



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

ANNUAL REPORT 2018



United Way
Alberta Capital Region

TABLE OF CONTENTS

M.A.P.S. VISION, MISSION, GOALS & STRATEGIES	3
EXECUTIVE DIRECTOR'S REPORT	4
COMMUNITY MAPPING & COLLABORATIVE PLANNING	
Demographic, Resource & Journey Mapping	6
Web Based Interactive Maps	7
COMMUNITY BASED RESEARCH	
Building a Better Life	8
COMMUNITY ENGAGEMENT	
S.W.E.C. – South West Edmonton Collaborative	10
COLLABORATIVE SUCCESS	
P.A.T.H. - Providing Accessible Transit Here	11
Community Mental Health Action Plan	12
COLLABORATION SHOWCASE	
Presentation/Presenters	13
Showcase Evaluation/Feedback	14
Showcase Table Conversations	15
M.A.P.S. CURRENT PROJECTS 2018	16
WHAT OUR PARTNERS SAY ABOUT M.A.P.S.	19
M.A.P.S. COMMON OUTCOMES REPORT EVALUATION RESULTS	20
M.A.P.S. TEAM	21
CONTACT INFORMATION	22

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 and planning 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 engagement specialist and one artist.



EXECUTIVE DIRECTOR'S REPORT

In 2018, M.A.P.S. worked with 21 different collaboratives all focused on improving supports and services for vulnerable people. M.A.P.S.' role ranged from providing leadership, facilitation, community-based research design and implementation, graphic presentation of data and research results to various types of mapping support. We completed approximately 15 geographical profiles within our region using census data and resource information available through our partners. We created numerous journey maps and mapped processes used to respond to identified needs. We also consulted short term on 5 projects as requested, gave 5 presentations to our colleagues regarding the use of social mapping as a planning tool and held our Annual Showcase, which was attended by 104 colleagues. This report will include some highlights of our work, results of our annual evaluation and samples of our maps.

COMMUNITY MAPPING & COLLABORATIVE PLANNING

Community mapping profiles for communities within the Alberta Capital Region were completed in 2018 using the 2016 census data which was released in 2017. We also mapped the 211 resource listings and, where requested, added additional resource and program information to mapping profiles. These profiles are accessible on our website. Our mapping expertise grew in 2018 as we developed our skills in creating web based interactive maps. We continued to map demographic information as well as personal and collective experiences and processes. Please see pages 6 and 7 for samples of these maps.

COMMUNITY-BASED RESEARCH

M.A.P.S., along with our partners, recognize that all members of our community, both users of human services and potential users of services, have important perspectives to share. It was our honour and privilege to work with our collaborative partners in 2018 on designing and implementing community-based research methodologies that “fit” for the populations we were serving. In all, we participated in 9 initiatives capturing the voices of youth, people experiencing mental health concerns, service providers and community residents. See pages 8 & 9 for more information about research undertaken with the **Building a Better Life Project**.

COMMUNITY ENGAGEMENT

To achieve community change it is well understood that residents need to be involved in creating such change. In 2018 M.A.P.S. worked with human service partners to engage youth in important conversations regarding the health of our community and relationships within it. Please see page 10 for a good example of community engagement through the **South West Edmonton Collaborative**.

EXECUTIVE DIRECTOR'S REPORT (CONT'D)

COLLABORATIVE SUCCESS

It is inspiring when we can see progress on social issues as a result of our collaborative work. Complex social issues take time and M.A.P.S. remains committed to long term efforts. Two such efforts are the **Providing Accessible Transit Here**, a program for homeless or those at risk of homelessness and the **Community Mental Health Action Plan**, a broad collaborative approach to improve the mental health support system. For an update on these initiatives see pages 11 through 13.

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 19 & 20 for a summary of results.

We appreciate funding from the City of Edmonton and the United Way which allows M.A.P.S. to work with our human services sector in innovative ways.

