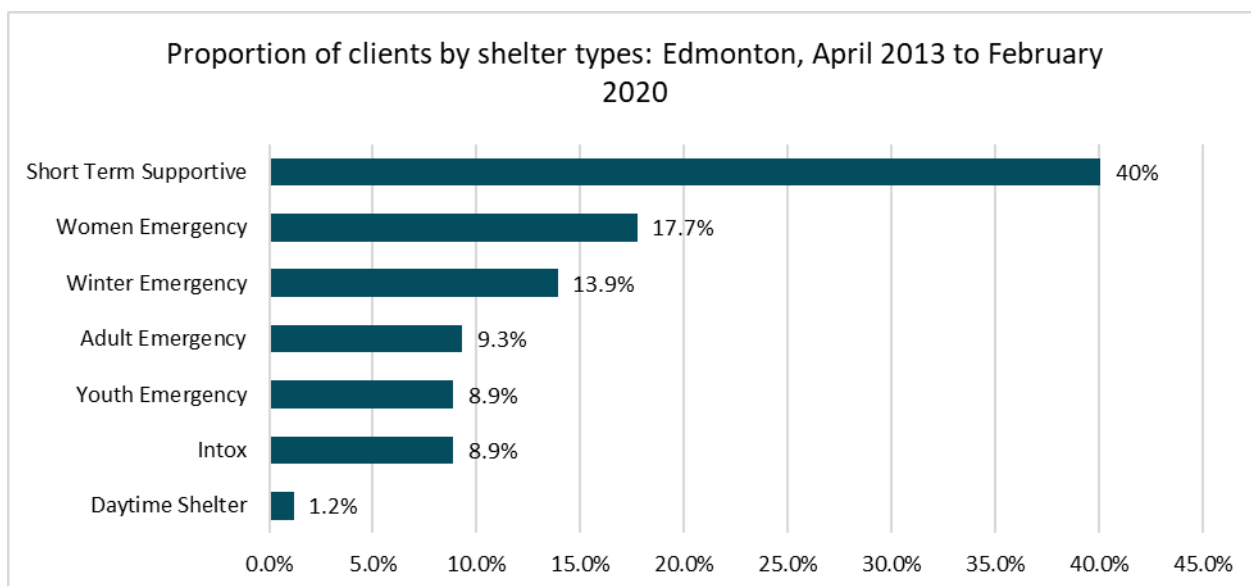
Economy and Workforce

One is considered to be participating in the labour force if they are employed or seeking employment. Employment includes both part-time and full-time work.



Emergency Shelter Use

The following table shows the proportion of clients using shelters by shelter type in Edmonton.



M.A.P.S. CURRENT PROJECTS 2020

LOCAL AREA NETWORKS (L.A.N.)

Local Area Network (L.A.N.)	Activity	Expected Outcomes
AAYI – Action Alliance for Youth Inclusion	<ul style="list-style-type: none"> Co-facilitate community-based research with youth in high risk situations Development and distribution of Youth Banning Guidelines 	<ul style="list-style-type: none"> Identification of success factors and barriers to inclusion for youth at risk
Addictions Don't Discriminate	<ul style="list-style-type: none"> Exhibition Creation of journey maps 	<ul style="list-style-type: none"> Increased knowledge among Edmontonians about addictions Increased sympathy towards people with addictions
Diversion First	<ul style="list-style-type: none"> Mapping the Diversion First Program 	<ul style="list-style-type: none"> Accurate description of program documentation Accurate historical documentation of important community development work
Edmonton Community Coordination of Food Resources Survey Results Summary	<ul style="list-style-type: none"> Creating continuum of food security programs in Edmonton Community-based research 	<ul style="list-style-type: none"> Increased knowledge of food distributors Improved coordination of food resources
Financial Literacy Journey Mapping	<ul style="list-style-type: none"> Mapping the growth and development of financial literacy movement in the community 	<ul style="list-style-type: none"> Improved knowledge of the development of this movement
Mill Woods Cultural Diversity Collaborative	<ul style="list-style-type: none"> Supporting work of Coalition Member of leadership team Intercultural dialogues Co-Chair Fiscal agent for grant 	<ul style="list-style-type: none"> Creating a more inclusive community
Mill Woods Early Childhood Development Coalition	<ul style="list-style-type: none"> Supporting work of Coalition Member of leadership team 	<ul style="list-style-type: none"> Enhanced commitment by service providers to helping children achieve and meet developmental milestones

M.A.P.S. CURRENT PROJECTS 2020

LOCAL AREA NETWORKS (L.A.N.)

