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FAQ's:

Q: When the program plan requires that the club members utilize worksheets, shouldn't there be a supply for all club members?

A: Yes, if a program plan calls for worksheets, there should be enough copies for all Club members to participate. However, our priority is to provide high-yield, hands-on activities that keep members actively engaged. Worksheets should be used sparingly and only when they truly enhance learning or reinforce a concept. Whenever possible, staff are encouraged to choose interactive methods that make learning fun, collaborative, and experiential. Utilizing prep time or time at the end of the day to prepare the rest of the week's activities will be key to ensuring you are prepared. This will allow specialists to help secure any supplies you may need.

Q: Does the new iPad facial recognition policy mean we no longer have to sign in at the office?

A: No. The iPad system is the Club's official tool for tracking staff time, but it does not replace any on-site sign-in procedures. Staff must continue to follow all standard check-in processes required at the office. In addition, if a District or School partner requires a separate sign-in for their records, those procedures must also be followed. The iPad is for the Club's records (your timecard), while site-specific or partner sign-ins meet external requirements.

Q: When do staff members become eligible for a 401K?

A: Staff become eligible for 401 (k) 30 days after their hire date. The Club will match after employees have been employed for one year and have accumulated 1,000 hours worked. If you would like to start contributing to your pension, please contact Human Resources.

Q: What is the company's match percentage for a 401K?

A: Our current 401K match is **7%**. However, we're excited to share that our Board recently voted to increase the match to **10%**, effective January 1, 2026. This change reflects our commitment to supporting staff in planning for their future and investing in long-term financial security. We're proud to be able to offer one of the most competitive matches in our field.

Q: What kind of medical plans are offered for staff members? When are staff members allowed to apply for medical coverage?

A: AVBGC offers PPO medical coverage through Anthem Blue Cross for all eligible employees who average 30 or more hours a week (this does not make employees eligible for full-time status). The insurance becomes effective following completion of the eligible employee's orientation period (30 calendar days) and then completion of the eligibility period (60 calendar days). Please contact human resources for more details and eligibility requirements.

GREAT FUTURES START **HERE.**



Dependent medical insurance is also available, and coverage information will be provided to each eligible employee at the time of enrollment. Eligible employees pay 100% of premiums relating to dependent coverage.

Dental and Vision Coverage

AVBGC offers HMO dental and Vision coverage through Anthem Blue Cross for all eligible employees who average 30 or more hours a week (this does not make employees eligible for full-time status). The insurance becomes effective following completion of the eligible employee's introductory period, (60 calendar days). Please contact human resources for more detail and eligibility requirements.

Dependent dental and vision insurance is also available and coverage information will be provided to each employee at the time of enrollment. Employees pay 100% of premiums relating to dependent coverage.

Long-Term Disability Insurance

AVBGC offers Long Term Disability Insurance for all eligible employees who average 30 or more hours a week (this does not make employees eligible for full-time status). The insurance becomes effective following completion of the eligible employee's introductory period, (90 calendar days). Please contact human resources for more detail and eligibility requirements.

Q: Why are staff members transferred between sites with such late notice?

A: We do our best to maintain consistency at each site so that staff and members can build strong relationships. However, there are times when the needs of the organization require transferring staff between sites. This may happen if a staff member has left the organization and a spot needs to be filled, accepted a promotion at another location, or when a site requires additional support that another staff member is best suited to provide. While these changes may occasionally occur with short notice, they are always made with the goal of ensuring that each site is properly staffed and that our Club members receive the highest quality experience possible.

Q: When will the teen programs on school sites receive the same resources as the teen tech center?

A: Bringing technology directly onto school sites requires a full review and approval process with our District partners. One of the biggest challenges is secure storage—since the schools use the spaces during the day, we do not currently have an effective way to safeguard tech equipment on-site. To help bridge this gap, we are exploring options such as hosting field trips to the Teen Tech Center and developing a mobile tech center that can travel to different sites. We are committed to expanding access and will keep staff updated as progress is made.

Q: What is the plan if ICE comes to remove club members from our program?

GREAT FUTURES START HERE.



A: In the event that ICE arrives on site, the most important step is to remain calm and follow the established guidance in our ICE Procedure document. This document provides clear instructions on what actions staff should and should not take. Please review it regularly so you feel prepared. [Immigration on Campus Procedure](#). As a general overview, staff should ask ICE agents for their identification and authorization to enter. This would look like a judicial warrant.

