

PAN'S 2022 MEMBERS AND ALLIES SURVEY



EVALUATION SUMMARY

INTRODUCTION

CONTEXT

The **PAN 2022 Annual Members and Allies Survey** is a key instrument of our strategy to ensure our work remains aligned with our core values including Collaboration and Partnership, Knowledge and Member driven, and Accountability and Stewardship. Since its inception in 2015, the survey has become a critical feedback mechanism that informs us about the effectiveness of our approaches and the impact of our work. It also enables us to continuously reflect on that work based on the needs identified by our community, ensuring our efforts in community empowerment, addressing health and social justice issues, and strategic alignment that are both relevant and impactful. Based on feedback from some member organizations, in 2022 we worked to shorten the survey.



2022 SURVEY

Participants in the 2022 Members and Allies Survey provided their insights into various aspects of PAN's work including strategic plan objectives, the effectiveness of programs and services including communication and the high-priority areas for our Members and Allies. These areas included challenges that our member organizations face including funding, staff and volunteer recruitment and retention, safer supply, and Episodic Overdose Prevention Services.

DEMOGRAPHIC CHARACTERISTICS

A total of 210 stakeholders were invited to participate in the PAN 2022 Annual Members and Allies Survey between December 2022 and February 2023, of which 93 (44.29%) provided their feedback. The respondents offered a broad geographic representation, with a notable proportion identifying their primary work as having a provincial scope (Fig. 1). Additionally, 29% of respondents have been engaged for more than 10 years, highlighting the long-standing relationship with our community (Fig. 2). A significant proportion (29%) represents PAN member organizations, with 19% of respondents being PAN staff and contractors (Fig. 3). The survey also well-represented voices of people with lived and living experiences (PWLLEs) of HIV or hepatitis C, with 24% (n=21) identifying as such.

Survey responses indicate that the majority of PAN member organizations focus on areas such as supporting people living or affected by HIV, people who use drugs, and addressing social determinants of health. Key populations such as gay, bisexual, men who have sex with men (29%; n=21), people who use drugs (24%, n=21), women (14%; n=21), and Indigenous communities (19%; n=21) were most commonly reported to be their priority populations. The data also highlights various harm reduction services, including overdose peer support, outreach services, harm reduction supplies distribution, and education (Fig. 5). Among 20 respondents, the member/client lists varied from 15 to 3,000, reflecting a wide range of organizational reach within the PAN network.

DEMOGRAPHIC SUMMARY

Figure 1: Geographical Distribution of PAN 2022 Survey Respondents (n=93)

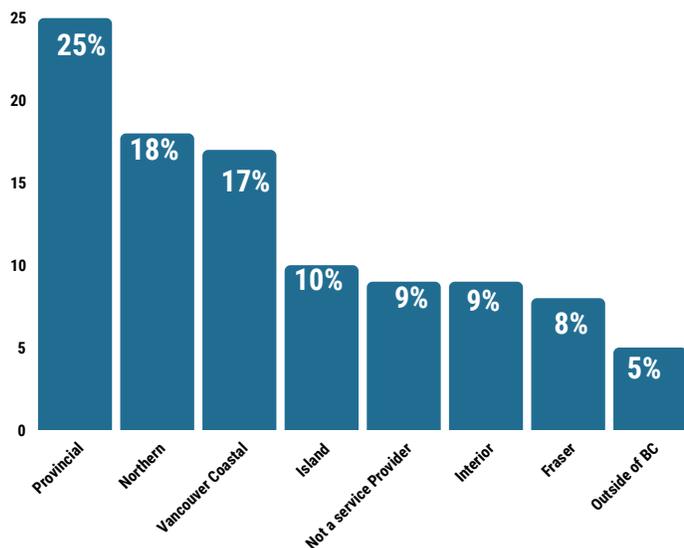


Figure 2: Years of Involvement with PAN among survey respondents (n=93)

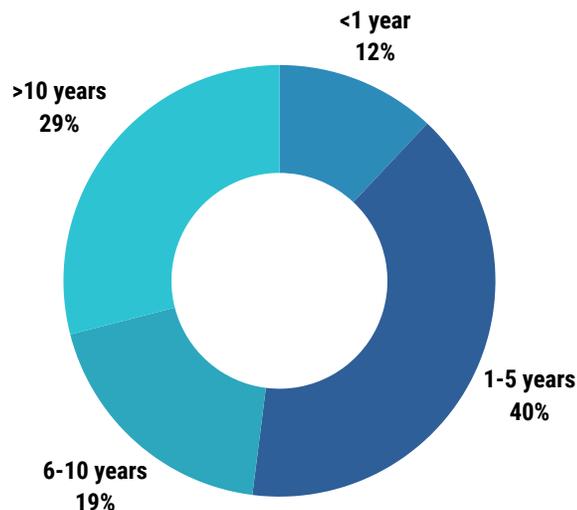


Figure 3: Roles and Relationship of survey respondents with PAN (n=93)

