

PAN Members' and Allies' Survey Comparative Insights from 2015-2018



Purpose & History

The Annual Members' and Allies' Survey conducted by the Pacific AIDS Network (PAN) is one of the ways we measure our progress towards aligning to the core values of:

- Accountability and stewardship,
- Evidence-based action &
- Collaboration and partnership.

It also helps us track our achievement of the outcomes and activities identified in PAN's Strategic Plan.

Starting in 2021 we have changed the name to the Members' and Allies' Survey (from Members' and Stakeholders') on advice from Indigenous partners that "stakeholder" does not adequately reflect the reality that Indigenous people have the ability to uphold their constitutional protected rights, making them *rights holders* on these lands rather than stakeholders. Using this learning PAN is engaging allies to our work and feel this new name better reflects this so you will notice us using "allies" in this summary report.

The annual survey was first introduced in 2015. PAN's members, key allies and partners with whom we work, people living with HIV, people with other lived and living experiences who are actively involved with PAN, and PAN staff and contractors are invited to participate.

Since we started conducting this survey, the findings have helped us learn how we are meeting our goals. People responding to the survey also identified key issues and directions in terms of policy, governance and program needs for PAN to consider.

We consider this such an important engagement tool, that when we updated our by-laws in 2018 it became a mandatory, annual requirement for PAN membership.

This Report

This report compares findings from four surveys conducted between 2015 and 2018, including how well PAN met the needs of our members and identified strengths, and areas for improvement across the years.

Here, we provide a glimpse of the implementation and outcomes of PAN's 5-year Strategic Plan 2013-2018, in which we set out to: **1)** Maximize the effectiveness of PAN member organizations; **2)** Strengthen our governance to serve our expanded mission; **3)** Build capacity in innovative and relevant community-based research; and **4)** Strengthen PAN's organizational capacity to ensure our effectiveness.

Who participated in the surveys?

Year	Respondents	Response Rate
2015	n=65	38%
2016	n=93	49%
2017	n=88	46%
2018	n=79	38%

An overall stable number of respondents have participated in PAN's Annual Surveys between 2015-2018. We have ranged between 38% and 49% response rates over the years.

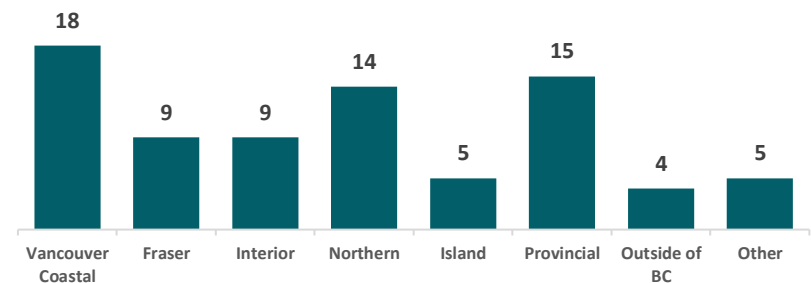
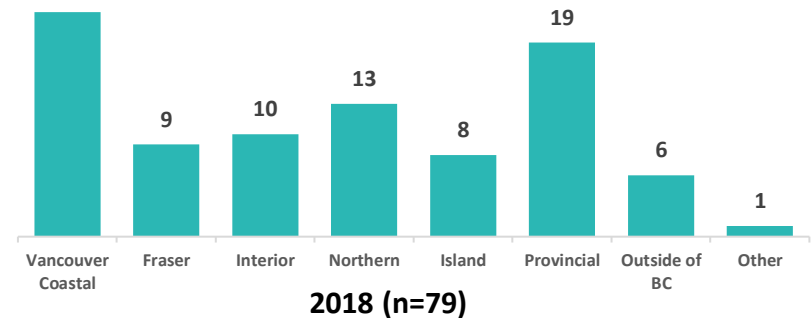
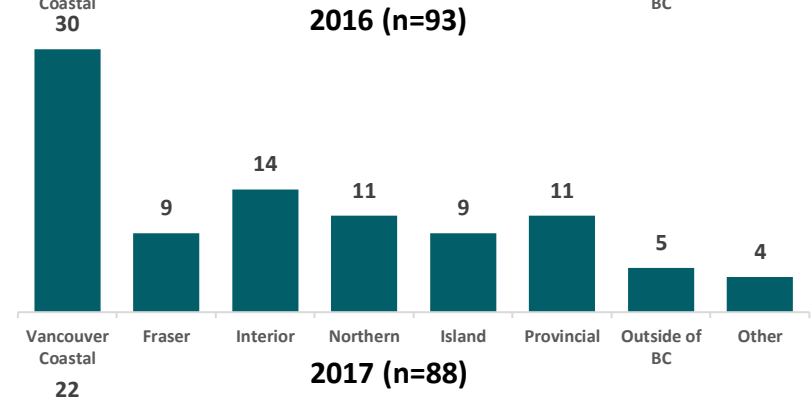
This survey is one of the key mechanism we have for engagement with both members and allies, which is why it is so important. We are currently working on ways to increase future participation in this survey.



