



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



IMPACT IN ACTION

2017 ANNUAL REPORT GARDEN CITY FAMILY YMCA

Dedication: Doug Keller

By Trish Keller and Chad Knight–

Trish Keller: *“Doug Keller joined the Y in 1990 during the tough financial times the Y was facing. Right away, Doug sat on one of the advisory committees to help the Y regain its financial footing and autonomy. Believe it or not, when Mark Owen came on board, he was the Y’s only employee. Doug and Mark attended some Y leadership conferences and enjoyed their relationship and rebuilding the Y along with many other dedicated volunteers.*



Since those early years, Doug has served the Y on various committees, as a youth sports coach and team sponsor, and as a fundraiser for annual and capital campaigns. Doug experienced many monumental moments when his sons played indoor soccer and basketball and swam for the Seahawks. Years and years on the racquetball court gave Doug reasons to brag or cry, depending on if he won or lost. Wray Valentine, Dean Kleysteuber, Jeff Whitham, Brad Keller, Duane Koster, and Chad Knight are just a few competitors that Doug enjoyed mixing it up with. Tournaments brought many more good memories, especially from the after parties. One special experience involved Doug and his youngest son Will both playing in a tournament. Will won a prize, but Doug didn’t! The fitness center has always been a destination for Doug, and even now he enjoys the elliptical as he works to regain his fitness level.

Through all these years, Doug has most especially enjoyed serving as board president. This experience carried over into his guiding the establishment of the Y in Dodge City - the Southwest Kansas YMCA. To spread the Y magic to another community was a labor of love for Doug. In 2018, the Y is stronger than ever. Doug thanks the Y for allowing him on this journey - a journey that has been filled with lots of fun, laughter, challenges, and friendship.”

Chad Knight: I am sure you can all see why Doug was nominated to have the Mission Moment book dedicated to him. Doug has always been on our consideration list in this nomination process, however, we knew he still was very involved and was still helping us in many avenues. Doug has a long history of support and commitment, but I told the staff that Doug will still be involved, let’s wait. Well, Doug had a year-long battle with his health and we almost lost him. I was flabbergasted!! Doug called Ed Lewis the “rock” during our 2008 Capital Campaign and I believe that was very fitting. However, if Ed was the “rock”, then, Doug was my “boulder”. Doug has been a great supporter of our Y in many ways. First of all, he has always been involved as a volunteer. He has always been willing to help with the Annual Support Campaign as a campaigner. He helps serve on the Board. He helps with special events. He will do anything to help the Y. I did have to twist his arm this last time, when he was on our Board and we were launching the Dodge City Branch. I went after the one person I wanted to lead the Association and that was Doug Keller. I convinced him to lead the Corporate Board of Directors the first two years. I told Doug I needed him to do it, and he was the only person I wanted! Secondly, Doug is always an amazing and dedicated supporter. Doug contributes to the Y for so many programs. Finally, he has been a true friend through thick and thin. He is always asking how things are going and he offers his advice and guidance. He has been a friend to lean on and help me through some tough times. (It helps he is a Jayhawk fan as well.) Doug, you have been an AMAZING member, volunteer, donor and special friend of the YMCA. THANKS for all you do!

Board of Directors, Officers, and Management

ASSOCIATION STAFF

Chad Knight *CEO*

Karen Berry *CFO*

Sarah Waller *CMO*

Alicia Johnston *Association Coordinator*

GARDEN CITY BRANCH STAFF

Krystal Richardson *Family Director*

Crystal Ibarra *Membership Director*

Brian Hultgren *Sports Director*

Steven Lynch *Healthy Living Director*

Keali Shelton *Aquatics Director*

CJ Perkins *Property Manager*

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Craig Mock *President Elect*

Bruce Melin *Vice President*

Darren Glenn *Treasurer*

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Susan Dempsey Lance Fulton Jamey Lewis

Jason Hennigh Rob Sowers Drew Petersen

Mark Doll Joyce Warshaw Aaron Conrardy

Nannette Pogue

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Mark Doll *Treasurer*

Susan Dempsey *Past President*

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Joey Ramos Scott Schurle

Ray Fira Geovannie Gone

Sean Sheets Jim Randall

Terry Darden Ryan Pfannenstiel

10 Year Ambassador Members

Paul, Veronica, Audra, Paul, & Aaron Aguiniga	Roger, Caroline, Sarah & Jeremiah Bradshaw, Kasey Hill & Ruben Johnson
Emily, Shane, Zane, & Brody Burns	Matthew & Amber Gerstberger
Jazmin Caro & Razel A Quintero	Brian Goad
Adam Cassellius	Marybeth & Dan Harms
Jessica, Troy, Jackson, Emma & Graham Dirks	Steve, Mary, Zachary & Reagan Karlin
Mary, Jesse, Rebecca, Kyle and Allison Doll	Sara, Chris, Lane & Madison McKenna
Jesse, Adrian, Joleena, Erick and Jaden Dominguez, and Shauna & Elizabeth Santiago	Beatriz, Otoniel, Otto, Maholy, Yahairam & Alan Mendoza
Ray Fira	Trevor & Tristan Funk; Sara Pospichal
Cippy Garcia	Jareht Herrell
Joey Irsik	Jerri Jackson
Jackie Miller	Manuel Navarro
Steven, Zachary & Lacie Morgan, Vanessa Spence	Carlos, Tammy, Caden & Caleb Murillo
Angie, Jerry, Jazmine, Keenan & Elden Nelson	Fito Nunez, Danna & Damien Peck
Kobe Otero	Gunner Newberry
Linda Owen	Krystal & Jeremy Richardson
Randy, Tyler & Michael Partington	Stephanie, Aron, Cooper, Brooklyn, Kennedy & Brekkyn Percival
Jeanette, Juan, Seth, Faith & Silas Pineda	Marla, Roger, Megan & Amanda Powers
Gloria, Alberto and Valerie Salas; Diego Ramirez	Elisa, Gabriel, Bertha, Leticia & Jessica Rodriguez
Alberto Rivera	Kevin Schmidt
Jessie & Mariah Stanley	Angela Ulrich
Troy, Brenda, Maggie Emily, Elizabeth & Drey Unruh	Lucas & Brandi West
Hagen Villanueva	Wes Wickwar
Connor Wikoff	John & Nancy Farmer