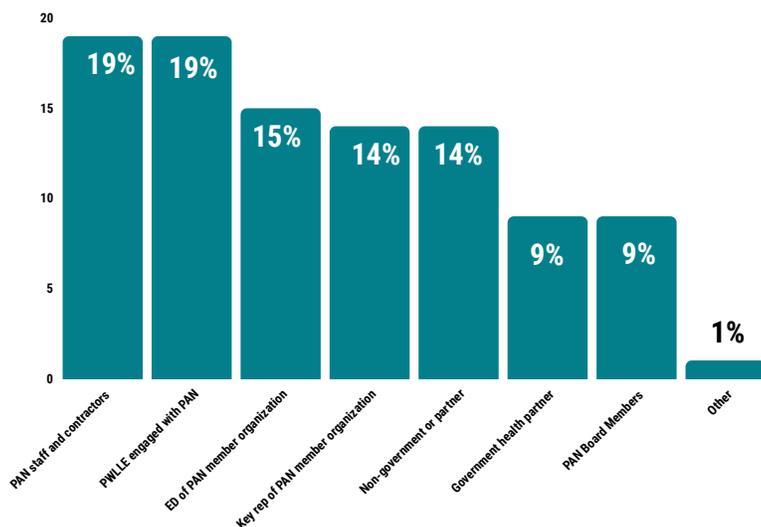


Figure 4: Respondents with lived and living experience of HIV or hepatitis C (n=21)

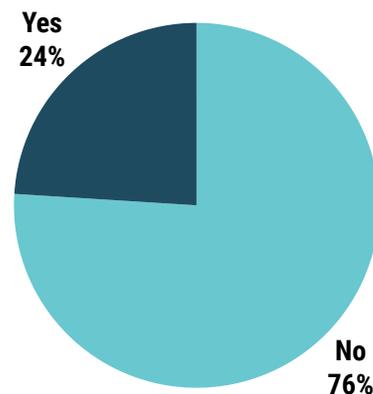
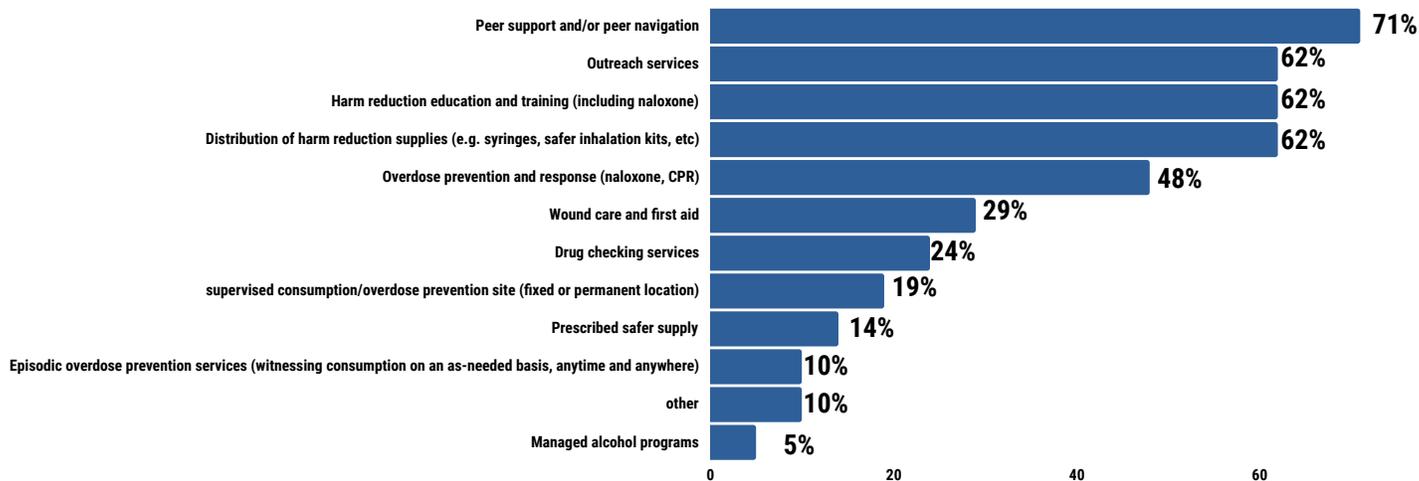


Figure 5: Harm Reduction Services that PAN members are providing in response to the ongoing overdose/ drug poisoning crisis (n=21)



PAN'S STRATEGIC DIRECTIONS

STRATEGIC DIRECTION 1:

STRENGTHEN KNOWLEDGE-DRIVEN PLANNING, DECISION-MAKING, AND IMPLEMENTATION AMONG PAN'S MEMBERS AND ALLIES TO RESPOND TO COMPLEX ISSUES RELATING TO HIV, HEPATITIS C AND THE SOCIAL DETERMINANTS OF HEALTH

Out of the 79 responses received in the survey, programs and services such as PAN eNews (81% use), PAN's online resources (75%), in-person and virtual member events (69%), PAN-led community-based research studies (67%), and virtual capacity-building events (62%) were frequently utilized. In contrast, specialized services like PAN-led implementation studies (41%), the PHSA Collective Impact Network (30%), and evaluation fee-for-service supports (14%) had lower usage rates, reflecting their specialized nature. Nonetheless, participants using these services reported significant satisfaction and knowledge enhancement.