Respectfully Yours,

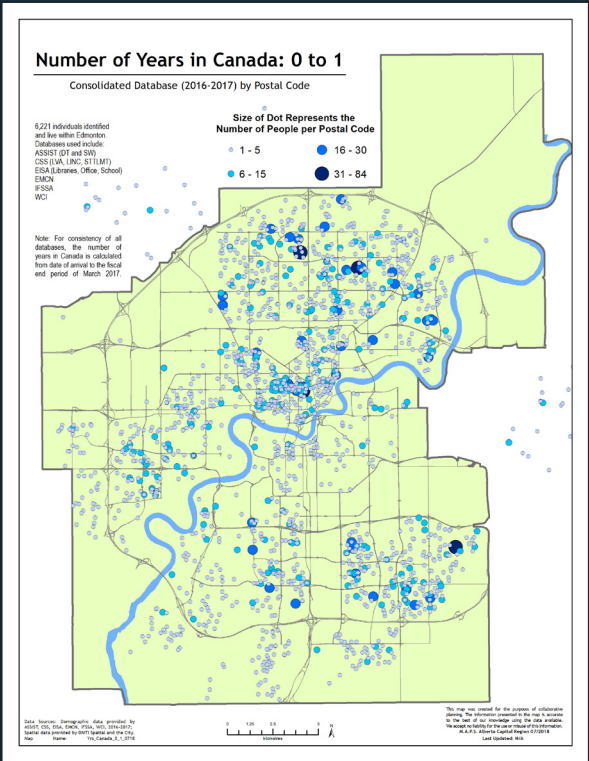


Partnership Enhancement Facilitator, Exec Director
M.A.P.S. Alberta Capital Region

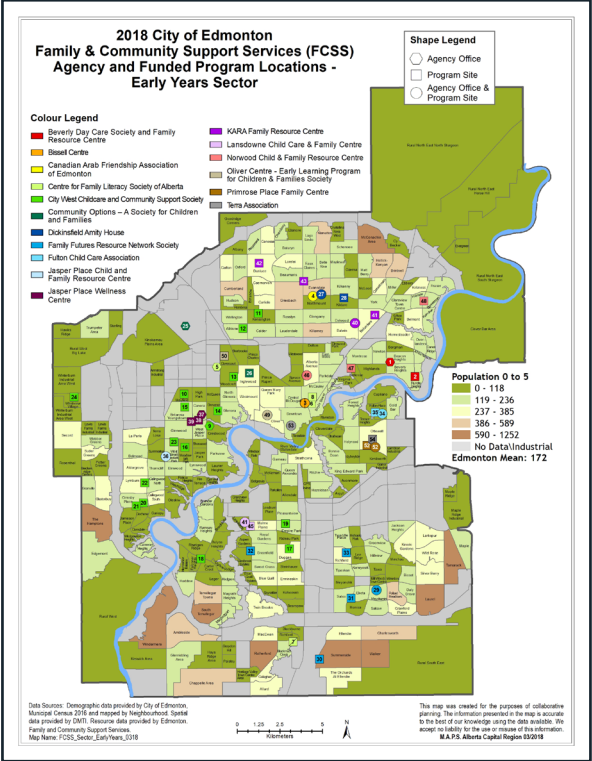


COMMUNITY MAPPING & COLLABORATIVE PLANNING

DEMOGRAPHIC MAPPING: In 2018 M.A.P.S. continued to work with the Newcomer Mapping Network to map program intake data with our partners in an attempt to get a more current understanding of the needs of newcomers.



RESOURCE MAPPING: In 2018 we created a set of maps for our funder, City of Edmonton FCSS. In this map you will see funded resource locations for children in the early years coupled with the percentage of population aged 0 - 5 years.

