

Week 228 Member Services Report June 27, 2015



Orleans (J. Young) Windmill
Chris Sanfino

Summary of the Past Week

- The new volunteer signup is working well. However, many services are still being filled by phone.
- Signups for future services high, but the number of future services has also grown
- We added **3** new members.
- Our waiting list is at **13** people representing a six week wait with **2** potential members added this week.
- We added **1** new volunteer.
- We have an analysis of [Why Members Quit](#)
- To view reports for previous weeks click [here](#).

Numbers for the Week

- Requests by members remained high this week.
 - 52 volunteers performed 52 services for 40 households and covered 10 office shifts last week. With 2 filled cancellations that means we filled 64 assignments.
 - 103 volunteers performed 173 services for 71 households and covered 40 office shifts in the last 4 weeks.
 - 224 volunteers performed 2135 services for 193 households this year.
 - 9 services were cancelled last week, 2 with a volunteer already assigned.
- We have **289** members and **330** volunteers.
 - The median age of our members is 84.
 - The median age of our volunteers is 68.

Looking Forward

- We have **329** future service requests booked for the next three months, a slight decrease from last week.
 - **18** future service requests have been cancelled
 - **12** services remain to be filled for next week, and several may need to be cancelled because of the lack of online signups
 - **40** more need filling in the following three weeks.
 - **66%** of services for the next four weeks have volunteers, which is below average but increasing.
 - **46%** of services for the next thirteen weeks have volunteers assigned, which below average but climbing.
- To view reports for previous weeks click [here](#).

Questions

What services are we providing?

How many volunteers do we have and how hard are they working?

What are the differences between single and household memberships?

Why Members Quit

How old are our members and does their age affect the services they need?

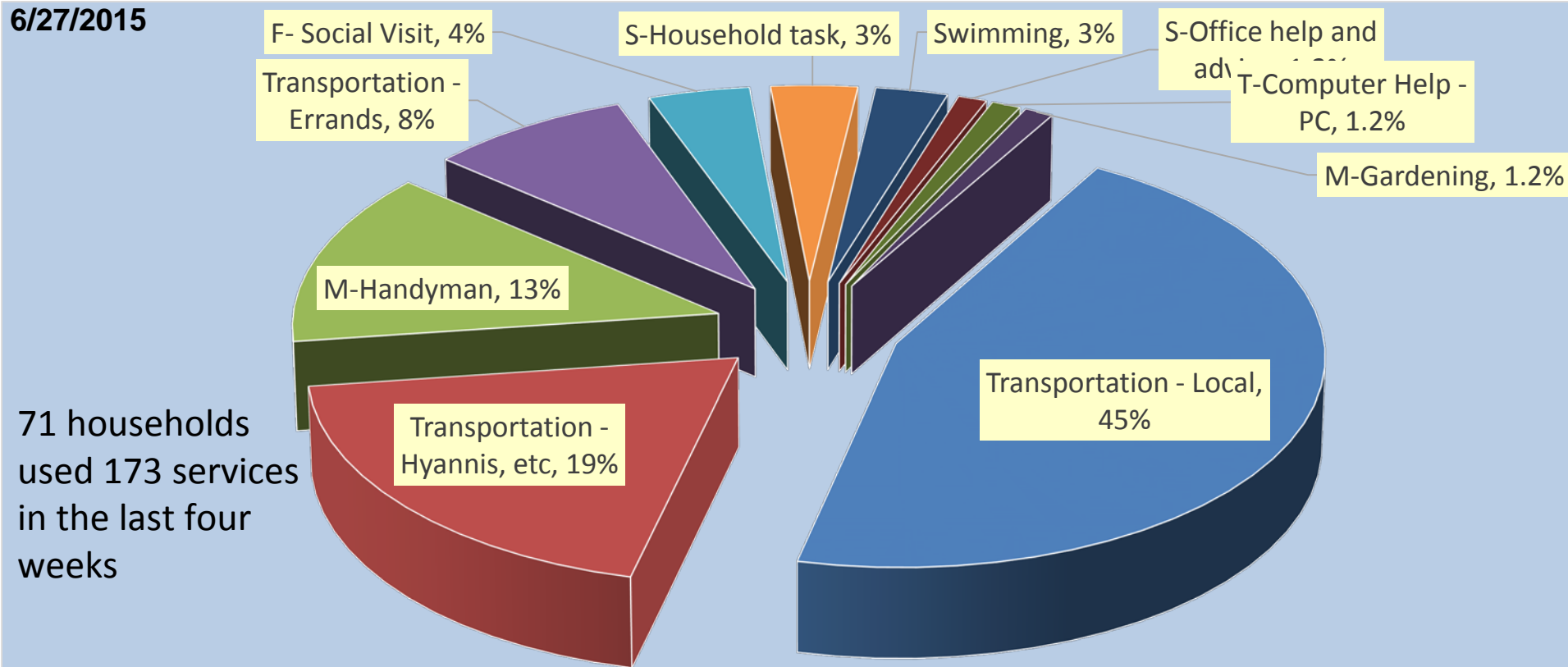
What are the differences between the towns in our service area?

WHAT AND HOW MANY SERVICES ARE WE PROVIDING?

What and how many services are we providing?

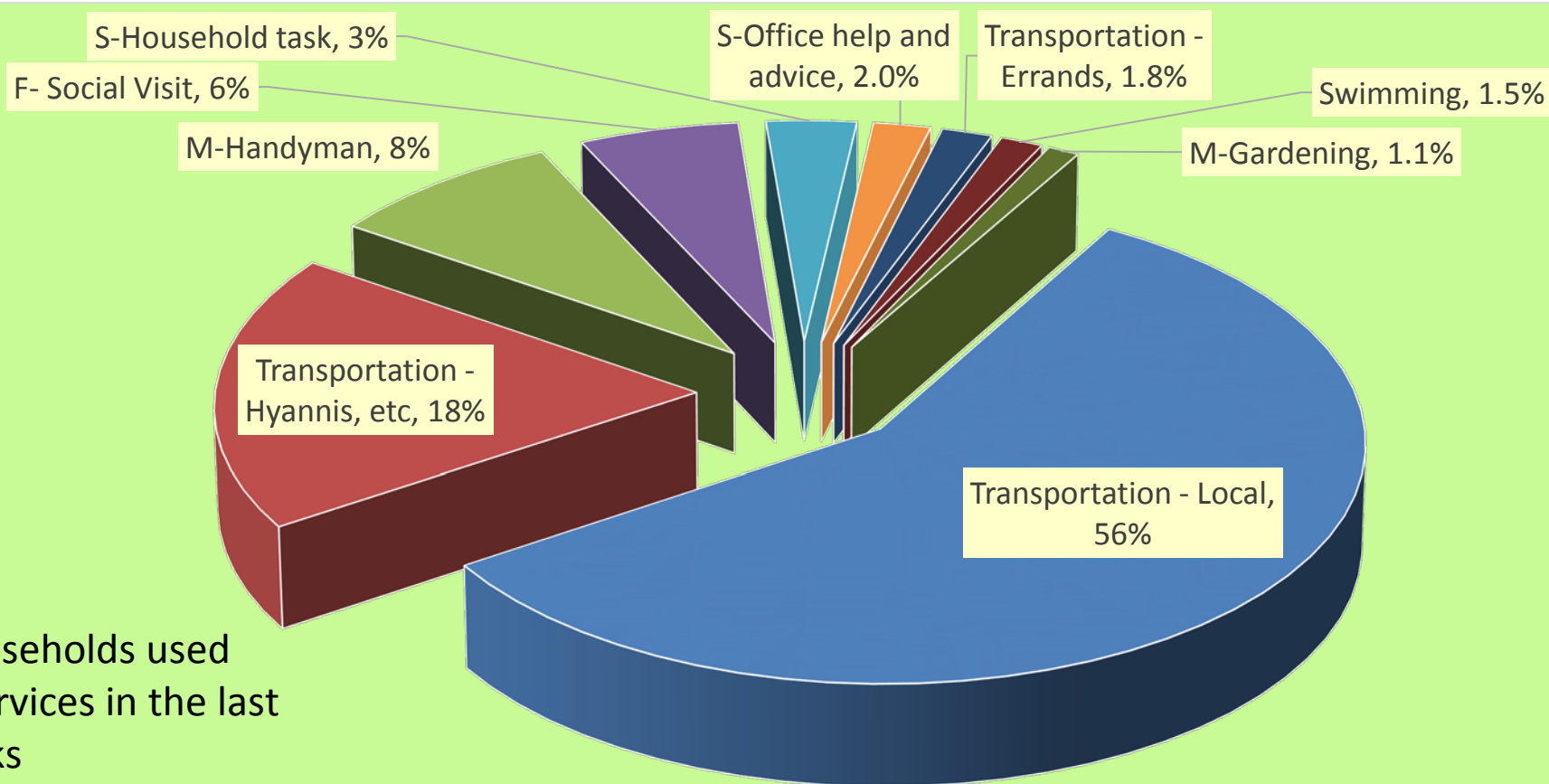
- Overall, transportation remains the major need (**72%**).
- Handyman services are growing as seasonal changes are coming in.
- **40** households (**29%**) used services in the last four weeks.
- The annual rate of services remained over **9** per year per household, recovering from our lowest point.
- The 10% most needy members used nearly **53%** of services, a high number, but continuing a trend downwards.
- “Only” **9** services were cancelled for this week, **4** after volunteers were found.

