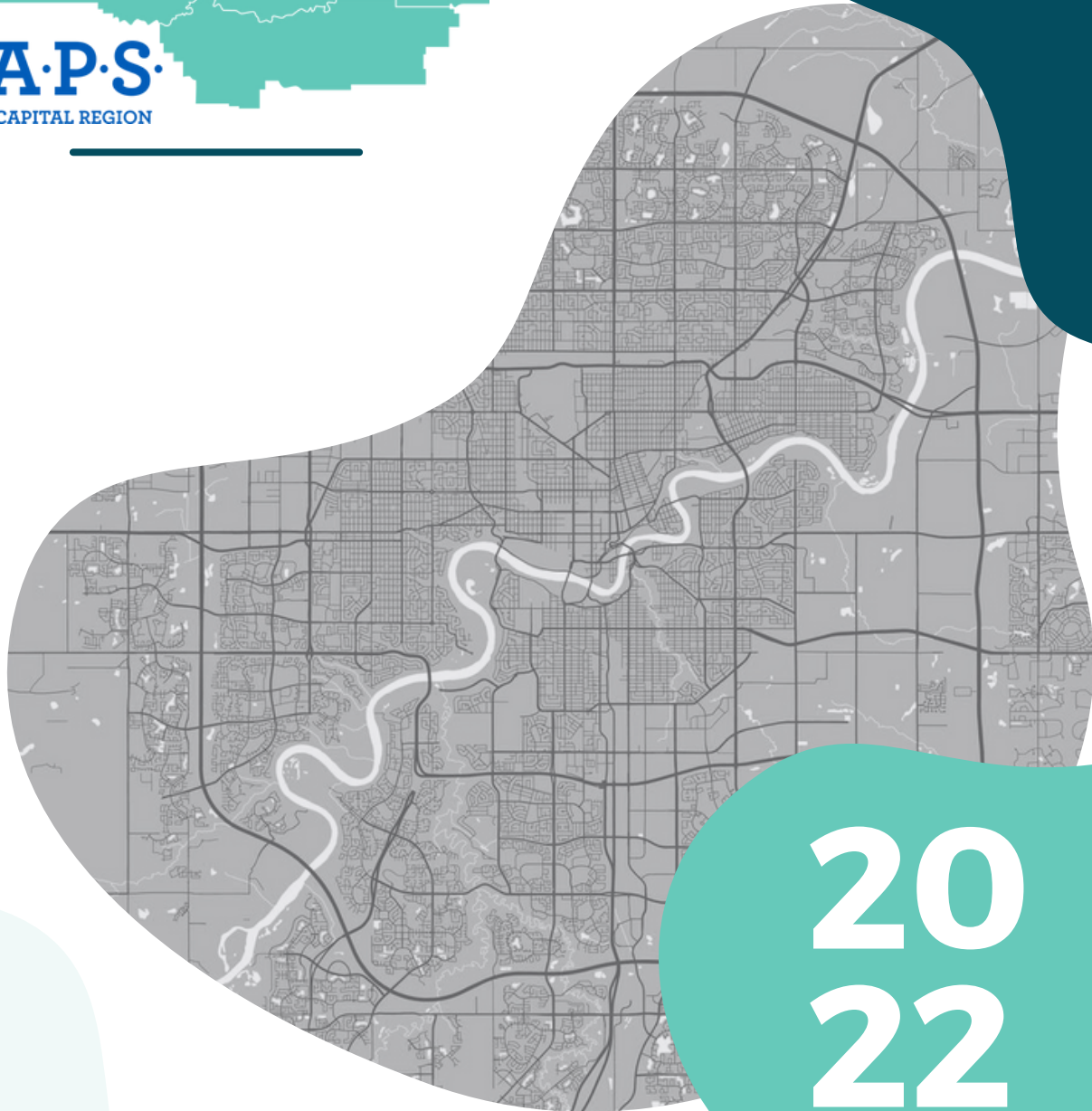




**M·A·P·S.**  
ALBERTA CAPITAL REGION

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**20  
22**

# ANNUAL REPORT

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# OUR TEAM



**DEBORAH MORRISON**  
Outgoing Executive Director &  
Partnership Enhancement Facilitator



**JENNIFER VOGL**  
Office Manager & Community  
Engagement Specialist



**JUSTIN FOLTINEK**  
Social Geographer



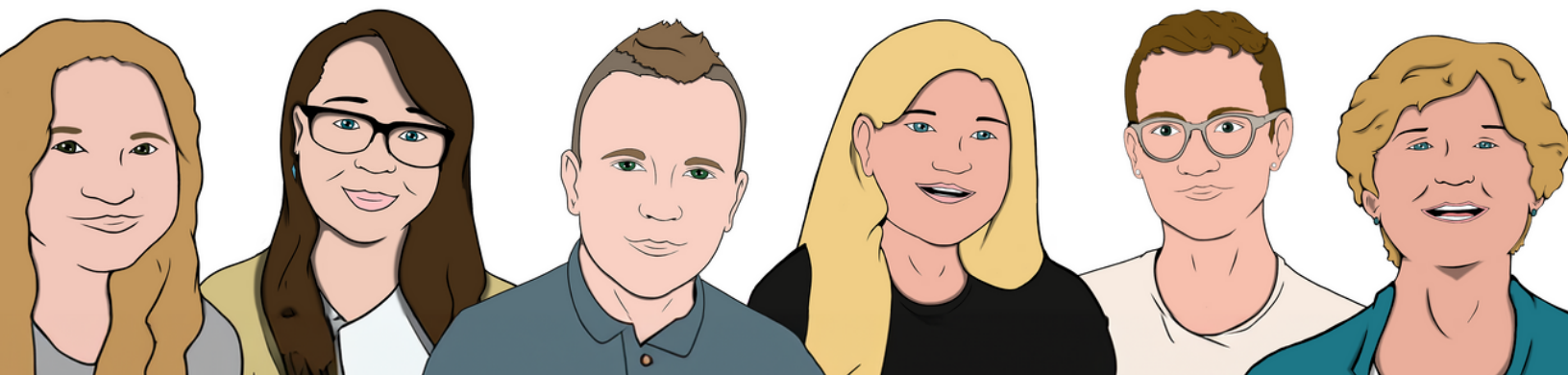
**KILEE WINTERFORD-NADEAU**  
Artist



**LINDEE GOLDEN**  
Social Geographer & Digital Storyteller



**MATTHEW 'GUS' GUSUL**  
Incoming Executive Director &  
Partnership Enhancement Facilitator



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# OUTGOING EXECUTIVE DIRECTOR'S REPORT

September 1st, 2022 marked my final day as Executive Director and Partnership Enhancement Facilitator of M.A.P.S. Alberta Capital Region. While writing this report, I find myself looking back not only at 2022 but reflecting on my 18-year journey in this role. The social service sector has advanced tremendously in evidence-based decision making and planning and has included many more voices in the process as well. These efforts have led to profound changes in how our sector offers supports and services to Edmontonians and residents of the Alberta Capital Region. It has been a great honour and pleasure to work with our partners in mapping critical data, program data and documenting the experiences of people served by our sector.