15 Year Ambassador Members

Ben, Anna & Dereck Hahn	Janice Nunn	David, Susan & John Snyder
Brad, Stephanie, Courtney & Kaylee Keller	Curtis, Marcy, Tucker & Michael Peterson	Jesus, Jaclyn, Jayce & Jacob Vargas
Camden Knight	Joy Clifford	Erick & Ethan Newberry
Carlos & Elizabeth Pardo	Linda Lobmeyer	Eric, Pam, Brennan, Denton & Kaylee Keller
Chad Deniston	Mary Hamlin	Stephanie & Tuan Herrell, Marissa & MaKelsey Wilkerson
Curtis & Cherri Lamb	Matt, Kellie & Carson Scheeter	Mark, Jennifer, Austin & Drake Maier
Grant Elpers	Amanda & Taylor Deniston	Gustavo Loya, Maria Carrera & Alexandra Gallegos

20 Year Ambassador Members

Blaine Davis	Robert & Jane Krug	Cliff & Pat Mayo
Darlene Mathias	Doug, Trish, Thomas & Peter Keller	Enrique, Maria & Julia Santos
Kurt Peterson	Lynn & Gail Dunford	Michael & Michelle Shull
Steve & Marilyn Douglass	Steve, Iesa & Jeremy Ensz	Troy & Terri Sturgeon
Dan Fankhauser		

25 Year Ambassador Members

Chad, Nancy & Trace Woods	Clayton & Lisa Hort
Lori Hays	Max, Alesa & Makenzie Meschberger
Karen Krensky & Robert Levey	

53 Year Charter Members

Ed & Nelda Lewis

Congratulations 2017 Champions!

MERIT CHAMPIONS

Awarded to supporters of the YMCA who consistently fulfill the YMCA mission.

Johnetta Hebrlee

Anita Gottsponer

Jennifer Ramos

Angela Syng

Alec Erskin

Max Miller

Jonas Cruz

MISSION CHAMPIONS

Awarded to special volunteers who provide outstanding service and leadership. This award is primarily focused on program volunteers who dedicate their time and energy to ensure each YMCA program benefits those involved.

Roni Knight

Eric Gomez

Terry Darden

Darlene Mathias

Stephanie Davidson

Michelle Mayo

Real Men Real Leaders Group

Harry Nolde

SERVICE AWARDS

Darlene Mathias
30 YEARS

Amanda Frick
15 YEARS

Royal Pawley Taylor
10 YEARS

Norma Martinez
10 YEARS

Jeremy Richardson
10 YEARS

STAFF CHAMPIONS

Awarded to staff members who provide outstanding service and leadership, and exemplify our core values.

Andra Downing

Susan Rivera

Brendan Stay

Tasha Jackson

Edith Gonzalez Rodriguez

Linda Selee

Ruby Bautista

Stephanie Davidson

Jesus Nevarez

Linda & Scott Selee

Liz Foster

Emma Schifelbein

Royal Pawley Taylor

ASC ALLSTARS

These individuals excelled in their campaign promises and reached the "Goal Buster" level of recognition.

Kandace Kennis

Joey Ramos

Maya Mason

Joe Gonzales

Bob Almos

Scott Huber

Mark Doll

Susan Dempsey

Andra Downing

Congratulations 2017 Champions!

MEMBER
CHAMPION:

Quang Nguyen



By Chad Knight, Association CEO

For our YMCA, we have a Membership By Design plan that we try to follow. This is an old concept designed by the YMCA of the USA years ago. The plan entails three levels of circles to actively engage and build relationships with our members. Our 2017 Member Champion is Quang Nguyen because we have moved him from the casual circle to the connected circle. He has been a member with the YMCA since 2014 and is quietly moving his way to the inner circle. The first circle is the casual level where members come to us and are not yet engaged. Then, the second circle is the connected level and we have made connections with that member through our Campaigns, our programs, volunteer work or something special. The last level is the connected level. This level is where the member is engaged at all levels of our services and helps out in many ways. Eventually, we like

to get all of our members to the inner circle and we are on the brink of bringing Quang to that elusive circle!

This past year, Quang has really stepped up his use at the Garden City Family YMCA. One of my first conversations with Quang was in the Men's Locker room. He was praising me as the Director. I was praising him for being on our Biggest User board and here he was praising me. He is a true gentleman! Quang also became involved with our Bonus Card program as he owns Garden City Speciality Cleaners and he provided us a special offer on the card. Every time I would walk in his place of business, he would always have a big smile. He is always willing and happy to help!! My daughter and I both had favorite shirts that had a tear in them. He said he will get these fixed for us. He did that and we are both still wearing these shirts today!

Quang works hard at his job and loves to come unwind in our steam room and hot tub along with a dip in the swimming pool. I went to his business one time and let me tell you, his job is tough. I told him this is like a sauna in here. It was really hot and he works day in and day out and still finds time to come to the YMCA. When he does come in, I will guarantee you that he has a smile on his face and he will ask you how you are doing. I know if I came in after working in that heat all day, I would not be smiling and carrying on like he does with all the staff and members. He just has a good time while he is in here! He was second in our Healthy Heart Champions in 2016 with 409 visits. He topped that in 2017 with 452 check ins. Isn't that AWESOME?

Quang was very excited when I nominated him for Member of the Month this past year. I am sure he will be jumping for joy for this award. It gives me great pleasure to introduce Quang Nguyen as our 2017 Member Champion!

Congratulations 2017 Champions!

YOUTH DEVELOPMENT CHAMPION:

Judy Jennings

By Keali Shelton, Aquatics Living Director–

I nominated Judy Jennings for her devotion to the youth, their health, and well being. Judy is the P.E. teacher from Jenny Wilson Elementary, and last year, she wanted her 3rd and 4th grade students to start learning how to swim as part of their P.E. class. Judy had mentioned that more and more

kids are becoming scared of the water. She wanted them to have an opportunity to try to overcome this fear, so I talked to her about our Y-Splash program (our free water safety program made possible by a grant from the Finnup Foundation). Judy loved this idea, and took comfort knowing that her students would learn how to swim, and they would not have to pay anything. Judy and her students would walk over from their school during their gym time, receive a water safety class for about an hour, and then walk back over. The kids would receive a specific lesson that day from me, from another instructor, or from Judy herself. We split the swimmers up into three groups: The bubble blowers (those who had a hard time going under water), intermediate (those with beginners' level skills), and advanced (those who could swim and help out with the bubble blowers). Since helping Judy with her gym class, her students receive two sessions; one in October and one in April. In each class, we have seen major improvement with all the students. Some of the kids came in with the P.E. class and walked out joining swim team. Judy has high hopes for her students and knows that swimming is not an option to them all. I love that we are able to help Judy and the Jenny Wilson 3rd and 4th grade P.E. class prevent drownings and improve swimming skills.