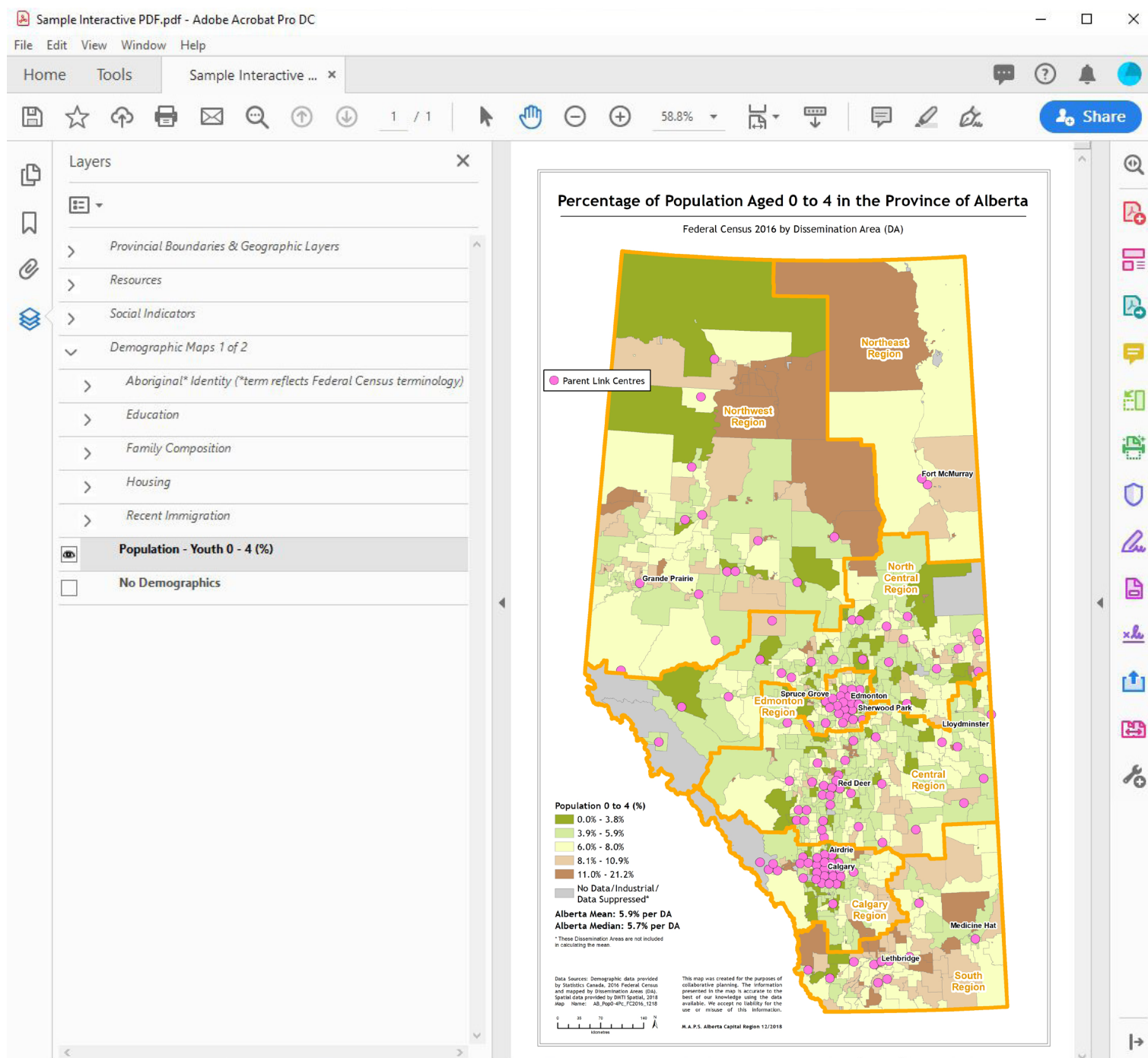


JOURNEY MAPPING: It was our pleasure to partner with Alberta Health Services in 2018 to map the experiences and recommendations of youth using the emergency services at Alberta hospitals during a mental health crisis.



COMMUNITY MAPPING & COLLABORATIVE PLANNING (CON'T)

WEB BASED INTERACTIVE MAPS: In 2018, we further developed our skills in interactive web-based mapping. As our colleagues become more familiar with using maps for planning purposes, they are requesting more complex maps with several sets of data available for analysis. See below for one such map which shows the percentage of people aged 0 to 4 in the province of Alberta with layers of resource and geographic information. The user can turn each layer on or off depending on what they want to see. They can choose a combination of data to meet their needs.