I am very pleased to have found a great person in Matthew Gusul (Gus) to pick up the mantle and carry on as a leader of the M.A.P.S. team. I have confidence that the very important service M.A.P.S. provides will continue to evolve with our social sector's needs and maintain its high standard of excellence. I will continue in the role of Board President and offer support as needed.

Since this is the 2022 Annual Report, I would like to highlight some of the outstanding work we were able to achieve with our partners in this year.

In the strategic area of community mapping and collaborative planning, we were pleased to complete the federal census mapping of 2021 data for the City of Edmonton. These are considered "staple maps" and are available on our website. See page 13 for a list of maps available and a link. We developed additional interactive resource mapping using 211 data. Through a successful partnership with 211, we discussed the categories of services which led to some modifications to better meet the needs of social service providers and individuals looking for services.

Our journey maps focused on banning, conveying the findings of our community-based research and telling the personal story of a community advocate with lived experience. See page 15 for more details.

The M.A.P.S. team worked with the Complex Needs Committee and the City of Edmonton Encampment Response Team to learn about the experiences of banned individuals. This resulted in two community-based research reports which are now being used to inform policies and practices with our sector and the City. See page 18 for more info.

M.A.P.S. has been very committed to community engagement approaches and we have focused, particularly in 2022, on supporting people with lived and living experiences who wished to share their experiences as a way of educating others and creating improved responses within our sector. It has been our pleasure to attend the Peer Working Group and support the members by assisting them in sharing their stories and skills. See two examples of these stories on pages 24-25.

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All of M.A.P.S.' work is carried out with partners; collaboration is our method of service delivery. A highlight in 2022 of collaborative success was with the Action Alliance for Youth Inclusion (AAYI). This collaborative planned and hosted a citywide event focused on informing each other of efforts being carried out, facilitating connections and looking for ways to assist one another. See page 26 for more info.

M.A.P.S. continues to work with numerous collaborative groups to carry out their mandates. In 2022, we continued to support eight Local Area Networks identifying and responding to local needs, and 8 collaborative projects based on emerging trends and needs. We created 7 community profiles in partnership with collaborative tables and provided consultations to social sector colleagues as requested. Our website, research reports and annual showcase are vehicles for knowledge mobilization.

Once again M.A.P.S.' evaluation report demonstrated our success in achieving our goals. See page 39.

My role at M.A.P.S. and my working relationships over the past 18 years have been very fulfilling both professionally and personally. As I have said many times, I can count the bad days in this role on one hand. I am so appreciative of the opportunity to do such meaningful work with community leaders committed to creating a more just society and to my team members who have all shown up with open hearts as well as minds! I truly enjoyed the ride! And I wish my successor and the M.A.P.S. team the very best as they continue this important work!



*Deborah Morrison*  
**DEBORAH MORRISON**

OUTGOING EXECUTIVE DIRECTOR &  
PARTNERSHIP ENHANCEMENT FACILITATOR

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# INCOMING EXECUTIVE DIRECTOR'S REPORT

Greetings to all our esteemed partners, stakeholders, and supporters!

I assume the role of Executive Director and Partnership Enhancement Facilitator of M.A.P.S. Alberta Capital Region with immense excitement and gratitude. As I embark on this journey, I am deeply humbled by the legacy left by the Outgoing Executive Director & Partnership Enhancement Facilitator, Deborah Morrison, whose dedication and commitment has paved the way for the remarkable achievements of our organization.

Reflecting on M.A.P.S.' past year and the many years of operations before, I am struck by the profound impact of our collective efforts in advancing evidence-based decision-making and inclusive planning within the social service sector. The strides we have made in amplifying diverse voices and mapping critical data have reshaped the way the Edmonton community of non-profits delivers support and services to the communities we serve. I am honored to inherit this legacy of excellence and innovation, and I am eager to build upon it in collaboration with each of you.

As we celebrate the achievements of 2022, I am particularly inspired by the strategic initiatives undertaken by M.A.P.S. and our partners. Our dedication to community engagement and empowerment is exemplified by the impactful journey maps and community-based research reports that shed light on the experiences of marginalized communities.

In the spirit of collaboration, I am thrilled to continue working alongside our valued partners in fostering meaningful connections and addressing emerging needs. The success of our collaborative projects and local area networks is a testament to the power of collective action in driving positive change.

Looking ahead, I am eager to embark on this journey of continued growth and impact with the support of our dedicated team and stakeholders. Together, we will strive to uphold the high standards of excellence set by M.A.P.S. to the evolving needs of our communities.

I extend my heartfelt gratitude to Deborah Morrison for her unwavering leadership and vision. Her legacy will serve as a guiding light as we navigate the opportunities and challenges that lie ahead. To the entire M.A.P.S. team, I am honored to join you in this important work, and I look forward to the journey ahead.



With gratitude and excitement,

  
**MATTHEW "GUS" GUSUL**

INCOMING EXECUTIVE DIRECTOR &  
PARTNERSHIP ENHANCEMENT FACILITATOR

---

**M.A.P.S.  
VISION &  
MISSION**

---



## VISION

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

## MISSION

“ 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. ”



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**M.A.P.S.  
GOALS &  
STRATEGIES**

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## 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 evidence-based decisions

## STRATEGIES

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

- Conducting community mapping and collaborative planning by utilizing the 5-phase process developed by M.A.P.S.
- 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