By Brian Hultgren, Sports Director– Manny Gonzales was nominated for the Spirit, Mind, and Body award because he has coached basketball for us for four years, and has continued to coach his son MJ. Manny's team always exemplifies sportsmanship and everything that the YMCA sports programs teach. We also count on him to coach our All-Star teams at the end of the season and he makes certain to include everyone that is on his teams. As a coach he has taught many boys through the years. However, the one constant on his team has been his son MJ. I am sure that Manny and MJ's bond made through basketball will be there forever. I see it on Saturdays when they play. Manny is his coach but at the end of the day win or lose he is his father and helps him through all the trials that come up. Manny Gonzales helps teach boys character and sportsmanship. Thank you, Manny, for the seven years of lessons that you have provided and taught that will help these boys continue to grow as basketball players and men.

SPIRIT, MIND, & BODY CHAMPION:

Manny Gonzales



Congratulations 2017 Champions!

By Steven Lynch, Healthy Living Director–

David Carr is our Healthy Living Champion because of his hard work over the last year. David's family started on a Keeping our Promise membership. This brought them through the door and they have never left. Not only does he come in everyday and work out but his whole family comes in together each day. Also, according to conversations that I have had with David, our scholarship program helps them to continue to have a membership. He has stated that without the scholarship they wouldn't be able to afford it and he is thankful for the program. That is a little about how he and his family became part of the YMCA. Now let's talk about David himself. He has made great strides in the last year or so. He has gone from not being very active to working out just about every day. He comes in and has mainly focused on cardio, which has worked well for him. One day he asked me for some advice on how to tighten up the loose skin that he has from losing weight. I told him he needed to include some weight training with his cardio work. He took that advice and not more than a week later he told me he changed his workout to include weights. He said that he actually gained a pound since he started but had noticed that he did start to firm up in certain areas so he was ok with the slight weight gain. The main thing that happened to him was he was given an opportunity and took it by the horns and not only starting working out but had a complete lifestyle change. Because he embraced it he was able to lose 100 pounds in a year. He started at about 315-320 pounds and has dropped down to 213 pounds; this is impressive! David, keep up the good work and we look forward to seeing you and your family at the Y!

HEALTHY LIVING
CHAMPION:
David Carr



We are what we repeatedly do. Excellence, then, is not an act, but a habit. ~ Aristotle

Congratulations 2017 Champions!

YOUTH SPORTS CHARACTER CHAMPION:

Gregory Ebert



By Brian Hultgren, Sports Director– Gregory Ebert is a kid that joined our youth tackle football program. Gregory signed up for the league in fifth grade. He had played very little football before signing up for the program and his mom had some questions and concerns about his playing. I talked to her and provided the information she wanted, and they went on their way. Throughout the football season, I saw Gregory and his mom at all the camps and other events. Quickly I began to hear how well Gregory was doing and that he was stepping up even as a leader. Throughout the first season Gregory played well and was noticed by the high school coaches that help with the program; they were excited about how much he grew. Coming into his 6th grade season Gregory was excited to play and began stepping up even more for his team. I again heard about how great Gregory was doing as a football player and as a leader. Even with all of the praise, Gregory never let it get to his head. He continued to act the same way he always had. Throughout the season Gregory again played well and became the captain for his football team.

Then, one-week Gregory picked up an injury. It just so happened that it was going to keep him from playing games the next week. Gregory still showed up and supported his team. This shows great character and leadership.

By Keali Shelton, Aquatics Director–

This award is new this year and we have chosen to honor the Saenz family. The Saenz's are highly involved with the YMCA. Nine-year-old Joseph is on the Seahawk Swim Team. His mom Cynthia helps with this program as much as she can by offering to provide food for the home swim meets, and offering rides to others who may want to go to the away meets but do not have transportation. If I needed something, I know I would be able to call Cynthia and she would help in a heartbeat! Benjamin is enrolled in our four-year-old program and has come a long way as a person and with the skills he has developed. Ben also participates in our youth soccer program. He has the time of his life when he is on the court. The Saenz family is very supportive of the YMCA and the programs we run. We thank them for all their support and dedication!

PROGRAM CHAMPION:

Saenz Family



Congratulations 2017 Champions!

Healthy Heart Champions: exceeding 200 visits in 2017

Asterisks represent the number of years our members have achieved the Healthy Heart Award

Quang Nguyen**	395	Trevor Stapp *****	340
Jack Crook *****	338	Tasha Jackson***	313
Tuan Le *****	307	Arturo Beatriz**	266
Juan Montelongo*	388	Jorge Cruz***	242
Nancy Mejia ****	266	Carols Jimenez ****	212
Antonio Perez ****	260	Rachelle Torres ***	210
Cristian Duarte ****	272	Richard Calderon	200
Ramon Ibarra *****	270	Gary Harley II *****	212
Chavez, Fidelia	325	Bryan Alfaro ***	246
Daniel Herrada**	376	Ignacio Ibarra *****	277
James Corbett	315	Alan Zamarripa**	240
Janet Ibarra**	235	Isaura Alfaro**	235
Jeffrey Currin	246	Dontrell Gaston**	223
Daniel Lucero	228	Jay Edwards *****	296
Jennifer Ramos	216	Juan Godinez**	248
Jose Vasquez	214	Randall McVey ***	220
Adrian Alcantara**	202	Javier Viramontes****	225
Steven Lynch**	243	Charles Aguilera ****	233
Obed Fernandez	213	Luis Flores***	216
Miguel Rodriguez	211	Boyd Funk*****	209
Isaul Torres*****	210	Darren Glenn**	205
Johnetta Heberlee	201	Miguel Duarte****	204
Martha Saldana-Martinez	201	Darett Burr***	208
Sebastian Kyaw***	215	Joel Lira	221
Geovannie Gone*	239	Rosalia Del Rio ****	214
Alex Barillas*	218		

Congratulations 2017 Champions!

