



WESTFALL DISTRICT Y-CLUBS

2024-25 SY

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.

YOU ASKED,
WE LISTENED

Gains new skills/work on implementing lessons with core values

Working to 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.

100%

of families agree

92%

of families agree

92%

of families agree

83%

of families agree

89%

of families agree

92%

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



**WESTFALL DISTRICT
Y-CLUBS**

**WESTFALL
SUTQ PROGRAMS**



1

Bronze Award
Programs

23

**YOUTH SERVED
2024-25 SCHOOL YEAR**

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

IMPLEMENTATION SCORES

**Promote
Peer Bonds 75/100**

**Engage
Authentically 84/100**

**Expand
Interests 93/100**

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,

100%

**succeeded in at least one
SEL capacities**

FAMILIES TRUST & LOVE US!

“My daughter LOVES this program. She had the opportunity to leave school early after a program and asked to stay so she could go to Y club and do their activity.”

“We are extremely happy with it!”

“My daughter LOVES Ms. Rebecca!”