



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# BRINGING FAMILIES THE BEST

Before & After School Care  
YMCA OF CENTRAL OHIO

# Our Parents **LOVE** Y CLUB

## NET PROMOTER SCORE

“On a scale of 1-10, how likely are you to recommend YMCA Y Club to a friend or family member?”

This Net Promoter question is a research-based worldwide metric used to measure and improve customer loyalty.

Any score above 0 is considered Good.  
A score of 50+ is considered Excellent.

 **51**  
2018 SCORE



## 2018 SOUTH-WESTERN Y CLUB PARENT SURVEY

Parents Ranked the Following Outcomes in Order of Importance

% of Parents Who Agree

- |           |   |            |
|-----------|---|------------|
| <b>#1</b> | My child is physically and emotionally safe.                  | <b>94%</b> |
| <b>#2</b> | My child is surrounded by positive, caring adults.            | <b>93%</b> |
| <b>#3</b> | My child is physically active.                                | <b>95%</b> |
| <b>#4</b> | My child has an opportunity to socialize with other children. | <b>98%</b> |

### OUR PARENTS ALSO RANKED

(in order of importance)

- #5 My child receives additional structured educational enrichment
- #6 My child makes meaningful progress on their homework.
- #7 My child has an opportunity to play freely with their friends.
- #8 My child has a healthy meal.

## Important YMCA Benefits for South-Western Families

- #1** Reduced rates for other YMCA youth programs, such as swim lessons and basketball, a benefit of the complimentary YMCA youth membership.
- #2** Reduced YMCA family membership rate available to all Y Club families.
- #3** Complimentary youth Y membership for all Y Club participants.
- #4** School Days Off Care options at the Y during scheduled and emergency days off.
- #5** Snow Days Care option at the Vaughn E. Hairston YMCA.

**ALL Y Club kids automatically get:**  
**FREE Youth Y Membership & Program Discounts**  
Camp ★ Swim Lessons ★ Sports ★ Dance ★ Gymnastics ★ + More!

**4 out of 5**  
Y Club families agree...  
**YMCA Benefits**  
make a  
**difference**



# Always here for our partners and FAMILIES

We use survey feedback to grow to fit our families’ needs.

## WE’D LIKE MORE Y CONNECTION

To ensure families have opportunities to participate in other YMCA activities outside of child care, we provide all of our school age, full-day child care and full-day preschool participants complimentary YMCA youth memberships, program discounts and offer each family a discounted family membership rate.



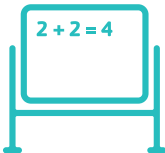
## BETTER COMMUNICATION

To improve communication between staff and parents, we distribute a monthly newsletter and site-specific important information to families at program locations.



## EXPANDED PROGRAMMING

In order to provide more convenience for parents, we began serving Prairie Norton children at our Prairie Lincoln location, and also opened up a Before School program at Prairie Lincoln this year.



## THE YMCA’S COMMITMENT TO SOUTH-WESTERN

The Y has provided quality School Age Care for South-Western for 29+ years.

**Reduced program rates** for swim lessons, sports and more.

**Free Y Youth memberships** for Y Club participants and discounted memberships for families.

**Extended services at no added cost** to families on late start and scheduled early release days.

**Tailored School Age Care** focused on South-Western families’ needs.

**Financial assistance** based on a sliding fee scale for families in need.

**23 experienced Y Club staff** work in the schools each week.

**Year-round full-day programs** on school holidays, snow days and in the summer for families at our facilities.

As a member of the community, the Y has a vested interest in providing quality services and does so by:

- » **Grove City, Hilltop, and Vaughn E. Hairston YMCAs**
- » **Serving 500+ area families**

## EXAMPLES OF COMMUNITY PARTNERS FOR ENHANCED PROGRAMMING

### Columbus Area Integrated Health Services

Provides our Y Club staff with trauma informed training and on-site modeling to meet behavioral needs of the children we serve.

### Thiossane Dance Company

Provides African dance with trained dance instructors.

## COMMUNITY PARTNERS INVESTED IN OUR CHILDREN

- |  |  |
|--|--|
| • Ingram-White Castle Foundation                       | • PNC  |
| • Siemer Family Foundation                             | • Catholic Social Service Foster Grandparent Program |
| • Office of Head Start                                 | • Park National Bank                                 |
| • Franklin County Job and Family Services TANF program | • Walmart  |



# Success in SCHOOL & LIFE

The Y's Before & After School program provides youth with a safe place to go before and after the bell. More importantly, it helps youth realize who they are and what they can achieve.