What regions did respondents work in?

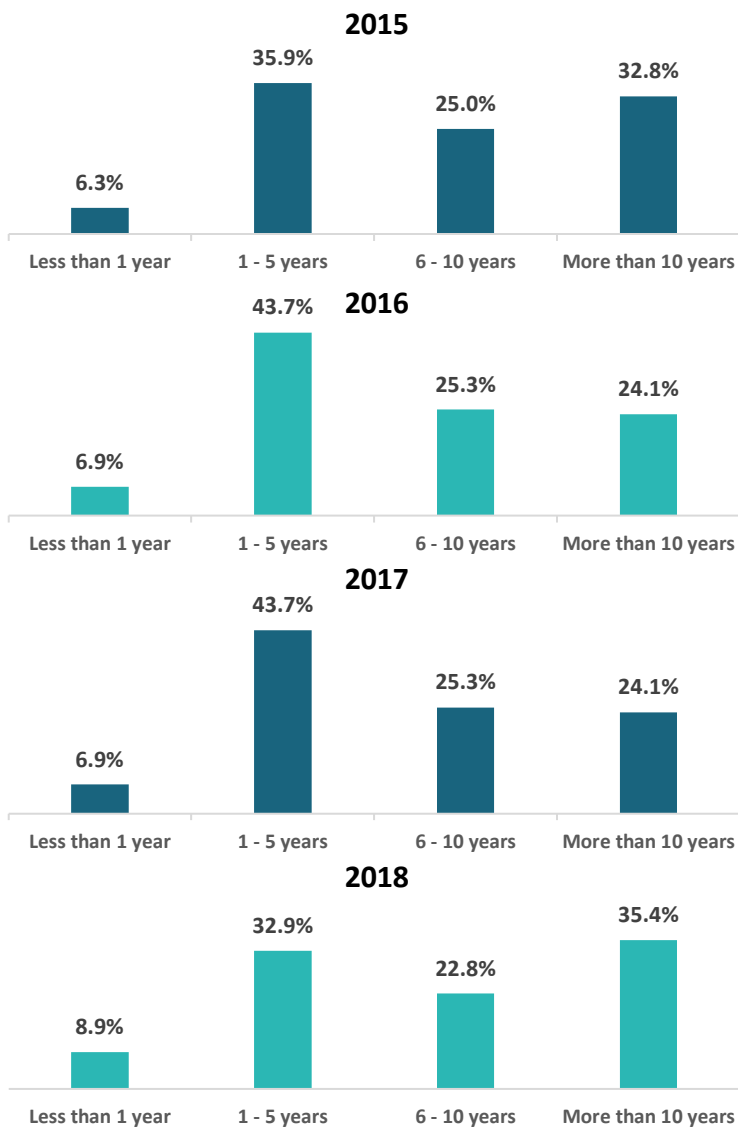
Respondents from across British Columbia, and outside of our province, have provided input over the years:

