



SOUTH-WESTERN DISTRICT Y-CLUBS

2024-25 SY

WHAT OUR FAMILIES HAD TO SAY

OUR NET PROMOTER SCORE



YOU ASKED, WE LISTENED

is comparable to world class companies like Apple, Amazon and Kohl's. The Net Promoter Score is the leading indicator of customer satisfaction, because it only takes into account the highest ratings on a scale of 1-10.

25-50 NPS: Good, indicating positive customer sentiment and potential for improvement. **50+ NPS:** Excellent, indicating strong customer loyalty and positive brand perception.

Policy Transparency and Visibility

This year we will improve transparency and visibility of policies by providing our parent handbook to parents through email and QR codes.



BELONGING

Youth are respected and welcomed into a community where they can express their individuality.



ACHIEVEMENT

Youth build new skills, and their accomplishments are recognized.



RELATIONSHIPS

Youth form meaningful connections, promoting well-being and combating social isolation.



CORE VALUES

Youth are guided by our Core Values: Caring, Honesty, Respect and Responsibility.



SAFETY

Youth are protected from physical and emotional harm.



INCLUSION

Youth receive equal access to opportunities and resources.

94%

of families agree

81%

of families agree

81%

of families agree

81%

of families agree

96%

of families agree

97%

of families agree

YMCA OF CENTRAL OHIO
YOUTH DEVELOPMENT PROGRAMS

Served a total of

6468 YOUTH

in full school year and full summer

**YOUTH DEVELOPMENT
PROGRAMS IN 2024**

24 EARLY CHILDHOOD
PROGRAMS

3 Early Learning Centers

6 Preschools

6 Summer Kindergarten
Jump Start (KJS)

9 Head Start Programs

83 SCHOOL AGE
PROGRAMS

64 School Age Child Care
Programs

4 Teen Club Programs

3 Summer Teen Extreme
Programs

12 Day Camp Programs

SUTQ RATED PROGRAMS



29

Bronze Award
Programs



13

Silver Award
Programs



22

Gold Award
Programs



**SOUTH-WESTERN DISTRICT
Y-CLUBS**

**SOUTH-WESTERN
SUTQ PROGRAMS**



1

Bronze Award
Programs



1

Silver Award
Programs



4

Gold Award
Programs

2024-25 DESSA 2

Assessments

Of the total youth assessed,

79% of students

beginning fall 2024 in the NEED range for
OVERALL Social Competencies Improved
to the TYPICAL range in Spring 2025

With an overall

3% increase in students

in the TYPICAL and STRENGTH range.

308

**YOUTH SERVED
2024-25 SCHOOL YEAR**

**WHAT DID OUR STUDENTS SAY ABOUT
THEIR SEL EXPERIENCES**

HELLO INSIGHT

IMPLEMENTATION SCORES

**Promote
Peer Bonds 62/100**

**Engage
Authentically 81/100**

**Expand
Interests 51/100**

FAMILIES TRUST & LOVE US!

"This program has been tremendously helpful for my family as a single mother, I'm super blessed for this program. The staff are absolutely amazing and very caring. They keep the kids busy and keep their minds going. We're extremely grateful for the Y Club."

"Both of my kids have been a part of the Y program in the past 5 years. With both my husband and I working full time, we've been grateful to have this program available, knowing that our kids are cared for and safe. Overall, we've had a positive experience."