The balanced program supports academic achievement, fosters health and wellness, and instills positive social-emotional skills through:

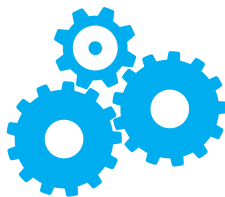
## LITERACY & READING



## Y KIDS ARE FIT



## STEM



## FAMILY ENGAGEMENT



## NUTRITIONAL EDUCATION



## SERVICE LEARNING



## ARTS



## HOMEWORK HELP



## SOCIAL AND EMOTIONAL SKILLS



## CHARACTER DEVELOPMENT



"The staff really does an amazing job with Scott. He really enjoys after school time with his friends and often wants to stay later than his pick up time. I feel very lucky the program exists and is on-site."

- SOUTH-WESTERN Y CLUB PARENT, 2018



## SUMMER LEARNING LOSS PREVENTION PROGRAM

Since 2013, this program has run for 6 weeks during the summer at Stiles Elementary.

The program's goal is to prevent summer learning loss, and most students also actually grow in their reading skills, up to 3 months in 6 short weeks.

A similar program runs at our Hilltop and Vaughn E. Hairston YMCAs.

Students in each program get to participate in:

- Youth Development activities:
  - arts & crafts
  - fun physical games
  - nutrition activities
  - character building
- swimming lessons
- weekly field trips





# Safety & Quality MATTER

## HIRING THE BEST

### WELL-TRAINED The Y provides paid Professional Development for all staff.

- All staff must pass a thorough background check process including:
  - FBI and BCI Fingerprints
  - National Child Abuse Registry
  - National & State Sex Offender Registry
- All staff are trained in:
  - Child Abuse Recognition & Prevention
  - CPR and First Aid Certification
  - Communicable Disease management
- All staff must complete annual specialized professional development courses.

### EXPERIENCED The Y hires experienced, educated staff.

- Our 23 South-Western Y Club staff have an average of 8 years experience working with school age children.
- Y Club Site Directors meet all ODJFS educational requirements including a combination of experience and a college degree/extensive coursework in the Education field.

### ROLE MODELS 99% of Y Club parents believe our staff are positive, caring adults.

- Y Club staff are committed to nurturing the potential in every child.
- Y Club staff model Caring, Honesty, Respect and Responsibility, assisting children in building strong character.

### ALL PROGRAMS ARE LICENSED by the Ohio Department of Job and Family Services

Child Care licensing regulations are designed to reduce the risk of harm to children while they are in before and after care.

During unannounced visits, ODJFS personnel verify 50+ program rules.