Services in the Last 4 Weeks

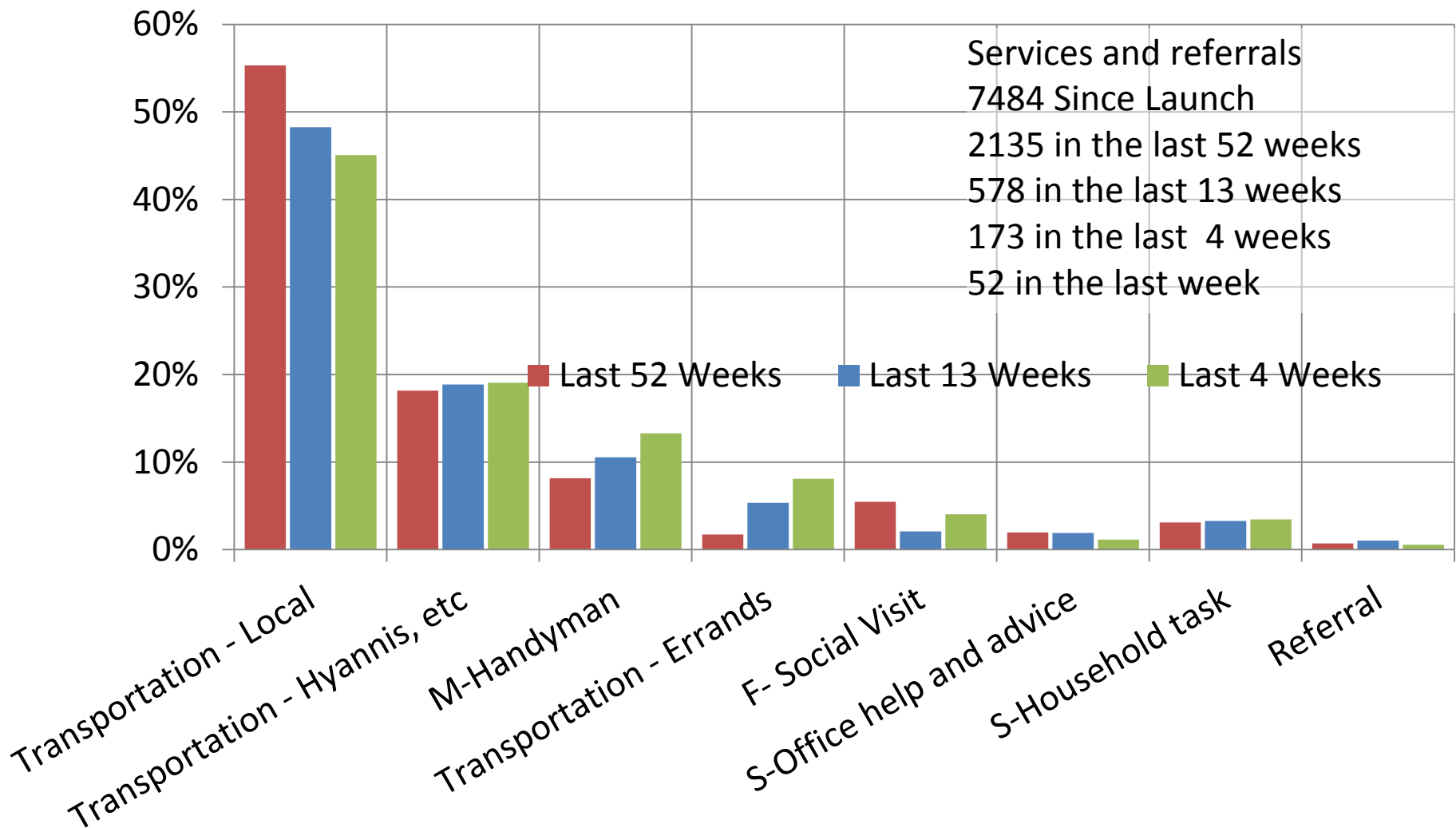


Services in the Last 52 Weeks

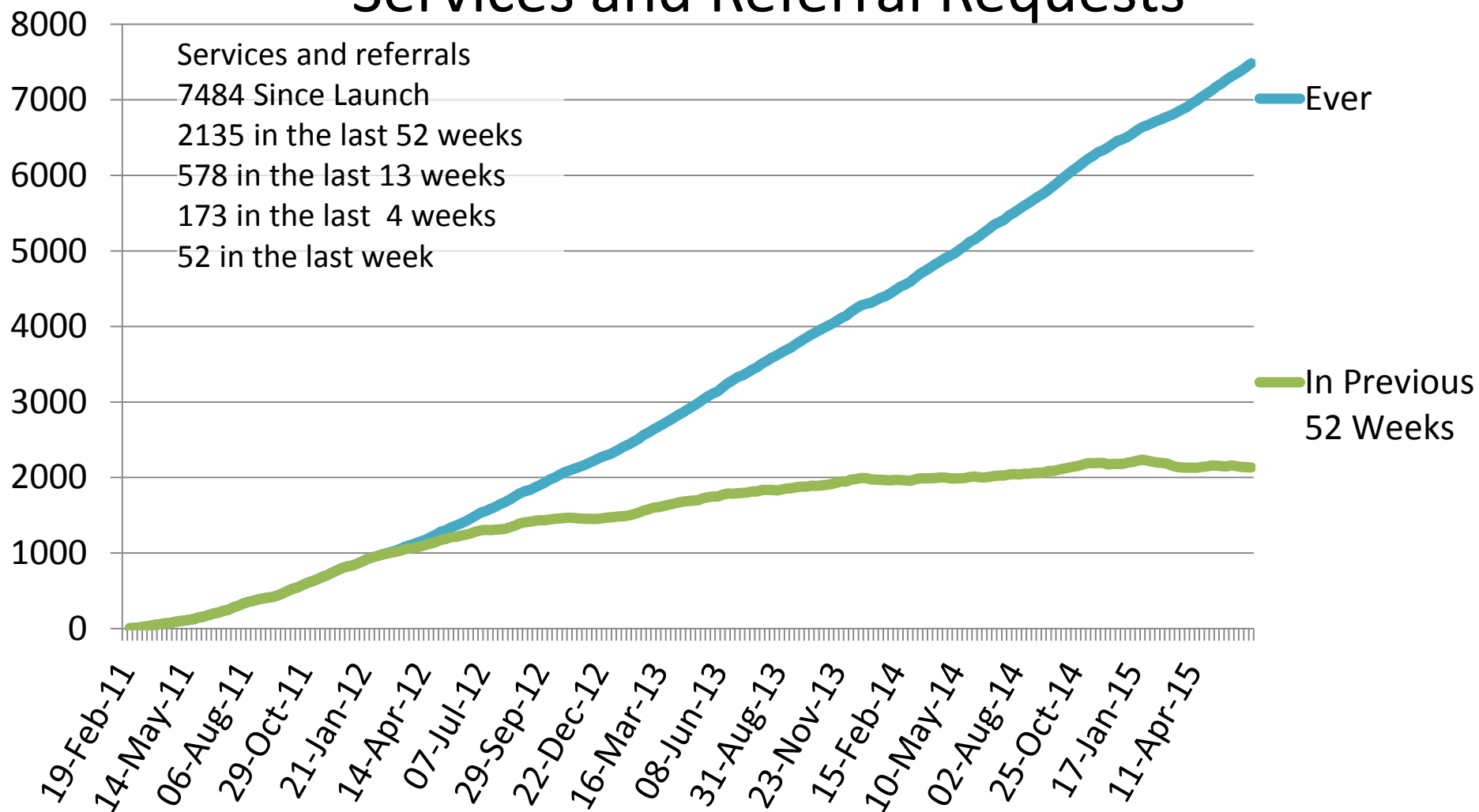
6/27/2015



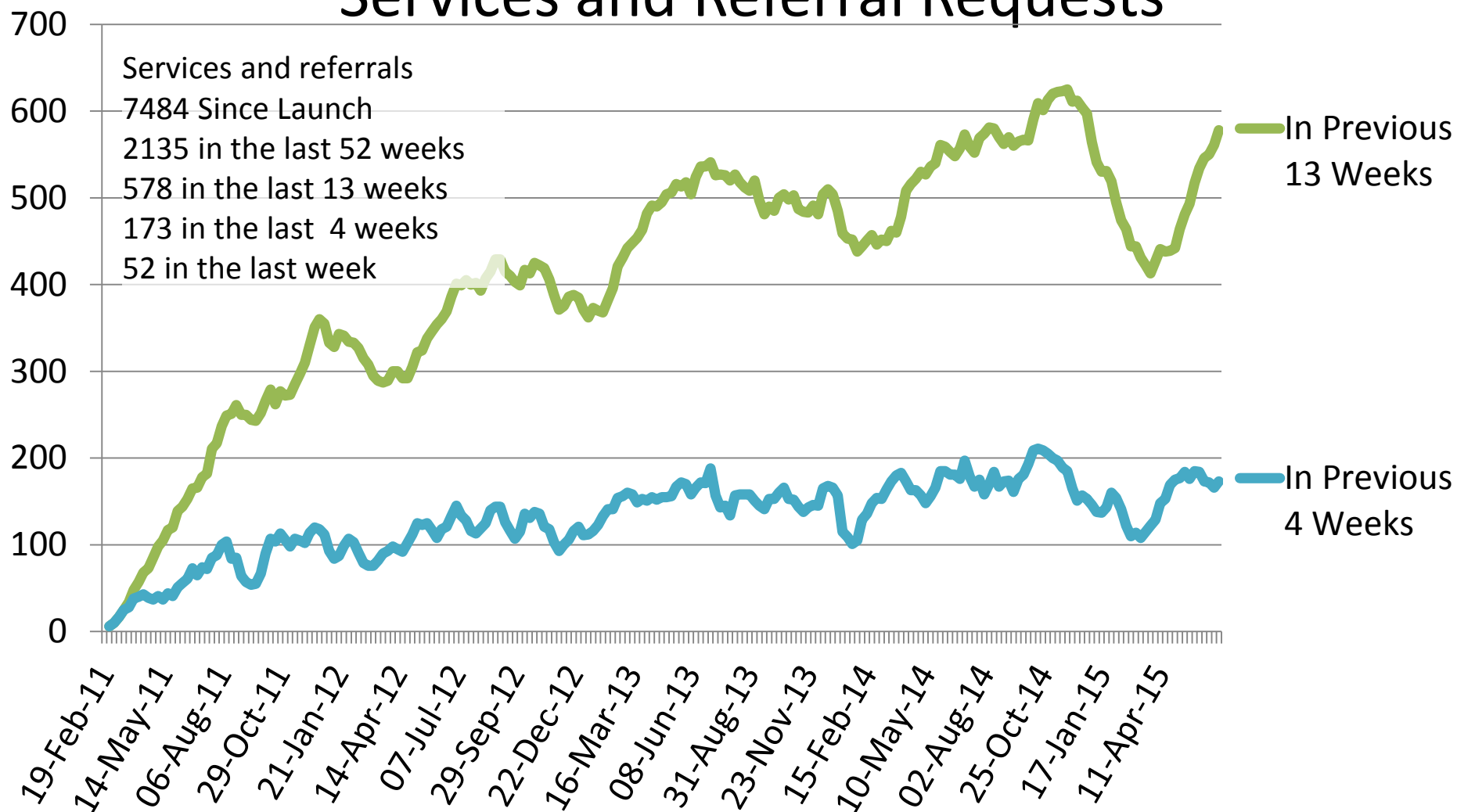
Trends in Services



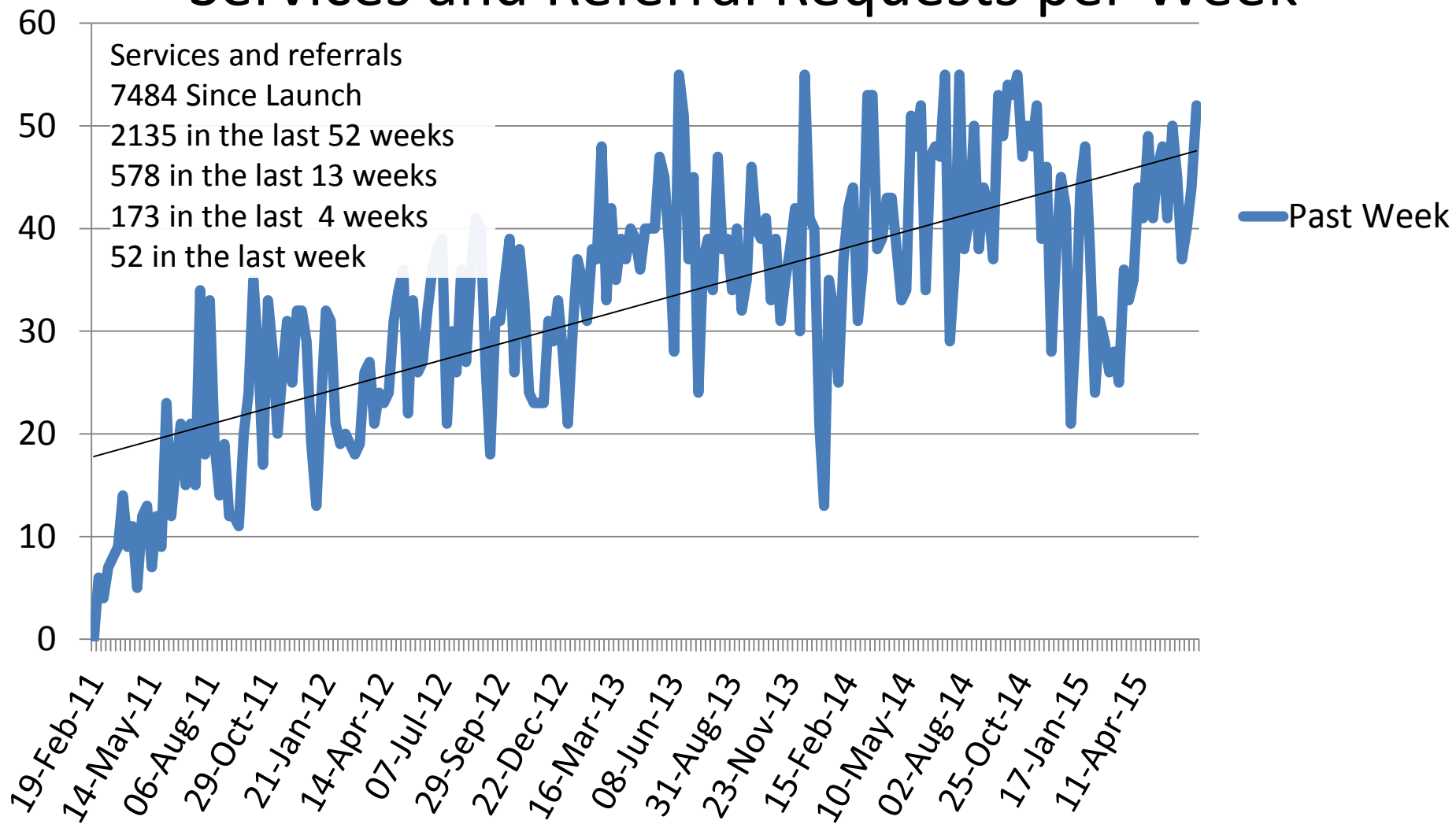
Services and Referral Requests



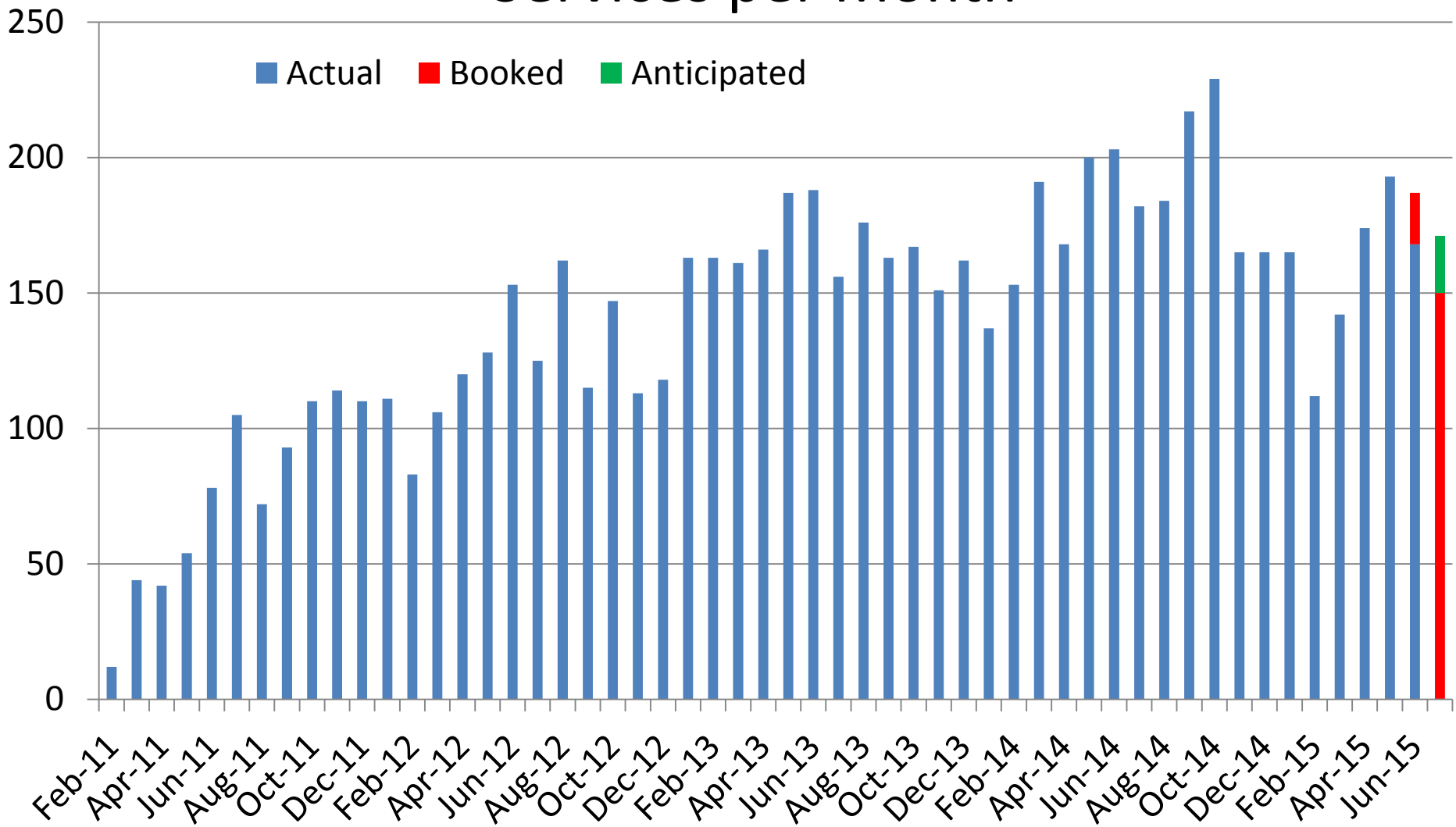
Services and Referral Requests



Services and Referral Requests per Week



Services per Month

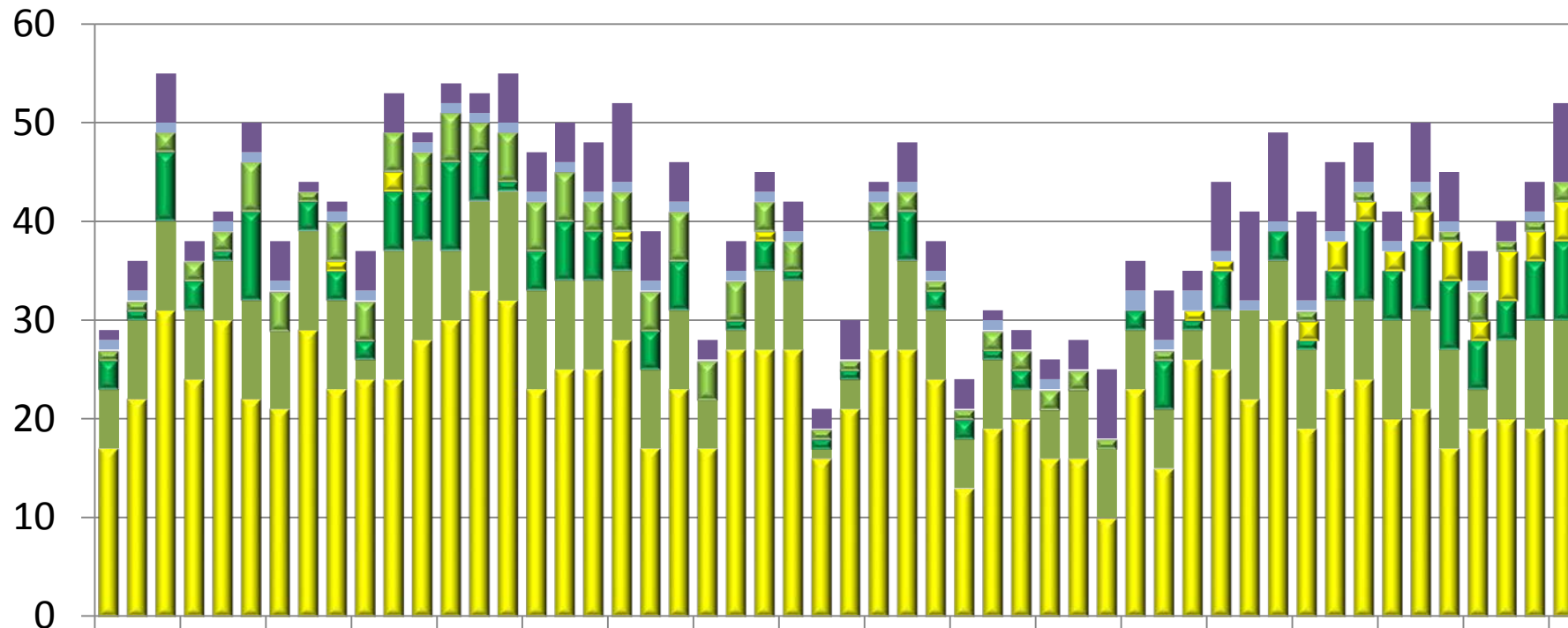


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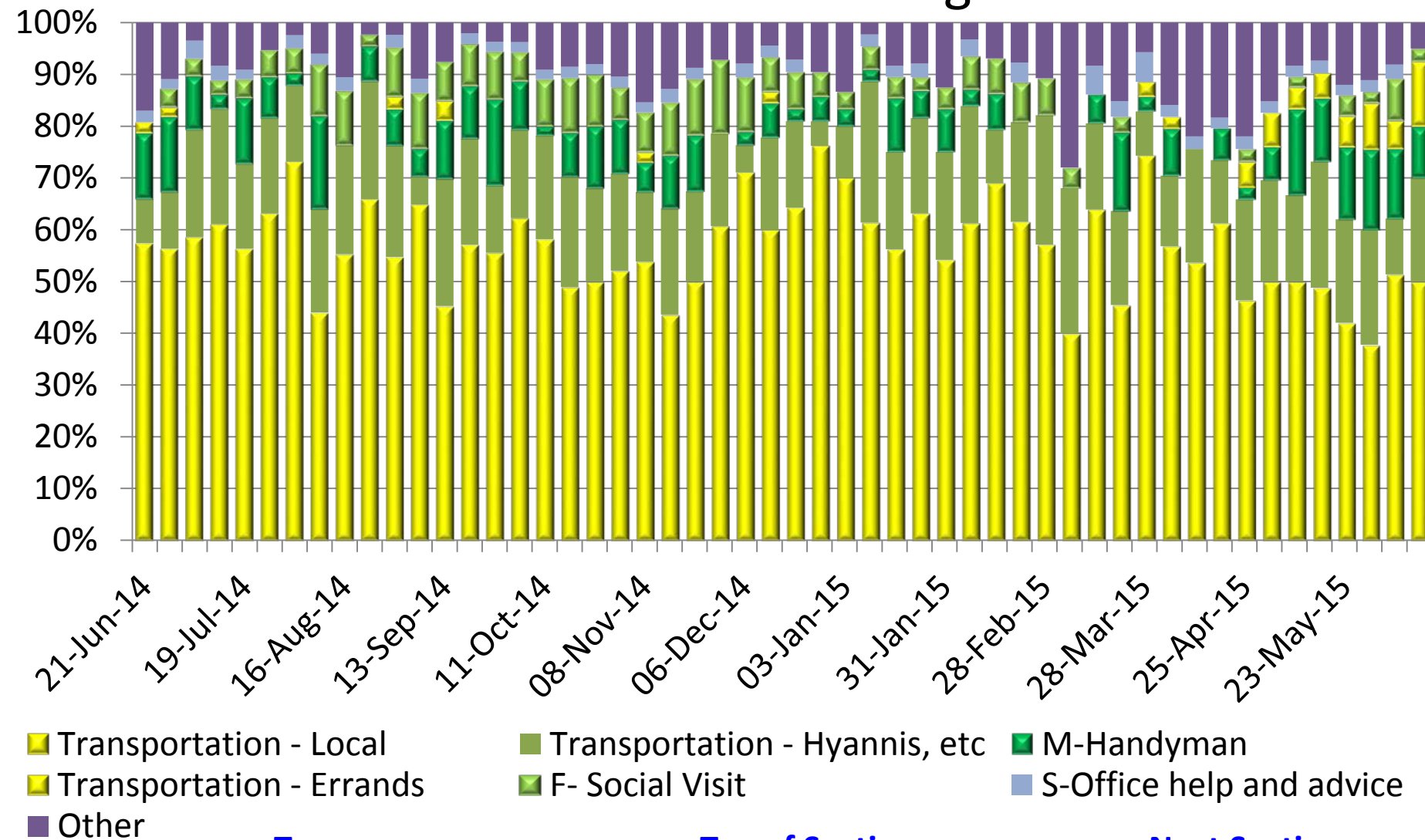
How Have Direct Services Varied in the Last Year?



■ Transportation - Local
■ Transportation - Errands
■ Other

■ Transportation - Hyannis, etc
■ F- Social Visit
■ M- Handyman
■ S-Office help and advice