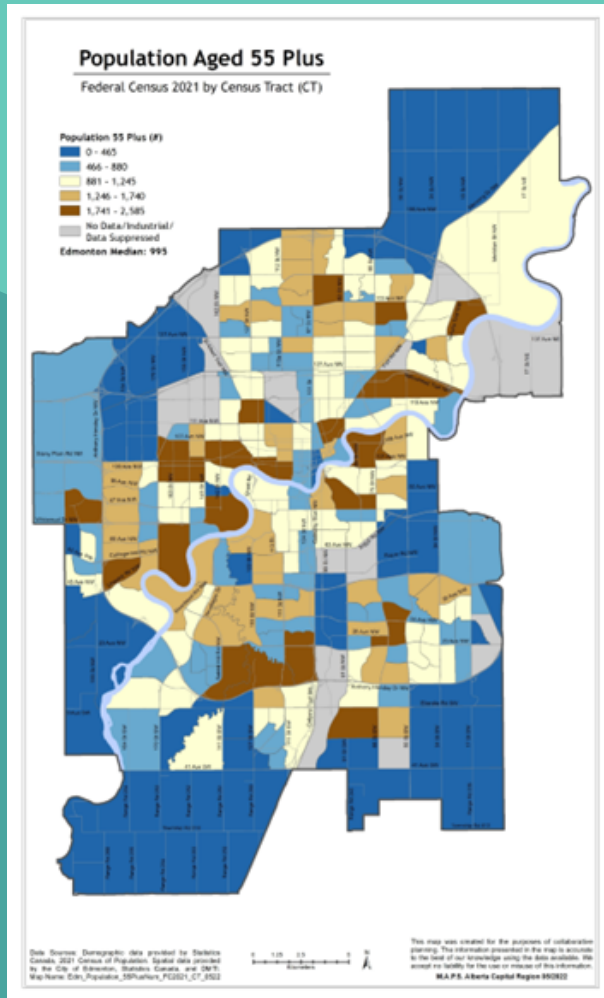
The background is a dark teal color. In the top right corner, there is a large, light teal abstract shape. In the bottom left corner, there is a smaller, darker teal abstract shape. Two horizontal teal lines are positioned above and below the main text.

# **COMMUNITY MAPPING & COLLABORATIVE PLANNING**

# DEMOGRAPHIC PLANNING

## 2021 Federal Census Maps

The 2021 Federal Census data releases have been finalized. In 2022, M.A.P.S. completed all standard 2021 Federal Census maps, which are now accessible on our website. To view these maps, visit our homepage and navigate to the "Demographic & Resource Maps" tab under the "City of Edmonton" section or click [here](#).



Our comprehensive maps cover various aspects, including:

- Population distribution by age group
- Families, households, and marital status
- Income levels
- Language usage
- Indigenous population
- Housing statistics
- Immigration patterns
- Place of birth information
- Citizenship status
- Ethnocultural and religious diversity
- Mobility and migration trends
- Education levels
- Labor statistics

If you find any of this data valuable for your planning purposes, please feel free to reach out to us. M.A.P.S. offers a range of services to our collaborative partners, including customized maps, catchment area reference maps, curated map packages, mapping of membership or user data, and mapping of services or partner data.

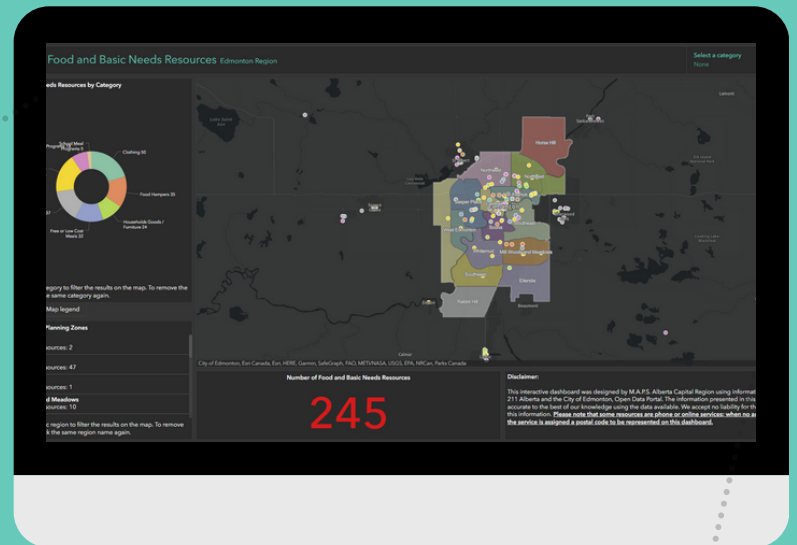
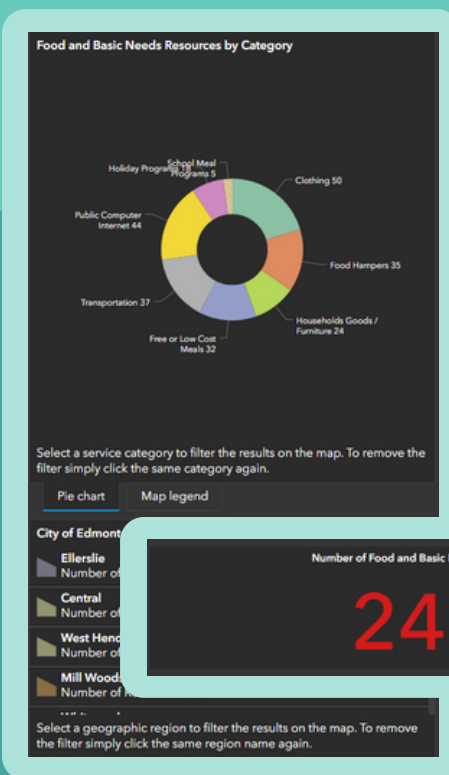
We are also open to discussing additional ways in which we can support your collaborative's strategic planning in the social service sector of Edmonton.

# INTERACTIVE RESOURCE MAPPING

## Interactive 211 Resource Dashboards

We now provide interactive resource dashboards highlighting resources as listed on 211 Alberta. These dashboards offer a user-friendly interface where graphs and data adjust dynamically based on your map view. We created 5 new dashboards in 2022:

- Food and Basic Needs Resources
- Mental Health Resources
- Newcomers to Canada Resources
- Seniors and Older Adults Resources
- Youth Resources



By hovering your cursor over the map and scrolling up and down, you can easily change the zoom level. Within the map, you'll notice colored dots representing various programs. Clicking on these dots provides detailed information such as program addresses and descriptions. At times, multiple programs may be available at a single dot. To explore additional programs, simply use the right and left arrows near the "1 of \_\_\_" text in the top of the description box.

Moreover, you can interact with the map by clicking on categories or pie slices located on the left side. Each click modifies the map to display relevant data based on your selection. For the best experience, we recommend accessing the interactive Dashboard using a laptop or desktop computer with an internet connection.

# JOURNEY MAPPING

Some Edmontonians are dealing with trauma, loss, homelessness, substance abuse, mental health concerns and physical health issues. They may be experiencing racism. They may have involvement with the justice system. These community members are considered to have complex needs because one or more of these issues affect others.



# JOURNEY MAPPING



## Jerry McFeeters, Storyteller

This Journey Map is based on the lived knowledge and living experiences of Jerry.