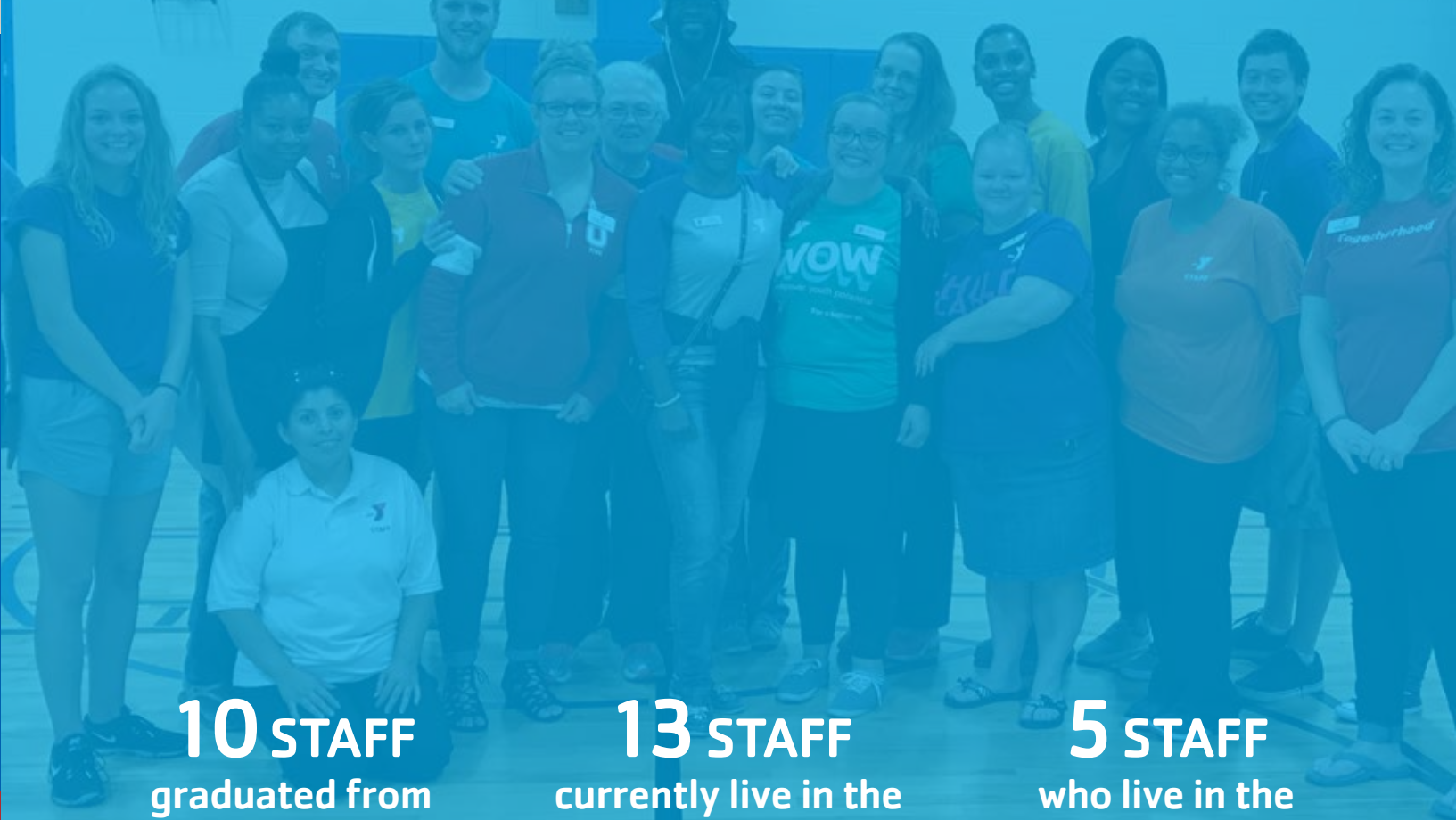
None of our sites received a Serious Risk Non-Compliance infraction this year.

For the 2017-18 school year, Darbydale Elementary had a perfect inspection.

## OUR SOUTH-WESTERN STAFF

“Miss Annie is a wonderfully sweet and caring person who is a treasure to your program. Always friendly and professional, she makes sure the kids are active in the morning and well cared for in the afternoon. She is an exceptional resource that you are lucky to have.”

– SOUTH-WESTERN Y CLUB PARENT, 2018



10 STAFF graduated from South-Western City Schools

13 STAFF currently live in the SWCS district

5 STAFF who live in the district have children currently attending the SWCS district



5 STAR RATED We're proud to participate in Step Up to Quality, Ohio's voluntary quality rating system. Two programs have the top 5 Star rating: Alton Hall and Darby Woods.





# Johanna needed extra SUPPORT & GUIDANCE when she came to Y Club

What she received was a collaborative effort between both parents and Y Club staff that gave her daily structure, access to positive role-models, and healthy social connections with other children.

Johanna continues to flourish while at Y Club.

“Johanna’s mom has noticed a significant change in Johanna since she started at Y Club. Johanna had some difficulties at her previous school and these difficult behaviors continued after the move.

Johanna’s self-management skills have improved greatly after working with our staff. In the past, when Johanna was in a conflict, she got physical or threatened other children. Now, she’s learned to remove herself from the situation and take some time to cool off. Instead of running out of the room, she speaks to a teacher or takes some time to calm down.

Johanna has greatly improved her personal responsibility skills, too. Whenever she speaks about a negative situation, she understands the

role she played. She takes responsibility and apologizes when appropriate.

Johanna has become more honest with adults and communicates her actions with her mom at the end of the day. Johanna’s mom has praised the program and school for the positive changes she’s seen in her daughter. She is so grateful for the change in Johanna’s attitude and the ways she’s handling conflict. We still have a ways to go, but Johanna has made strides in her growth and attitude.”

**– AKEESHA, JOHANNA’S SITE DIRECTOR, 2018**



# Learning TOGETHER

We're partners in 11 districts  
with 50+ sites.