Variation on a Percentage Basis



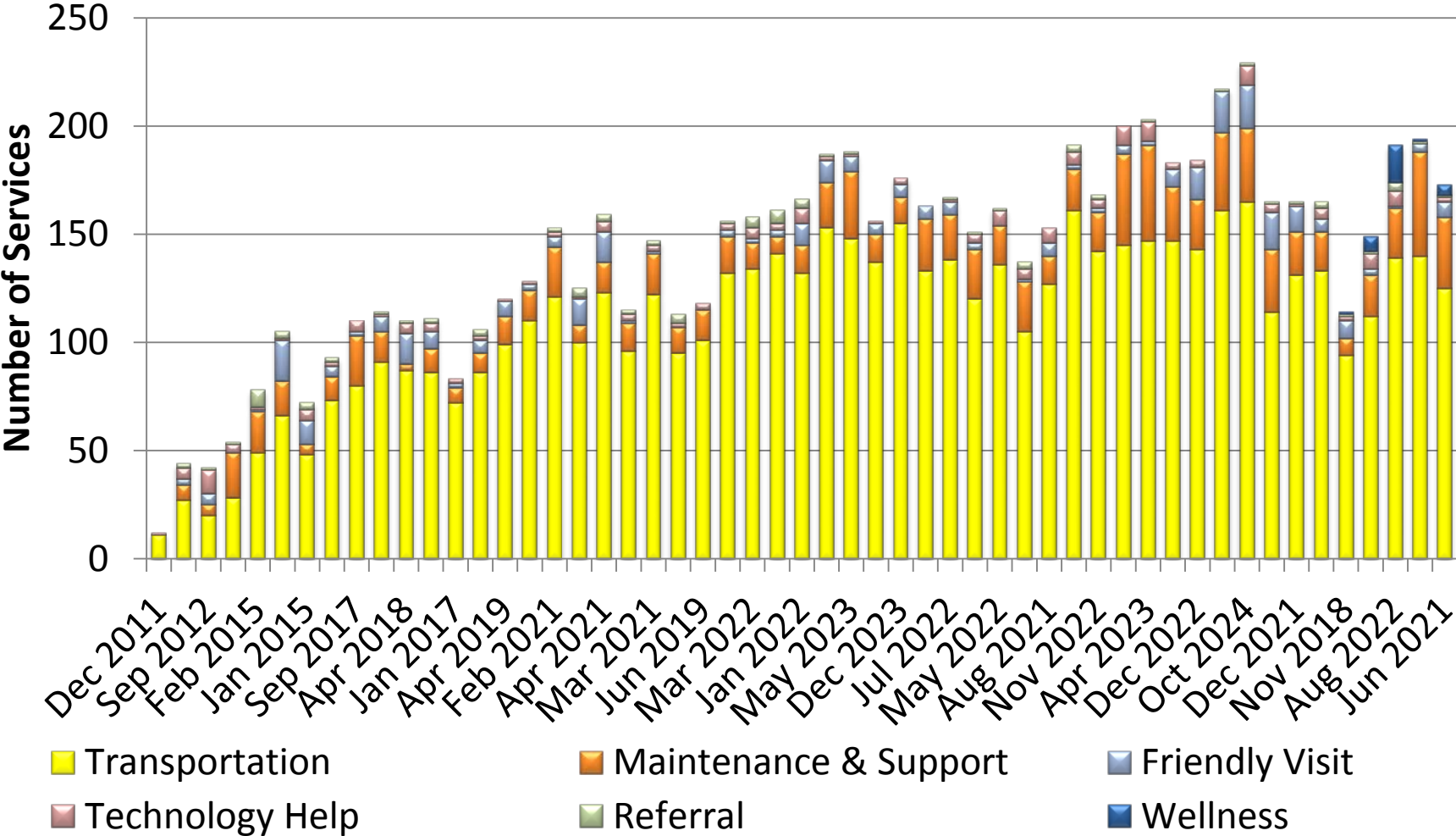
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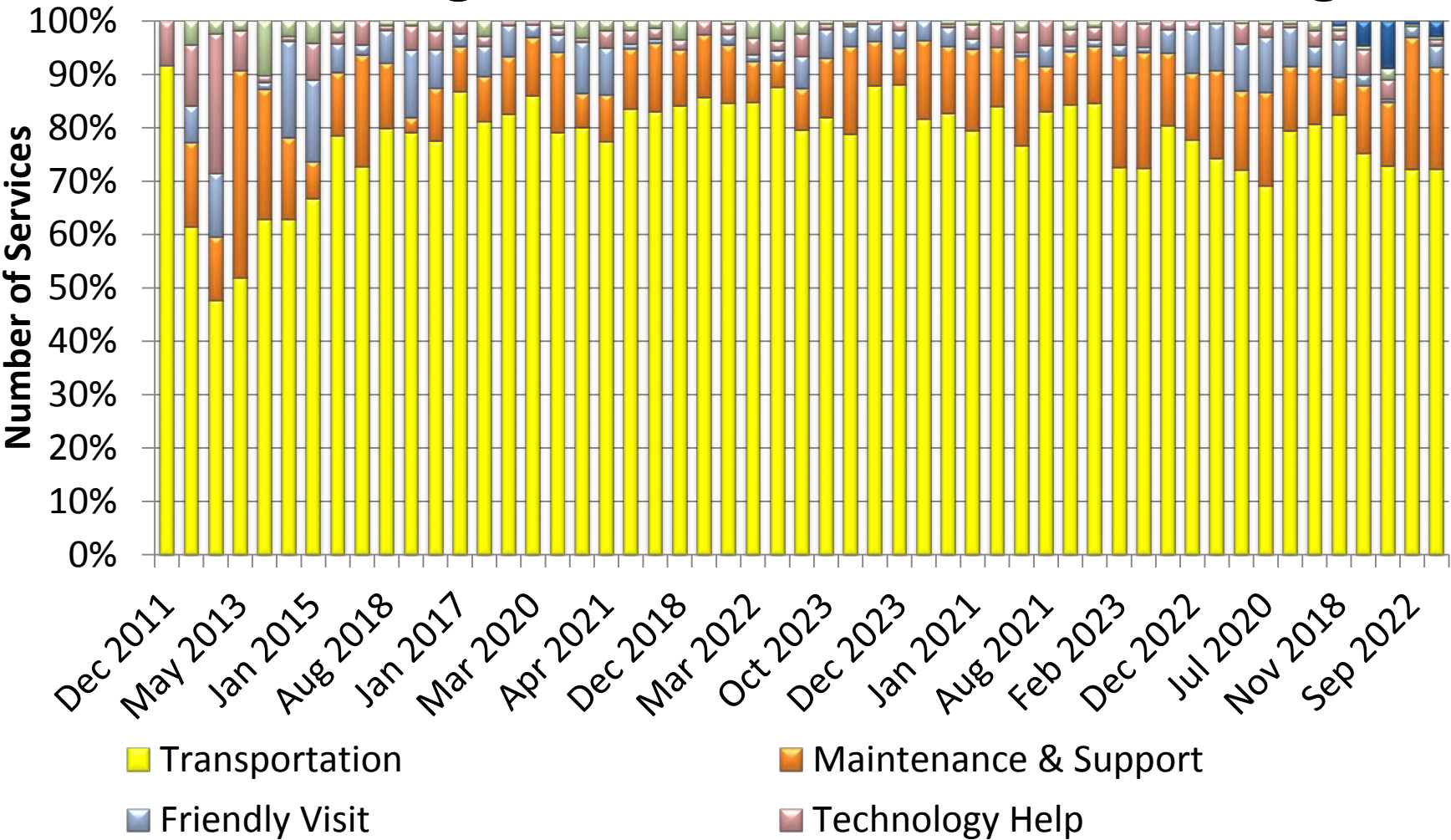


Service Categories



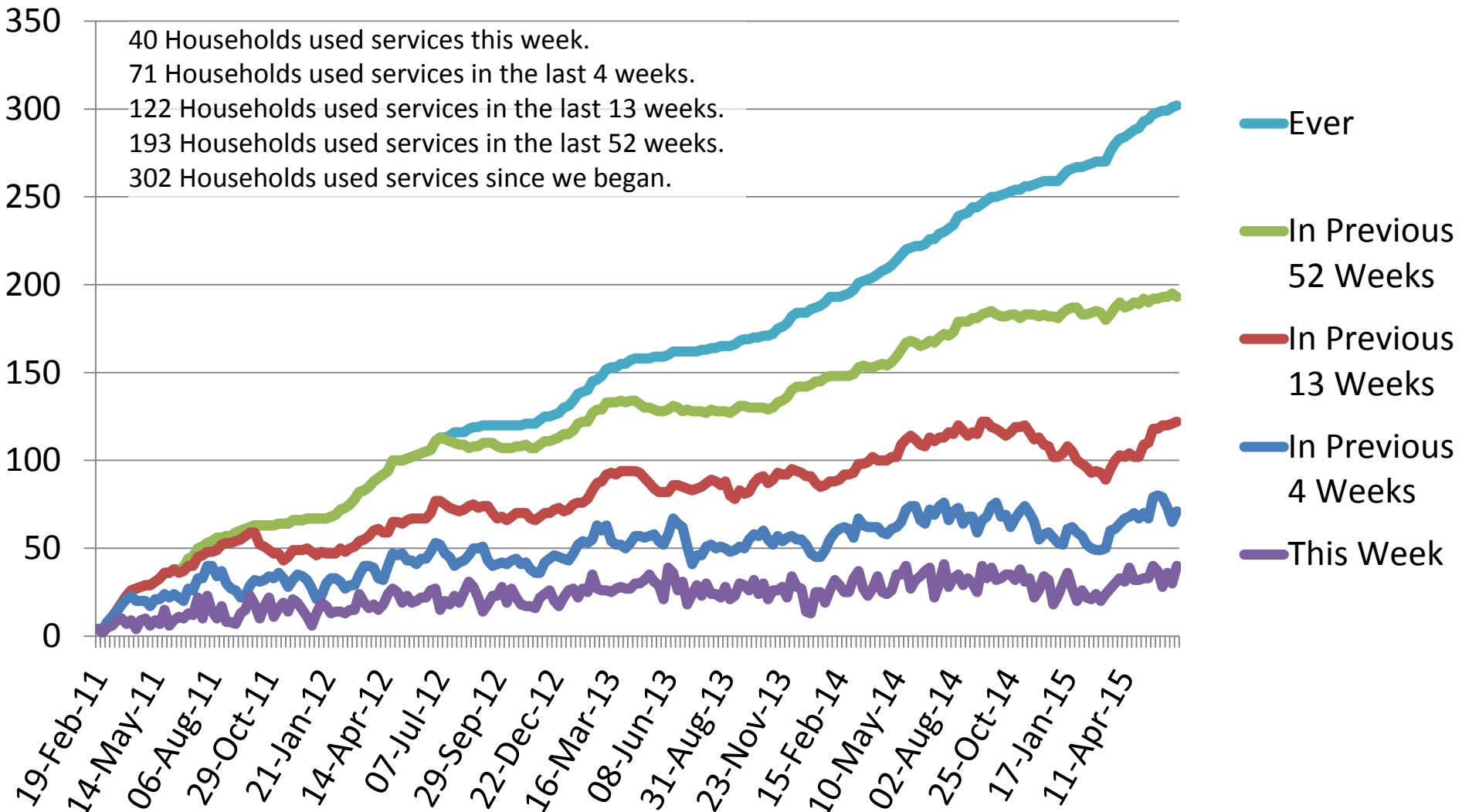


Service Categories Variation on a Percentage Basis





How Many Households Served

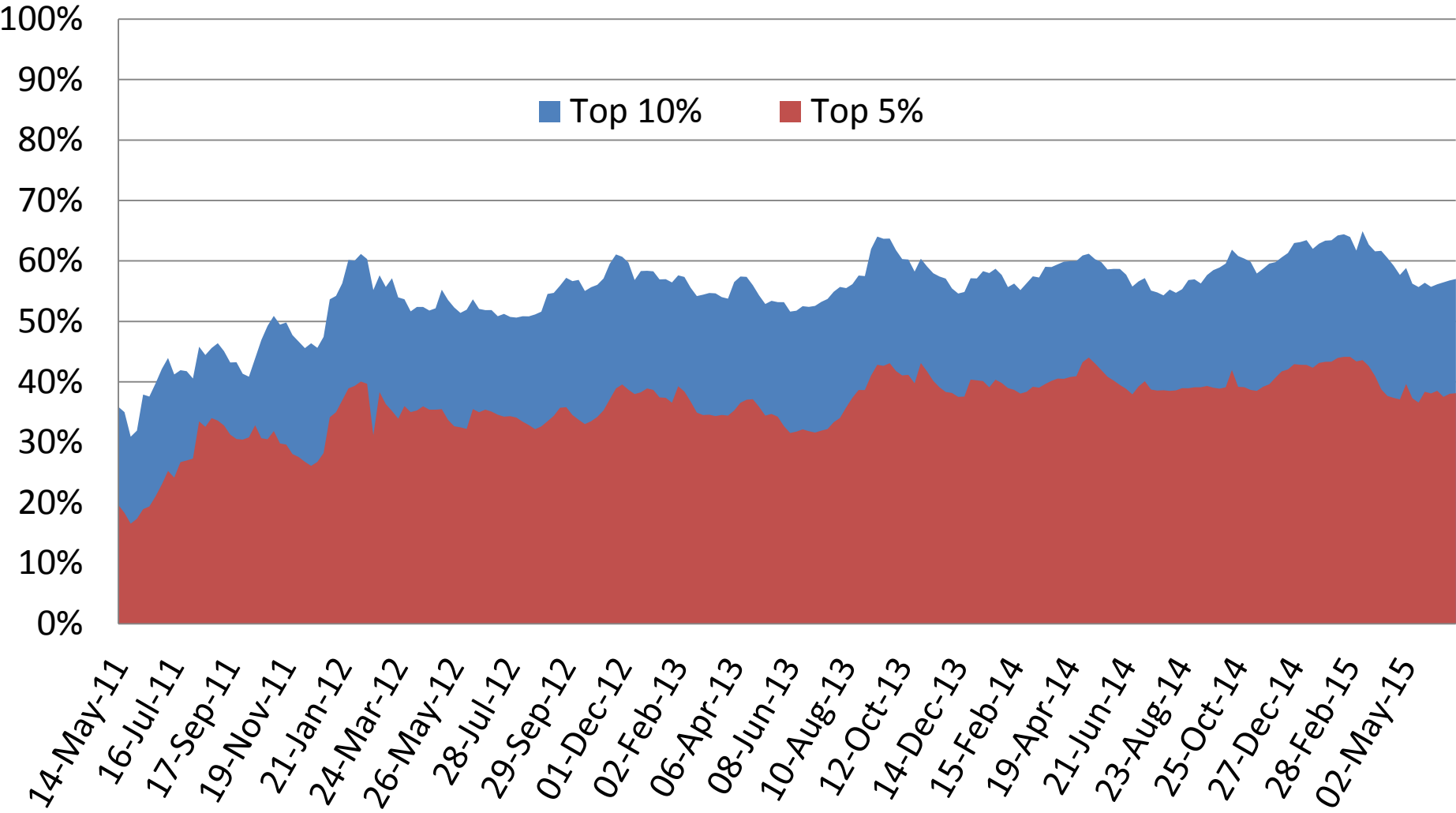


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Heaviest Users of Services

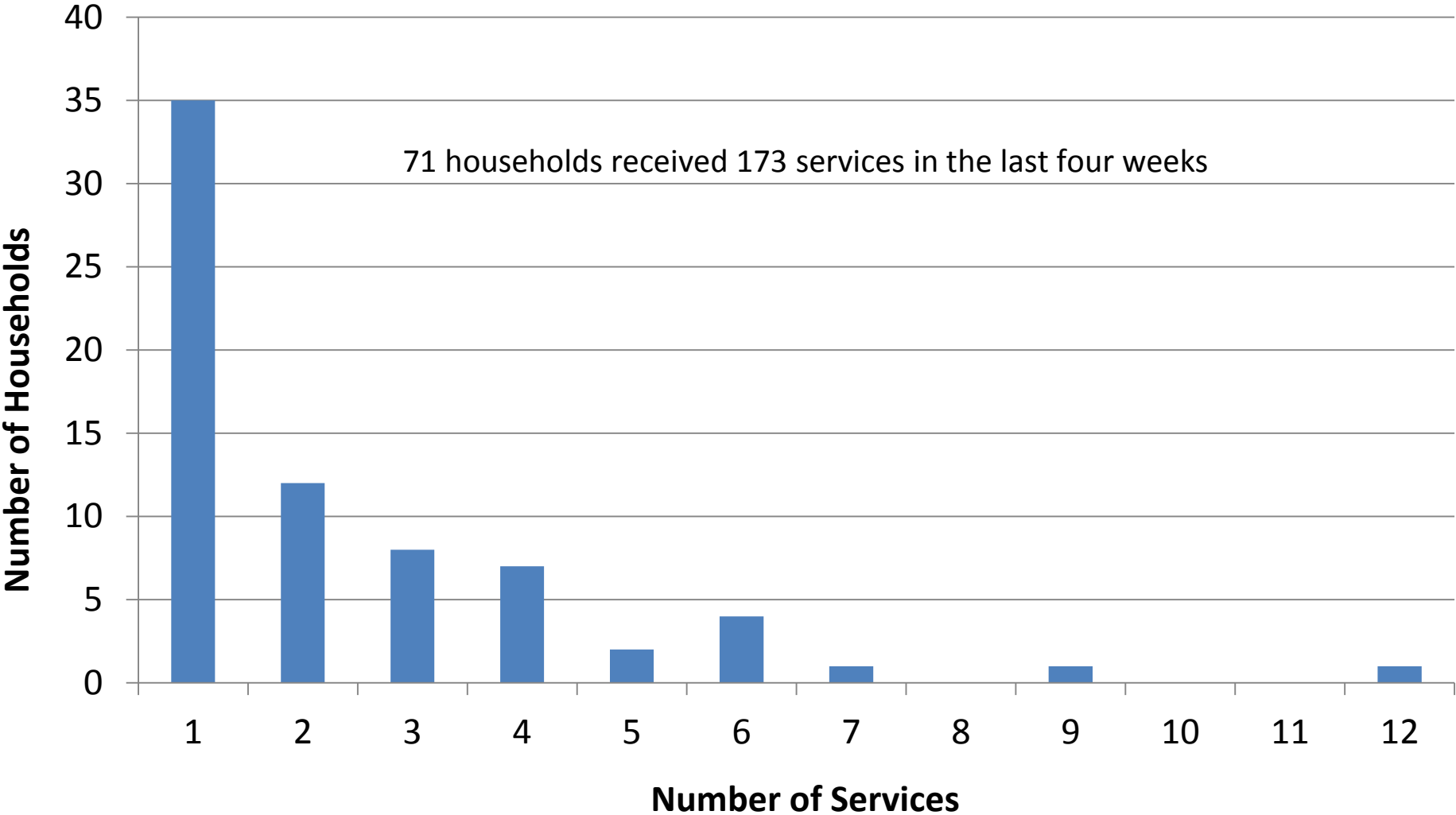


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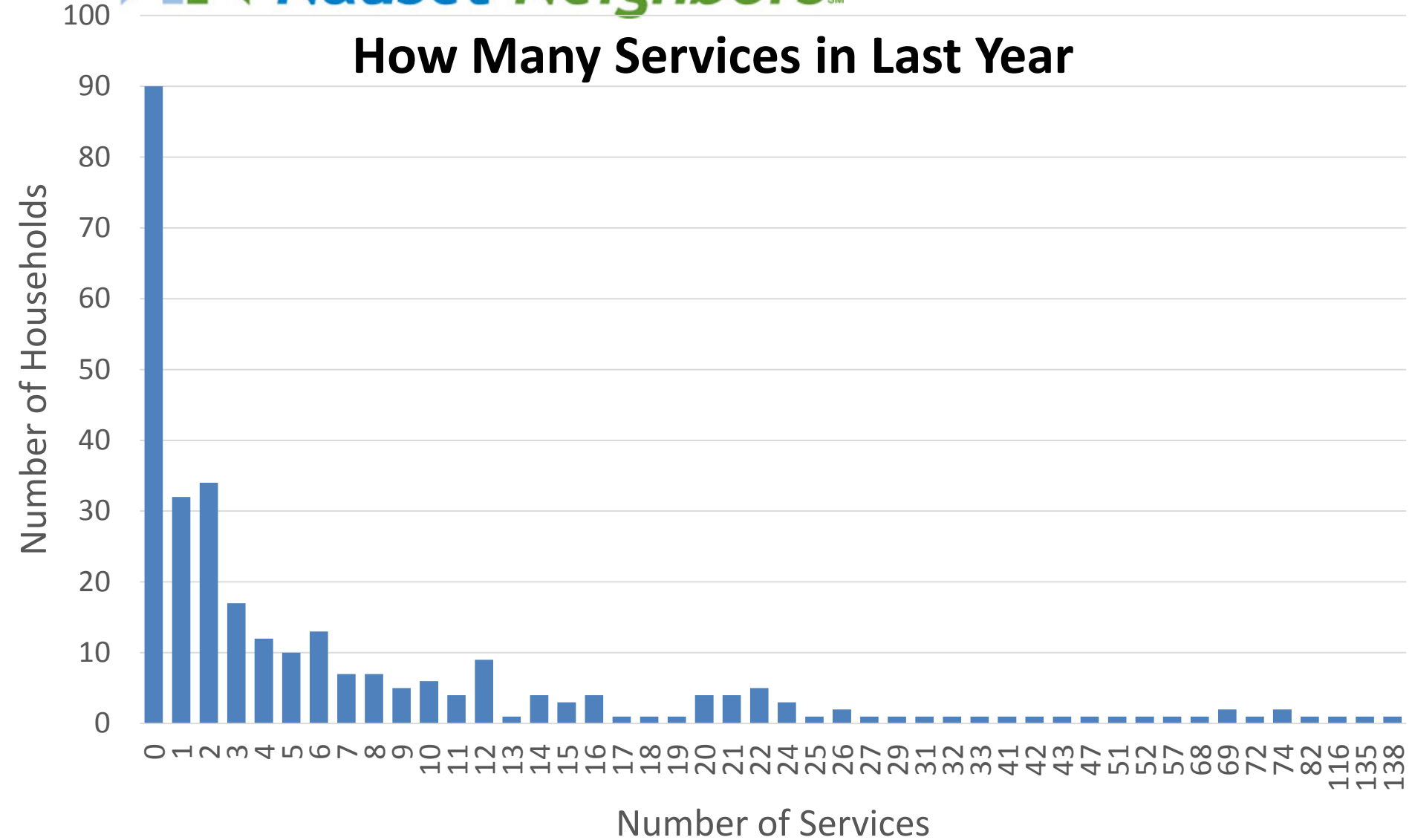
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Rate of Direct Services in Last 4 Weeks