Participation in the Members' and Stakeholders' Survey by Year



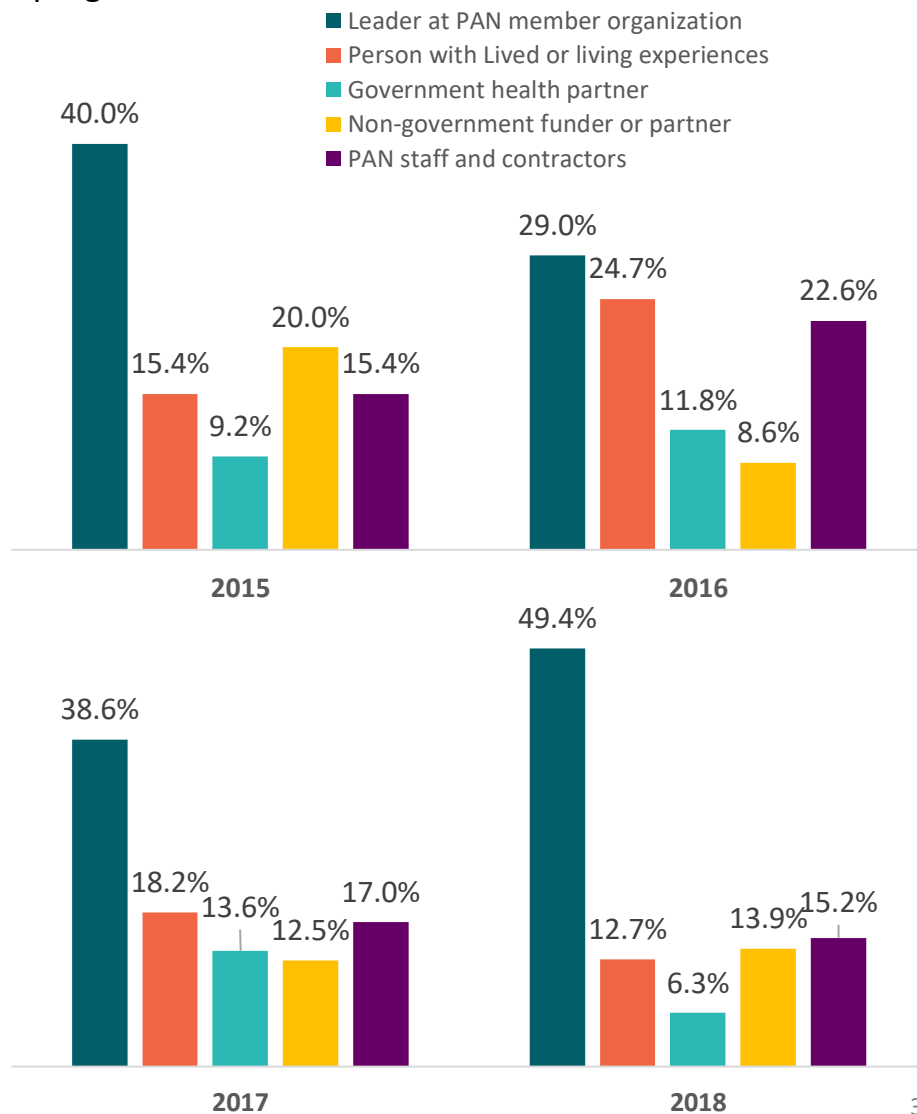
How many years had respondents been involved with PAN?

At the time of the surveys, most survey respondents had been involved with PAN between 1 to 5 years:



Which activity best described respondents' relationship with PAN?

A wide array of allies have responded to the Annual Surveys, including leaders at PAN member organizations and people with lived experience engaged in PAN's programs and services.



PAN's Activities & Services

Respondents have a solid understanding of the services offered at PAN with activities delivered by PAN receiving largely positive ratings across surveys.

For this summary, we were most interested in how PAN's engaged respondents rated activities (people who know about or use services). All categories had a percentage of people who answered N/A or don't know. These were removed from the charts but the average was noted in pullout boxes for each category). These indicators help us to focus promotion for future activities and services.

The most known and highest rated activities were PAN's in-person conferences and professional development. Other highly rated activities included the Positive Leadership Development Institute and PAN's collective action and advocacy work. Respondents' satisfaction with PAN's webinars gained momentum in the final two years of this series of surveys.