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**COMMUNITY-  
BASED  
RESEARCH**

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# COMPLEX NEEDS BANNING RESEARCH

This research project was a collaboration between the City of Edmonton's Encampment Response Team (ERT) and The Complex Needs Committee, a subset of the Sector Emergency Response Services. The project was funded by the City of Edmonton, Homeward Trust, and REACH: Edmonton Council for Safe Communities, and carried out by M.A.P.S. Alberta Capital Region. The study focused on learning from the perspectives of those with lived experience, and from service providers delivering direct services .



January 2023

## Left Outside: The Experience of Being Banned in Edmonton

PREPARED FOR  
COMPLEX NEEDS COMMITTEE

PREPARED BY  
MAPS ALBERTA CAPITAL REGION



January 2023

## Staying Outside is Not a Preference: Homelessness in Edmonton

PREPARED FOR  
CITY OF EDMONTON ENCAMPMENT RESPONSE TEAM

PREPARED BY  
MAPS ALBERTA CAPITAL REGION

Please visit our website at  
[www.mapsab.ca/community-based-research/#lived-experience](http://www.mapsab.ca/community-based-research/#lived-experience)  
to read the Literature Review on Lived  
Experience Leadership.

# COMPLEX NEEDS BANNING RESEARCH

Members of the Banning Research Team carried the findings from the encampment research to Edmonton City Council at the Council Meeting held on April 11, 2023.

## BEING BANNED IN EDMONTON: LIVED EXPERIENCES

### Complex Needs Banning Research Project Results

#### PROJECT PURPOSE

To learn from people who were banned from shelters, drop-ins, and other public spaces. In total, 118 individuals participated, 86 of whom also stayed outside in the past 12 months. (Data collected from June–August 2022).

#### ABOUT COMMUNITY PARTICIPANTS

- 56% male, 41% female, and 3% non-binary
- Average: 48 years – male, 41 years – female
- 56% completed high school or more
- 8% in attached relationships
- 73% Indigenous
- 98% indicated having at least one health challenge
- 57% had 4 or more health challenges

#### BANNING EXPERIENCES

65% did not know about banning policies

*There are no solid rules. Banning is done on at individual basis and that is unfair.*

#### TOP REASONS PEOPLE WERE BANNED


Theft	Yelling, Swearing, Racist Comments	Drugs & Alcohol
7 in 10	6 in 10	5 in 10

#### BEING BANNED MEANS ONE IS LESS ABLE TO

Access Personal Care	Find A Place To Sleep	Access Food
68%	64%	53%

*Being banned from the library means I have no internet or contact with family.*





*I became more jaded... I no longer care. I became more aggressive.*



#### MOST CONTACT WITH

Drop-In Staff	Shelter Staff	Bus Drivers	Outreach Staff
88%	78%	73%	72%

#### HIGHEST QUALITY OF CONTACT WITH

Outreach Staff	Drop-In Staff	Healthcare Workers	Friends
 4.2	 3.8	 3.7	 3.7

1  
Very Negative

2  
Somewhat Negative

3  
Neither Negative or Positive

4  
Somewhat Positive

5  
Very Positive

#### TOP HEALTH CHALLENGES

Trauma	Addictions & Substance Abuse	Medical Conditions
78%	70%	69%

- Those who stayed outside:
  - Had more health challenges than those who didn't (4.0 vs. 3.4)
  - Received less help for trauma than those who didn't (1 in 10 vs. 6 in 10)

#### HOW COULD BANNING BE DONE IN A MORE SUPPORTIVE WAY?

*A better solution is not to create sides but just deal with the issue.*

*Have someone not involved in the issues come and listen to both sides.*


*Staff should know and be trained in dealing with mental health and addiction issues.*

#### HOW CAN POSITIVE RELATIONSHIPS BE BUILT?

*More of these kind of [talking] circles with staff and clientele being able to voice their opinions in a mediated scenario.*

*We all should behave in a respectful manner – staff and clients.*

*I tell the workers, you need to be humble to work here.*



## BEING BANNED IN EDMONTON: LIVED EXPERIENCES

### WHAT COULD HAVE HELPED YOU NOT TO BE BANNED?



*I could have followed the rules instead of being stubborn.*

*If they talk to you like you're a person, and not like you're a menace then it's a big difference.*

*Being sober, not being angry, and taking it out on people or mistreating workers that are trying to help.*

*Do not be racist. Don't accuse me. Treat me as human. Do not berate me.*

### THE DIFFICULTY OF BEING MOVED

*Don't throw our property in the garbage. Do not throw our carts away... I have no safe place to put my backpack. Do not take our tents.*

*Being moved means no one knows where we are, and we have to wait for services because we cannot be found.*

*Some parts of it are dehumanizing and I don't think that's fair, because I didn't choose this.*

*Be less aggressive and help those who are physically disabled to find a better spot.*



### STAYING OUTSIDE

Staying outside is NOT a preference.

#### TOP REASONS NOT TO STAY IN SHELTERS

Don't Feel Safe	Overcrowded	Lack of Privacy
56%	50%	50%

*I don't know who is around if I fall asleep. People weird me out at shelters. You are surrounded by people, but outside you get your space.*

#### TOP CONSIDERATIONS OF WHERE TO STAY

Geographic Location	Personal Safety	Privacy
58%	56%	51%

*I want to stay with my family outside; I worry about my Mom and stay outside so I can be with her.*

### VOICES OF EXPERIENCED AGENCY OUTREACH WORKERS

*I don't think this gets said enough but the community does not get enough credit for respecting staff.*

*90% of the people don't cause any trouble or get banned, they're just biding their time.*

*I would say about 75% (of the homeless) are probably not hard to house. And to maintain housing they just need that hand up... We could solve homelessness in a span of time... And then when you're not dealing with that other 75% you could have all these awesome workers working with people that are high acuity.*

### STAYING HOUSED

*Better landlords who understand our situation. Having rent money alone is not enough...*

*Clear understanding of the expectations and communication would help to stay housed.*



### PROJECT SUPPORTERS

- Bissell Centre
- Boyle Street Community Services
- The City of Edmonton
- Homeward Trust
- Hope Mission
- Jasper Place Wellness Centre
- M.A.P.S. Alberta Capital Region
- The Mustard Seed
- NiGiNan Housing Ventures
- REACH Edmonton
- Strathcona Baptist Church
- WEAC e4c

# COMPLEX NEEDS BANNING RESEARCH

## Thank you to the members of the Complex Needs Committee:

Bissell Centre  
Boyle Street Community Services  
Homeward Trust  
Hope Mission  
Jasper Place Wellness Centre  
NiGiNan Housing Ventures  
REACH Edmonton  
The Mustard Seed  
The City of Edmonton



## Thank you to the dedicated and passionate Complex Needs Banning Research Team:

Marlene Mulder, Lead Researcher  
Colette Cornejo, Project Coordinator  
Kookum Kathy Hamelin, Research Assistant & Elder  
Jerry McFeeters, Research Assistant & Community Liaison  
Natasha Ellingson, Research Assistant  
Rosa Aleye, Research Assistant

**And most importantly, thank you to the community members who willingly participated in this research and shared their stories!**

Please visit our website at  
[www.mapsab.ca/community-based-research](http://www.mapsab.ca/community-based-research)  
to read the Complex Needs Banning Reports.