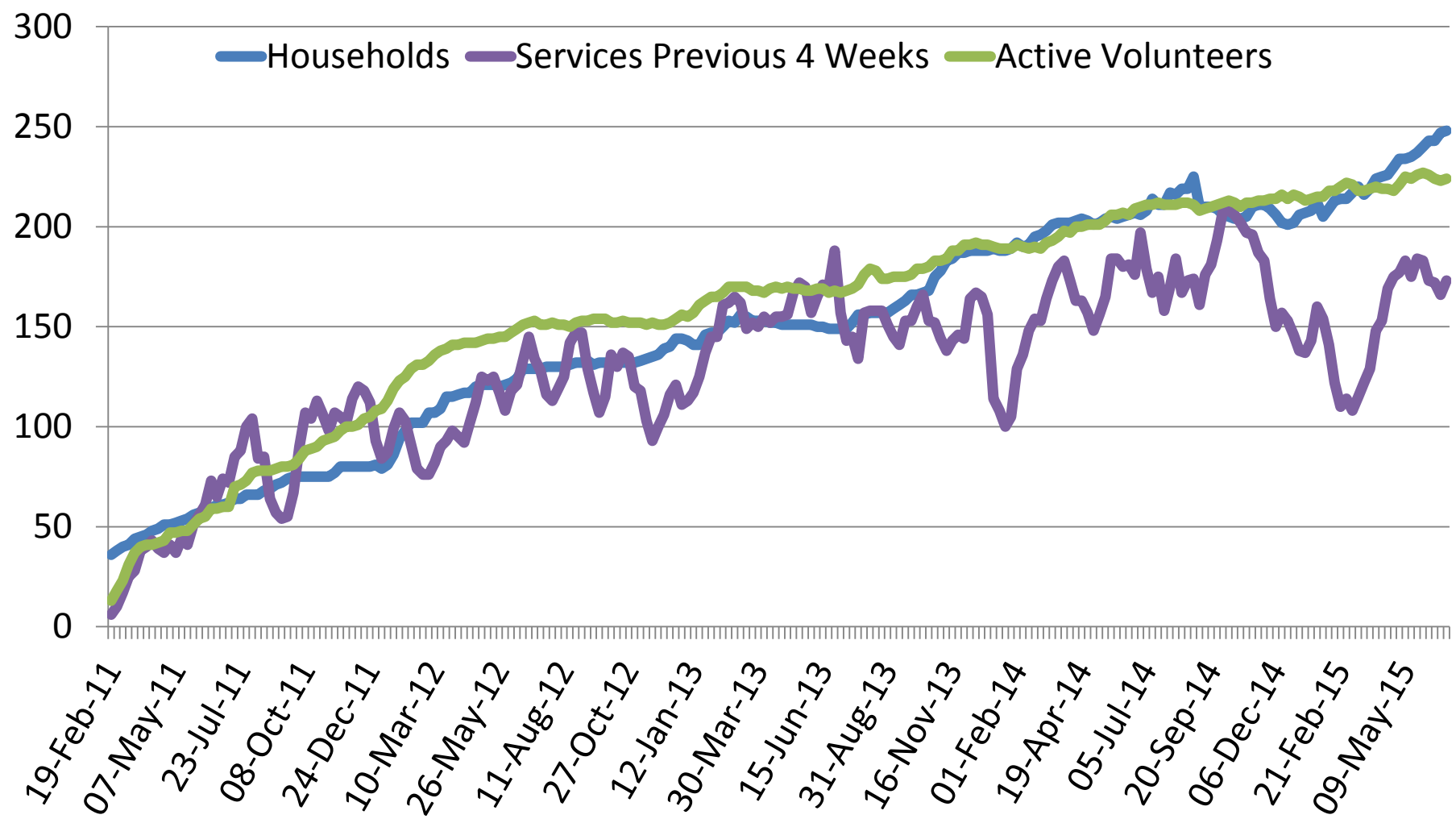


How Many Services in Last Year

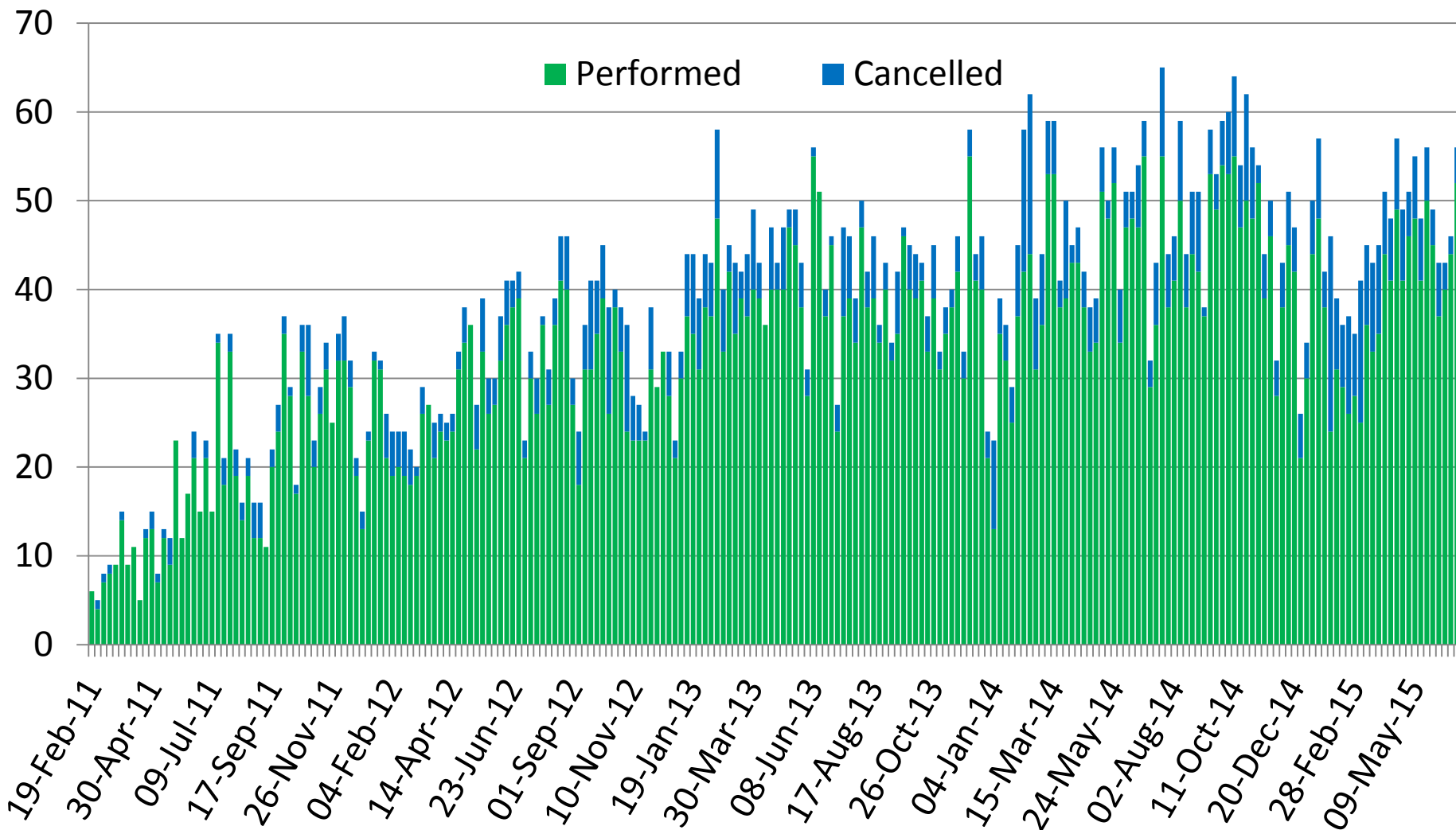




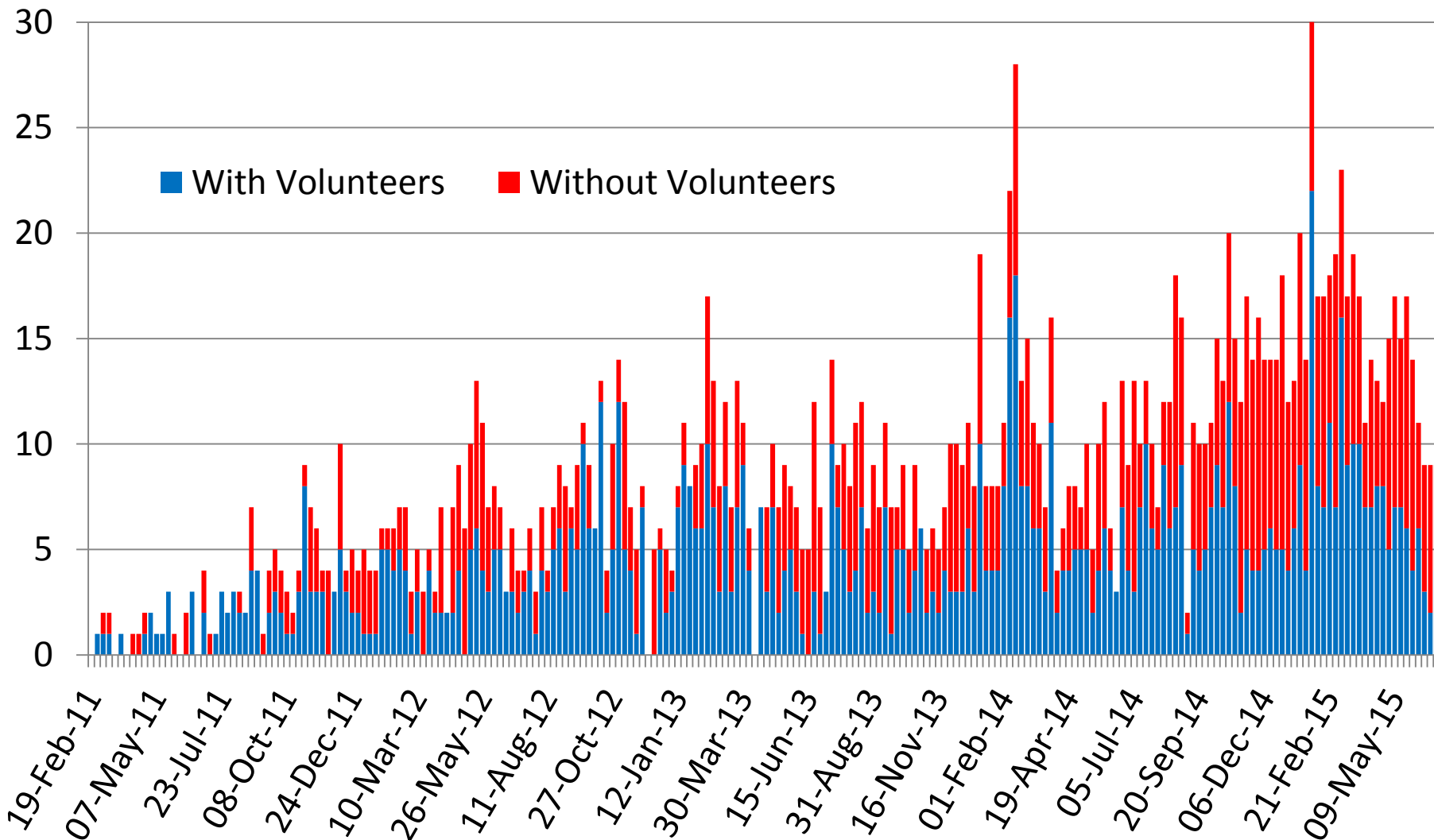
Members, Volunteers, and Services in Last 4 weeks



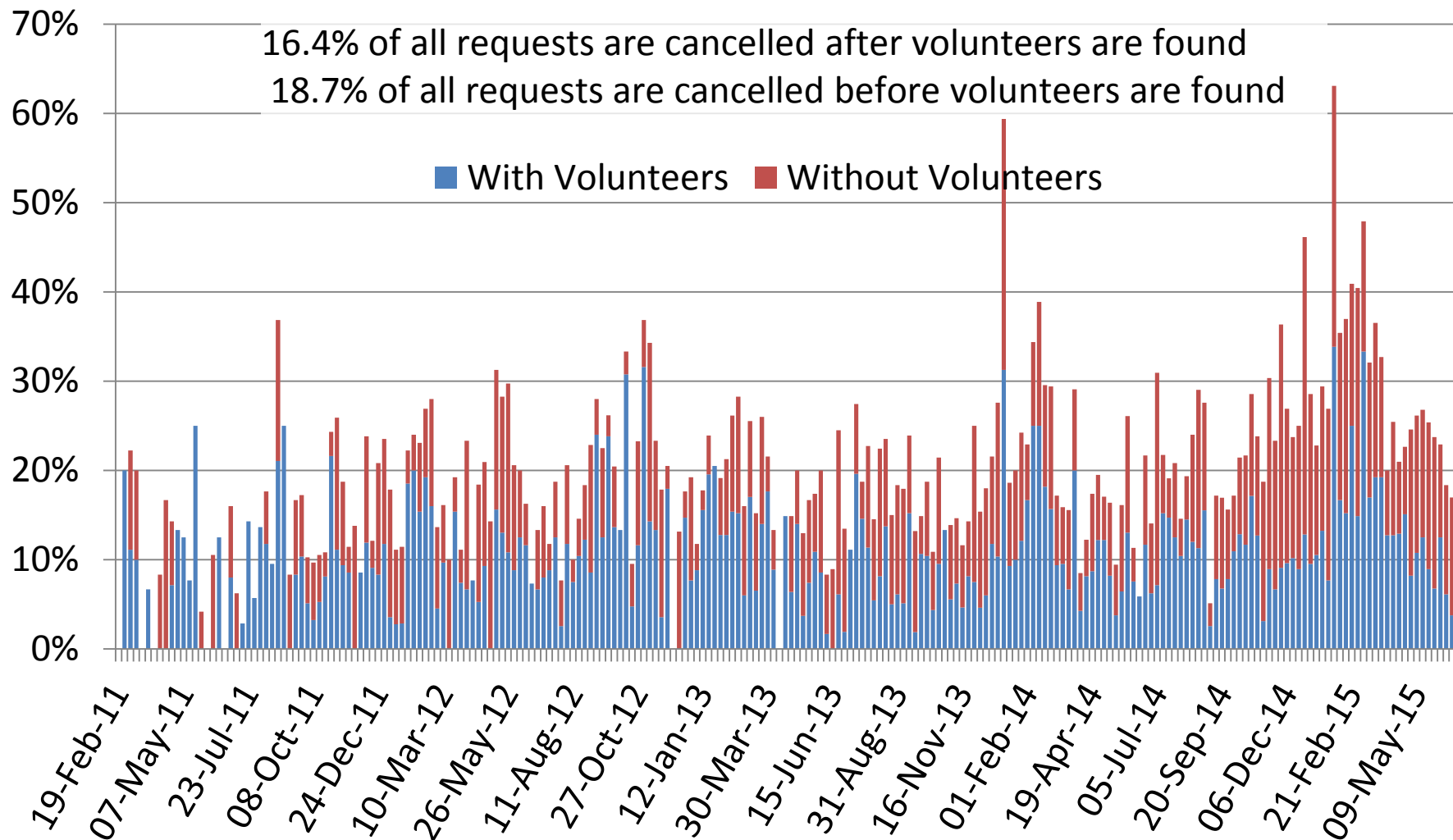
Services Filled



All Cancelled Services



Cancellations as a Percentage of Requests



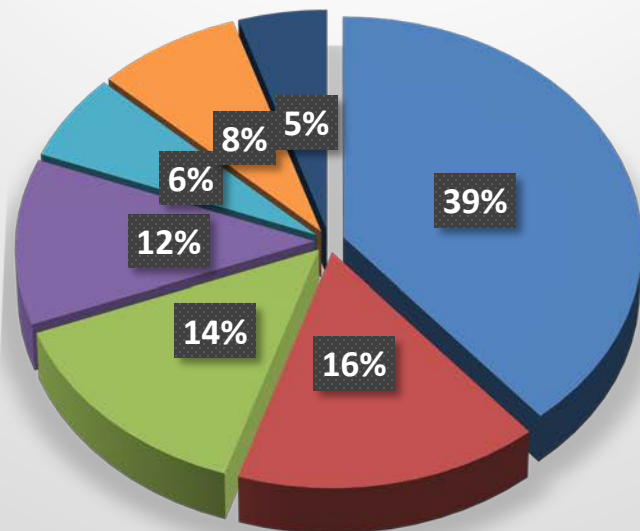
Why Members Quit

- Since we began in February 2011, we have had a total of 451 members, 162 of whom (36%) have dropped their membership.
- Since our costs are low (\$75/year) and we will waive the fee if asked, the “value proposition”, or cost versus benefit is probably not the issue.
- Many members appear to be retaining membership without needing services
- **90** members have not asked for any services in the last year, which bears this out.