PARTNER IN HEALTH
CHAMPION

Tatro Plumbing

TATRO *Respect
Excellence
Determination*
COMMERCIAL • INDUSTRIAL • SERVICE • PLUMBING • MECHANICAL

By Crystal Ibarra, Membership

Director– Tatro has been chosen to receive the “Partner in Health” award for 2017 due to their outstanding commitment to the Garden City Family YMCA and to their employees. Tatro has 14 memberships with the YMCA. They have always been willing to continue to support the Y and their employees. It has always been a joy to work with them as Partners in Health.

The relationships that have evolved due to this partnership have been wonderful. I’m always so thankful to work with people and organizations such as Tatro because of their devotion to their employees as well as the community around them. Thank you, Tatro, for your support and I hope to have many more years to share in our partnership!

By Steven Lynch, Healthy Living Director– Miguel Rios is the recipient of the Mac Forman Courage award. This award goes to someone who has gone through adversity and has not let it hold him back. Miguel is a member who has been coming to the Y for several years now. When he first started you could tell he had a noticeable limp when he walked. He kept to himself and did not really talk to anyone. However, he continued to come in and work out and get familiar and comfortable with the equipment and the staff. To this day he is still coming in but now he is much more sociable. He will say hi to you and if you engage in conversation he will talk to you for a few minutes. Even more exciting is, you can tell that his limp isn’t as bad as it used to be. So, the exercise that he is doing day in and day out is working. My hope for him is that he continues to come in and continues to improve physically and also socially, as these are the reasons I nominated him. Keep up the good work, Miguel!

MAC FOREMAN
COURAGE
CHAMPION:
Miguel Rios

“Be strong and courageous.” Joshua 1:9

Congratulations 2017 Champions!

AMBASSADOR
CHAMPION:

Steve & Bobbie
Bagnell

By Chad Knight, CEO– I nominated the Bagnells (Steve and Bobbie) for Ambassador Champion for several reasons. One of the biggest reasons is I love to see husband and wife working out together. They do not actually work out together, but they often walk in the door together. Bobbie is usually focused on her aerobics and her routine in the Fitness Center while Steve loves his cardio in the fitness center!

The Bagnells live right down the street on Harding and I catch these two walking to the YMCA together frequently. I always enjoy when I happen to see them walking to the Y and then I end up checking them in at the Welcome Center. In the evenings, these two are often working in their yard together. They have been members for 28 years. Can you imagine 28 years in a row they have been members at the YMCA? I believe this is an accomplishment in itself. Isn't that AWESOME? What a great couple to encourage each other in their healthy lifestyle and support each other along the way.

Both Steve and Bobbie are active and dedicated Y members. They use the YMCA frequently and often together, which I love to see. We no longer have Steve's favorite piece of equipment, however, this doesn't discourage or slow him down. He still utilizes the Y and encourages Bobbie along the way. It might be the other way around though? Bobbie is beyond dedicated. She loves the Y! To explain this more we started the Healthy Heart champions in 2007. This award recognizes members who attain 200 or more visits in a year. In 2009, Bobbie was the first person to exceed 300 visits as she topped the charts at 336 workouts; this is checking in almost Y almost every day! She often comes twice a day, in the morning by herself and back in the evening with Steve. She followed that up the next year with 327 visits to be the top user of the YMCA. She has continued to place in the top five most years. The only year she did not accomplish this was the first year when we started the program. I am sure that Steve is one of her biggest supporters. He misses his favorite equipment that we no longer have, but this doesn't deter him. Steve has continued his workouts in the Fitness Center and is still an active and supportive member of the YMCA.

There you have my reasons for the Bagnells to be our Ambassador Champions. The YMCA is blessed to have such great Ambassadors in the Bagnells. They both are TRUE Ambassadors for our YMCA, and their unrelenting faith, commitment and dedication to the Y and each other make them an excellent choice. Great job, Bagnells; we will see you at the Y!

Congratulations 2017 Champions!

DANA POLSON
EMPLOYEE
CHAMPION:

*Kandace
Kennis*



By Karen Berry, CFO– Kandace has been an employee of the YMCA since January 28, 2013. She began as Member Engagement Coordinator. It was because of her work ethic that I asked her to become Business Coordinator in January of 2014. Much has changed since she took on this responsibility and she always stays on top of changes in policies and government forms. She is an excellent communicator in her emails, there is no question on what information she needs from the receiver. If I were to describe her to you, I would first say she is Christian, a devoted wife and mother, and a responsible employee. When I asked my husband to describe her, he says “She makes great cookies!” One can clearly tell she is thoughtful to others. As Business Coordinator she shows both compassion and concern for her co-workers, and many of them come to her for advice. We attend to business but we also have fun! In 2017 Kandace introduced me to “Taco Tuesdays.” Yum!

By CJ Perkins, Property Manager– Every year the staff comes together and votes for an employee that does outstanding work throughout the year. For 2017 we all voted for Michael to be that person. Michael is our morning house keeper. He has been with us for over 2 years and has been doing a great job! Michael is a hard worker and will do anything he can for us here at the Y. He does his job well with no complaints and is always staying busy. If you come in the morning you would see him doing his morning routine taking care of the hot tub, picking up trash, making sure all of our members has towels and much more. Michael is a very polite and loving person that will talk to anybody. What makes him stand out is even when he is busy he will take the time and talk to the members. The ladies that have their coffee and donuts after they swim, love to hear Michael come and either say something funny or just ask how their swim was. He does this with anybody he makes contact with. This is what we look for in a employee who carries out the YMCA mission and goes the extra mile. The Management staff and I would like to thank you Michael for all your hard work and being our 2017 Employee Champion!

DANA POLSON
EMPLOYEE
CHAMPION:

Mike Hahn



Congratulations 2017 Champions!

FAMILY CHAMPION: Isaul Torres & Family



By Chad Knight, CEO– I honestly do not remember the first time I met Isaul and his family. I believe it was actually his daughter and wife who I met first. Esmeralda was playing on my son's indoor soccer team and Maria usually brought her. I believe Camden was four years old, so this would've been 11 years ago. WOW! It is amazing how time flies.

I recognized Maria because of her dad coming to the YMCA as well. Both Isaul and Maria are Ambassadors of the YMCA and have been active members for over nine years. That is too AWESOME! I believe Maria's dad, Enrique Carrasco convinced them to join the YMCA and started bringing them with him. He even brought the kids sometimes and I enjoy seeing them coming together to the YMCA. They first joined 13 years ago, but left and then came back. Isaul and Maria are very active and have both committed to healthy lifestyles. They both have endured some weight loss; Maria over 100 pounds and Isaul over 50 pounds. However, my main reason for nominating this family was their dedication to working out together as a family. Families working out together, enjoying and supporting the

YMCA is always great to see! We like to target families and they exemplify our model very well!