COMMUNITY BASED RESEARCH

DETERMINANTS OF SOCIAL CAPITAL AND DIFFERENTIAL SUCCESS: BUILDING A BETTER LIFE

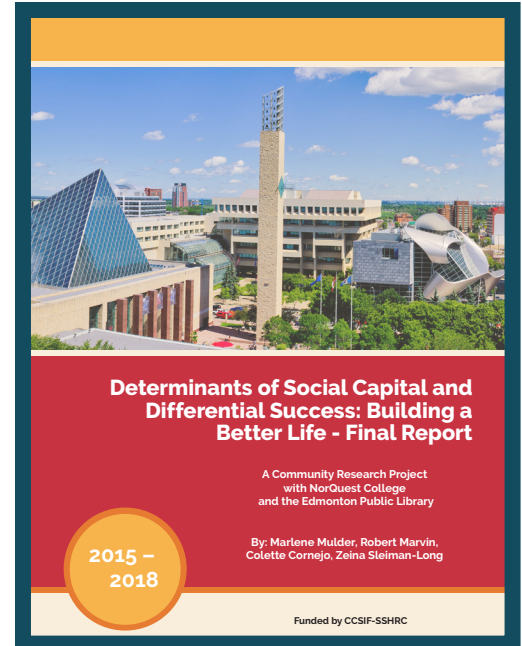
was a three-year project funded by the Social Sciences and Humanities Research Council of Canada. The project had two objectives of connection and insight.

Connection: to create research synergies, comprised of service providers to marginalized populations, municipal government, and researchers, to build cohesion around policy and programming issues. The researchers built on working relationships in the community. Collaborators and researchers collectively built the project and agreed on guiding principles of the seven sacred teachings of love, respect, wisdom, courage, honesty, humility, and truth. An Indigenous Elder and an Immigrant Wisdom Holder were advisors to the project. After each data collection phase researchers met with collaborators to vet their findings and seek advice on interpretation, understanding, and next steps.

Insight: to learn how loneliness and self-esteem affect Social Capital, and how some can successfully use their Social Capital to strengthen their Human Capital to build better futures, while others have difficulty. Thirty-six Likert scaled statements related to six themes of Social Capital (Loneliness; Trust for Others; Feelings of Connection to Others; Feelings About Self; Trust for Service Providers; and Community Engagement) comprise the Social Capital measurements. Six indices of the themed statements were developed and finally, one quantitative measure for Social Capital was developed.

Four initially planned groups included All Participants, and three subgroups: Indigenous, Immigrant, and Canadian-born non-Indigenous (CBNI). Three additional groups, that are not exclusive, were added later at the request of the community and relate to specific life conditions (problematic substance use, poor health, and ever homeless). The abundance of direct quotes in this report honor the voices of participants.

Six hundred and six face-to-face interviews, fifty focus group discussions, one methodology map, and three case study life maps were completed. One focus group discussion, conducted with staff from collaborating agencies mid-way through the project, served to bring further perspective to the analysis.



BUILDING A BETTER LIFE (CON'T)

A COMMUNITY-BUILT METHODOLOGY



Determinants Of Social Capital And Differential Success: Building A Better Life



Determinants Of Social Capital And Differential Success: Building A Better Life



Determinants Of Social Capital And Differential Success: Building A Better Life



<https://mapsab.ca/community-based-research/building-a-better-life/>

COMMUNITY ENGAGEMENT

The South West Edmonton Collaborative (S.W.E.C.) continued to focus on youth in 2018.

Wanting to know more about the interests and needs of youth living in Edmonton's southwest, committee members designed a survey and a mapping activity. The purpose of the survey was to assist in the planning and organization of southwest area services and supports for youth.

The survey results were compiled and shared with the collaborative members in 2018. We plan to share the findings more broadly in 2019.