Local Area Network (L.A.N.)	Activity	Expected Outcomes
North East Edmonton Youth Strategy Working group	<ul style="list-style-type: none"> Community-based research with youth and youth-serving agencies 	<ul style="list-style-type: none"> Partners are more informed about youth needs Participants enhance collaborative efforts to meet identified needs
RAYE - Rainbow Alliance for Youth of Edmonton	<ul style="list-style-type: none"> Maintaining community profile Assisting with planning Community-based research Fiscal agent for grant 	<ul style="list-style-type: none"> Increased understanding of the needs, strengths, and issues faced by this population Identification of collaborative strategies to better meet population needs
SEYAC - South East Youth Allies Coalition	<ul style="list-style-type: none"> Mentoring Designing Social Norms campaign Mapping and community-based research with residents Development of Youth Response Training Chairperson 	<ul style="list-style-type: none"> Changed perceptions about the behaviour of Mill Woods youth Community partners trained in using a compassionate response to youth acting out in the community
SWEC - Southwest Edmonton Collaborative	<ul style="list-style-type: none"> Facilitating conversations Updating community mapping profile Community-based research Chairperson 	<ul style="list-style-type: none"> Attract services and supports to Southwest Edmonton to meet identified needs

M.A.P.S. CURRENT PROJECTS 2020

COLLABORATIVE PROJECTS

Collaborative Projects	Activity	Expected Outcomes
Bent Arrow Journey	<ul style="list-style-type: none"> Mapping the processes and service delivery model involved with the Nitotemak Kinship program 	<ul style="list-style-type: none"> Increased understanding of the methods and approaches being used to change the nature of service delivery
Community Mental Health Action Plan	<ul style="list-style-type: none"> Implementing Mental Health Action plan Steering Committee member Co-chairperson of Evidence Foundation Leadership Team Actor mapping Journey mapping Living Library Website design Supporting the Lived Experience Peer Support Circle 	<p>Long Term:</p> <ul style="list-style-type: none"> 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
Coordinated Youth Response	<ul style="list-style-type: none"> Mapping program data, revisioning the sector 	<ul style="list-style-type: none"> Improved coordination of social service system serving children and youth
COR (Common Outcomes Report)	<ul style="list-style-type: none"> Worked with community capacity builders to identify common outcomes, indicators and measurements Created 20-year journey map of the COR initiative 	<ul style="list-style-type: none"> Developing a common agenda and common reporting mechanisms to measure social change
Newcomer Mapping Network	<p>Creating community profile of cultural diversity by;</p> <ul style="list-style-type: none"> plotting client postal codes of families attending programs with A4HC, ASSIST, CSS, EMCN, EISA, IFFSA completing community-based research with clients 	<ul style="list-style-type: none"> Practitioners within the human service sector are more aware of cultural diversity and trends related to newcomers
PATH – Providing Accessible Transit Here (Youth Transit Access Project)	<ul style="list-style-type: none"> Collaborative development and delivery of program to provide free transit passes to homeless youth and adults Act as Chairperson 	<ul style="list-style-type: none"> Increased social inclusion of homeless youth and adults as a result of improved transit access

M.A.P.S. CURRENT PROJECTS 2020

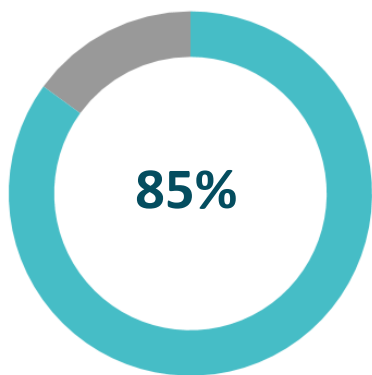
COMMUNITY PROFILES & KNOWLEDGE MOBILIZATION

