



HAMILTON DISTRICT Y-CLUB

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.

Improve Parent Communication

Y-Club will increase forms of communication with families through monthly/weekly emails, in formal conversations, and monthly newsletters. Staff will share pictures and information with families about their child's activities and events throughout the program.



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

78%

of families agree

94%

of families agree

91%

of families agree

98%

of families agree

88%

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



**REYNOLDSBURG DISTRICT
Y-CLUBS**

**HAMILTON
SUTQ PROGRAMS**



HAMILTON ELEMENTARY
Bronze Award
Programs

54

**YOUTH SERVED
2024-25 SCHOOL YEAR**

**2024-25 DESSA 2
Assessments**

**All Social & Emotional
Competencies**

**grew 3-5%
in Strength Range in
Spring 2025**

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

HELLO INSIGHT

IMPLEMENTATION SCORES

**Promote
Peer Bonds 71/100**

**Engage
Authentically 91/100**

**Expand
Interests 57/100**

FAMILIES TRUST & LOVE US!

"Mr. Jeremy and Ms. Courtney are fabulous! You can tell they genuinely care about my student and my time. Y-Club has been so helpful for my schedule and I feel confident leaving my child in their care."

"They like it so much that they prefer it over other afterschool programs, so thank you for all you do!"