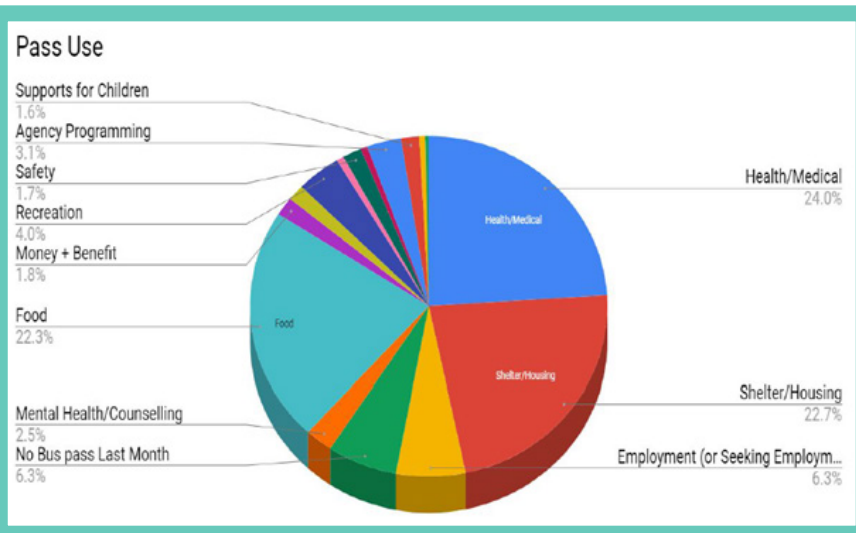
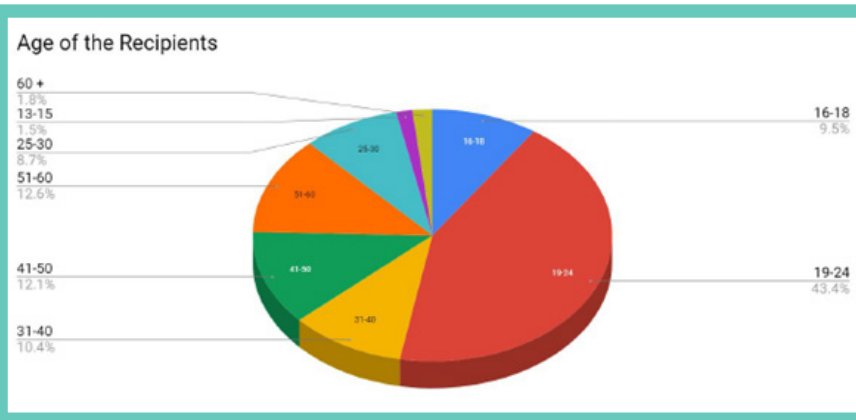


COLLABORATIVE SUCCESS

PATH

Providing Accessible Transit Here

is a *collaborative* initiative between the City of Edmonton, ETS, and social agencies to increase transit access for **youth and adults who are homeless or at-risk of homelessness.**



SOCIAL RETURN ON INVESTMENT RESULTS

For every \$1 invested, a return of at least \$1.92 was created in social value.

The social value created included:

- Reduced court costs
- More positive interactions with transit authorities
- Increased ability to maintain employment
- Reduced risk of events such as frostbite

“

I don't like asking [the bus driver] for rides because people sitting in the front judge me. I don't like feeling homeless.

“

[I] get to go meet friends; no feelings of being excluded.