Community Profiles	Activity	Expected Outcomes
Creating more complex profiles of neighbourhoods, communities and service users	<ul style="list-style-type: none"> Community-based research Developing various types of social mapping approaches including: <ul style="list-style-type: none"> * process mapping * network mapping * typical client experience mapping * clients journey mapping 	<ul style="list-style-type: none"> Deeper understanding of the community Enhanced ability in the sector to share clients' stories Community served more effectively through collaboration and integrated services
Knowledge Mobilization	Activity	Expected Outcomes
COVID-19 Response	<ul style="list-style-type: none"> Create and update database of PPE supplies Create and update web-based maps of youth resources (Urgent Needs, Mental Health) Create and distribute wellness information posters Create and share COVID prevention measures poster in plain language 	<ul style="list-style-type: none"> Social service sector more informed of resources available to respond to emerging needs Partners more knowledgeable of accurate information and resources Partners can respond quickly to emerging and specific needs
Mapping research findings, knowledge translation	<ul style="list-style-type: none"> Process mapping Journey mapping Graphic design 	<ul style="list-style-type: none"> Research findings are more accessible
Presentations to colleagues/students re: community mapping, community engagement and community-based research	<ul style="list-style-type: none"> Develop and deliver presentations regarding M.A.P.S. methods and achievements 	<ul style="list-style-type: none"> Practitioners are more aware of current trends and practices Partners are informed of how M.A.P.S. may support their work
Resource Maps	<ul style="list-style-type: none"> Mapping 211 and InformAlberta.ca resources Creating customized geographical profiles 	<ul style="list-style-type: none"> Awareness of where programs and services are available More effective planning and delivery of services
Social Atlas; Regional and City of Edmonton	<ul style="list-style-type: none"> Updating all demographic and resource maps by region, city and L.A.N. views 	<ul style="list-style-type: none"> Partners have access to data which can help them make evidence-based decisions

M.A.P.S ANNUAL EVALUATION REPORT

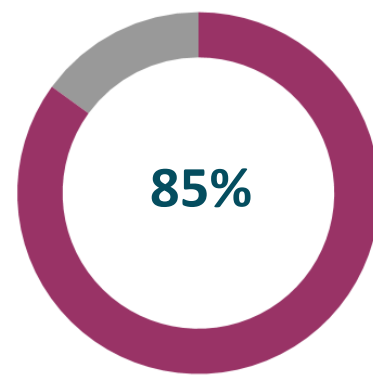
As a result of the supports and resources provided by M.A.P.S. please indicate your level of agreement with the following statements:

I am more connected with others in my professional network/community.



% agree or strongly agree

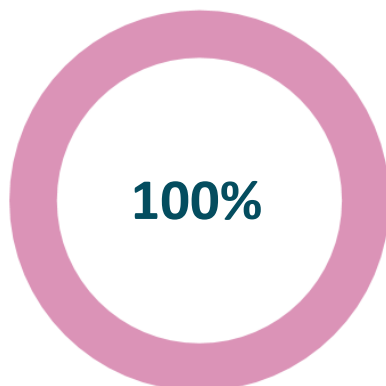
I have developed better working relationships with staff or volunteers at other community agencies.



% agree or strongly agree

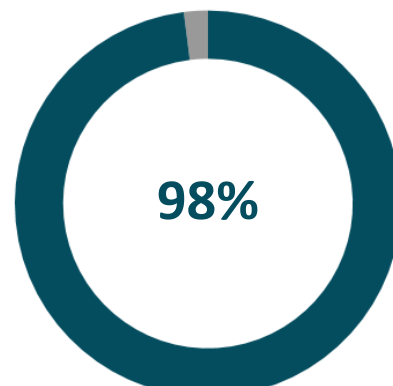
The collaboration/partnership:

Is more effective than each partner could be operating on its own.