# COLLABORATIVE SUCCESS



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# COMMUNITY ENGAGEMENT

## Peer Working Group

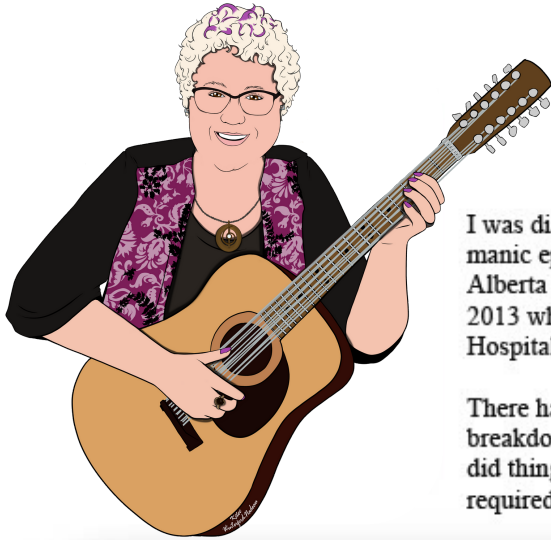
In 2022, M.A.P.S. had the pleasure of continuing our supportive role with the Peer Working Group (PWG). The PWG is made up of individuals who share their lived experience with others to inform, educate, and advocate towards positive changes in the mental health system. As a result, individuals attending PWG sessions will feel supported and cared for in their own experiences.

The life experience of individuals is included, valued, and used for the betterment of the mental health system. The approach is based on the following values:

**DIGNITY**  
**COMPASSION**  
**COMPREHENSIVE**  
**COLLABORATION**  
**EMPOWERMENT** **QUALITY**  
**EVIDENCE-BASED**  
**DIVERSITY** **EQUALITY**

The following two pages showcase two stories shared by some of the peers on the PWG, Michelle and Wesley.

# PEER WORKING GROUP

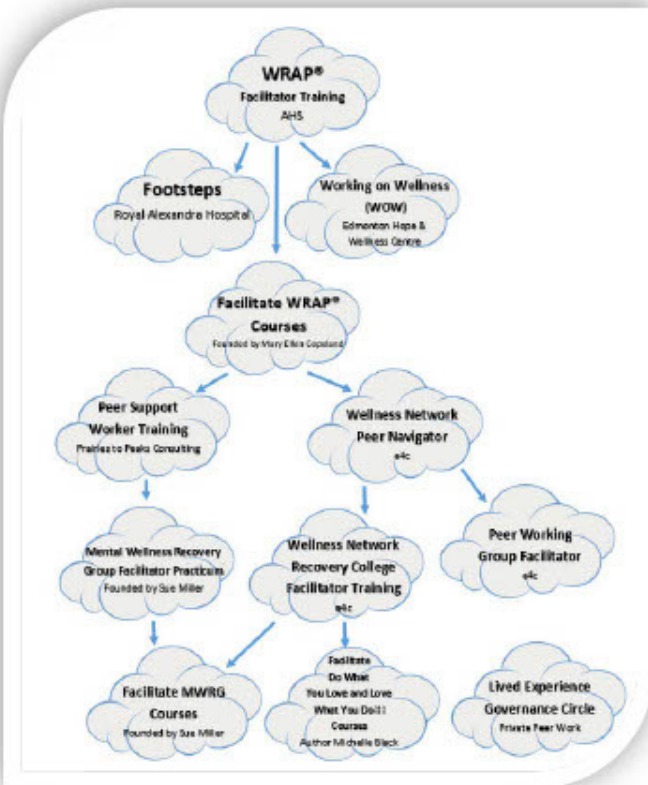


Hi ...

**I am Michelle Black**  
Peer Navigator/Facilitator

I was diagnosed with Bipolar Disorder 1 in 2008 when I experienced a manic episode and was hospitalized for three weeks at the University of Alberta Hospital. I also experienced a severe depressive episode in 2013 where I was hospitalized for three weeks at the Royal Alexandra Hospital.

There have been other times in my life when I experienced some breakdown and crisis signs due to certain stressors and I persevered and did things for myself, and because of that no hospitalization has been required since 2013.



During my second hospitalization I met a peer with lived experience of recovery from a group called “Footsteps” – I was so inspired by the way she was telling her story, with what I call her “confidence stance”, that I wanted to be her. So when I got out of the hospital I took the Wellness Recovery Action Plan® (WRAP®) course, founded by Mary Ellen Copeland, Ph.D., which led me to many other opportunities to do peer related work!!! Check it out ...

So now, because of my lived experience with Bipolar, this qualifies me to do this type of peer work, how awesome is that!!!

I feel I am here because of the path that lies behind me. Finding out that from my struggles, I have found my strengths – the strengths that have brought me to where I am today.

A realization that my passion is to help others to realize their full potential – to find out what their gifts and talents are, and to use them wholeheartedly. A realization that life is what we make it and finding that balance is a skill.

Constantly learning about myself and the challenges I face. Taking one step at a time, enjoying each and every moment that life has to offer!!!

I have learnt that I am more than my diagnosis, I am a daughter, sister, spouse, mother, and auntie. I am a community member, employee, advocate, friend, and a peer with lived experience of recovery. I am a singer and song writer, musician, artist, poet, author, and so much more.

I now like to say ... “I may have Bipolar, but it doesn’t have me ... I also believe it stands for Beautiful Person”!!!!

Visit

[https://youtu.be/4N6TljmjxwQ?](https://youtu.be/4N6TljmjxwQ?si=hq1cGIVONADnvi5j)

[si=hq1cGIVONADnvi5j](https://youtu.be/4N6TljmjxwQ?si=hq1cGIVONADnvi5j)

to view Michelle’s Digital Story.



# PEER WORKING GROUP

## Wesley's story...



On August 19<sup>th</sup> 2016, at a little after 8:30pm, I found myself in the back of a police cruiser for the first time. They had just stopped me from killing myself. My life changed after that. Sometimes the word is changed, sometimes it is stopped, and sometimes it is ended. Despite being eager to put it behind me, it has been over five years and that night has yet to come to an end. Followed by a traumatizing inpatient experience, I often feel as if I left my soul in that ward.