“

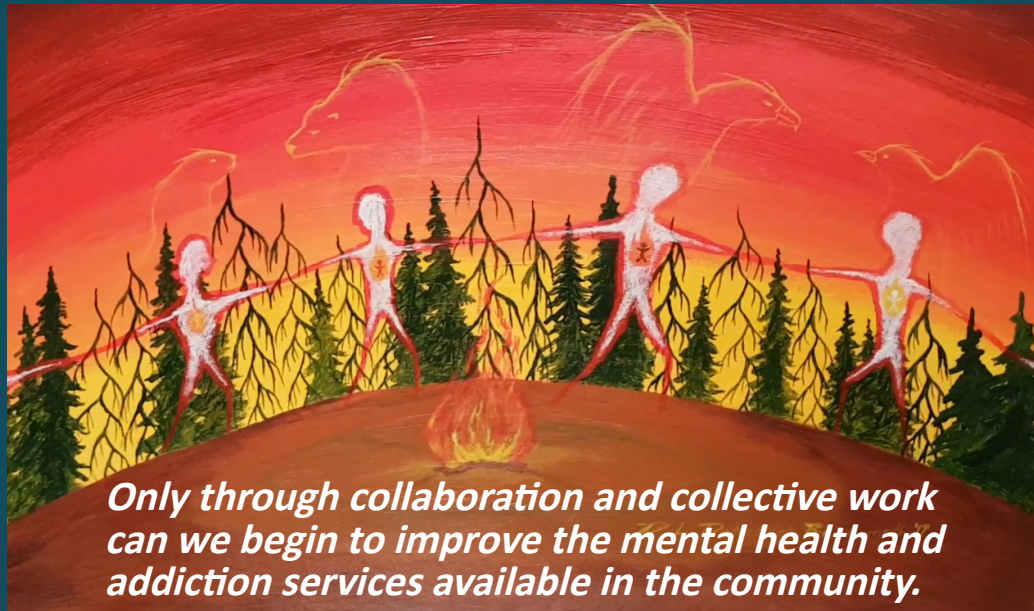
I can travel around the city like the rest of society.

COLLABORATIVE SUCCESS (coN'T)



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.



A theme that has arisen in the work of the Community Mental Health Action Plan is **navigation**.

Albertans have frequently expressed how difficult it is to navigate the mental health system. The consequences of this include individuals and families not receiving the supports they need. We spent time in 2018 convening experienced personal and professional navigators and were able to define navigation as the act of linking and connecting individuals to trusted and relevant services and supports in a timely and trauma informed manner. We believe a navigator is anyone who connects individuals to trusted and relevant mental health services and supports using a knowledgeable, collaborative and empathic approach. We also identified some competencies required of a successful navigator and wrote a short report regarding our conclusions which has informed other parts of our work on the plan. See the report to the right and download it from www.mentalhealthactionplan.ca



Navigation:
Finding Our Way
Together
December 2018



COLLABORATION SHOWCASE @ CHATEAU LOUIS

WEDNESDAY, OCTOBER 24, 2018

PRESENTATIONS/PRESENTERS

M.A.P.S. Annual Showcase Update: LANS, Collaborative Projects, Community Profiles and Knowledge Mobilization:

Deborah Morrison & Louise Ye

Helping Kids and Youth in Times of Emotional Crisis; Alberta Health Services:

Marni Bercov

Edmonton Local Immigration:

Samim Lambrecht

Mapping Volunteer Experiences; Strathcona County:

Doneka Simmons

Community Mental Health Action Plan:

Dean McKellar, Kahn Lam

Building a Better Life; NorQuest College:

Marlene Mulder, Collette Cornejo, Bob Marvin

Providing Accessible Transit here (PATH):

Trish Ellison-Traverse, Shiraz Khan, Jeanette Wright, Stacey Vanthuyne

Our Way Forward – A Coordinated response to Intimate Partner Violence; Families First Society:

Jennifer Vogl

Evaluating the Community Mental Health Action Plan:

Tammy Horne, Deborah Morrison

SHOWCASE EVALUATION/FEEDBACK

104 guests registered to hear 17 presenters share the work they are undertaking in our community. Our guests included representatives from Canadian Red Cross, 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, Pride Centre of Edmonton, Creating Hope Society, Community Initiatives Against Family Violence, a variety of Departments from the Government of Alberta and City of Edmonton.