% agree or strongly agree

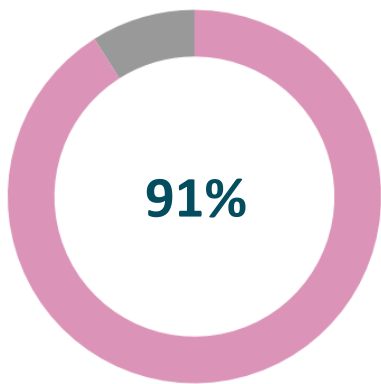
Has made more of a positive impact on social issues in our community.



M.A.P.S ANNUAL EVALUATION REPORT

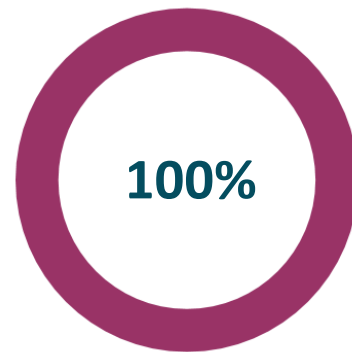
As a result of the supports and resources provided by M.A.P.S. please indicate your level of agreement with the following statements:

My organization has improved capacity in meeting the needs of people in our community.



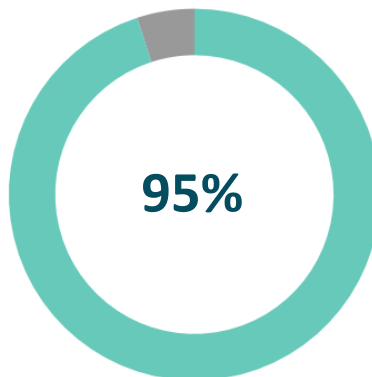
% of Positive Change

My organization has increased understanding of how to collaborate with others to address social issues in our communities.



% agree or strongly agree

My organization is better able to make decisions informed by research, evaluation, practice or experience in the area of service planning & implementation.



% agree or strongly agree

WHAT OUR PARTNERS SAY ABOUT M.A.P.S.

M.A.P.S.' contribution on the Community Mental Health Action has been immeasurable. Their leadership and vision have been instrumental in moving this work forward. M.A.P.S.' gift of the Journey Map and the video have been great tools to share the history and achievements of the work.

I am really glad you are in our community. You are a valuable resource.

Collaborative efforts have been enhanced, bringing those working individually to support community mental health together to share expertise and effort toward a common goal. Leveraging expertise and capacity of multiple organizations increased ability to achieve more together than individually.

M.A.P.S. provided the [Community Mental Health] action plan with a journey map and a video to accompany the story. This most definitely could not have been accomplished without the unique talents and expertise of Deborah and her team. The detail and heart embedded in both products demonstrates the relationship centered approach that M.A.P.S. is well-known for.

M.A.P.S. TEAM



DEBORAH MORRISON

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



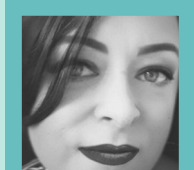
LOUISE YE

Social Geographer and Multimedia Storyteller



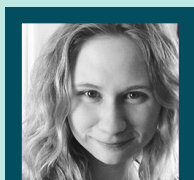
LINDEE GOLDEN

Social Geographer and Multimedia Storyteller



JENNIFER VOGL

Community Engagement Specialist



KILEE WINTERFORD-NADEAU

Artist



MARLENE MULDER

Community-based Research Consultant



COLETTE CORNEJO

Administrative Assistant

HOW WOULD THE M.A.P.S. TEAM DESCRIBE THE HUMAN SERVICES SECTOR THEY SERVE?

The community that we serve is filled with compassionate individuals who come together to support the needs of Edmontonians.

The community that M.A.P.S. serves is resilient and persistent towards incoming challenges.

M.A.P.S. is privileged to work with a caring and collaborative human services sector. Together we are striving to achieve social justice for all!

M.A.P.S. is fortunate to serve a strong, resilient and innovative community that values all citizens.

CONTACT INFORMATION

DEBORAH MORRISON

Executive Director & Partnership Enhancement Facilitator



**10220 - 121 Street
Edmonton, Alberta
T5N 1K7**

Phone: 780-474-9393

Email: deb@mapsab.ca

Website: www.mapsab.ca