Why Members Quit

6/27/2015

Since we began in February 2011, we have had a total of 451 members, 162 of whom (36%) have dropped their membership

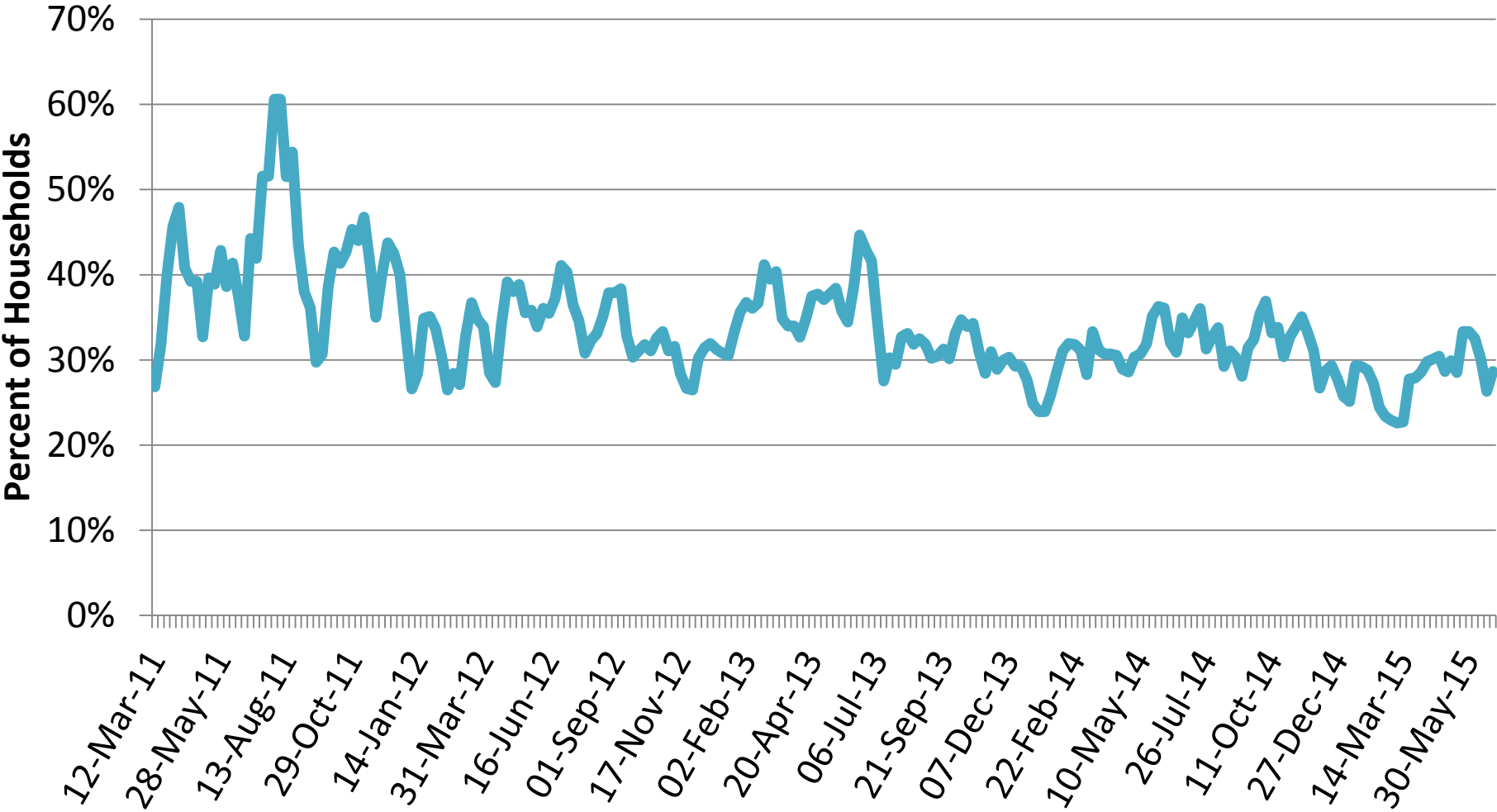


Drop Reasons

- Deceased
- Moved / Relocated
- No longer needs services
- Quit / Resigned
- Primary Dropped
- No Longer Eligible
- Other

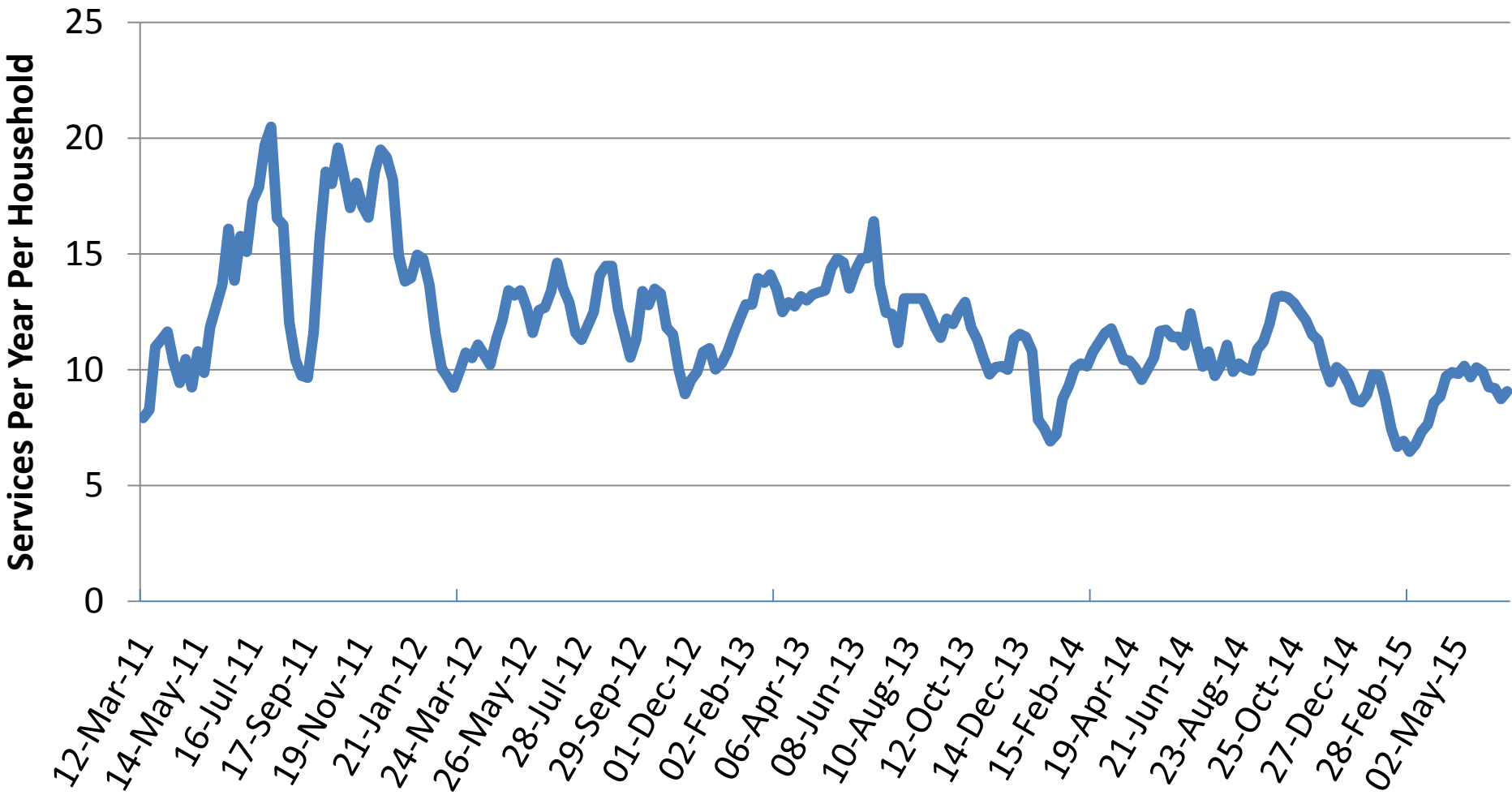


% of Households Receiving Services in Preceding Month





Annual Rate of Services per Household



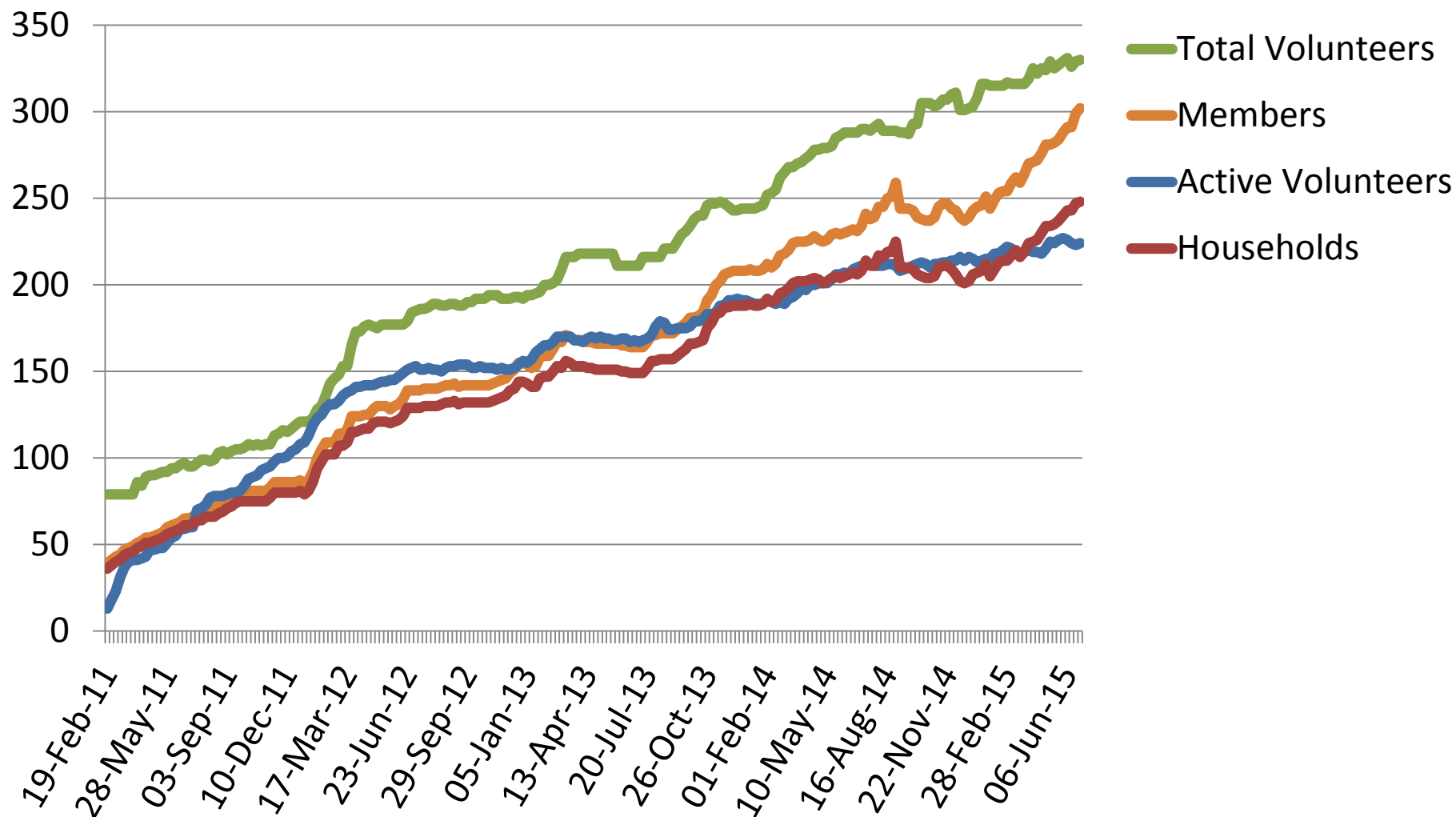
VOLUNTEERS

**HOW MANY VOLUNTEERS DO WE HAVE
AND HOW FREQUENTLY ARE THEY
WORKING?**

What has Happened in the Last Year?

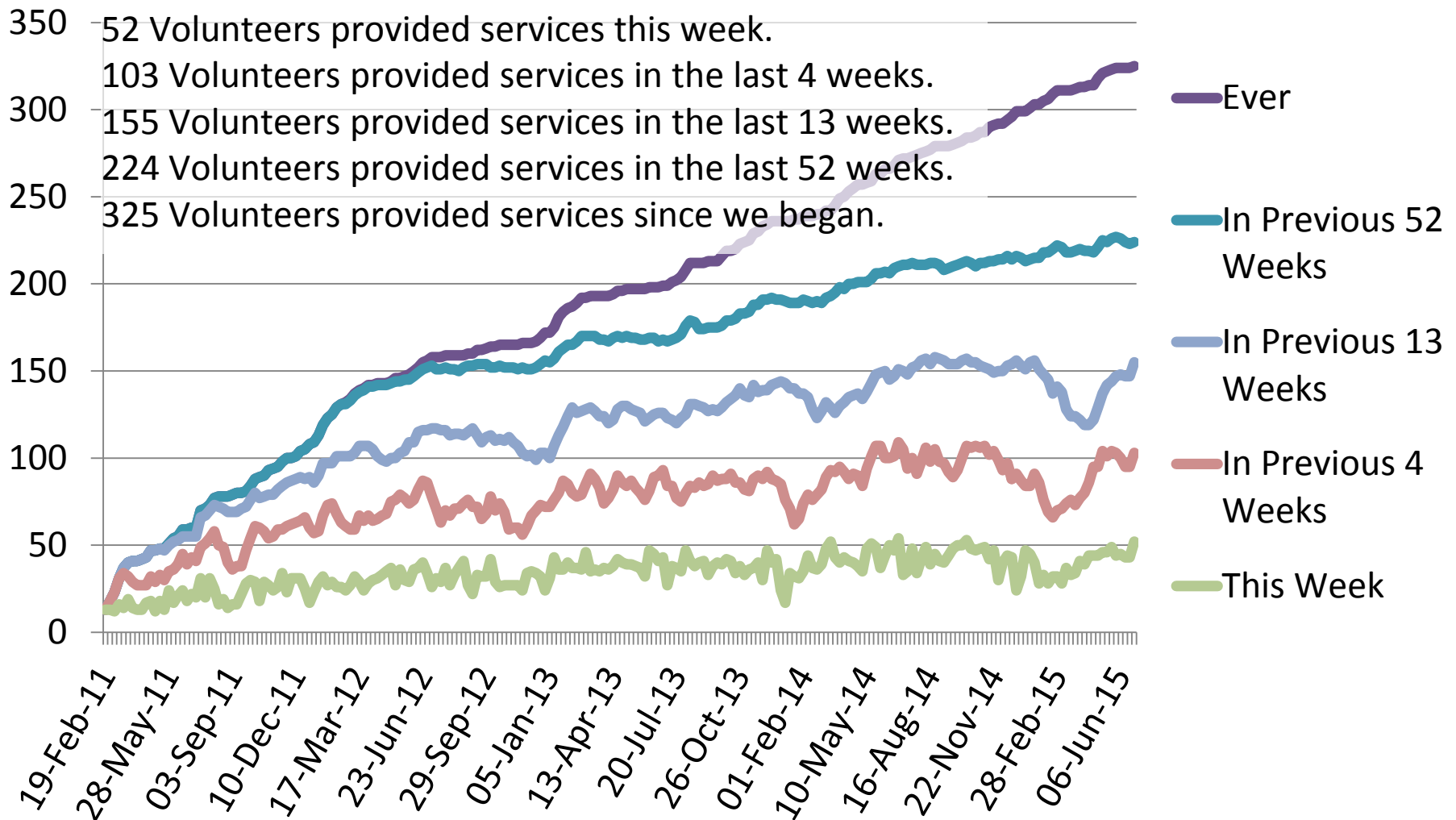
- Growth in the number of volunteers generally kept pace with growth in membership until September, when we could not fill all services.
- Requests for services has not grown as rapidly as the growth in membership (or volunteers) in recent months
- For services, including call managers
 - 52 Volunteers provided services this week.
 - 103 Volunteers provided services in the last 4 weeks.
 - 155 Volunteers provided services in the last 13 weeks.
 - 224 Volunteers provided services in the last 52 weeks.
 - 325 Volunteers provided services since we began.
- In addition to those volunteers listed above, 18 to 25 volunteers also work on the Board of Directors, publicity, member and volunteer intake, programs, member communication and services assessment committees.