Participants who used PAN's services reported high satisfaction and knowledge gains across PAN programs and services, with over 80% of respondents indicating increased knowledge and high levels of satisfaction.

A majority of respondents who used PAN's programs and services reported benefits from in-person and virtual convening events (72%), virtual professional development events (67%), and in-person capacity building (53%).

Survey participants however did note challenges related to Strategic Direction 1, including constraints within advocacy faced by small organizations, limited networks for collaborating with other organizations and potential partners, and inadequate access to tools for program implementation, alongside human resource, and funding limitations.

PAN Members and Allies continue to advocate for support in enhancing engagement and collaboration networks with provincial organizations and partners in BC. This emphasis is particularly critical for fostering partnerships with Indigenous communities and organizations.

Continued interest from Members and Allies centers around driving program planning and implementation within expanding capacity-building opportunities, particularly in areas such as grant writing support and securing funding.

Reflecting on PAN's efforts in 2022, of the 73 responses received, respondents indicated that PAN was successful in strengthening the governance by effectively including communities dealing with HIV/AIDS, hepatitis C, and related diseases in its governance (78%) and has ensured a true provincial voice with comprehensive geographic representation from all health authorities (67%).

The representation of Indigenous organizations and issues on the board was positively acknowledged by (74%). Additionally, they also reflected that PAN has strengthened relationships with Members and Allies consulting with them to hear their concerns and bring them forward (74%), and has utilized existing tools such as the Members and Allies Survey to guide the vision of the network (69%).

In engaging diverse voices, PAN's Members and Allies have suggested broadening the organization's partnerships and collaborations. This includes reinforcing PAN's strong existing connections with Indigenous communities and organizations, as well as expanding representation from BIPOC and rural and remote communities within the Board, leadership roles and collaborative efforts.

Respondents also recommend prioritizing transparency in organizational operations to ensure that decision-making is inclusive, diverse, and based on sound rationale.

STRATEGIC DIRECTION 2:

STRENGTHEN OUR GOVERNANCE

The survey feedback from 73 respondents on strategic directions for sustainability shows a strong consensus (80% or more in agreement) on the effectiveness of PAN's strategies. This includes its inclusive and meaningful engagement with a diverse range of PWLLEs and its dedication to reconciliation with Canada's Indigenous peoples. Additionally, PAN's encouragement of collaboration and partnerships, commitment to excellence and innovation for community benefit, and reliance on knowledge-driven decision-making received positive feedback. Respondents familiar with PAN's work as a network highlighted strong agreement with its accountability, transparency, and member-driven approach. PAN's initiatives to challenge stigma and discrimination were also received very well by the participants (89%).

Focusing on strategic partnerships and funding advocacy emerged as a key recommendation from PAN's Members and Allies. Respondents suggested ongoing coordination with other organizations and funders to highlight the value and impact of PAN's work, alongside consistent efforts to secure funding for program sustainability.

Respondents also recommend investing more in organizational succession planning and continuous staff training to ensure organizational growth, development and retention.

STRATEGIC DIRECTION 3:

ENSURE OUR SUSTAINABILITY

STRATEGIC DIRECTION 4:

PROVIDE A COLLECTIVE VOICE TO RESPOND TO ONGOING AND EMERGING HEALTH AND SOCIAL JUSTICE ISSUES.

- Out of 76 survey participants, a substantial proportion, 80% or more, agree that PAN excels in representing and advocating for its members, by creating opportunities for meaningful participation in research and evaluation, acting as convener for community discussion and knowledge broker. Efforts in strengthening government relations and using public health data to inform work are acknowledged by more than 80% of participants. Respondents familiar with PAN's work reported that PAN encourages Members and Allies to use aligned measurement tools to evaluate the impact of their work, and PAN builds strong relationships to facilitate the change.
- Respondents recognized and appreciated PAN's role in providing a collective voice, and emphasized the importance of continuing to partner with a wider array of communities and organizations to amplify diverse voices; including collaborating with BIPOC including Indigenous people or organizations, drug user networks, universities, and organizations beyond the lower mainland especially/including rural and remote communities outside of BC.
- Respondents also expressed a strong interest in PAN's efforts to expand opportunities for knowledge sharing through events, training sessions, reports, webinars and discussion circles.



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Questions? Feedback? Get in touch!
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