## BUCKEYE VALLEY

Buckeye Valley West Elementary  
Buckeye Valley East Elementary

## CIRCLEVILLE CITY

Circleville Elementary School

## COLUMBUS CITY

Fairwood Elementary School  
Hubbard Mastery School  
Parkmoor Elementary School  
Southwood Elementary School  
Valleyview Elementary School

## HAMILTON LOCAL

Hamilton Elementary School

## OLENTANGY LOCAL

Alum Creek Elementary School  
Arrowhead Elementary School  
Cheshire Elementary School  
Freedom Trail Elementary School  
Glen Oak Elementary School  
Heritage Elementary School  
Indian Springs Elementary School  
Johnnycake Corners Elementary School  
Liberty Tree Elementary School  
Oak Creek Elementary School  
Olentangy Meadows Elementary School  
Scioto Ridge Elementary School  
Tyler Run Elementary School  
Walnut Creek Elementary School  
Wyandot Run Elementary School

## ADDITIONAL PARTNERS

Eldon & Elsie Ward Family YMCA  
Grace Church Kindergarten Plus  
Hilltop YMCA  
KIPP Columbus Primary School  
North YMCA  
Pickaway County Family YMCA  
Vaughn E. Hairston YMCA  
West Bay Apartments

## PICKERINGTON LOCAL

Diley Middle School  
Fairfield Elementary School  
Harmon Middle School  
Heritage Elementary School  
Pickerington Elementary School  
Sycamore Elementary School  
Toll Gate Elementary School  
Toll Gate Middle School  
Tussing Elementary School  
Violet Elementary School

## SOUTH-WESTERN CITY

Alton Hall Elementary School  
Darby Dale School  
Darby Woods Elementary School  
Harmon Elementary School  
Prairie Lincoln Elementary School

## TEAYS VALLEY LOCAL

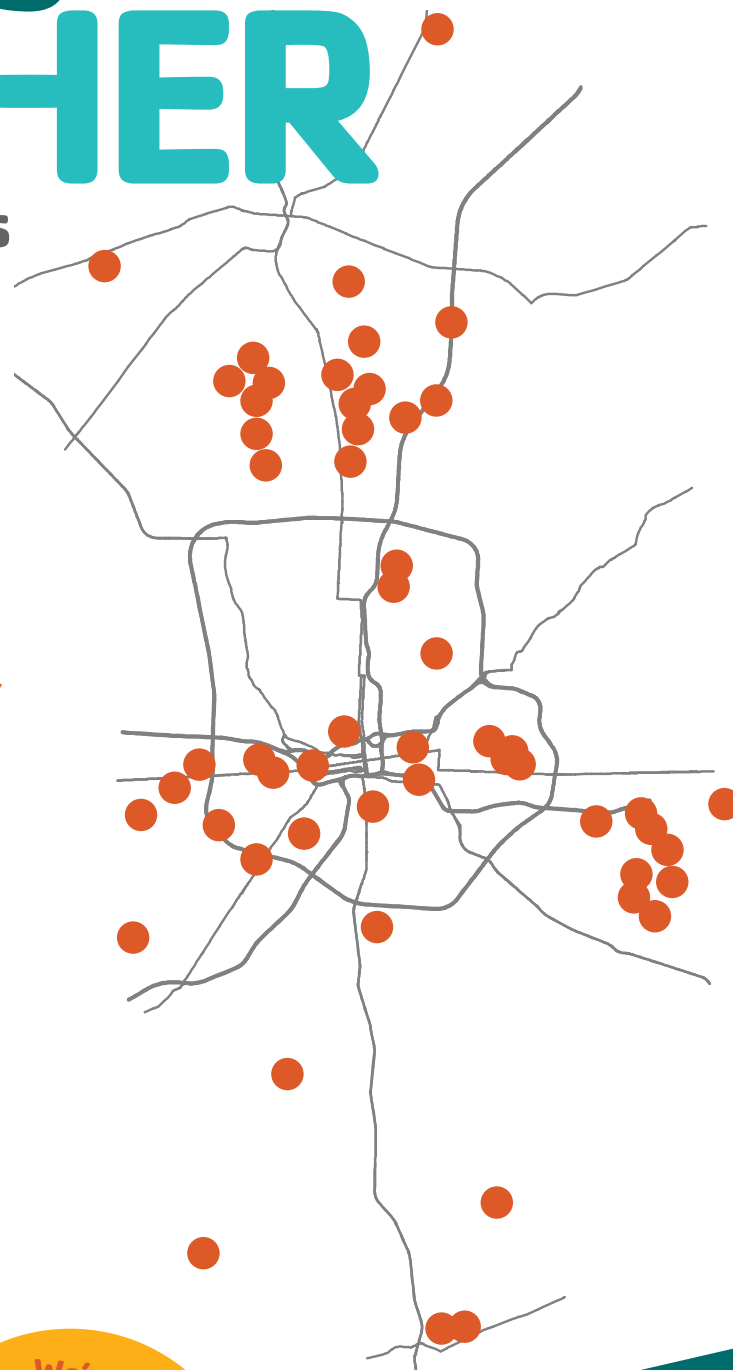
Scioto Elementary School  
Walnut Elementary School