As a family, they checked into the YMCA 292 times in 2017. Now that is pretty AWESOME! Isaul was the bulk of the check-ins, but again, he is leading by example for his children and instilling healthy lifestyles for his family. Isaul has also helped in our Annual Support Campaign the last several years. He is very instrumental in trying to get some new donors for us. This past year, Isaul and some of his workout friends have developed a pick-up basketball game for more cardio work. One day, Isaul brought in his own basketball and had some brand new basketball shoes. He was really enjoying the time in the gym with his workout friends. Then, I would see Isaul and his whole family in the racquetball courts spending some quality time together playing racquetball or kicking the soccer ball around. The next time they would be in the gym shooting basketball or playing soccer out there. They are always changing up their activities and workout. They enjoy the Y in new and exciting ways all the time!

It gives me great pleasure to introduce you to our 2017 Family Champions! Thank you Isaul, Maria, Esmeralda, Perla and Isaul Jr. We will see you at the YMCA!



Congratulations 2017 Champions!

By Chad Knight, CEO– Seven years ago, I was playing basketball at the YMCA in our five on five league. On my team, Supreme Court (isn't that a cool name?) was Mark Doll. I knew Mark in high school as he was in my brother's class and I knew he had several kids. I thought he would be an excellent board member. So, after our game one night I asked him to consider serving. He said "you want me?" I said yes, I think you would be a great addition to our board. He said let me think about it and visit with my wife. After a week or two, he called me back and agreed to serve. This was the BEST decision for our organization. Mark stepped up and served six years on our Board of Directors. He has served on the Corporate Board of Directors for the past three years and even served as our Board President in 2015.

HUMANITARIAN
CHAMPION
Mark Doll



Mark has elevated his game in fundraising as well. As a board member, I challenge the board to select five names and call upon those people. After the first couple of years, Mark would always try and find new people to call upon and recruit new money to our Campaign. This past year we had our Capital Campaign in effect. Mark went above and beyond and took his names for the annual, but also pulled some names for the Capital Campaign. I love sitting in a meeting with a prospective donor and hearing the volunteer tell their Y story or why they give to the YMCA. Mark is no exception to this. He tells a great Y story and what the Y has meant to him and his family. He truly knows our mission and what the YMCA is all about. During the Capital Campaign, I get plenty of surprises and some let downs. When December rolls around, I am always hoping to get some nice presents. Well, Mark helped deliver this twice these past two years. He convinced an anonymous donor to donate to our Capital Campaign. I called this new donor to thank him and he said "Well, we had some extra funds to donate and Mark said we should give it to the YMCA for their Capital Campaign, so we did." How AWESOME is that? This was possible because Mark made a suggestion.

It gives me great honor to recognize Mark Doll as our 2017 Humanitarian Champion. Mark Doll has been a great friend and supporter of the Y. I am thrilled to have known Mark most of my life, but we truly connected during his time on our board. I will hate to see him leave this year when his second three-year term expires, but I am hoping to keep him hooked into fundraising for us. There are not too many people who are comfortable calling people for money, and Mark does a fantastic job for us. It takes dedicated and committed people like Mark Doll to advance our organization. Please join me as we recognize Mark Doll as our Humanitarian Champion for 2017. He has shown his unrelenting faith for the Y, his passion for the YMCA and for the job he accomplishes as a fundraiser is unbelievable! THANKS, Mark!!

Congratulations 2017 Champions!

CHARACTER DEVELOPMENT CHAMPION:

Victoria
McDonald



By Krystal Richardson, Family Director– Victoria McDonald is an absolute blessing to our childcare program and everyone she meets! Day in and day out she exemplifies what this award stands for.... our core values! She is very CARING toward others, is HONEST in ALL her words, shows RESPECT in all she does and is responsible for her actions. She has been a part of our Before and After School Program since November of 2016 ,and is ALWAYS willing to help, even at 6:15 a.m. She cares about the well-being of others in the program as well as counselors. Victoria is very attentive to others around her and the staff that cares for her from day-to-day. She is never asked to do something she knows she needs to do. She always has her head high and is full of giggles and smiles each day and is an FANTASTIC example to all the other kiddos in the program as well as staff!!!

As you can see, Victoria is quite an AMAZING young lady that we are so blessed to have in our childcare program. She goes above and beyond in everything she does, and it is so rewarding to see her interactions and growth every day. I am truly honored to be a part of her life as a staff, friend and a mentor! I will continue to encourage, protect, educate and support her daily. Thanks, Victoria, for allowing me to be a part of your life and *Congratulations!*

By Brian Hultgren, Sports Director–

I nominated Ty Brookover for the Darlene Matthias Volunteer Champion due to his volunteering with the boys basketball and flag football. Ty coaches his son, Max, in both sports. While being an excellent coach Ty also continues to help outside of that by giving me ideas to help fix issues. He also goes above and beyond for his team and the people who want him as a coach. Every season Ty purchases t-shirts for his team. He also volunteered on the tackle football committee for a time. With his time coaching our sports programs, he has impacted many kids and helped teach them the love of sports that he has. Ty's ideas and suggestions have improved the play and value of our league. Ty has made a lasting impression with me and the people he has been around as a coach in our leagues.

DARLENE MATHIAS VOLUNTEER CHAMPION:

Ty Brookover



Congratulations 2017 Champions!

By Chad Knight, CEO- Social Responsibility is one of our focus areas and essentially this targets someone who gives back to our community or who helps the YMCA to benefit the community. The actual definition states: "The obligation of an organization's management towards the welfare and interests of the society in which it operates. Well, for those of you who know Dan Fankhauser, he fits this definition. Dan serves as a City Commissioner and was the Mayor of Garden City. Dan knows what it takes to help the community. For his role at the YMCA, Dan goes above and beyond the call of duty to help! When a person gives back it is a magical moment for everyone involved! I am sure Dan takes pleasure in giving back to our YMCA and more importantly, the children we serve and the community he serves.