Although I am often referred to as having lived experience of a suicide attempt, the memories haven't made it to the past. It is more like relived experience, as I still ask myself the same questions that I did that day. Can I live? How much time do I have left? There is something indescribably harsh about thinking you might have weeks to live and then ramming into the realization that you are in your final minutes.

Sometimes I wonder if I died that day and simply haven't figured it out yet. After years of individual and group therapy I still feel inexplicably drawn to suicide. It is not a gift, and going through this does not make me stronger. It is ugly and painful, and surrounded by shame. Yet I am still here, and I do not want to waste the time that I have left.

My brain never lets me stray too far from suicide, so I have begun to use that to my advantage. I volunteer in suicide prevention to ensure my experience is personally relatable to as few people as possible. I have created and contributed to support groups, training courses, public events, and work hard to create supports for others who have tried to take their lives. To help them be alive and to help the clocks turn forwards again. Through my work I have met a countless number of exquisite human beings who are all trying to live their lives to the fullest. It is because of our relationships and connections in one of life's darkest spaces that I get to continue putting one foot in front of the other. At the end of the day, everyone is looking for a reason to live. For most, loving, being loved, and working hard to make a difference is enough. Regardless of the change we see, there is something beautiful to be found in trying.

**Wesley Jones**

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# COLLABORATIVE SUCCESS

## Action Alliance for Youth Inclusion (AAYI)



Action Alliance for Youth Inclusion (AAYI) organized a virtual city-wide youth collaborative sharing and engagement meeting in January 2022. The purpose of the meeting was to invite youth-focused collaboratives to join and participate. AAYI aimed to showcase the commendable work being done by various groups, facilitate connections among participants, and attract potential new members to the collaboratives.

Interested collaboratives were asked to prepare a 10-15 minute presentation or talk covering the following points:

- **Introduction:** Provide an overview of the collaborative, including its name and mission.
- **Projects and Focus Areas:** Describe the specific project(s) and focus areas in which the collaborative is engaged, emphasizing its impact on youth inclusion.
- **Represented Organizations:** List the organizations represented at the collaborative's table, highlighting the diverse range of stakeholders involved.
- **Connection and Membership:** Explain how interested individuals or organizations can connect with the collaborative and explore the possibility of joining. This may include providing contact information or outlining the process for collaboration.

Additionally, AAYI extended an invitation to the broader youth-serving sector, encouraging them to attend the meeting and gain insights into the collaborative work taking place throughout the city.

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**M.A.P.S.  
PROJECTS  
2022**

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# LOCAL AREA NETWORKS (L.A.N.)

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

Activity	Expected Outcomes
<ul style="list-style-type: none"> <li>Co-facilitating community-based research with youth in high risk situations</li> </ul>	<ul style="list-style-type: none"> <li>A more inclusive community</li> </ul>
<ul style="list-style-type: none"> <li>Designing Social Norms campaign</li> <li>Mapping and community-based research with partners and residents</li> </ul>	<ul style="list-style-type: none"> <li>Changed perceptions about the behaviour of Castledowns youth</li> </ul>
<ul style="list-style-type: none"> <li>Supporting the Peer Working Group as needed</li> <li>Elevate the voice and wisdom of lived experience                             <ul style="list-style-type: none"> <li>Creation of lived experience vignettes for promotional purposes</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Increased access to the continuum of mental health care</li> </ul>
<ul style="list-style-type: none"> <li>Assisting with planning</li> <li>Supporting the work of the group as needed</li> <li>Developing and maintaining community profile</li> </ul>	<ul style="list-style-type: none"> <li>Identification of collaborative strategies to better meet population needs</li> <li>Increased understanding of the needs, strengths, and issues faced by this population</li> <li>Increased social inclusion and equity for black communities</li> </ul>
<ul style="list-style-type: none"> <li>Serving as Chairperson for collaborative group</li> <li>Supporting work of Collaborative</li> <li>Designing and facilitating intercultural dialogues</li> <li>Serving as Fiscal agent for collaborative</li> </ul>	<ul style="list-style-type: none"> <li>Increased social inclusion, connections and relationships for Mill Woods residents</li> <li>Increased awareness and support of community diversity</li> </ul>

**\* Action Alliance for Youth Inclusion - AAYI**

**\* Castledowns Youth Collaborative**

**\*Peer Working Group (Community Mental Health Action Plan)**

**\*\*Black Communities Working Group (ELIP)**

**\*Mill Woods Cultural Diversity Collaborative**

# LOCAL AREA NETWORKS (L.A.N.)

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

	Activity	Expected Outcomes
* <b>Rainbow Alliance For Youth of Edmonton</b>	<ul style="list-style-type: none"> <li>• Maintaining community profile</li> <li>• Assisting with planning</li> <li>• Community based research</li> <li>• Serving as Fiscal agent for Collaborative</li> </ul>	<ul style="list-style-type: none"> <li>• Increased understanding of the needs, strengths, and issues faced by this population</li> <li>• Identification of collaborative strategies to better meet population needs</li> </ul>
* <b>Southeast Edmonton Youth Allies Collaborative</b>	<ul style="list-style-type: none"> <li>• Designing Social Norms campaign</li> <li>• Mapping and community-based research with residents and partners</li> <li>• Delivery of Youth Response Training</li> </ul>	<ul style="list-style-type: none"> <li>• Changed perceptions about the behaviour of Mill Woods youth</li> <li>• Community partners trained in using a compassionate response to youth acting out in the community</li> </ul>
* <b>South West Edmonton Collaborative</b>	<ul style="list-style-type: none"> <li>• Facilitating conversations</li> <li>• Updating community mapping profile</li> <li>• Community-based research</li> <li>• Serving as Chairperson</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness of needs, gaps and strengths of the social service sector within South West Edmonton</li> </ul>

