

# Making Quality a Full-Time Job

[case\\_study\\_ymca.jpg](#) <sup>[1]</sup>

Until recently, the job that Ashley Nazarak just started at the YMCA of Metro Chicago didn't exist. Then the leaders at the Y decided that improving program quality meant dedicating someone to the task full time.

So they took an unusual step: They created a position to oversee program quality improvement across the Y's sprawling system of 25 member centers, five camps and hundreds of extension sites. "We recognize that quality programs and youth outcomes go hand in hand," says Christina Krasov, vice president of performance improvement.

Read about how and why the YMCA made this significant move.

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## Document

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