First, I want to talk about the Bullet Award we started with Dan several years ago. This is given out in our Tackle Football program to someone who displays good character, works hard and is committed to making his team better by helping his teammates. We started this because Dan designated some funds for us through the Western Kansas Community Foundation. Secondly, Dan has served as an Annual Support Campaigner for about 15 years for me. He never wavers to help when I ask each year and he always gets his donor cards worked. Next, Dan has the nickname of the "million-dollar man" because he put us over the million dollars in our 2008 Capital Campaign. Obviously, he is a campaigner for us and it was magical when we surpassed the million and he did it. He loves it! Next, when I approached Dan to serve on a Feasibility Committee to interview consultants, he didn't hesitate and then I convinced him to serve on our Steering Committee for our next Capital Campaign. Dan played a pivotal role in that as well serving on the Prospect Committee. Then, we kicked off our Capital Campaign. There was Dan again willing to serve and ask again. He joined me on several new calls and Dan did an excellent job telling our YMCA story. I just love to hear volunteers tell their story and what the YMCA means to them. Well, we were close to a million and Dan wanted to live up to his nick name, so he was trying to get some new blood in our Campaign and put us over the top. He did win by getting some new donors but fell short of the amount he was wanting. All of this was accomplished while he was trying to get out of town for a 10 day vacation. Lastly, Dan has the YMCA's best interest at heart and is always wanting to make the community better with our programs and services and making sure it works for everyone involved!

I am sure you can see the reason for my nomination of Dan Fankhauser as our 2017 Social Responsibility Champion. I believe it is obvious. Dan is the Man!! This is only a snippet of what Dan does for our YMCA. He is constantly asking me if everything is okay and how are we doing. He is concerned about our YMCA and more importantly the community! He is always willing to give back and help with whatever the YMCA needs. Dan is committed and dedicated to our YMCA and the community! THANKS Dan!!

SOCIAL
RESPONSIBILITY
CHAMPION:
Dan Fankhauser



Congratulations 2017 Champions!

By Keali Shelton, Aquatics Director–

I nominated Kelly Drees as the committee champion due to her dedication to the aquatics committee. Kelly stepped into the committee determined to see change and brought some fantastic ideas. Kelly pushed me to make changes, but also encouraged me to do the best that I could. If I needed to call Kelly, she wouldn't hesitate to help me with anything I needed. If I needed words of encouragement, she knew exactly what to say. I believe I am where I am at for the new year thanks to Kelly. She is a big supporter of the aquatics department and the YMCA. I am honored that I get to present this award to her.

Thank you, Kelly, for all that you have accomplished!

COMMITTEE
CHAMPION:

Kelly Drees



COMMITTEE
CHAMPION:
Paul Doi

By Steven Lynch, Healthy Living Director–

Paul is co-committee champion because of the work he did for the fitness committee this past year. He was the Fitness Committee Chair, so he was our liaison between the fitness department and the Garden City Branch Board. He did a good job of always asking when we are meeting and keeping on top of things. He also helped to get us a regular meeting schedule and represented us well at board meetings. He always made sure that he had a clear understanding of what was needing to be done and taken to the board and if something didn't make sense to him he would always ask the questions that were needed to understand. For being a new board chair, he did great and he will continue to do great even if it isn't on the fitness committee.



Congratulations 2017 Champions!

By Chad Knight, CEO– This year we decided to focus on awarding a community person, organization, business or group who displayed and shares the value of Healthy Living. Our first recipient of the inaugural Community Healthy Champion is USD #457. I nominated USD #457 for several reasons and the Management Staff all agreed. Here are some of the reasons:

COMMUNITY
HEALTH CHAMPION:

USD 457



- **After School Enrichment sites:** This is a great partnership we have with USD #457 to allow the YMCA to offer after-school care at eight sites in the community. This gives parents a great option for their child and enables the children to have fun with scheduled activities.
- **Tracy Johnson:** She is the Director of Nutrition Services and does an excellent job for healthy choices for their lunches. I can only imagine the challenges she faces every day trying to create the school menus. I know I love the enchiladas they serve on wheat tortillas and their breakfast cookies. I try to tell my kids that they are made healthy and they don't believe me!
- **Wellness Champions:** This was initiated by Tracy and Polly Witt, Nursing Coordinator, and was started at every school five years ago. This is AWESOME! We love partnering with all the schools on different events they conduct throughout the year. One of the best ways to get kids hooked on a healthy lifestyle is starting those habits at school.
- **Walking/Running Track:** Through one of the Wellness Champions, Nikki Allen, they installed a walking/running track adjacent to Victor Ornelas. It has been a goal of mine to offer a facility, equipment or something for the children at East Garden Village. This is 10% of our community! A great way to serve that segment of the community for a healthy initiative.
- **Corporate Cup Challenge:** This team competes every year for the title and I have to give some kudo's to my wife as the Team Captain. However, all the staff love participating and really enjoy & utilize the pass to the YMCA during that time.
- **New Year's Challenge:** This is an annual event the district provides and we partner to allow them the use of the YMCA and award passes and memberships for the winners.
- **Swim safety:** Through our school sites for after school and this past year with Jennie Wilson we give students free water safety. This is a great partnership through USD #457. There is also five schools who utilize the Family Pool for their special education classes.
- **Dome:** The last reason is our partnership for the new dome we are building. This dome will enable the students at Kenneth Henderson to partake in the dome during the day and allow them to have access to a second gym on-site.

Healthy Living is one of our Focus Areas and USD #457 exemplifies that for the Garden City Family YMCA. We have many other outstanding community partners of our Y, but USD #457 trumps them all for 2017! Please join us in recognizing USD #457 as our 2017 Community Healthy Champion!

Thank you for your commitment!

By Chad Knight, CEO– Susan Dempsey started her first term on our Board of Directors in 2013. Susan didn't get on our board the conventional way because she came to us wanting to serve. This was AWESOME!!! Susan was interested in getting involved with our organization and I thought the best route was to have her serve on the Board of Directors. We haven't looked back since then! She first jumped on the Fitness Committee and helped in most of the events we did in that department her first two years. She never missed a board meeting and was actively involved in the discussion. When the next Board Development Committee met to discuss officers, I said Susan Dempsey would be a great member. The committee agreed, and she accepted to move into an officer role. She eventually was selected as Board President and again did an excellent job!

During her presidency, Susan played a key role in many capacities for us and for me as a leader of our organization. She always kept me on my toes and made sure we were making the right decision for our YMCA. She would always make a point to make sure we are doing the right thing for our community and more importantly the YMCA. For me, a big turnaround happened when I heard her YMCA story. You can read her story in the honorable mention section titled "Pow Wow." She told me how much the YMCA meant to her now as she has served on the board and witnessed everything we do in the community. She showed a lot of passion and said she really cared about the kids at the YMCA. This was too AWESOME!! This was powerful and meant a lot to our organization and me personally.