## WESTFALL LOCAL

Westfall Elementary School

## WHITEHALL CITY

Beechwood Elementary School  
Etna Road Elementary School  
Kae Avenue Elementary School  
Rosemore Middle School



The Y serves  
**600K+**  
**CHILDREN**  
across the U.S.

We've  
increased  
capacity by  
**70%**  
at 4 schools  
over 2 years

We serve  
**325**  
**CHILDREN**  
in South-Western  
Y Club



**The Y is the largest provider**  
of Before & After School programs  
**Nationally, Statewide & in Central Ohio**  
with a history of  
**loyalty, trust & satisfaction.**



# Giving Back and connecting with the COMMUNITY



## FAMILY NIGHT

We kicked off the school year with a science-themed Family Night.



## SUMMER MOBILE FOOD PROGRAM

Serves SWCS families with lunch and physical activities Monday to Friday throughout the summer.



## ART SHOW

Students got creative, then got to show off their work in our Art Show for both After School and Preschool students.



## CAN FOOD DRIVE

Our sites collected and donated canned food for local families in need.

## GALLOWAY RIDGE SUMMER ENRICHMENT CARE

This is a full day program from 7:00 a.m.-6:00 p.m. at Galloway Ridge Intermediate School for children entering first grade through the age of 12. The program has full use of the gymnasium, cafeteria, music room and art room.

This state licensed program provides enrichment care for school age children during the summer.

Activities are based on the needs and interests of the children and include:

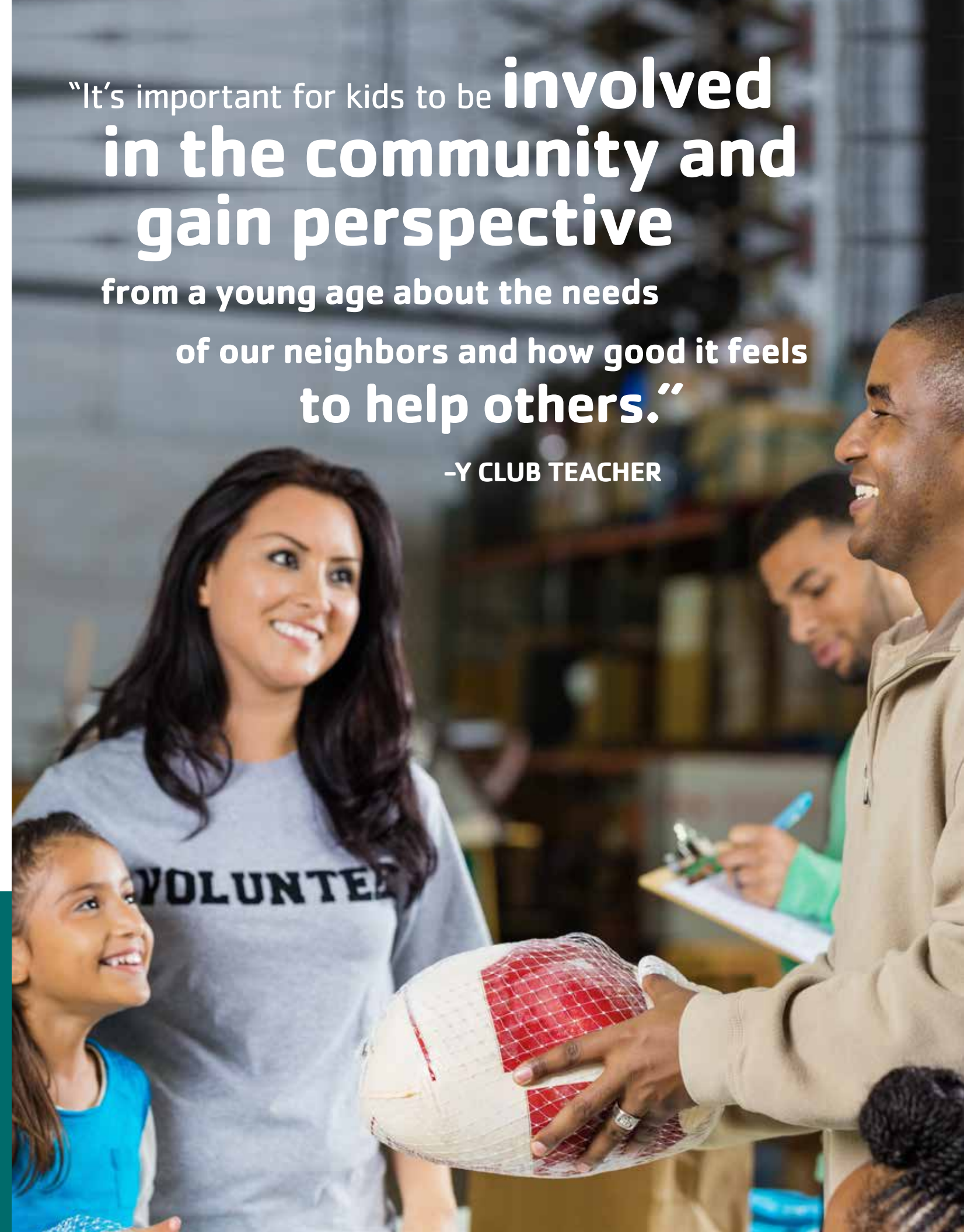
- arts & crafts
- sports
- games
- reading
- special events
- specialty camps
- weekly field trips
- swimming outdoors at Cherry Creek