# COLLABORATIVE PROJECTS

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

	Activity	Expected Outcomes
*City Hall Project	<ul style="list-style-type: none"> <li>Currently discussing community-based research among users of City Hall with Recover Edmonton</li> </ul>	<ul style="list-style-type: none"> <li>An inclusive safety plan is developed</li> </ul>
*Community Mental Health Action Plan	<ul style="list-style-type: none"> <li>Implementing Mental Health Action plan</li> <li>Serving as Steering Committee member</li> <li>Member of the Peer Working Group; providing support as needed</li> </ul>	<ul style="list-style-type: none"> <li>Long Term:               <ul style="list-style-type: none"> <li>Increased communication, coordination, and collaboration in the mental health system</li> <li>Increased access to the continuum of mental health care</li> </ul> </li> </ul>
*Complex Needs Banning Research Project	<ul style="list-style-type: none"> <li>Coordinating community-based research with service providers and individuals living with complex needs</li> <li>Journey mapping</li> <li>Sharing research results and recommendations with service providers and community</li> </ul>	<ul style="list-style-type: none"> <li>Informed policies on banning practices in the human services sector are created</li> <li>A shared database is created</li> </ul>
*Newcomer Mapping Network	<ul style="list-style-type: none"> <li>Creating community profile of cultural diversity by plotting client postal codes of families attending programs with A4HC, ASSIST, CSS, EMCN, EISA, IFFSA, FRAP</li> </ul>	<ul style="list-style-type: none"> <li>Practitioners within the human service sector are more aware of cultural diversity and trends related to newcomers</li> </ul>
**Providing Accessible Transit Here (PATH)	<ul style="list-style-type: none"> <li>Collaborative development and delivery of program to provide free transit passes to homeless youth and adults</li> </ul>	<ul style="list-style-type: none"> <li>Increased social inclusion of homeless youth and adults because of improved transit access</li> </ul>

# COLLABORATIVE PROJECTS

\* Indicates City of Edmonton involvement

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	Activity	Expected Outcomes
*Race Based Data Table	<ul style="list-style-type: none"> <li>Serving as Member of collaborative</li> <li>Working to promote the use of race-based data in human services</li> </ul>	<ul style="list-style-type: none"> <li>Improved understanding of outcomes achieved by diverse populations</li> </ul>
*Turtle Island YEG	<ul style="list-style-type: none"> <li>Mapping of Turtle Island YEG Safer Spaces</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of safe locations for Indigenous youth</li> </ul>
*Youth Agency Collaboration	<ul style="list-style-type: none"> <li>Assisting with the development of a more coordinated youth support system</li> <li>Mapping program data and processes, re-envisioning the sector</li> </ul>	<ul style="list-style-type: none"> <li>Improved coordination of social service system serving youth</li> </ul>

# COMMUNITY PROFILES & CONSULTATIONS

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

	Activity	Expected Outcomes
<b>*City of Edmonton Profile Maps</b>	<ul style="list-style-type: none"> <li>Upon release of new federal census data, all demographic maps are being updated and are being placed on the website</li> </ul>	<ul style="list-style-type: none"> <li>Human service colleagues have access to current demographic data upon which to base planning decisions</li> </ul>
<b>*Edmonton Seniors Coordinating Council</b>	<ul style="list-style-type: none"> <li>Analyzing, graphing and mapping federal census data</li> <li>Creating a Seniors Profile</li> <li>Researching and preparing a literature review</li> </ul>	<ul style="list-style-type: none"> <li>Improved coordination of social service system serving seniors</li> </ul>
<b>**ELIP Ecosystem Mapping</b>	<ul style="list-style-type: none"> <li>Identifying and mapping ELIP members/partners and their roles within ELIP</li> </ul>	<ul style="list-style-type: none"> <li>Improved understanding of partners involved in identifying and addressing gaps, needs and strengths of newcomer services sector</li> </ul>
<b>Action Alliance for Youth Inclusion - AAYI</b>	<ul style="list-style-type: none"> <li>Co-facilitating community-based research with youth in high-risk situations</li> <li>Development and distribution of Youth Banning Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Identification of success factors and barriers to inclusion for youth-at-risk</li> </ul>
<b>*Working with IRCC (Immigration Refugees and Citizenship Canada) to pilot community use of their data</b>	<ul style="list-style-type: none"> <li>In partnership with the Newcomer Mapping Network and ELIP creating a more comprehensive profile for newcomers in Edmonton utilizing federal data</li> </ul>	<ul style="list-style-type: none"> <li>Our partners are more knowledgeable about the newcomer population, needs, gaps and strengths</li> </ul>



# COMMUNITY PROFILES & CONSULTATIONS

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

**\* Creating more complex profiles of neighbourhoods, communities, and service users**

## Activity

- Applying for access to the RDC (Research Data Centre)
- Utilizing additional data sources, along with community-based research to develop various types of social mapping approaches including:
  - process mapping
  - network mapping
  - typical client experience mapping
  - journey mapping
  - program and service mapping

## Expected Outcomes

- Deeper understanding of the population, as well as needs, gaps, and strengths of various sectors such as newcomer and seniors services
- Community served more effectively through collaboration and integrated services

**\*SWESA Mapping**

- Creating a seniors community profile within southwest Edmonton
- Using census and SWESA's data to create maps for planning purposes

- SWESA members are able to reach out to seniors in their community in a more informed way

# KNOWLEDGE MOBILIZATION

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

	Activity	Expected Outcomes
<b>211 Partnership</b>	<ul style="list-style-type: none"> <li>Working with 211 to create a category of lived experience peer support and leadership               <ul style="list-style-type: none"> <li>Identify appropriate taxonomy</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Elevate the voice and wisdom of lived experience</li> <li>Lived experience and learned experience are both valued</li> <li>People with lived experience are in leadership positions</li> </ul>
<b>Annual Collaborative Showcase</b>	<ul style="list-style-type: none"> <li>Hosting and facilitating a day-long event sharing collaborative best practices</li> </ul>	<ul style="list-style-type: none"> <li>Partners are aware of best practices regarding collaboration</li> <li>Partners introduced to potential partners for collaborative work</li> <li>Partners made aware of data held by others that may support their work</li> </ul>
<b>Mapping research findings, knowledge translation</b>	<ul style="list-style-type: none"> <li>Demographic mapping</li> <li>Process mapping</li> <li>Network mapping</li> <li>Journey mapping</li> <li>Graphic design</li> </ul>	<ul style="list-style-type: none"> <li>Research findings are more accessible</li> </ul>
<b>Presentations to colleagues/students re: community mapping, community engagement and community-based research</b>	<ul style="list-style-type: none"> <li>Developing and delivering presentations regarding M.A.P.S. products, methods and achievements</li> </ul>	<ul style="list-style-type: none"> <li>Practitioners are more aware of current trends and practices</li> <li>Partners are informed of how M.A.P.S. may support their work</li> </ul>
<b>Resource Maps</b>	<ul style="list-style-type: none"> <li>Mapping 211 resources</li> <li>Creating customized geographical profiles</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of where programs and services are available</li> <li>More effective planning and delivery of services</li> </ul>