% of engaged respondents who rated PAN's **in-person conferences, workforce & professional development** events as good/excellent

Average
N/A
17.8%



% of engaged respondents who rated **PAN's webinars** as good/excellent

Average
N/A
50.7%



% of engaged respondents who rated PAN's **Positive Leadership Development Institute** as good/excellent

Average
N/A
41.9%



% of engaged respondents who rated PAN's **collective action work** as good/excellent

Average
N/A
23.0%



PAN's Activities & Services - Continued

Developing capacity and fostering evidence-based decision making through community-based research and evaluation support have become landmark pieces of PAN's work and the majority of respondents rated these services as good or excellent.

% of engaged respondents who rated PAN's community-based research program as good/excellent

Average
N/A
27.5%



% of engaged respondents who rated PAN's community-based evaluation support and capacity building as good/excellent

Average
N/A
28.5%



How did respondents rate newly introduced programs?

In 2017 and 2018, PAN offered 'Advocacy and resource sharing related to the opioid crisis' and 'Facilitative support to the PHSA Collective Impact Network (CIN)'.

Most respondents rated the activities around the opioid crisis as 'Good' or 'Excellent' and the CIN, however almost half of respondents answered N/A or don't know to providing facilitative support to the PHSA's CIN activity.

% of engaged respondents who rated PAN's advocacy and resource sharing related to the opioid crisis as good/excellent

Average
N/A
24.7%



% of engaged respondents who rated PAN's facilitative support (backbone support) to the PHSA Collective Impact Network as good/excellent

Average
N/A
46.4%



What have been identified as PAN's major strengths over the years?

In the qualitative or narrative sections of the survey respondents identified many strengths of PAN's work. The following are major themes pulled from all four years of the surveys.

A major identified strength over the years has been how and with whom PAN does its work. Survey respondents have also emphasized the skill and commitment of PAN's staff in conducting the work.

1. How and with whom PAN does its work:

- Collaborative community engagement and collective impact
- Leadership and responsiveness to HIV, HCV, related conditions and social issues
- Partnership and networking
- Responsiveness to needs of communities and member organizations

Key Quotes:

"A major strength of PAN's programs is the capacity to collectively respond to policy and other contentions."

"A willing partner on important provincial initiatives and able to escalate local issues."

"PAN has created a strong network of community partners who work in the same field of preventing the spread of HIV. We really appreciate every opportunity to connect and network with them."

2. The events, activities, and services PAN offers:

- Capacity, skills, and knowledge-building opportunities
- Positive Leadership Development Institute (PLDI)
- Communications
- In-person fall conference

Key Quotes:

"The PLDI is a very strong program."

"Accurate information in a timely manner."

"The knowledge-translation and sharing programs including webinars and in-person training allow organizations across [BC] to have more equitable access to information and programming ideas."

3. The overall approach to PAN's work:

- Commitment to meaningful engagement of people with lived experience
- Evidence-based practice – CBR, evaluation and policy
- Province-wide approach and reach
- Commitment to ethical practice and accountability

Key Quotes:

"Honouring lived experience in meaningful ways."

"Integration of research and practice."

"Consultation with communities and organizations is thorough and responsive."

"The provincial reach – PAN lives up to the mandate of being a provincial network."

4. PAN's Staff and Human Resources:

Key Quotes:

"Fabulous skill set and knowledge of the staff team."

"Committed staff."

"Staff skill set, knowledge and experience of the community they represent is broad. Also, the involvement of staff with lived experience."

What have been identified as PAN's areas for improvement over the years?

In the qualitative or narrative sections of the survey respondents identified areas for improvement for PAN. The following are major themes pulled from all four years of the surveys.

1. PAN's programming

- Increasing and improving specific programs, services and modes of delivery
- Adapting to emerging and critical work
- Providing programs for hepatitis C and other STBBIs
- Reaching and supporting isolated marginalized, and rural communities across the province

Key Quotes:

“Continue to build its expertise in hepatitis C programs and services.”

“Support for women only living with HIV.”

“I would like to see more programs directed to address the 'root' causes of HIV/HCV/STI contraction, drug addiction, overdoses, suicide and mental illness.”

2. PAN's communications:

- Increasing awareness of, promotion, and communications about PAN resources and website

Key Quotes:

“It would be nice to see more frequent communication between PAN and member agencies.”

“Provide more information, direct national advocacy and assistance with grant interpretation and evaluation.”