During her tenure, she witnessed many changes within our YMCA and more importantly, behind the scenes with fiscal management and financial development. She has been very instrumental in operations and more importantly her dedication to our financial structure has made an enormous difference. Susan did a wonderful job leading our Board of Directors and even collected a Humanitarian Champion along the way, and was recognized as an ASC All-Star. She has gone above and beyond the call of duty as a President.

THANKS, Susan!

PAST PRESIDENT:
Susan Dempsey



Thank you for your commitment!

RETIRING
BRANCH BOARD
MEMBER:

Scott Koksals

By Chad Knight, CEO– Scott Koksals began his first term on our Board of Directors in 2012. Scott started out on the Sports Committee his first four years and then jumped into the Finance/Executive Committee. Scott was a valuable asset to our Board with his professional experience. There were many times Scott would make sure we were doing the right things from a legal perspective. I would often lean on Scott for multiple issues with personnel, injuries, problems and other concerns. Scott was always willing to offer advice and guidance to help the YMCA through these ordeals. He had a very level head and always kept us on track. When we first kicked off the ASC Draft, Scott was one of the board members who really had fun with it. That was the purpose and he nailed it! THANKS Scott for the past six years!

By Chad Knight, CEO– Rich Harp began his first term on our Board of Directors in 2012. He started out on the Building and Grounds Committee and then was asked to become an officer on the Finance/Executive Committee. Rich served two years on the Finance Committee and made many positive changes. Rich began his second term as our Board President. During his presidency, Rich played a key role in many capacities for us. Since he was close to the Building & Grounds Committee and knew all the hot issues from that committee, he knew what the YMCA needed. He focused on making sure our operations and maintenance was better for our YMCA, especially the cleaning aspect of the YMCA. Rich also put his stamp on the finances and executive committee. THANKS Rich for the past six years!!

RETIRING
BRANCH BOARD
MEMBER:

Rich Harp

RETIRING
CORPORATE BOARD
MEMBER:

Wes Allred

By Chad Knight, CEO- Wes Allred has been the rock of our Corporate Board. Wes is one of the board members from Garden City who has served six years on Corporate Board of Directors. Wes has served as the only Corporate Treasurer for our Association since we started. There was only one choice I wanted in that capacity and that was Wes. We needed a person from Garden City for Karen to have the ability to sign checks. Since Wes always did this in his six years on the GC Board, I asked Wes to do this for our Association. Without hesitation, Wes willingly accepted this job. And let me tell you this was a hard job. Every month around the 20th, Wes would sit in my office, or Karen's or even the meeting room and sign and review all the checks and invoices. This doesn't count the special trips he would make or other times Karen needed signatures on checks, or bank papers signed, or new signature cards. Wes was always there. Wes knows our operation. Even though his Shockers had a great run and Wes would harass me about my Jayhawks, Wes was the perfect person to be our Corporate Treasurer! THANKS, Wes, for the past six years!.

By Chad Knight, Association CEO- Grant Elpers is one of the two Board members from Garden City that served six years on the Corporate Board of Directors. Grant has played a valuable role on the Corporate Board. He served as the Corporate Board President in our second year of existence. This was a pivotal year in our movement. Grant did a fantastic job in leading our Corporate Board. Grant continued to serve as an officer on the Corporate Board and was always willing to lend a helping hand and give advice. I could always count on Grant to help us through those difficult decisions and challenging situations. He always had a calm and cooling effect and never let anything get him rattled. Even though he was a K-Stater, Grant is one of the few board members in my tenure who I could lean on and ask him any questions or concerns about the YMCA. THANKS, Grant, for the past six years!

RETIRING
CORPORATE
BOARD MEMBER:

Grant Elpers

RETIRING
CORPORATE BOARD
MEMBER

Noel Gaucin

By Chad Knight, Association CEO- Noel Gaucin is the other Board member from Dodge City who has served six years on the Corporate Board of Directors. Noel has two first for Board members from Dodge City; He was the first Dodge Citian to serve as the Corporate Board President and he was the first Dodge Citian to attend a volunteer training on behalf of the YMCA of Southwest Kansas. Noel has witnessed the movement since our inception as he also served on the Steering Committee prior to opening the Y. Noel is very methodical in his decision making and he has had to make some tough ones along the way. He would make sure we were thinking about the staff and what is best for the Dodge City branch and our movement. He would always sit back, taking all the conversations in, and then I would ask Noel his thoughts after we were visiting about a topic for a little bit. I could always count on him coming through with something "outside the box" we hadn't thought of and throw a little wrinkle into the mix. He coined our Capital Campaign slogan of "One more year," although he says it wasn't him. THANKS, Noel, for the past six years!

By Chad Knight, Association CEO- Carolyn Banning is one of the two board members from Dodge City who served six years on the Corporate Board of Directors. Carolyn has been the financial "guru" on the Corporate Board. She has done a great job analyzing our financial statements over the years and has always willing to offer financial advice especially when there were problems and concerns found. I think the most amazing thing about Carolyn and her commitment to our Board was her fight with cancer. I found out later in her tenure that she was making trips back and forth to Houston to help her fight cancer that came back. This was unbelievable! She never wavered on her dedication and her willingness to do anything for our Corporate Board. I cannot even tell you how much this meant to me. It was truly astronomical! Carolyn is also one Corporate Board members I could rely on for fiscal management and financial development concerns. She never hesitated to help me find my answers and was always there to help donate funds. THANKS, Carolyn, you are truly AMAZING and I appreciate the past six years!

RETIRING
CORPORATE BOARD
MEMBER

Carolyn Banning



GARDEN CITY FAMILY YMCA 2017 AT A GLANCE

YMCA MISSION: To put Christian principles into practice through programs that build healthy spirit, mind and body for all

GENERAL INFORMATION

CEO: Chad Knight Corporate CVO: Scott Bogner
BED: Vacant Branch Board President: Susan Dempsey
Years In Service # of Employees: **53 & 118**

THE YMCA WAY "WE STRESS THE C!"

Every staff, board & committee meeting begins with a devotion and/or invocation and ends with a Mission Moment! All YMCA sports programs begin with a Sports Pledge. No lunch is served in Child Care without a prayer. This year 20 new staff members were trained in Mission and Character Development. The core values of Respect, Responsibility, Caring and Honesty are stressed in everything at the YMCA.