Q: Is it possible to create a company-wide sports team? (Ex. Flag football, softball, or kickball teams)

A: We're always excited to see staff building connections and community through sports and recreation! Staff-led sports teams for adults are welcome, but they must be organized outside of work and would not be officially sanctioned by the organization.

If the interest is in starting a sports league for Club members, that would need to go through a review process to consider logistics, costs, and scheduling. If you are interested in developing a member sports league, please reach out to the Director of Operations, Armando Villalobos, for guidance.

Q: When will the ADP facial recognition portal begin?

A: We are currently in the process of loading the new ADP time clocks, and HR will be scheduling visits soon to set up your site's portal. Please note that the Club does **not** store any facial recognition data. For your security, all information is encrypted and securely managed within the ADP app itself.

Q: Will the company vision and goals be consistent throughout all the AVBGC locations?

A: Yes. Our vision and goals remain consistent across all AVBGC locations. While each District may set specific objectives that we work to support, the Club maintains a unified set of organizational goals that guide our work. This ensures that no matter which site you are at, we are all aligned under the same mission and vision.

Q: Will all sites be fully staffed this school year?

A: Yes. We strive to maintain appropriate staff-to-member ratios as enrollment grows. Directors carefully manage waitlists and only remove members when staffing levels allow us to maintain a safe and engaging environment. In addition, the organization is putting strategies in place to support staff training and retention, so we can continue to provide consistency and high-quality programming for our Club members. We know your dedication is what makes this possible, and we truly thank you for your commitment.

Q: When a staff member comes forward about an incident or concern, what do the next steps in that process look like?

A: The staff member should follow the chain, addressing their concerns or incidents with their direct supervisor. If the staff member does not feel comfortable addressing the matter with their direct supervisor, they can continue up the chain of command with whom they feel comfortable. If the staff

GREAT FUTURES START HERE.



member does not feel comfortable addressing anyone in particular in said chain of command, they can reach out directly to Human Resources.

Q: Due to inflation and the rising cost of living, does AVBGC plan to support staff members with potential raises or other financial adjustments?

A: Yes. As of August 1, 2025, all staff employed with us received a \$0.50 cost-of-living adjustment (COLA). This increase is in addition to any merit-based raises you may receive throughout the year. We are also consistently exploring sustainable funding sources to ensure we remain competitive in the job market and can continue to invest in our staff. We deeply value the dedication you bring to the Club and are committed to supporting you.

Q: Why is AVBGC opening more sites when we are already short-staffed and low on supplies?

A: We are expanding because there is a clear need in our community for additional programs and services. While it may sometimes feel like supplies are limited, we are not short on resources overall. If a supply request isn't filled right away, it could be due to timing, ordering delays, or other logistical factors. We also take great care to balance member enrollment with available staff, so that each site has the support it needs to provide safe and high-quality programs. Expanding responsibly allows us to serve more youth while continuing to support our staff.

Q: When changes are made on-site, why are staff members not allowed to input their ideas?

A: We truly value staff input and encourage team members to share ideas. At times, however, decisions must be made based on organizational context or circumstances that cannot always be shared in detail. To ensure your voice is still heard, you may submit ideas and feedback through the **Anonymous Suggestions and Concerns form** [link]. This form does not collect email addresses or any identifiable information unless you choose to provide it, and doing so is completely optional. Submissions are sent directly to the Co-Executive Directors and no one else.

Q: How can we create safe spaces for club members inside the classroom aside from other club members who may be overstimulated?

A: One helpful strategy is to create designated "cool down zones" or quiet areas where members can take a break. These spaces might include items like books, tactile toys, or calming activities. In some cases, this area may be located outside of the main classroom, but it should always remain within staff visibility. Please remember that one-on-one interactions (one staff member with one Club member) are strictly prohibited. Staff should work with their Directors and District partners to design and implement these spaces in a way that best fits their site. These spaces not only help members feel supported and regain focus but also allow the classroom to remain calm and productive for everyone.

Q: How will working alongside ELO-P be different for the 2025-2026 school year, seeing that they have more restrictions and our vision, "Youth Choice, Youth Voice"?

GREAT FUTURES START HERE.