Breakfast, lunch and snack are included.

Participants who attend an After School program during the school year and register for Galloway Ridge for the summer are offered a free YMCA summer membership.

"It's important for kids to be **involved in the community and gain perspective** from a young age about the needs of our neighbors and how good it feels to help others."

-Y CLUB TEACHER







# BRIGHTER FUTURES start at the Y

**Head Start and Preschool** are designed to foster stable family relationships, enhance children's physical and emotional well-being, and establish an environment to develop strong cognitive skills.

The transition from preschool to kindergarten imposes diverse developmental challenges that require children to engage successfully with their peers outside of the family network, adjust to the space of a classroom, and meet the expectations the school setting provides.

Starting early and right with quality learning experiences through Head Start or Preschool can help children succeed now and throughout life.

## **PRESCHOOL SITES**

Hilltop YMCA

## **HEAD START SITES**

Hilltop YMCA/Cherry Creek  
Vaughn E. Hairston YMCA  
Norton Road Head Start  
Stiles Elementary  
Bostic Early Childhood  
Center

# POSITIVE OUTLOOK

## Juvenile Justice Programs

**We believe every child is of-promise,** which is why we offer Positive Alternative Learning for Students (PALS) at the Vaughn E. Hairston YMCA in Urbancrest. The program serves as a structured and supervised environment for 6<sup>th</sup> to 12<sup>th</sup> grade students who have been suspended from school.

In PALS, students are encouraged to share problems in their lives. The staff to youth ratio ranges from 1:5 to 1:10, which allows more interaction than in a traditional classroom where the staff-to-youth ratio is often 1:25.

The PALS programs provides students with:

- Individual & group counseling
- Daily academic curriculum
- Promotion of our Core Values: Caring, Honesty, Respect and Responsibility
- Positive reinforcement from adults who monitor progress





# Who WE ARE

## Welcome to the Y.

We're an inclusive organization of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility.

We know that lasting personal and social change comes about when we all work together.

That's why, at the Y, **strengthening community is the heart of Our Cause.**

## YOUTH DEVELOPMENT

Developing the potential of kids

- Child Care
- Education & Leadership
- Camp
- Swim, Sports & Play

## HEALTHY LIVING

Improving individual health and well-being

- Family Time
- Sports
- Group Fitness
- Personal Training

## SOCIAL RESPONSIBILITY

Giving back and supporting our neighbors

- Housing
- Social Services
- Sports
- Volunteering & Giving

Of the  
South-Western area's  
**1,000+**  
Y memberships,  
more than half  
are families





# YMCA CHILD CARE MISSION

To foster the ongoing development of all children with quality, affordable and accessible child care programs which ensure each child a positive, safe and nurturing environment in collaboration with families, schools and community.



## MARY SCHNEIDER

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