Members, Households and Volunteers



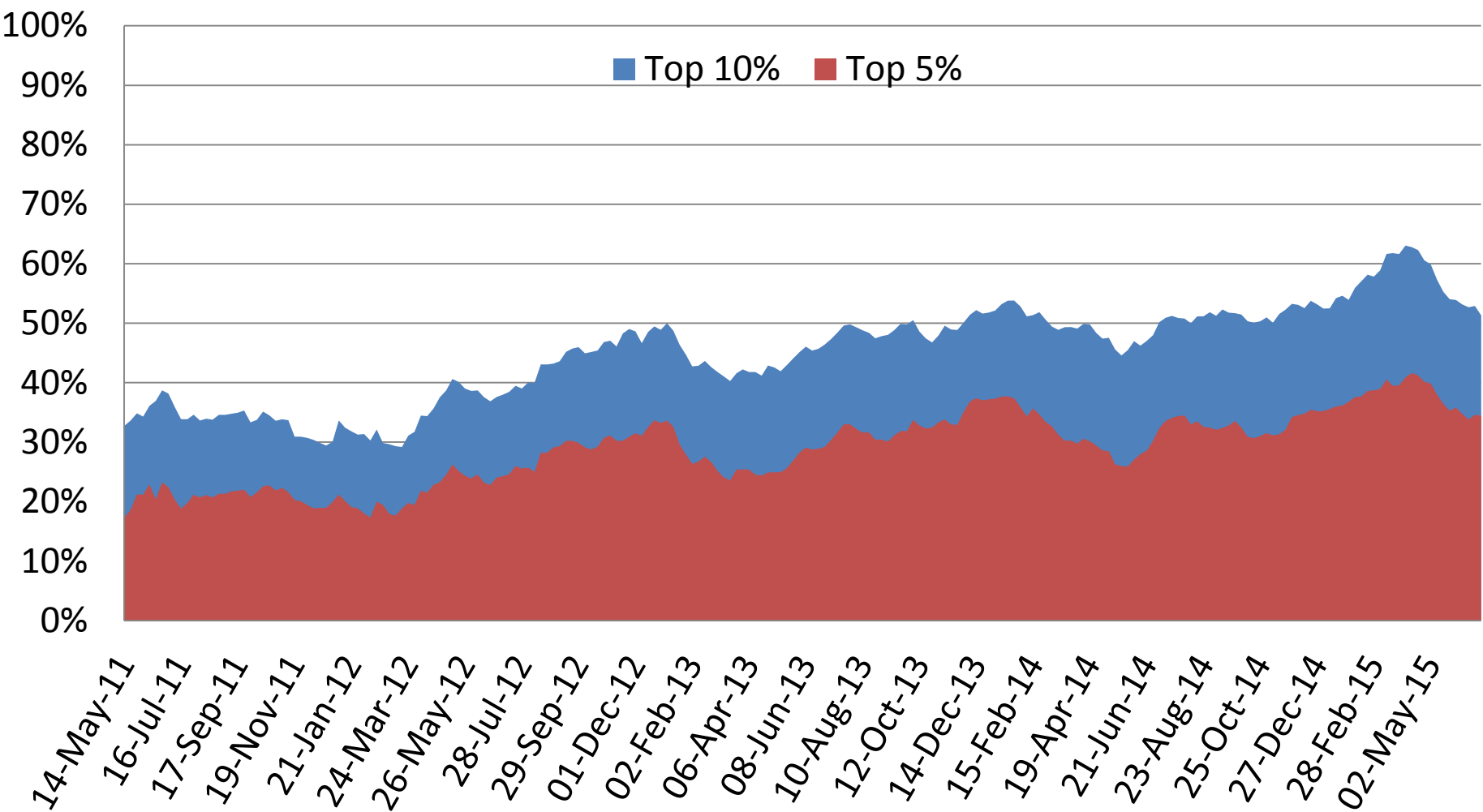


Volunteers Who Provided a Service





Most Active Volunteers During Previous Four Weeks



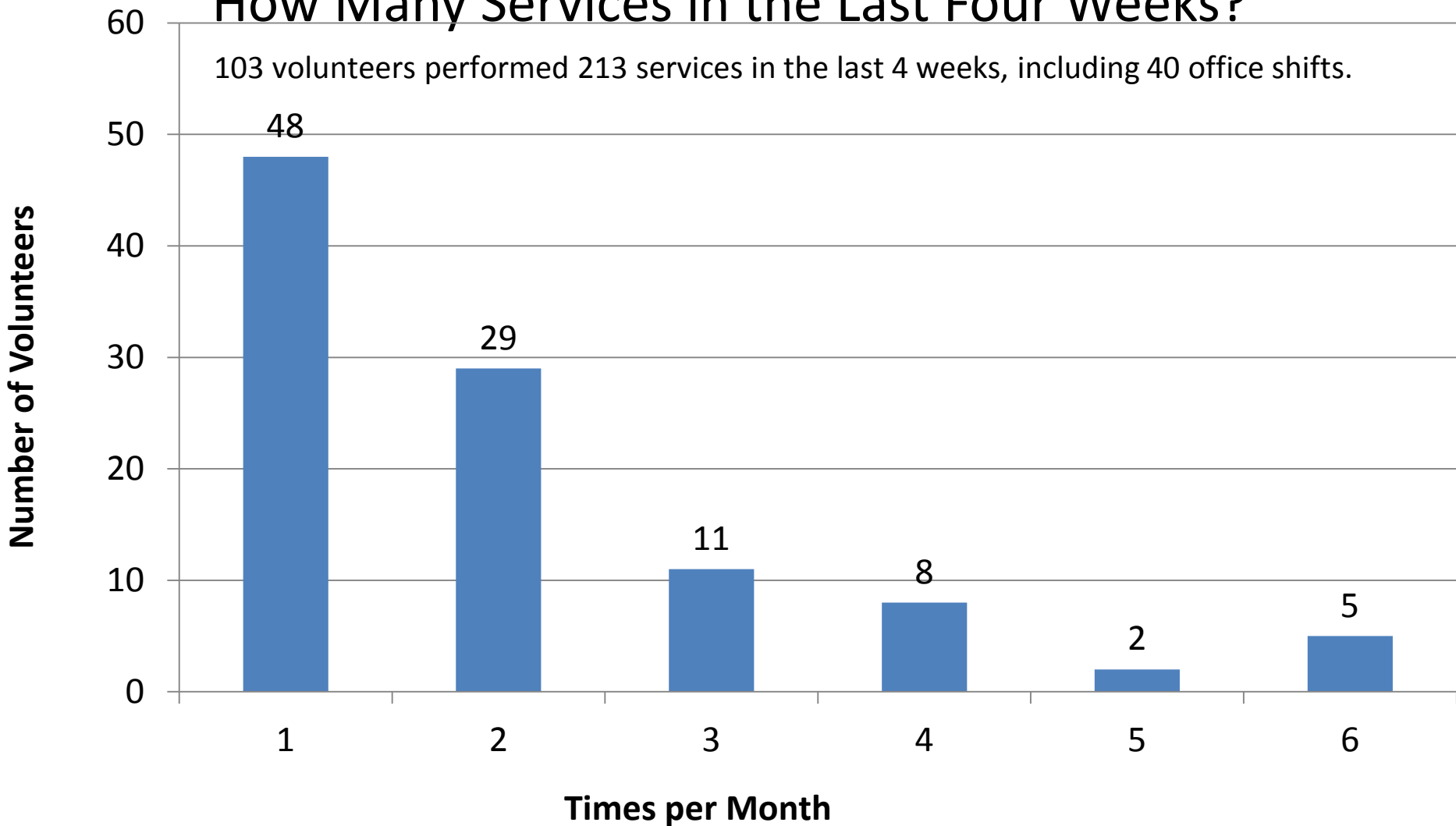
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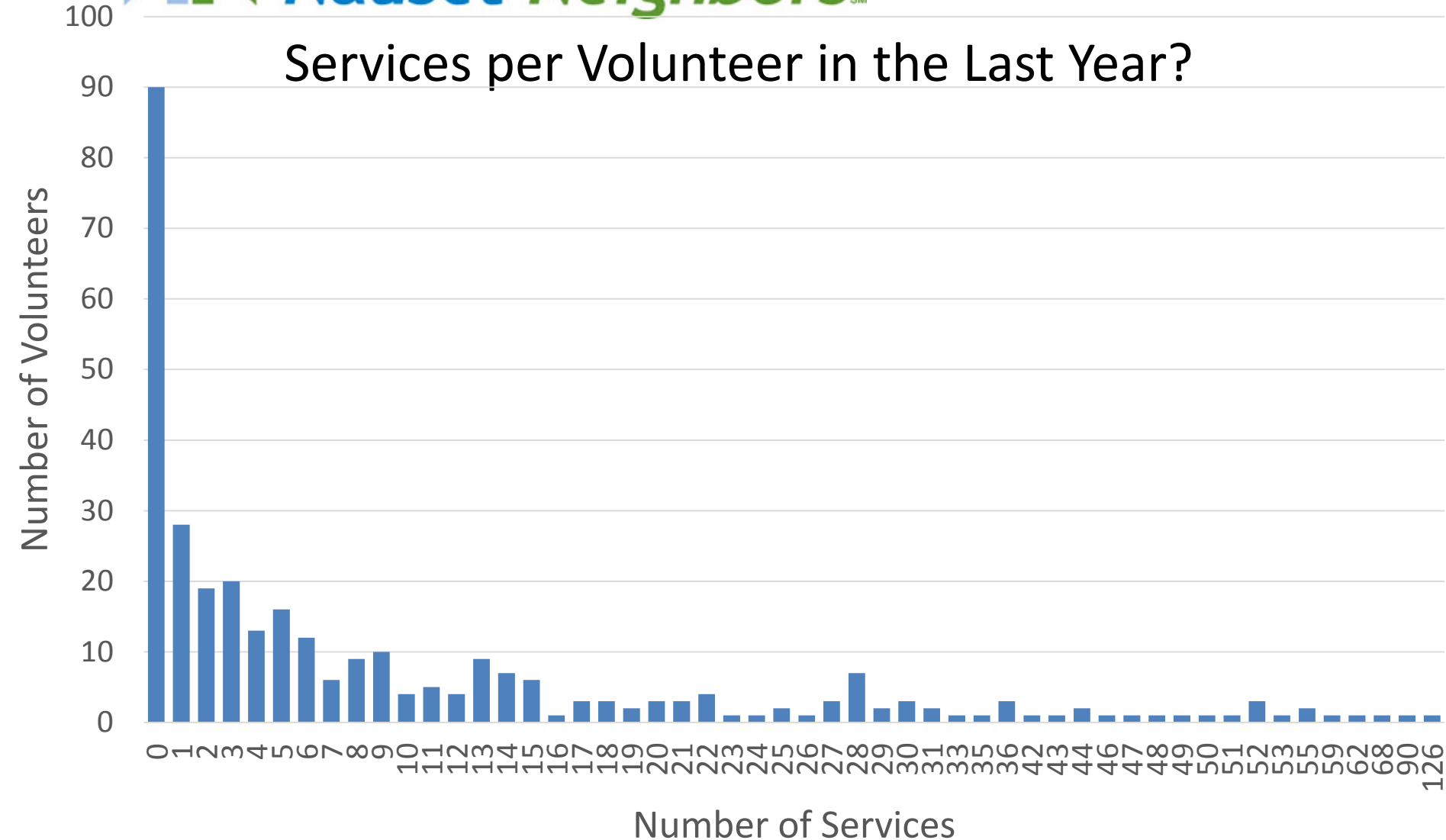
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How Many Services in the Last Four Weeks?

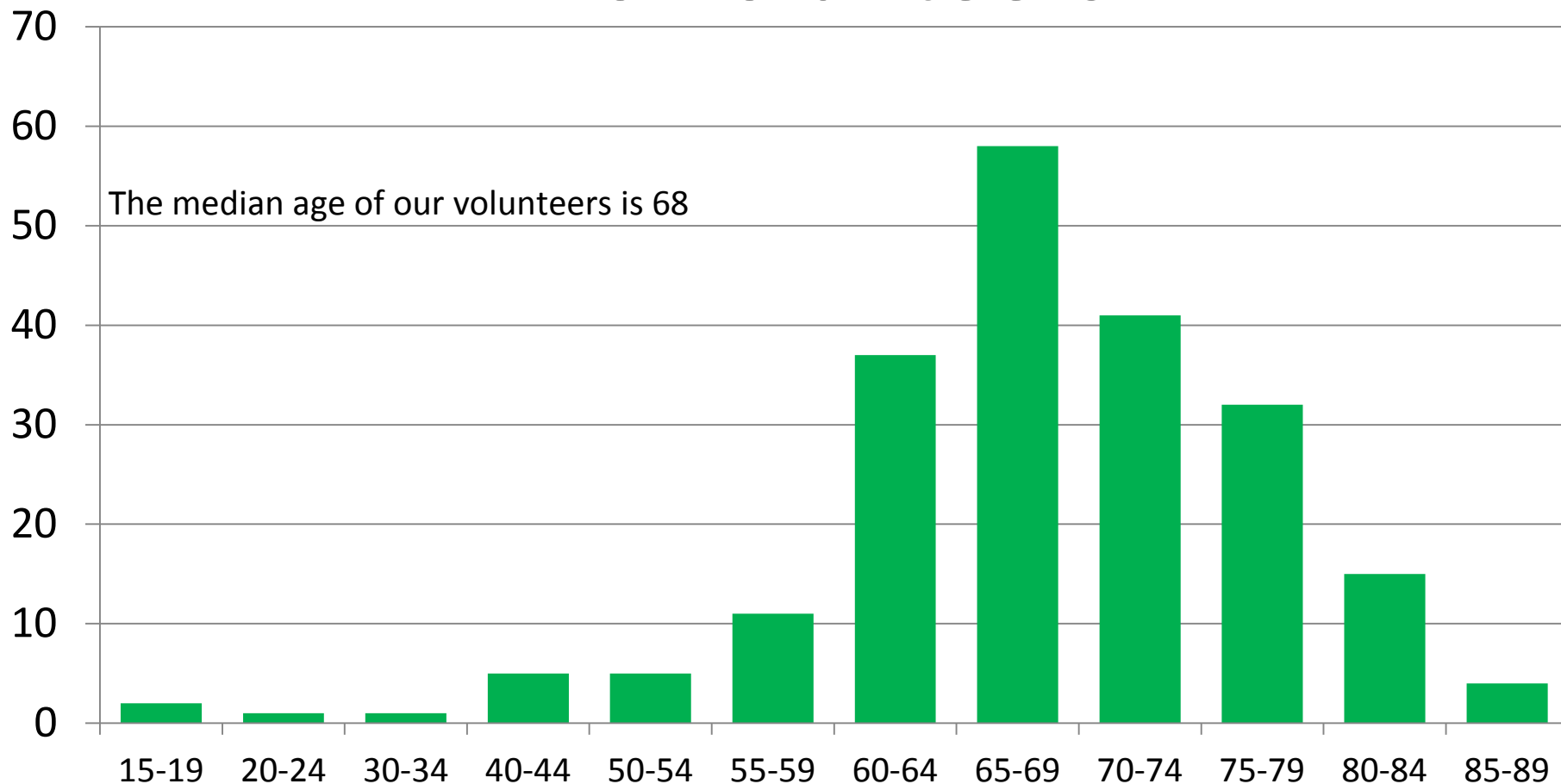
103 volunteers performed 213 services in the last 4 weeks, including 40 office shifts.



Services per Volunteer in the Last Year?



Who Volunteers



FUTURE SERVICES

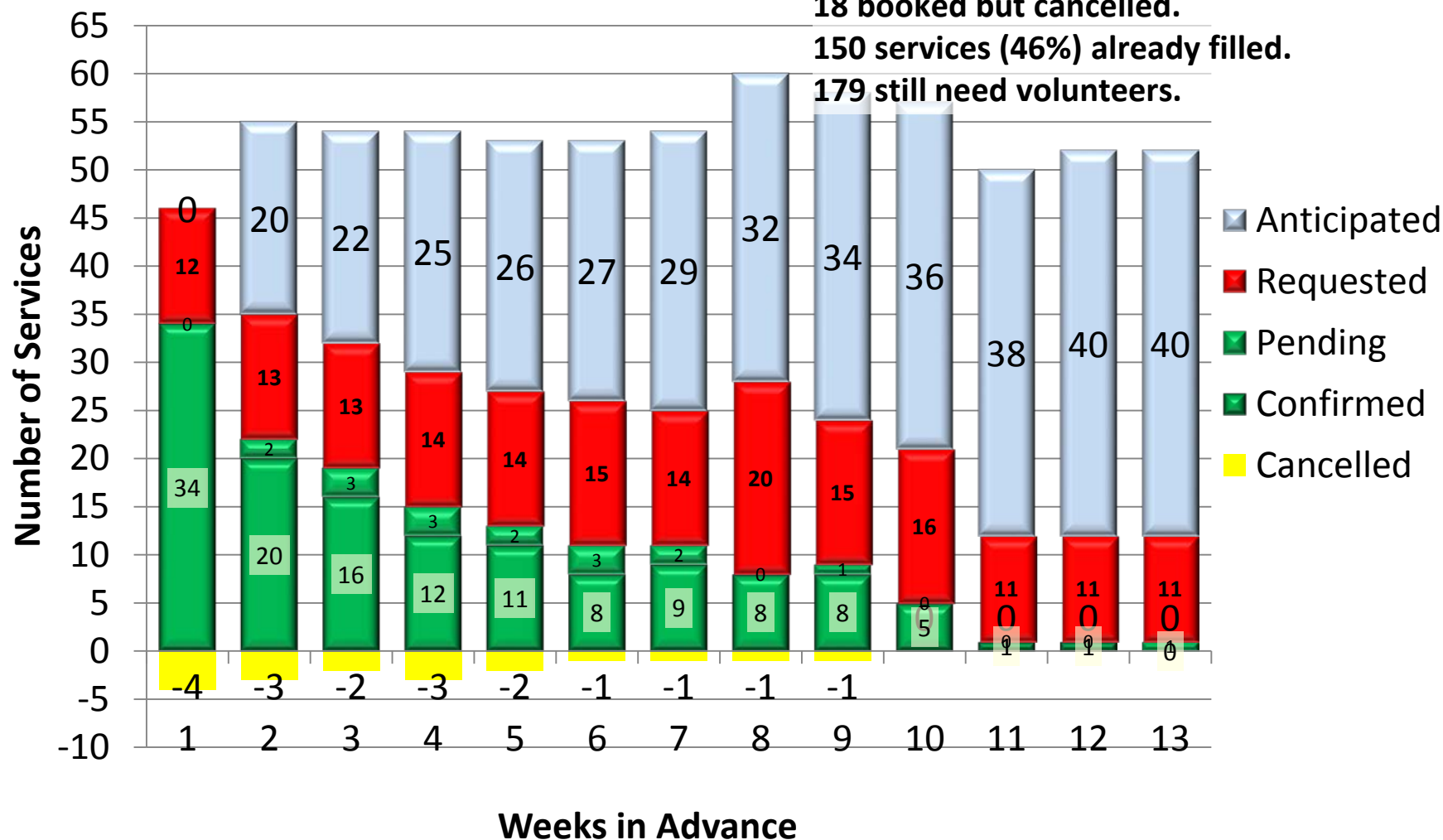
Service Requests on the Books

329 services needed for the next 13 weeks.

18 booked but cancelled.

150 services (46%) already filled.

179 still need volunteers.



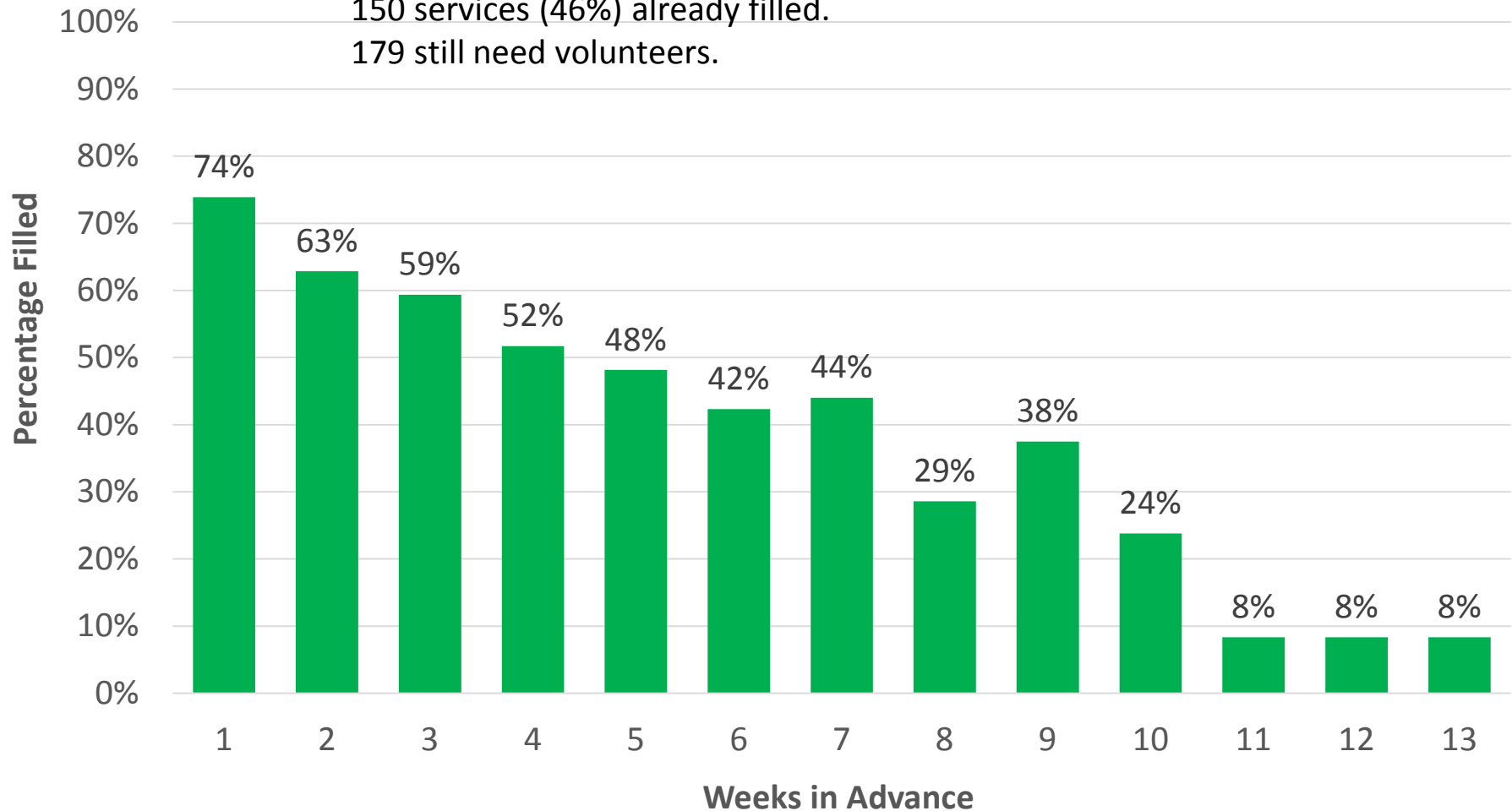


Percentage of Services for Next 13 Weeks Filled

329 future services covering the next 13 weeks.

150 services (46%) already filled.

179 still need volunteers.