3. PAN's direction of work:

- Offering more opportunities for member organizations' and peer's involvement and collaboration
- Recognizing and responding to shifts and challenges in the funding landscape
- Aligning directions and actions with PAN's visions, values, and strategic plan
- Strengthening advocacy and the connection between policy and research work

Key Quotes:

“Work with health authorities to establish community advisories to inform health care systems/programs.”

“Staying in tune with member organization developments and needs and responding with capacity building, advocacy, or organizational development support will continue.”

4. None identified or members satisfied with PAN's work:

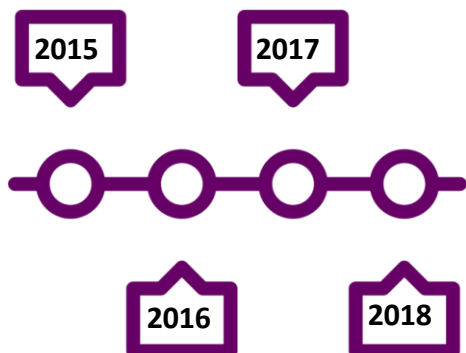
- Importantly, about 25% of the feedback shows members and allies' are satisfied

Key Quotes:

“No suggestions for improvements – keep up the great work.”

“Keep doing what you do it is a great support to those of us working with marginalized populations.”

Feedback & Actions Taken



What actions has PAN implemented in response to the feedback provided in the Annual Surveys?

PAN is committed to using the findings from this survey to shift and improve our work. Here are some examples of how we used responses to the question of how PAN could improve its programs and services to directly influence our work.

You told us: Enhance PAN's programming

By increasing and improving specific programs and services and modes of delivery

Within this theme, people spoke about increasing already existing services and focusing attention on new and emerging areas of work, such as mental health and substance use among people living with HIV and social determinants of health.

✓ These are some of the actions we took

- Expanding webinar series PAN presents, aiming to connect PAN members with health authority representatives, funders, ministries, and key policy influencers (2019-2020)
- Hosting Educator's Forum together with FNHA and CATIE (2017; 2016-2017)

- a variety of topics province wide (i.e., core training, communication skills training) through Positive Leadership Development Institute (2017; 2016-2017; 2015-2016, 2014-2015)
- Offering live and on-demand capacity building resources on advocacy, policy, public health, health determinants, PD, and research and evaluation through KnowledgeConnect webinar series (2017)

Adapting to emerging and critical work

Focusing on supporting diversity and equity came out in this theme, including work on cultural safety, a movement towards TRC, HIV aging, transgender awareness, rural and remote access.

✓ These are the some of the actions we took

- Offering accurate information about COVID-19 pandemic, convening meetings to share best practices for delivering services (2019-2020)
- Holding meetings with government officials to raise concerns around drug safe supply clinical guidance and pandemic prescribing (2019-2020)
- Advocating for scale-up of OPS and opioid substitution therapy (OST) and resources for harm reduction services, especially outside the Lower Mainland (2018-2019)
- Participating in community consultations and indicator development for PHAC's 5-year action plan for STBBIs and Pan-Canadian STBBI Framework for Action (2018-2019)
- Conducting rapid assessment of frontline organizations' capacity-building needs related to the overdose crisis (2016-2017)
- Implementing People Living with HIV Stigma Index survey tool in BC (2016-2017; 2014-2015)

By providing programs for Hepatitis C, other STBBIs, and related conditions

Including programming for people living with hepatitis C and supposing member organizations develop expertise in this and related conditions were at the crux of this theme.



These are some of the actions we took

- Offering peer-led initiative, Hepatitis C Leadership Project (2019-2020; 2018-2019)
- Conducting a needs assessment of information and advocacy needs around hepatitis C resources in BC (2017)
- Convening Mental Health, Substance Use, and HIV/HCV Working group to increase education, support, and response around these issues

By reaching & supporting isolated, marginalized, rural communities across the province

This theme captured people's desire to make regional work available and accessible in sites across the entire province.



