



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BRINGING FAMILIES THE BEST

YMCA Before & After School Care

TEAYS VALLEY LOCAL SCHOOLS

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

Our Survey results



#1 A Safe, Secure Environment

91% agree their child is physically & emotionally safe.



#2 Positive Adult Role Models

90% agree that their child is surrounded by caring



#3 Healthy snacks

90% agree that their child receives healthy snacks.



#4 Time to Be A Kid

88% strongly agree that their child is able to play
freely with their friends.



#5 Structured educational
enrichment

78% agree that their child receives enrichment at Y club.

#6 Makes meaningful progress on their homework

#7 Chance to build social skills & friendships

#8 Daily physical activity



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

Our Net Promoter Score is **86**. 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.

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

NEW Y CLUB SITE AT SOUTH BLOOMFIELD ELEMENTARY OPENING IN THE FALL!

In Addition:

- The Y will be introducing Step Up To Quality (SUTQ) programming at Walnut and Ashville Elementary schools. SUTQ is a tiered quality-rating and improvement system for licensed programs around the state.
- Emergency snow days will be offered again unless a Level 3 Snow Emergency is declared.

FAMILY COMMENTS'

- ◆ "This has been a great first year of Y club for our daughter. She loves her teachers and the friends she's made. We are very happy with the program and are grateful for it!"
- ◆ "Thanks for offering this great program at our school!"
- ◆ "Love the program and will have a 3rd there next yr. Not sure what we'll do in two yrs. though with a 6th grader at East MS"
- ◆ "It has been such a relief to have this program offered to our students. I don't have to worry about if my child is being taken care of at an in home daycare. We love our Y Club teachers!"