Looking forward

FUTURE SERVICES

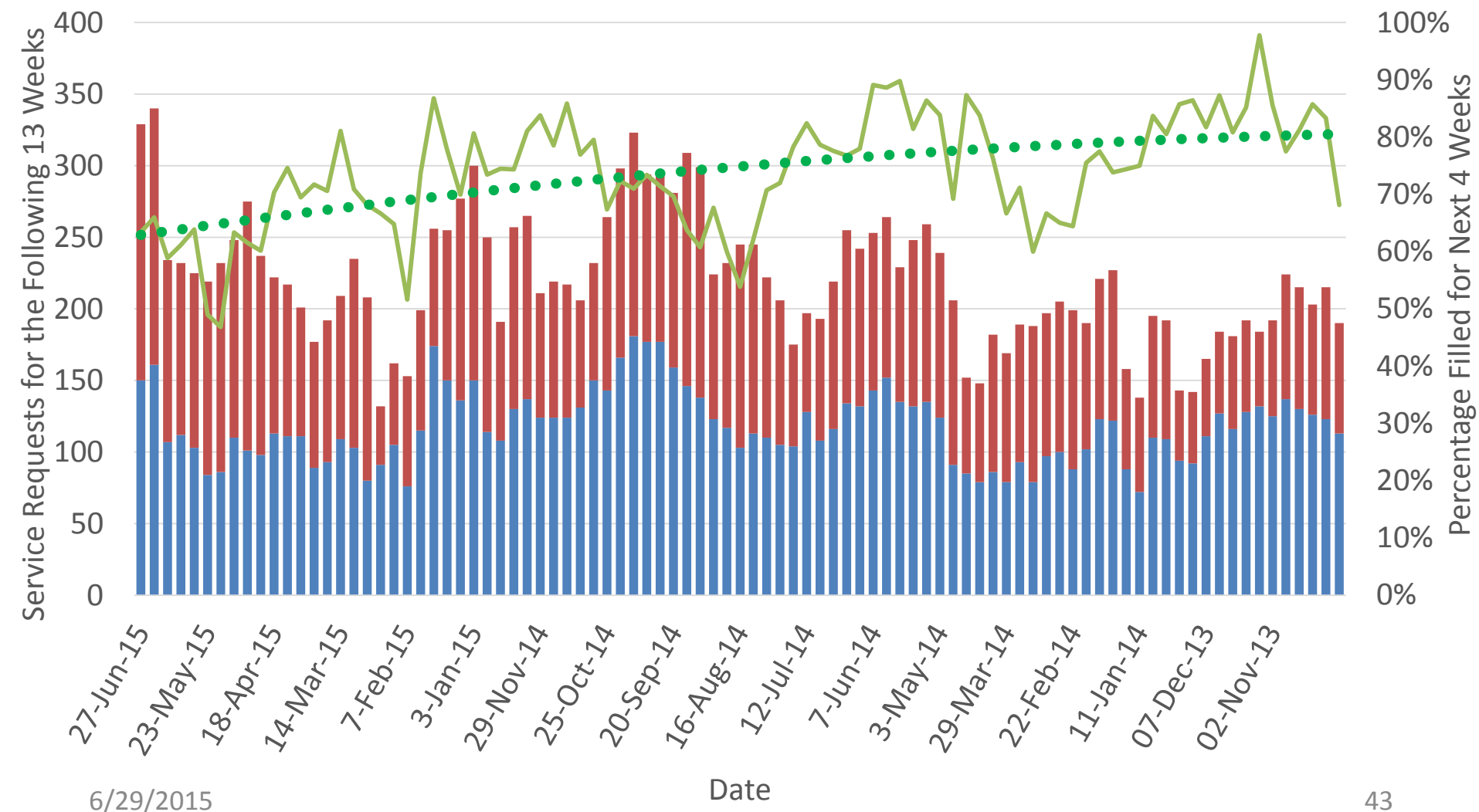
History of Future Requests

■ Filled

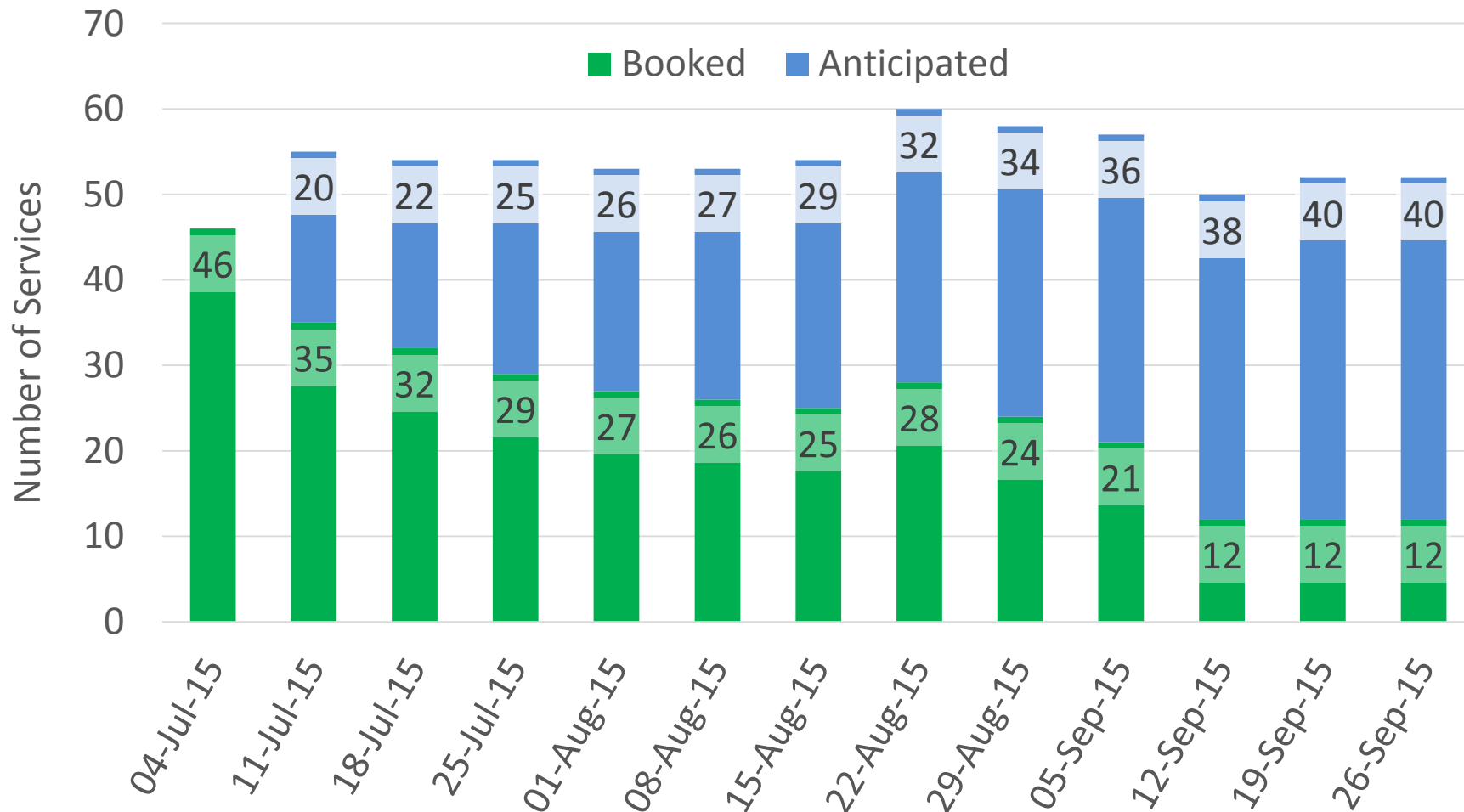
■ Unfilled

— Percentage Filled Next 4 Weeks

● ● ● trend

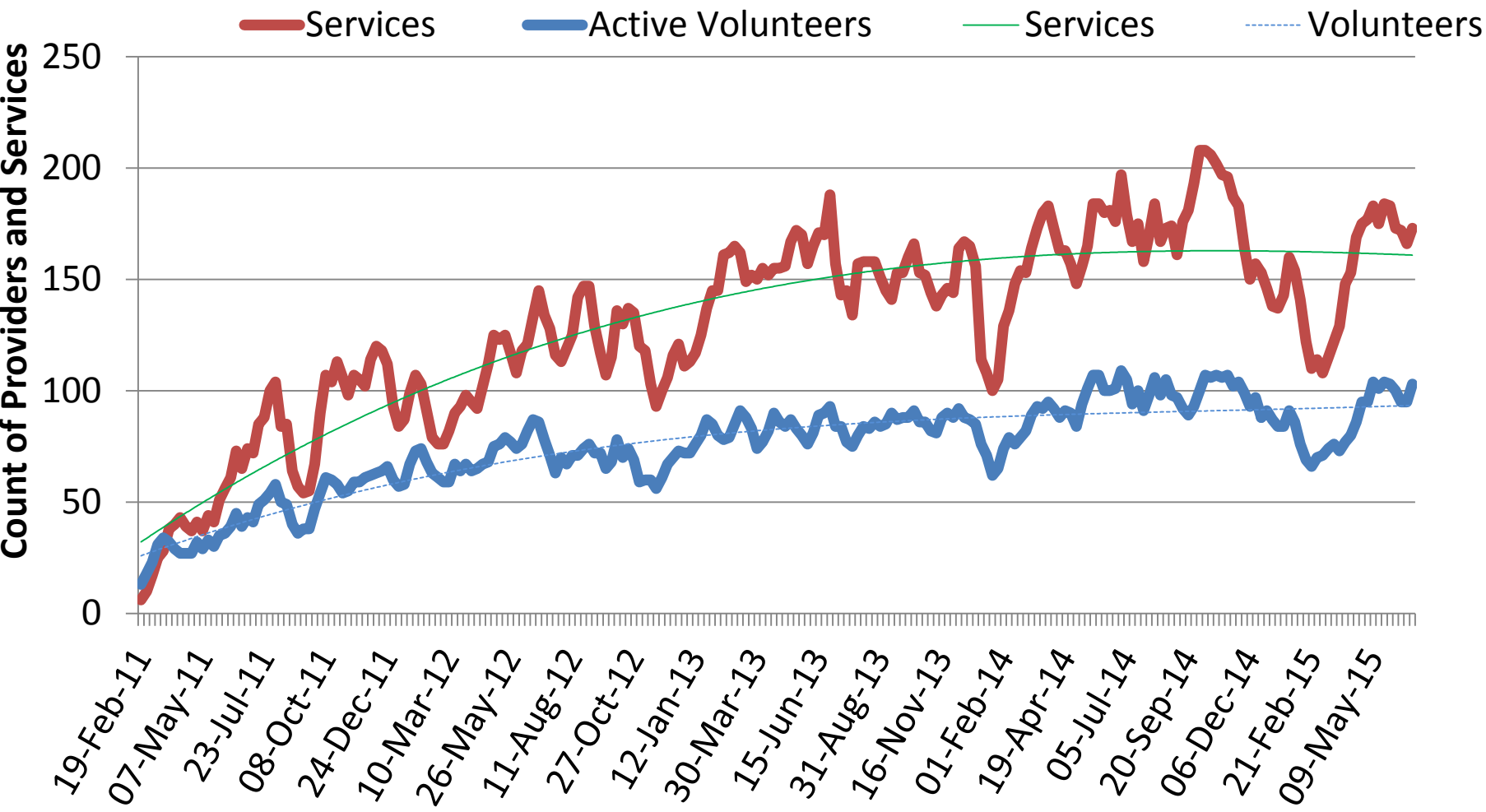


Projected Future Services



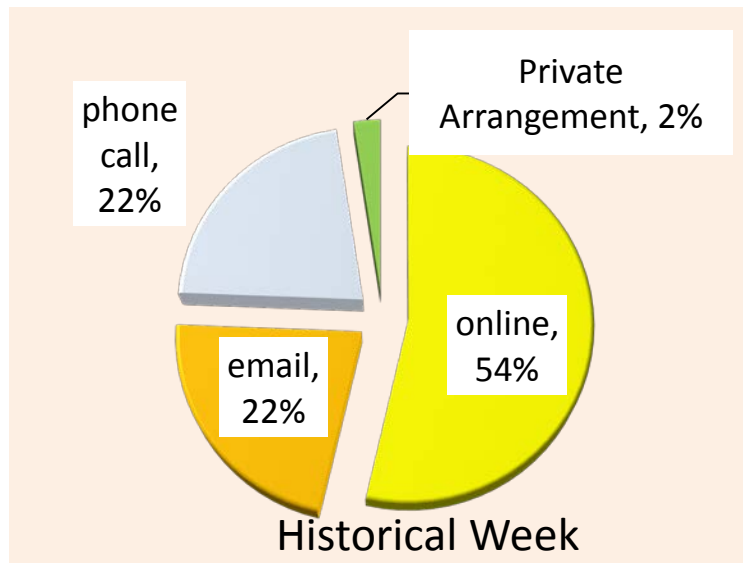
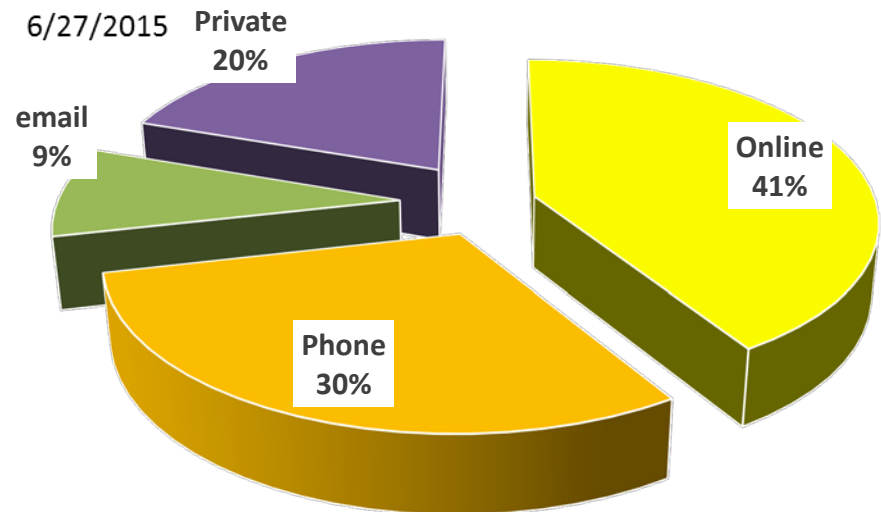


Volunteers and Services Previous 4 Weeks



Contact Method for Signup

- Online signup has supported a high volume of requests per week.
- Our increasing ratio of members to volunteers has required more effort to find service providers
- Phone has replaced email as the way to locate volunteers.



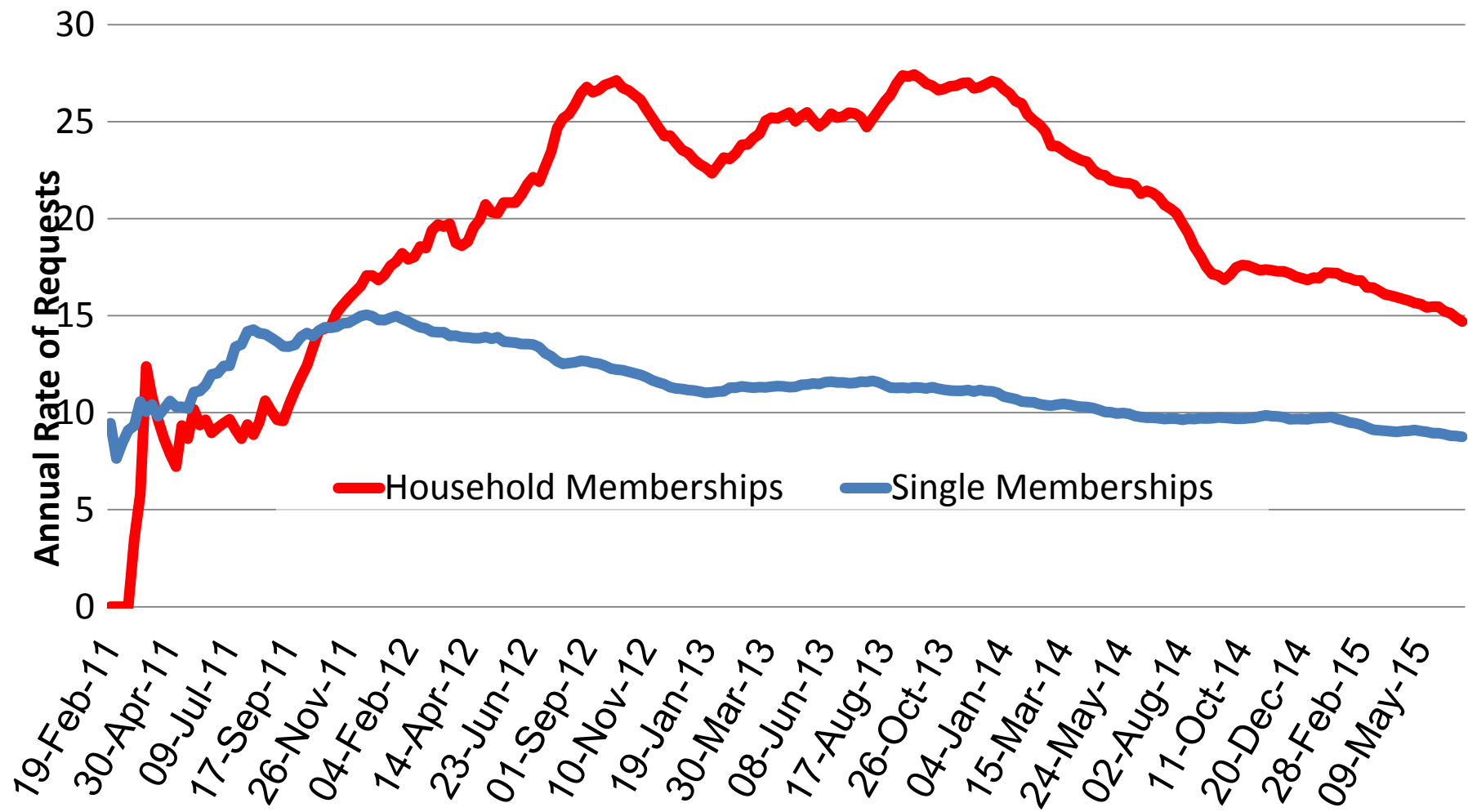
- Since online signup was new in the last month, we had a temporary increase in the need for phone calls.
- Phone calls were used for handyman and gardening, where the first person reached usually says yes, and for near term needs where many calls may be needed.

What are the Differences Between Single And Household Memberships?

Comparison of Services Used by Single Memberships and Household Memberships

- We had heard from other villages that household members may use the same or fewer services than single members, and so should not have a higher fee.
- We can verify this tendency. Initially households used about 20% fewer services than single households, but now couples collectively use services at a rate slightly higher than single members.
- Our rate has been lowered to \$75 for a single membership and \$95 for a household.