A: Youth Voice is one of the official Quality Standards of the Expanded Learning Opportunities Program (ELO-P), which means our vision is directly aligned with theirs. The key will be working closely with District partners to incorporate meaningful opportunities for Youth Voice at each site. Many of our Clubs are already modeling this successfully. For example, some sites have student councils that help plan events, and one site even voted to put on a *Little Red Riding Hood* play for families (which also meets our vision to increase family engagement!). These kinds of projects show that, even within the ELO-P framework, there is plenty of room to empower youth to lead, create, and share their voices. We are excited to build on these examples and expand Youth Voice opportunities across all sites in the coming year.

Q: What do we do when a club member does not want to participate in the current activity?

A: It's normal for members to sometimes feel unmotivated or uninterested in a given activity. As Youth Development Professionals, we can use a few key tactics to guide them:

- **Offer Choices:** Give the member a voice by providing simple options ("Would you like to join this game now, or help with setup for the next one?").
- **Encourage, Don't Force:** Gently encourage them to try, but avoid creating a power struggle. A supportive nudge often works better than pressure.
- **Connect Personally:** Ask questions to understand their feelings or interests, and look for ways to connect the activity to what they enjoy.
- **Provide a Cool-Down Option:** If they're overstimulated or disengaged, allow them to use a safe alternative space (like a "cool down zone") while remaining supervised.
- **Acknowledge Effort:** Recognize even small steps of participation to build confidence and a sense of belonging.

Sample Staff Script for when members do not wish to participate:

"I hear that you're not really feeling this activity right now, and that's okay. You can choose to join in, or you can help me with [task related to the activity]. If you'd rather take a short break in the cool-down zone, that's fine too. I'd love to see you give it a try when you're ready."

Our goal is to keep members engaged while respecting their individual needs and ensuring they still feel included in the group environment.

Q: Does the company plan to utilize the personal skills or talents of its staff members?

GREAT FUTURES START HERE.



A: Yes! We value the unique skills and talents that each staff member brings to the Club. If you are interested in using your skills to enhance a program activity, whether it's art, music, sports, technology, or another area, please contact your Site Director or Regional Director. Sharing your talents not only enriches our programs but also creates memorable experiences for our members. Your creativity and passion are what make our programs stand out.

Q: Are we able to adjust the locations of Para's so that each staff member can have assistance?

A: No. Paraeducators (Para's) are employees of the school district, not the Club, and they are assigned to classrooms at the District's discretion. While we can make requests for adjustments if needed, these changes are not guaranteed and must be approved by the District. We will continue to collaborate with school partners to ensure classrooms are supported as effectively as possible. In the meantime, Directors are here to help problem-solve staffing or support needs at your site.

Q: How does AVBGC train and develop its staff members?

A: AVBGC is committed to helping every staff member grow as a Youth Development Professional. Training begins with onboarding, where staff are introduced to our mission, safety standards, and program expectations through Orientation and online training through CollaborNation/Cypherworx. Throughout the year, staff participate in professional development opportunities that focus on best practices in youth development—such as classroom management, behavior management, creating safe and engaging spaces, and supporting youth mental health.

We also provide ongoing coaching and support from Directors and Regional Directors, who help staff apply these skills on-site and problem-solve challenges. In addition, AVBGC works closely with our District partners to align training with school expectations and ensure staff are well-prepared to succeed in their roles.

Our goal is to not only equip staff with the tools needed for day-to-day success but also to provide pathways for growth, leadership, and advancement within the organization. Your dedication makes the difference for our members, and we are proud to invest in you.

Q: Will staff have help on site for club members who are on the spectrum? Will there be training for that?

A: Yes. We work closely with our District partners to ensure that members on the spectrum receive the support they need, which may include additional resources or, in some Districts, Paraeducators assigned by the school. Some Club members may require a one-on-one aide. If you believe a member could benefit from this type of support, please notify your Director. They can make the appropriate referral for the family. Staff should never speak directly with parents about medical or support needs, as this could violate privacy.

GREAT FUTURES START **HERE.**



While these supports are not always under the Club's direct control, we actively advocate for our members and staff to ensure the right help is in place.

In addition, AVBGC is seeking out training specifically designed to equip staff to better support Club members on the spectrum. This training will focus on strategies for behavior management, sensory-friendly practices, and creating safe spaces like "cool down zones." Our goal is to ensure staff feel prepared, confident, and supported in meeting the unique needs of neurodiverse youth.

Most importantly, you are never expected to do this work alone—Directors and Regional Directors are always available to help problem-solve and provide guidance. As new training opportunities become available, we will share them with all staff so everyone can continue to grow their skills in this important area.

Resources:

[Quick Reference Guide: Supporting Club Members on the Spectrum](#)