51 evaluations were completed (49% return rate) and indicated that, as a result of the Showcase, they are more knowledgeable about: successful collaborative initiatives in our region (94%); approaches to working collaboratively (86%); support available through M.A.P.S. (94%) and emerging tools which facilitate collaborative planning (86%). Further comments included the following:

NETWORKING OPPORTUNITIES

- Excellent, thank you for the guided question which allowed opportunity for great conversation.
- Great! Enough time was given to collaborate, Thank you!
- Informative, debriefing, great learning opportunity and networking.
- Really appreciated. Learned different perspectives on ways colleagues collaborate.
- Excellent. Never enough time, but I think you allotted plenty given the time frame.
- Great as always! I love sitting with my current colleagues and using this event as an opportunity to spark new ideas and conversation.
- Valuable- I always learn a lot- success/challenges of collaborating.
- Great. I always take home new connections and information I can use.
- Forced relationships because shared experience and knowing collaboration is key for positive change!
- Good but still in process- It still needs to be taken to policy makers.

THE MOST VALUABLE PART WAS

- Connecting with new colleagues, learning, hearing about some truly wonderful work.
- Hearing about the incredible collaborative work happening. Loved it! Thanks!
- Access to resources or tools developed through the projects.
- Hearing updates on projects. How things have already made an impact.
- Learning about collaborations, working to combat issues that affect our clients/services.
- Helping kids and youth in times of emotional crisis. Talking about mental health for youth.
- Learning about all creative initiatives and great work happening in our communities. Love the journey maps and visuals. Learning about resources available, and the ability to connect with other colleagues.
- Opportunity to hear about various collaboratives. I see a lot of connections between work I would love to make some those connections.
- Opportunity to keep myself up-to-date with latest evidence and trends.

TELL ME MORE ABOUT

- Sustainability; how to sustain good work and projects.
- Youth and the challenges faced by parents with their children especially immigrants.
- Lived experience; how we incorporate that into our collaborations/partnership work "Nothing about us without us."
- Collaboration with First Nation communities.
- Have a chance to engage with how research can impact our practice. Or discussion about gaps needed.
- More community based project especially that are focusing on working with marginalize community and/or challenging issues.

SHOWCASE TABLE CONVERSATIONS

Attendees at the Showcase also participated in table conversations.

See the **Question** and **Results** below:

“Last year we discussed the essential components of effective collaborative. One of the responses was “shared values”. Please identify and record some of the values you think are important to effective collaboration.”

Accountability: Participants indicated that there needs to be accountability in collaborative work, especially within large coalitions, to ensure all partners at the table have an equal voice.

Communication: It was discussed between the participants that there still exists communication barriers between agencies. It would be beneficial for collaborative work to maintain a process of communication between agencies to alleviate some of those barriers.



M.A.P.S. CURRENT PROJECTS 2018

L.A.N. (LOCAL AREA NETWORK)	ACTIVITY	EXPECTED OUTCOMES
RAYE – Rainbow Alliance for Youth of Edmonton	Creating a community profile Facilitating process Community based research Fiscal agent for grant	Increased understanding of the issues faced by this pop, increased understanding of needs and strengths. Identification of collaborative strategies to better meet pop needs.
SWEC - Southwest Edmonton Collaborative	Facilitating conversations, updating community mapping profile, community-based research	Attract services and supports to Southwest Edmonton to meet identified needs
North East Edmonton Youth Strategy Working Group	Coaching, community-based research	Partners are more informed about youth needs. Participants enhance collaborative efforts to meet identified needs.
AAYI – Action Alliance for Youth Inclusion	Helping to facilitate community-based research with youth in high risk situations	Identification of success factors and barriers to inclusion for youth at risk
SEYAC – Southeast Youth Action 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, leadership team	Enhanced commitment to helping children achieve and meet developmental milestones
Mill Woods Cultural Diversity Coalition	Supporting work of Coalition, leadership team Intercultural dialogues.	Creating a more inclusive community

M.A.P.S. CURRENT PROJECTS 2018 (CON'T)

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, EISA and 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.
PATH (Providing Accessible Transit Here)	Development and delivery of a program to provide free transit passes to homeless youth and adults	Increase social inclusion of homeless youth and adults as a result of improved transit access.
Fair 4 Youth	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.
End Poverty Early Learning and Care Committee	Mapping programs and services with demographic data	Improved understanding of strengths and gaps within system
Drug treatment court	Mapping services involved with youth in the court system	Improved clarity around how services interact on the youth and each other

