



FOR YOUTH DEVELOPMENT®
 FOR HEALTHY LIVING
 FOR SOCIAL RESPONSIBILITY

BRINGING FAMILIES THE BEST

YMCA Before & After School Care

CIRCLEVILLE CITY SCHOOLS

What Y Club Families Want: (Top 5 most important)

Our Survey results



#1 A Safe, Secure Environment

92% agree their child is physically & emotionally safe



#2 Daily Physical Activity

92% agree that Y Club helps their child be more active.



#3 Healthy snacks

92% agree that their child receives healthy snacks



#4 Positive Adult Role Models

92% agree that their child is surrounded by caring adults.



#5 Structured educational enrichment

85% agree that their child gets receives enrichment at Y club .

#6 Time to be a kid and play freely with friends

#7 Chance to build social skills & friendships

#8 Makes meaningful progress on their homework



“How likely is it that families would recommend us to a friend?”

Our Net Promoter Score (NPS) is 46 .

This question is a research-based worldwide metric used to measure and improve customer loyalty. A NPS above 0 is considered “good”, +50 is “Excellent,” and above 70 is considered “world class. A score of 70+ is considered World Class.

Responding to our partners and **FAMILIES**

We use **survey feedback** to grow to fit our families' needs.

STAFF TURNOVER:

We hear you...Our Y Club programs had high staff turnover in some programs this school year. We have implemented the following strategies to increase staff retention and decrease turnover in the future:

- ◆ Increased hourly pay rates for Y Club staff and implemented a staff bonus plan.
- ◆ Worked with the school districts on shared staff opportunities.
- ◆ Offered incentives and discounts for Y staff and Y Club families to recruit quality staff.
- ◆ Recruited staff at local colleges and universities through job fairs, classroom presentations, and paid internships.
- ◆ Ran employment ads online, at local movie theaters, businesses and TV stations.

The YMCA is committed to continue to work hard to find and retain high quality staff.



WHAT'S NEW FOR THE 2019-2020 SCHOOL YEAR DEVELOPMENT OPPORTUNITIES & EMERGENCY SNOW DAYS

- New science and math areas to peak child interest
- More educational engagement events for families
- School Days Off will be offered unless a Level 3 Emergency is called and our YMCA closes.

FAMILY COMMENTS:

- ◆ "Love all the teachers they are all so nice."
- ◆ "Thank you for being accommodating to last minute changes. Thanks to Jill and Lauren for being very responsive to questions."