# KNOWLEDGE MOBILIZATION

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

	Activity	Expected Outcomes
<b>Social Atlas; City of Edmonton</b>	<ul style="list-style-type: none"> <li>Updating all demographic and resource maps by city and L.A.N. views</li> </ul>	<ul style="list-style-type: none"> <li>Partners have access to data which can help them make evidence-based decisions</li> </ul>
<b>The Monthly Map Up</b>	<ul style="list-style-type: none"> <li>Publishing monthly newsletters to highlight and link M.A.P.S.' subscribers to the maps, data, and resources available on the website</li> </ul>	<ul style="list-style-type: none"> <li>Subscribers have increased knowledge of services, supports, maps, data and resources available from M.A.P.S.</li> </ul>
<b>*State of Immigration Settlement Report</b>	<ul style="list-style-type: none"> <li>Serving as Member of the State of Immigration Settlement collaborative table</li> <li>Preparing an annual report on the state of immigration within the City of Edmonton</li> </ul>	<ul style="list-style-type: none"> <li>Increased social inclusion of immigrants and refugees in Edmonton</li> </ul>

# CONSULTATIONS AS REQUESTED

\* Indicates City of Edmonton involvement

\*\* Indicates City of Edmonton initiated

	Activity	Expected Outcomes
<b>*Neighbourhood Empowerment Team (NET)</b>	<ul style="list-style-type: none"> <li>Creating of a map, presentation and tools to engage youth within the McDougall neighbourhood</li> </ul>	<ul style="list-style-type: none"> <li>Increased understanding of places that youth feel safe and unsafe within the community</li> </ul>
<b>211 Alberta and Peer Working Group</b>	<ul style="list-style-type: none"> <li>Consulting with 211 Alberta to create a category of service which would specify services led or co-led by people with lived experience.</li> </ul>	<ul style="list-style-type: none"> <li>Wisdom and voices of service providers with lived experience is elevated</li> </ul>
<b>**Safe and Healthy Communities</b>	<ul style="list-style-type: none"> <li>Creating a visual image of the Safe and Healthy Communities section within the City of Edmonton's Community Services</li> <li>Providing data and links to relevant reports on youth within the city</li> </ul>	<ul style="list-style-type: none"> <li>Improved understanding of partners involved in identifying and addressing gaps, needs and strengths of newcomer services sector</li> <li>Evidence-informed program planning</li> </ul>
<b>**Sidewalk Maintenance Strategy, Ramen Stantec</b>	<ul style="list-style-type: none"> <li>Adding a Social Vulnerability lens/analysis to factors considered when planning</li> </ul>	<ul style="list-style-type: none"> <li>A more inclusive sidewalk maintenance strategy recommended</li> </ul>
<b>**Urban Planning Land Use</b>	<ul style="list-style-type: none"> <li>Sharing Social Vulnerability maps with City of Edmonton planners</li> </ul>	<ul style="list-style-type: none"> <li>A more inclusive approach to urban land planning</li> </ul>

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# CONSULTATIONS AS REQUESTED

\* Indicates City of  
Edmonton involvement

\*\* Indicates City of  
Edmonton initiated

## \*\*Water Station Initiative

### Activity

- Monitoring and reporting of pilot project at Paul Kane Park location

### Expected Outcomes

- More informed decision-making regarding the pilot project

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



M.A.P.S. Support and contribution to collaborations and local area networks is greatly appreciated.

Thank you so much for your mentorship and guidance over last few years. I hope our path will cross again in future.



Through the creation of customized maps, SWESA has a better profile of seniors in SW Edmonton to customize programs (e.g. other languages) and a host of ideas on collaboration potential (e.g. community leagues, cultural groups).



It is a pleasure to work with M.A.P.S. and I appreciate the organization's willingness to collaborate and support community.



It is such a pleasure to work with MAPS staff and, as a very lean non profit, we are so grateful to be able to access this expertise, data and information at no cost.

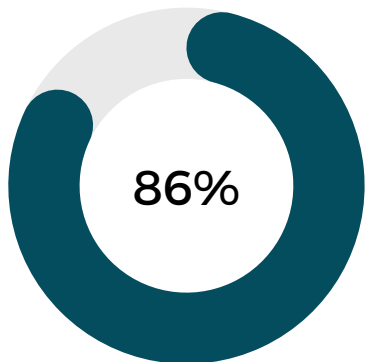
We could not afford to purchase it. MAPS has enabled us to use data to inform our planning and hone in on the actions that are most efficient and effective in reaching seniors in SW Edmonton. Thank you!!



# M.A.P.S. ANNUAL EVALUATION REPORT

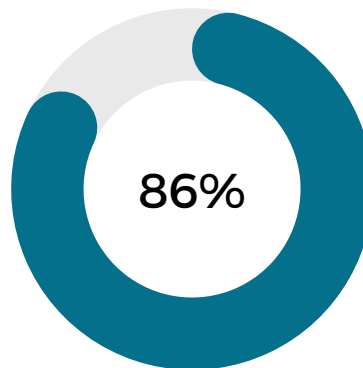
As a result of the supports and resources provided by M.A.P.S., please indicate your level of agreement with the following statements:

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:

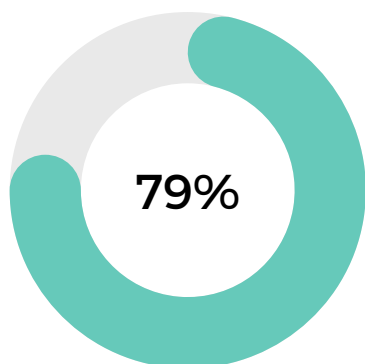
Is more effective than each partner could be operating on its own.



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

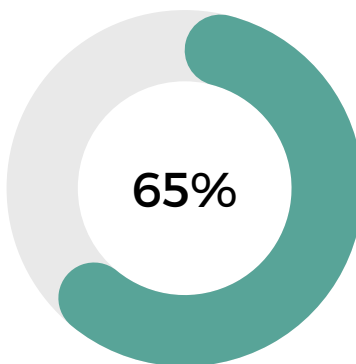


My organization has improved capacity in meeting the needs of people in our community



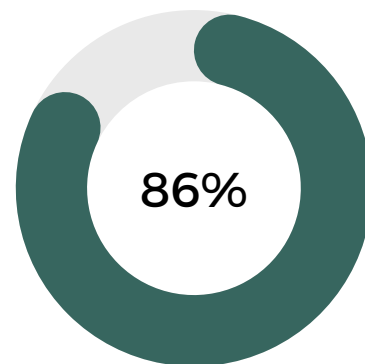
% of positive change

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

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



% agree or strongly agree



# CONTACT US

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[www.mapsab.ca](http://www.mapsab.ca)



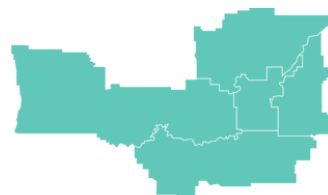
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**M·A·P·S·**  
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