



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BRINGING FAMILIES THE BEST

YMCA Before & After School Care

PICKERINGTON LOCAL SCHOOLS

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

Our Survey results



#1 A Safe, Secure Environment

96% agree their child is physically & emotionally safe.



#2 Positive Adult Role Models

97% agree that their child is surrounded by caring adults.



#3 Time to Be A Kid

95% strongly agree that their child is able to play freely with their friends.



#4 Healthy snacks

86% agree that their child receives healthy snacks.



#5 Structured educational enrichment

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

#6 Chance to build social skills & friendships

#7 Daily physical activity

#8 Makes meaningful progress on their homework



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

Our Net Promoter Score is **85**. This question is a research-based worldwide metric used to measure and improve customer loyalty. 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.

EMERGENCY SNOW DAYS:

We heard you...Families requested emergency snow days for next school year. Staff are currently creating a plan to accommodate families needing this offering during inclement weather. We will offer this program unless there is a level 3 Snow Emergency, which will result in our YMCA closing.



STAFF TURNOVER:

We heard 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

More Communication: You asked for it....We heard you!

- ◆ Current Y Club families will have priority Y Club registration when moving to another Central Ohio school district that is served by the Y.
- ◆ Communication will be sent to all Pickerington Y Club families on a monthly basis with reminders and information about YMCA happenings.
- ◆ We will be piloting a Family Communication phone application during camp this Summer. The app is designed to keep families "in the know". Stay tuned for the results and whether we will be using the app next school year in Y Club.

FAMILY COMMENTS:

- ◆ "This program has helped our family tremendously. Thank you."
- ◆ "Great program and at a great price."
- ◆ "My kids have always enjoyed their experiences at Y-Club and I am happy with them attending. This is our last year with this program. My goal was for my children was to learn basic skills for when they are to be home by themselves -> get snack - work on homework then have time to play/socialize (time management)."

