



Dear Parents,

As we prepare for the new school year, I want to share with you some of the changes we have implemented this summer and will continue next school year to improve the Boys & Girls Club program and service delivery.

These changes will allow us to reduce our expenses so we can continue to offer you affordable childcare rates; including our unique sliding scale rates based on income and family size.

Change # 1: **Centralize enrollment, administration and financial matters.**

*What does this mean for you?*

1. Continued Safety. We want to ensure the continued safety of our staff and your children by removing on-site handling of money at our many clubs and bring collections in to our central service center.”
2. Increased efficiency. A more consistent, effective and efficient core team of centralized staff of highly skilled and trained membership clerks devoted to enrolling and handling financial transactions for our customers.
3. Consistent, clear information on fees and enrollment. Available to all BGCM club members and parents visiting [www.bgcmidlands.org](http://www.bgcmidlands.org) or by calling our Service Center at 231-3300.
4. Registration remains easy. Parents can register for the program by going to our [www.bgcmidlands.org](http://www.bgcmidlands.org) to register online (preferred method). They can also mail or fax registration forms to our main office (PO Box 423, Columbia 29202, fax – 803.252.9413). We will continue to have paper applications available as well at each location which the parents can pick up and either fax or mail back to us.
5. **No weekly price increase.** While other programs continue to raise their rates each year, for the third year in a row **BGCM WILL NOT RAISE OUR WEEKLY RATES.** In this time of financial stress, we are doing everything within our power to lower our expenses so you don't have to pay any more. We will continue to offer reduced rates based upon household income.

We began to implement these changes at some of our smaller programs and at all of our sites this summer.

Please rest assured that we will maintain a check out desk and our check out procedure to ensure the continued safety of our participants.

**Change # 2: Program staff will focus solely on program delivery, relationships and recruitment, not financial matters.**

*What does this mean for you?*

Increasingly higher level of program delivery - This is great news for you (our parent), the program staff, and especially the kids. Because the staff's focus will be devoted to program delivery, the expectation for an increasingly and consistently high level of service will be that much greater. Overall, I am pleased with our program delivery this year but I know we can be much more consistent in specific services we offer from site to site.

**Change # 3: Parents will be asked to commit to a slot in our program a month at time. (We will continue to offer various packages: full week, half week, daily, and in service days.)**

*What does this mean to you?*

1. Better Managed Staffing/Ratios. Firm enrollment numbers will allow us to plan and staff more effectively. We will be able to ensure proper staff coverage for your child's best after school experience by knowing committed, paid registrations for each month in advance.

**Change # 4: Parents will be asked to sign up for auto draft (choosing a frequency that fits their budget) or prepay for services at the beginning of each month.**

*What does this mean for you?*

1. Low fees. We keep our overhead (and thus your fees) low. Auto draft is convenient for our customers and lends itself to more timely and efficient posting of payments to member's accounts. We understand that not all of our customers will be able to use auto draft, so we will still offer additional payments options as well. But we are requiring customers to pay a month in advance when choosing to pay with checks, cash or credit cards.
2. Payments options remain easy. Parents may choose to pay by check, cash or credit card or sign up for auto draft. Payments will be accepted by mail (checks and money orders), at any First Citizen Bank branch, or on the website ([www.bgcmidlands.org](http://www.bgcmidlands.org)).

As always, we welcome your feedback. If you would like to share your comments about any of these changes and/or any other aspect of our program, please click the following link to take our survey (<http://www.bgcmidland.org/index.php?id=88>).

You can also still register for summer program and/or pre-register for the fall program by clicking the following link (<http://www.bgcmidland.org/index.php?id=50>).

Thanks,

Carter Clark  
Chief Executive Officer