MEMBERS SERVED (Unduplicated)

- ✓ **1060** new members signed up
- ✓ Membership peaked at **5,820** members in May
- ✓ **1,820** members of age 17 or younger and **105** are age 65 & up
- ✓ Average for retention rate was **69%** and **19%** for penetration rate

FACILITY USAGE

- Member cards were scanned to workout **124,306!**
- **3,408** guests paid to use our facilities!
- 24-hr access had **4,515** visits & **4,438** at 10:00!
- Building/Games were rented for parties **332** times!
- Special groups accounted for **1,989** people!

PROGRAM PARTICIPATION (Duplicated)

- **2,052** participated in Aquatics
- **9,352** participated in Healthy Living
- **6,849** participated in Child Care
- **1,181** participated in Sports
- **3,339** participated in Family
- **10,760** in Membership Promotions/Special Events
- **37,534 TOTAL PARTICIPANTS IN 91 PROGRAMS!**

FINANCIAL ASSISTANCE

- ✓ The Annual Support Campaign raised **\$33,788.81** and awarded **\$201,821.14!**
- ✓ Helping Hands Scholarship program helped **9,125** participants and **5,083** members!

VOLUNTEERS

The YMCA is volunteer-founded and volunteer-led. Volunteers are the backbone to our operation. The YMCA Way was stressed in five programs by **698** volunteers. **Sixty-four (64)** campaigners volunteered for this year's Annual Support Campaign. We also had **55** Administrative volunteers serving on Board and Capital Campaign!

COLLABORATION & PARTNERSHIPS

- ✓ **USD #457/ USD 363:** After School program, GCHS Swim Team, After-Prom party, Sports programs & SPED Classes.
- ✓ **GC/Holcomb Recreation:** Swim team, Swim meet, Big Pool Triathlon, Corporate Meltdown & youth sports.
- ✓ **United Way:** Five After-School Enrichment sites for \$8 wk.
- ✓ **Corporate Partner in Health:** Provided employee benefit of membership to **79** partners totaling **\$613,225!**
- ✓ **Finnup Foundation:** YSplash & Finnup Fundays.
- ✓ **Finney County Convention & Visitors Bureau:** Racquetball Tournament sponsorship.
- ✓ **American Red Cross:** Trainings & Blood Drives.
- ✓ **St. Catherine Hospital, Accelacare Therapy, Central Care Cancer Center & Plaza Medical:** Physician Referral Exercise Prescription (PREP) program, Free memberships to resident doctors and interns & Livestrong Cancer program!
- ✓ **Compass Mental Health:** Facility Usage for clients.
- ✓ **GCCC ETS (Educational Talent Search):** Volunteer for all family fun nights – over 20 each event!
- ✓ And many others!

FREE OUTREACH HIGHLIGHTS

- **Keeping Our Promise** provided **101** youth free membership
- **Camp Finnup** served **372** participants.
- Four **Family Fun Nights** served **2,882** participants with games, activities and fun! Free and open to public!
- **Healthy Kids Day** served **65** participants.
- **Henry Hall, Max & Marianne Miller** and the **YMCA Outreach** scholarship provided **5** free memberships valued at **\$2,217.06!**
- **YSplash** (Water safety) served **1,213** participants.
- **Golden Memberships** provided **69** members over the age of 80 free memberships valued at **\$23,284.12** for life!
- **Guest passes** were provided to **3,689** participants.
- **USD #457 Special Education classes** had **960** participants swimming in the Family Pool for therapy!
- **Bring a Friend Free** promo generated **1,156** guests to Y!
- And much more!

COMMUNITY BENEFIT

- ❖ **\$26,194** was awarded in Gift Certificates to School events, fundraisers, auctions & more!
- ❖ Volunteer hours totaled **10,819** (\$24.14 rate) giving back to our community a benefit of **\$261,170.66!!**
- ❖ **Six (6)** Management Staff served on **12** community Boards, Task Forces, Committees, Coalitions and State Boards!
- ❖ **\$815,046.30** was given back in community through Corporate Memberships & other scholarships!
- ❖ Annual Recognition & Celebration Banquet honored **139** volunteers, donors, members and special friends!

A SPECIAL THANK YOU TO EVERYONE!

FINANCE, MEMBERSHIP & COMMUNITY IMPACT

FINANCES	2009	2010	2011	2012	2013	2014	2015	2016	2017
TOTAL INCOME	1,221,983	1,396,223	1,675,341	1,792,246	1,783,168	1,756,056	1,638,508	1,563,847	1,437,119
% INCREASE	4%	12%	17%	6%	-21%	-1%	-6%	-4%	-8%
TOTAL EXPENSES	1,239,222	1,364,335	1,568,761	1,764,131	1,772,192	1,748,045	1,662,488	1,580,395	1,243,531
% INCREASE	5%	9%	13%	12%	21%	-1%	-4%	-4%	-21%
DIFFERENCE	-17,239	31,888	106,580	46,115	10,976	8,011	-23,980	-16,548	193,588
FINANCIAL ASSISTANCE									
DOLLARS AWARDED	94,246	96,988	112,511	128,115	131,740	185,535	216,145	268,696	206,904
AMOUNT RAISED	23,310	23,086	33,480	41,671	44,156	44,080	53,959	34,324	33,789
# OF PLEDGES	139	172	229	217	220	228	240	211	166
# OF MEMBERS ASSISTED	1,049	943	1,333	1,414	635	5,822	5,344	7,067	5,083
# OF PROGRAM PARTICIPANTS ASSISTED	6,970	4,846	4,631	3,830	3,779	7,029	9,367	9,380	9,125
MEMBERSHIP									
VOLUNTEERS	1,125	1,261	1,434	1,268	2,229	1,014	841	835	698
MEMBERS	3,404	5,083	5,386	5,716	5,963	6,224	6,189	5,915	5,820
USAGE	62,691	94,883	130,706	135,789	125,002	131,193	126,723	121,280	124,306
24 HR VISITS		2,142	3,569	3,721	3,587	3,276	4,382	4,587	4,515
PROGRAM PARTICIPATION		38,083	46,146	67,354	75,414	54,391	57,589	38,488	37,534
PENETRATION RATE	12%	17%	18%	18%	19.9%	21%	20%	19%	19%
MEMBER RETENTION RATE	68%	71%	73%	69%	68%	70%	68%	68%	69%

