



WHAT OUR FAMILIES HAD TO SAY

OUR NET PROMOTER SCORE



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.

2024-25 SY
**YOU
ASKED,
WE LISTENED**

TEAYS VALLEY DISTRICT Y-CLUBS

Gain New Skills & Experiences with a Sense of Achievement

Programs will implement additional lessons to help students gain new skills and experiences that help students to have opportunities for sense of achievement.



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.

84%

of families
agree

69%

of families
agree

91%

of families
agree

82%

of families
agree

88%

of families
agree

90%

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



**TEAYS VALLEY
Y-CLUBS**

**TEAYS VALLEY
SUTQ PROGRAMS**



1

Silver Award
Programs



3

Gold Award
Programs

177

**YOUTH SERVED
2024-25 SCHOOL YEAR**

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

IMPLEMENTATION SCORES

**Promote
Peer Bonds 79/100**

**Engage
Authentically 90/100**

**Expand
Interests 84/100**

Hello Insight (HI) Elementary
SEL survey measures four SEL
capacities; Master Orientation,
Self-Management, Social Skills,
and Academic Self-Efficacy.

Of the young people surveyed,

88%

**succeeded in at least one
SEL capacities**

FAMILIES TRUST & LOVE US!

"My daughter has a great time!"

"Love the program."

*"We love Y Club and the Staff. The program is great
and the Staff are wonderful. We will continue to
enroll our daughter every year!"*