M.A.P.S. CURRENT PROJECTS 2018 (CON'T)

COMMUNITY PROFILES	ACTIVITY	EXPECTED OUTCOMES
Creating more complex profiles of neighbourhoods, communities and service users	Developing various types of social mapping approaches which enhance the sectors ability to share clients' stories, such as <ul style="list-style-type: none"> • Process mapping • Network mapping • Typical client experience map • Clients journey mapping 	Deeper understanding of the community The community is served more effectively through collaboration and integrated services
Child and Youth Sector	Mapping program data, revisioning the sector	Improved, more coordinated social service system serving children and youth
Youth with mental health concerns	Journey Mapping 2 individuals' journeys and one mom's journey of her sons' 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
Edmonton Seniors Coordinating Council	Pegasis Project- looking at isolated seniors, mapping community support system	Improved understanding of how to reach isolated seniors
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.
Mapping research findings	Process mapping Journey mapping	Knowledge translation, 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.

"I was able to put a drawing into a professional document/ map so it would be taken more seriously. This work is extremely meaningful and emotional to the high-risk youth of Edmonton and the professionals who work with them. This map will be used mainly to improve accountability in the workers who help Edmonton's youth and help the youth to have happier, healthier lives with fewer criminal episodes."

"The 3 life maps that were created with participants have proved to be an excellent vehicle to engage community in further discussions focusing on the resiliency of marginalized people in provincial, national and international conferences."

"The expertise that MAPS brings to any collaborative is so unique and valuable. Deborah is exceptional in her role and it has been a privilege to work with MAPS."

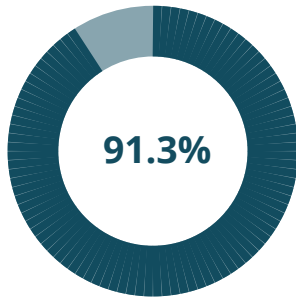
"MAPS has supported a group I facilitate that is coordinating newcomer children and youth settlement services in schools. Louise compiled maps for all programs and services that 6 agencies currently offer which has been immensely useful for our group. The ultimate goal is to improve coordination and streamline services to ensure newcomer children and youth have the best support available. MAPS has been extremely helpful and instrumental in this project."

"It has been very satisfying to initiate change in public service and generates interest in areas of concern impacting youth. I feel we have established credibility around youth exclusion and issues confronting youth. The support and enthusiasm from M.A.P.S. is fantastic and this helps maintain momentum."

M.A.P.S. COMMON OUTCOMES REPORT EVALUATION RESULTS

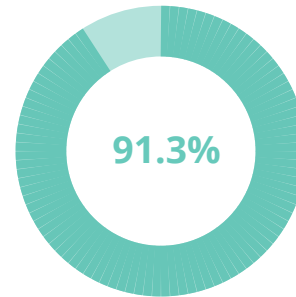
As a result of working with M.A.P.S. please indicate your level of agreement with the following statements:

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



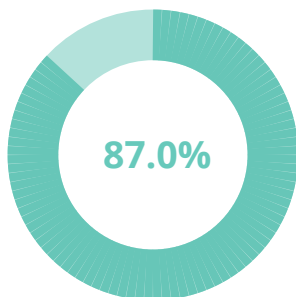
Percentage of Positive Change

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



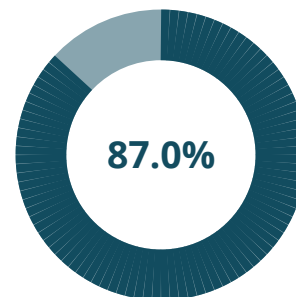
Percentage of Positive Change

My organization is better prepared to share leadership of the collaborative.



Percentage of Positive Change

My organization is better prepared to commit to a common agenda.



Percentage of Positive Change

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
- Multimedia Storyteller



NEDA ASADI

- Community Engagement Specialist



KILEE WINTERFORD-NADEAU

- Artist

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**