



Western MA Network to End Homelessness
Summary of Member Survey Responses, 11/2023

Member Survey Result - Highlights

- ▶ 132 respondents
- ▶ The reasons members participate in the Network include to:
 - ▶ Exchange information and updates with colleagues (77%)
 - ▶ Receive updates on budget and policy issues (71%)
 - ▶ Identify opportunities for collaboration (70%)
 - ▶ Participate in advocacy efforts (68%)
 - ▶ Feel connected and supported in this work (57%)

Network Effectiveness

- ▶ In response to the question “how well does the Network’s mission statement reflect your experience of the Network’s efforts” 89% of respondents rated it as very well or well.
- ▶ When asked how effective the Network is at representing Western MA in statewide policy and advocacy groups, 81% of respondents noted it is very effective or effective.
- ▶ Almost 80% of respondents chose very effective or effective when asked to evaluate the Network’s success with convening and coordinating partners to share best practices, innovative solutions, and opportunities for new and continuing resources.
- ▶ When asked how effective is the Network at advocating as a region for state or federal policies and budgets, 76% of respondents find the Network to be very effective or effective.

Member Survey Result - Highlights

- ▶ In terms of organizing annual, regional gatherings, 70% of respondents find the Network to be very effective or effective.
- ▶ Of those members who responded to the survey, 66% subscribe to the blog and of those subscribers, 91% rated the blog's usefulness as very useful or useful and a similar percentage rated the frequency of communication as "just right".
- ▶ Only 53% of respondents rated the Network as very effective or effective at supporting trainings on policy and best practices.

Member Survey Result - Highlights

- ▶ Respondents were asked to rank the activities of the Network in priority order, results were:
 - ❖ Convening and Coordinating
 - ❖ Advocating to elected officials for state and federal budget and policy priorities
 - ❖ Network Director representing Western MA in statewide policy and advocacy groups

Responses to Open Ended Questions and Comments

- ▶ It's important that direct service providers are "heard."
- ▶ The Network should **narrow its focus**.
- ▶ There's a need for a **radical policy change**, having a radical agenda.
- ▶ There should be intentional, cross-sector collaboration that **creates solutions**.
- ▶ The Network should have specific, **measurable goals and strategies**.

Responses to Open Ended Questions and Comments

- ▶ The Network needs to **get to solutions** that actually solve the unhoused crisis, support more intentional cross-sector collaboration.
- ▶ **Workforce development** is an essential part of ending homelessness and there should be more engagement with this sector or strategy.
- ▶ Resources should be leveraged to have more of a **“collective impact.”**
- ▶ **Working with landlords** and in the **rent policy and advocacy** space was suggested as was the need for the Network to push harder on the issues it engages in, particularly the Housing First model.

Accolades

- ▶ The Network has put Western MA on the statewide map
- ▶ Pamela's doing a great job and demonstrating leadership.
- ▶ Quote: I think it's an amazingly useful organization that plays a key role in unifying our shared goals of addressing housing and homelessness issues which disproportionately affect people of color and LGBTQ individuals.

Network challenges

- ▶ Comments on diversity and racial equity, including that the **Network needs more black and brown people engaged and in leadership positions**; there was some questioning about the equity work that has been done and if it's been led by the right people.
- ▶ Network capacity given there is only one staff person and one primary source of revenue which has restrictions.
- ▶ Member engagement: 35% of members are either not subscribed to the blog or don't know if they are subscribed; between 15% and 23% of respondents noted they do not have enough information to rate the Network on various activities
- ▶ Who should coordinate training opportunities? The Network, COCs, others?