



Volunteer and Member Study 2021 – Summary of Key Findings

- 709 SourcePoint volunteers and members participated in the study that was conducted Oct. 4-18, 2021.
- 91% agreed that SourcePoint is effectively serving residents aged 55 and over in Delaware County.
- 80% of study participants believed that their lives have changed for the better as a result of SourcePoint. Top reasons were *it provides programs that are important to me* (65%) and *it helps me meet people and enjoy friendships* (59%).

Level of Agreement with Statements about SourcePoint	Agree
<i>SourcePoint is a valuable asset to Delaware County residents aged 55 and over.</i>	95%
<i>Delaware County residents should continue to vote to support SourcePoint.</i>	92%
<i>I believe that SourcePoint provides a safe place for Delaware County residents aged 55+ to stay healthy and active.</i>	94%
<i>SourcePoint provides quality programs and services.</i>	90%
<i>SourcePoint is an inclusive organization that provides a welcoming environment to diverse populations.</i>	77%
<i>SourcePoint is accessible to all Delaware County residents aged 55 and over.</i>	78%

- Fitness and wellness programs along with Meals on Wheels were identified as the leading strengths of SourcePoint by almost three-quarters of respondents.
- 40% did not know what SourcePoint needs to improve, 19% said that nothing needed to be improved. 20% cited areas needing improvement that included mostly programs and activities.
- Over 70% cited *growing number of people to serve*, and 60% mentioned *increased costs* (61%) as challenges that SourcePoint will have to face.
- Programs rated as “must-have” were fitness classes, social activities, and wellness programs. Lowest “must-have” ratings were personal training and massage therapy.
- Half of current members were not sure that the membership price covered the cost of the programs offered at SourcePoint, about a quarter said *no*, and a quarter said *yes*.
- Almost half of those surveyed identified no obstacles to their participation at SourcePoint. *Days/times that programs are offered* was more likely than any other factor to prevent about a quarter of respondents from participating fully.
- Overall, 80% of all volunteers surveyed agreed that they received appropriate recognition for their work at SourcePoint.
- Almost 80% cited *wanting to give back to the community and liking to help others* as the reason for volunteering.
- 44% of respondents had donated to SourcePoint in the past, over half said that they would likely donate in the future.