These are some of the actions we took

- Bringing together people across BC in SoLE – Stories of Lived Experience event (2019-2020)
- Holding PAN's 2017 Fall Conference in Richmond; holding 2-day regional training in partnership with Interior Health Authority in Kelowna; regional training in Prince George (2017)
- Holding PAN's 2016 Fall Meeting (2015-2016)
- Holding PAN's 2014 Fall Meeting (2014-2015)
- Conducting Making it Work Study– examining Indigenous service delivery models in rural and small urban case study sites (2018-present)

You told us: Enhance PAN's direction of work

By offering more opportunities for member organizations' and peer's involvement and collaboration

Increasing positions for peers and working closely with health authorities to enact action and advocate on emerging health issues came out of this theme.



These are some of the actions we took

Peers:

- Working with Positive Living BC, the Canadian HIV/AIDS Legal Network to raise concerns about BC's Prosecutorial Guidelines on the criminalization of HIV non-disclosure (2017)
- Supporting knowledge share with development of PAN's [Peer Worker Support and Compensation web page](#)

Member organizations:

- Working with the OAN in Ontario and COCQ-SIDA in Quebec to advance community-based issues with each of the major political parties in the lead up to the 2019 federal elections
- Co-leading the work of PHSA Collective Impact Network, including CBRC, PHCN, PLBC, and YouthCo (2017; 2016-2017)

By recognizing and responding to shifts and challenges in the funding landscape

Within this team, people recommended focusing and providing support on funding issues for community organizations.



These are some of the actions we took

- Advocating with federal government officials for more funding in support of the national STBBI Action plan (2019-2020)

- Liaising with public health to obtain low-barrier application to PHSA COVID-19 relief fund for PAN members, allies, and partner organizations (2019-2020)
- Meeting with PHAC staff to shape the consultation and funding call for the Community Action Fund and the Harm Reduction Fun (2019-2020)
- Advocating for Canada’s resourcing for the Global Fund to fight AIDS, TB, and Malaria (2018-2019)

By aligning directions and actions with PAN's vision, values, and strategic plan

Strengthening organizational governance and aligning vision and mission to better support members and stakeholders were crucial issues that came out of this theme.

These are some of the actions we took

- Implementing PAN’s new [2019-2024 Strategic Plan](#), guided by new principles and driven by PAN’s [values and approaches](#) (2019-2020)
- Holding first virtual AGM to adapt to PHSA funding and evolve in provincial convening approach
- Creating PAN’s Inclusion Committee to implement commitment to Truth and Reconciliation Principles (2019-2020)
- Adoption by the board of new set of PAN principles recognizing, among others, work on climate change action and environmental rights, socioeconomic inequities and social justice, the UN Declaration on the rights of Indigenous Peoples (2019-2020)
- Evolving PAN’s governance to reflect the mission adopted in 2013 after extensive member engagement and collaboration (2017)

- Conducting organizational review to explore potential changes to PAN’s governance (2015-2016)
- Creating PAN’s Governance and Membership Working Group to explore changes to PAN’s governance (2015-2016)

By strengthening advocacy and the connection between policy and research work

People suggested continued and a renewed focus on advocacy within this theme.

These are some of the actions we took

- Informing PAN’s activities and actions through findings from Annual Members’ and Stakeholders’ Survey (2019-2020; 2018-2019; 2017, 2016-2017)
- Fostering data-drive decision making and culture of learning through evaluation (2016-2017)

You told us: Enhance PAN’s communications

By increasing awareness, promotion, and communications about PAN resources and website

It was clear that extra, more frequent, and easily accessible information to support programming and advocacy efforts was required.

These are some of the actions we took

- Creating and continuously updating COVID-19 resources page (2019-2020)
- Committing to distributing Weekly eNews bulletin (2016-2017)
- Redesigning PAN’s website for ease of use (2016-2017)



Thank you to everyone who has participated in these Annual surveys since 2015.

We are grateful for your continued support and participation. The time and energy that you invest in completing the survey provides us with valuable feedback that guides changes and improvements to our programs and services. It is an important means of two-way communication between the staff and board of PAN and our members and allies, as well as people living with HIV and other lived and living experiences.

Accountability and transparency are important principles that guide our work, underlying our commitment to being responsive, agile and adaptable to the needs and priorities of members.

Moving forward, we will continue to ask you to participate in the survey, as we also look for creative ways to increase the response rate and gather more feedback.

Thank you!