



FOR YOUTH DEVELOPMENT®
 FOR HEALTHY LIVING
 FOR SOCIAL RESPONSIBILITY

BRINGING FAMILIES THE BEST

YMCA Before & After School Care

WESTFALL LOCAL SCHOOLS

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

Our Survey results



#1 A Safe, Secure Environment

86% agree their child is physically & emotionally safe



#2 Positive Adult Role Models

86% agree that their child is surrounded by caring adults.



#3 Daily Physical Activity

86% agree that Y Club helps their child be more active.



#4 Work on Homework

100% agree that their child is able to make meaningful progress on their homework



#5 Healthy snacks

93% agree that their child receives healthy snacks

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

#7 Receives structured educational enrichment

#8 Chance to build social skills & friendships



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

Our Net Promoter Score is 93. 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.

SUCCESSFUL FAMILY NIGHTS:

We had a very successful painting canvas event for families this past April. We will be hosting more family engagement opportunities next year. If you have any ideas or interests for event themes please let us know.



WE HEARD YOU-EARLIER DROP OFF:

We heard you...In 2018, several families asked for an earlier drop off time. With all of the amazing feedback, we were able to accommodate our families with a 6:30am drop off instead of a 7:00am drop off.



A few of our school agers will be attending Westfall Middle School next year. We have heard from 6 families regarding a program for 6th-8th graders. After assessing the need, we are still not able to open a program for these grades. We will continue to work with the school district and families to assess the need for care for older youth.

We appreciate the great feedback we received from our Westfall families.

WHAT'S NEW FOR THE 2019-2020 SCHOOL YEAR

- ◆ Y Club will be in a new space next year!
- ◆ We are planning additional family nights for next year.

FAMILY COMMENTS`

- ◆ "We love our Y-club"
- ◆ "We actually drop our child off between 6:30 and 7. The early drop off hours are very important to us. We appreciate the early drop off time. "
- ◆ "We take advantage of the early drop off."