Single vs. Household Annual Use of Services

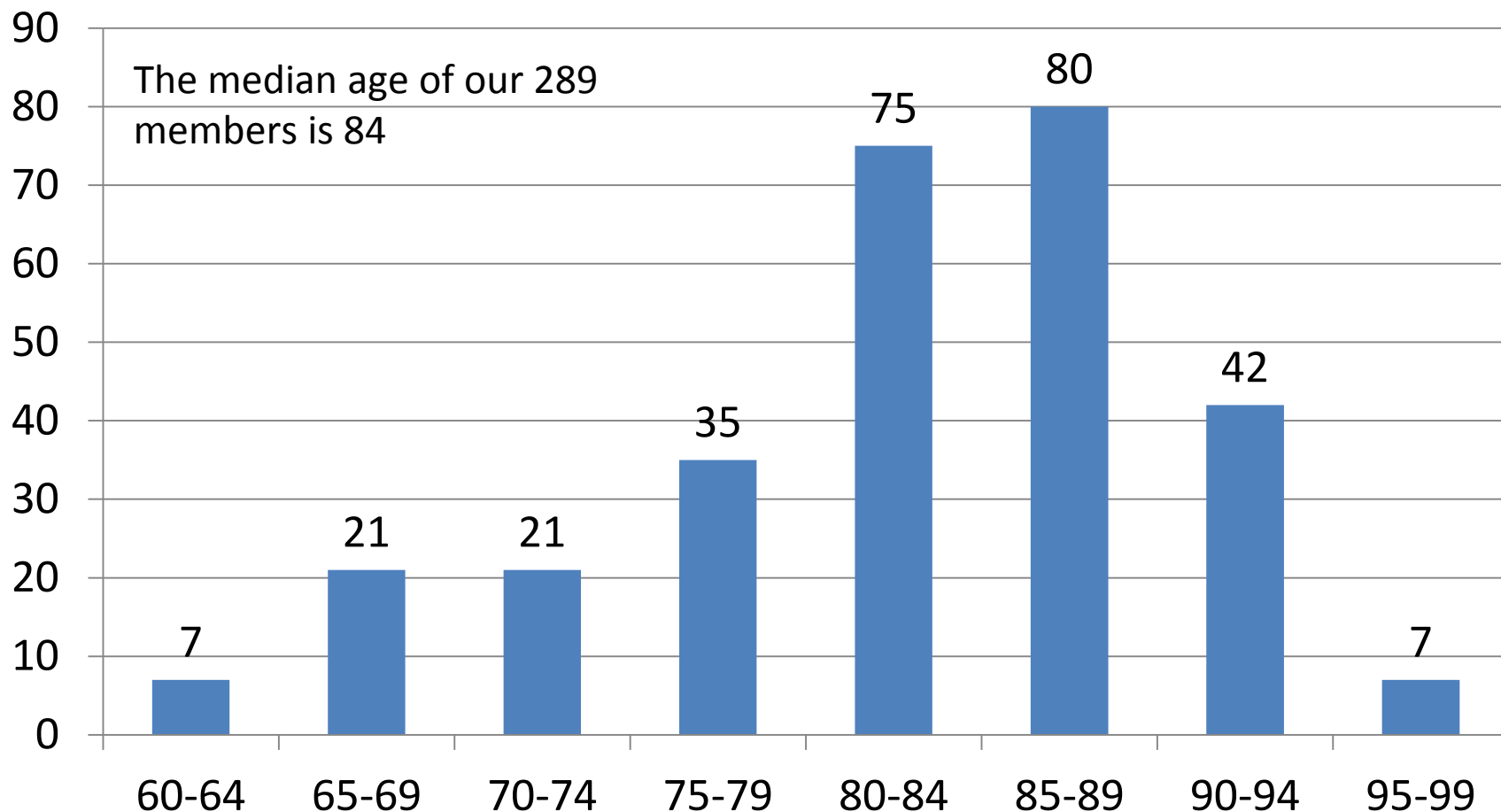


HOW OLD ARE OUR MEMBERS AND DOES THEIR AGE AFFECT THE SERVICES THEY NEED?

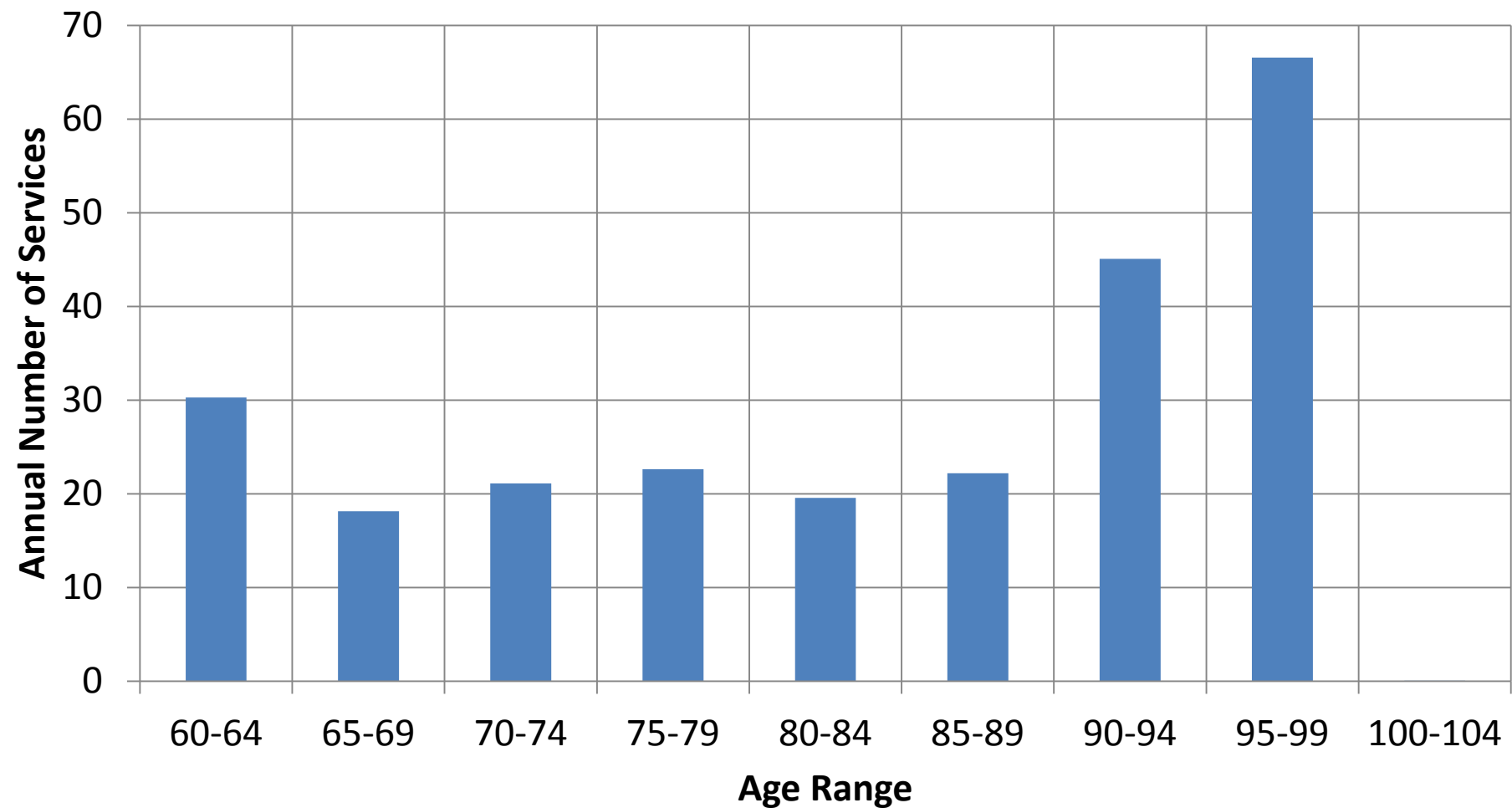
Analysis by Age Group

- The majority of our members are in their eighties. The median age is 83 years old.
- The 60-64 year age group uses a fair number of services per person, because of individuals with medical issues.
- The 90-99 age group uses significantly more local transportation than the younger members.
- We once had one member who was less than 60 years old for a few months.

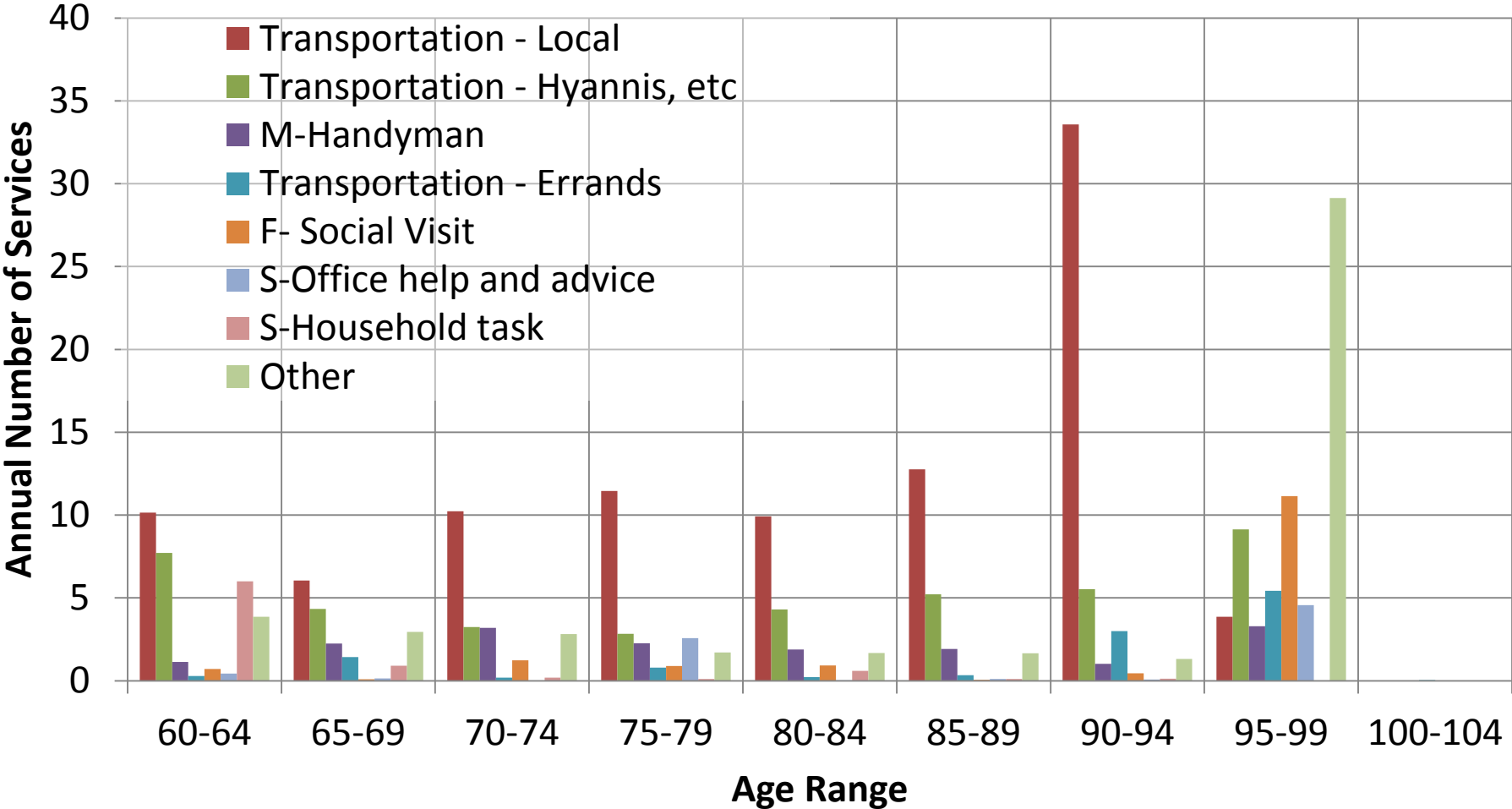
Age of Members



Annual Rate of Services by Age Range



Annual Use of Services by Age

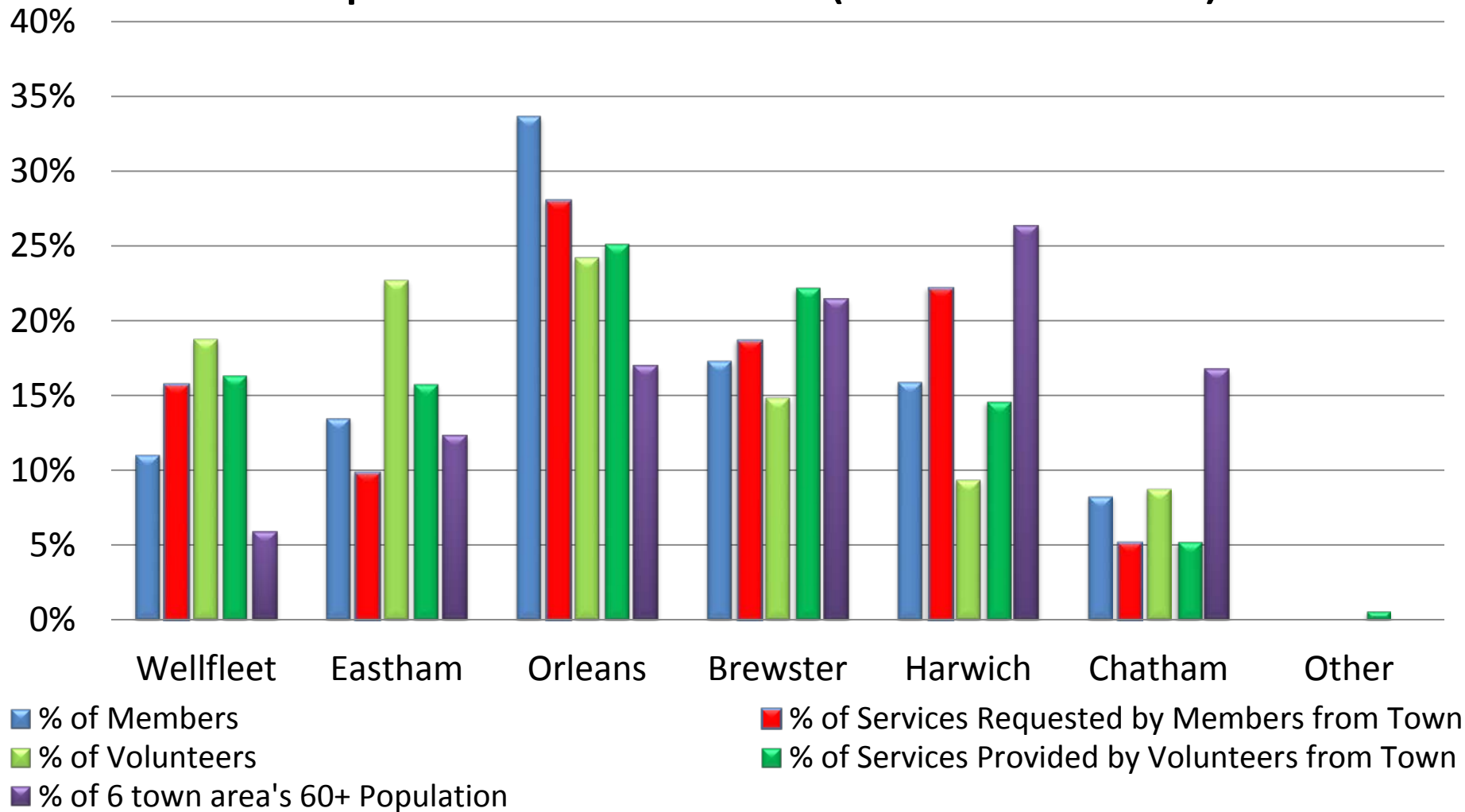


WHAT ARE THE DIFFERENCES BETWEEN THE TOWNS IN OUR SERVICE AREA?

Towns of Service Providers and Recipients

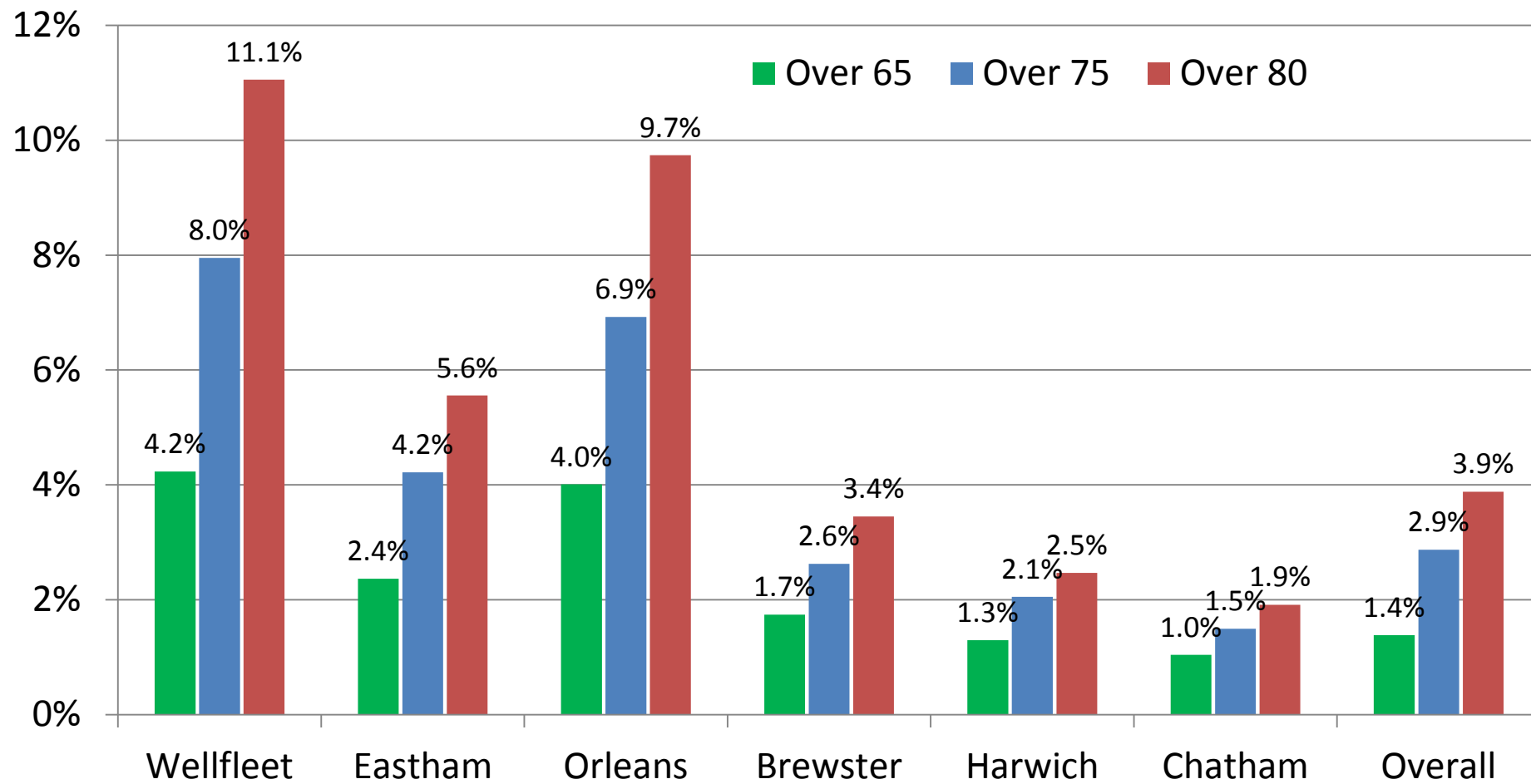
- The balance between volunteers and members is **slightly off** in Harwich but otherwise balanced in other towns.
- “Market penetration” highest in Wellfleet, nearly as high in Orleans, and growing elsewhere.
- Eastham is again supplying a large surplus of volunteers..
- [For the last 4 weeks,](#)
 - 57% of all services are performed by someone from the same town.
 - 82% of all services are performed by someone from the same or an adjacent town during the last four weeks.

Comparison of Towns (Last 4 Weeks)



Market Penetration by Town

Percent of Seniors who are Members



Towns of Service Providers & Recipients (Since Inception)

53% of services are provided by someone from the same town; 87% from the same or an adjacent town.		Town of Member						Total Provided
		Wellfleet	Eastham	Orleans	Brewster	Harwich	Chatham	
Town of Provider	Wellfleet	1055	87	224	36	34	1	1437
	Eastham	634	396	590	90	127	17	1854
	Orleans	40	64	1434	223	74	50	1885
	Brewster	11	27	519	334	240	8	1139
	Harwich	11	2	72	118	522	10	735
	Chatham		1	15	8	73	58	155
	Other	8	0	8	8	7	0	31
	Total Used	1759	577	2862	817	1077	144	7236

Towns of Service Providers and Recipients (Last 4 Weeks)

57% of services are provided by someone from the same town; 84% from the same or an adjacent town.		Town of Member						Total Provided
		Wellfleet	Eastham	Orleans	Brewster	Harwich	Chatham	
Town of Provider	Wellfleet	21	2	5				28
	Eastham	4	12	5	4	2		27
	Orleans		3	29	4	2	5	43
	Brewster	1		5	17	15		38
	Harwich			1	7	16	1	25
	Chatham			3		3	3	9
	Other	1	0	0	0	0	0	1
	Total Used	27	17	48	32	38	9	171