

*Celebrating
55 Years*



Of Building Hope In Children and Families

2007 - 2008 Annual Report



ASTOR

*... Because Every Child
Deserves a Childhood*



Message

from the Executive Director



James McGuirk, Ph.D.
Executive Director/CEO

2002 - Present

As we celebrate 55 years of serving children and families, it is our pleasure to share this 2007 – 2008 Fiscal Year Annual Report with you. We have highlighted the many successes made during the year, and also pay homage to all the shoulders we stood on that enabled us to reach this level of success.

We are proud of our beginnings, and how in the face of change, our commitment to comprehensive, high-quality service delivery to children and families have remained constant. Over the years, our services have expanded and new initiatives developed to respond to the needs of children and families. All throughout our stages of growth, we have never lost sight of our mission and vision. As we move into the future, we know the challenges that our children and families are dealing with will unfortunately be magnified given this ever-changing environment. However, we will continue to create and build hope for children and families, " ...because every child deserves a childhood."

During this fiscal year, we served over 6,000 children and their families. We are proud to report that our staff in our residential, early childhood and community-based (Bronx and Dutchess County) programs at over 25 locations have worked exceedingly hard to meet the needs of our children and families by providing the highest quality services possible with care and respect. For example, we are proud to announce that our Head Start Early Childhood Programs in Dutchess County achieved 100% compliance during this year's federal review of the program! In addition, Astor continues to play a leadership role in the community in all these program areas and in impacting the lives of the many we serve.

We are grateful to all our donors and partners who have invested and continue to invest in our vision. With your help, Astor is able to continue to achieve excellence and provide services that create hope and develop strength in children and families. We are thankful for your support and look forward to our continuing partnership.

As this report goes to print, our name has changed to "Astor Services for Children & Families". The new name better reflects the array of services we provide to a diverse clientele. Our mission and vision statements have changed as well, and can be viewed on our updated website at www.astorservices.org.

Executive Directors 1952 - Present



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1992 - 2002



Sr. Marie Burns
1986 - 1992



Sr. Sheila O'Friel
1976 - 1979



Sr. Mary Rose McGeady
1961 - 1967



Sr. Serena Branson
1952-1958

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Our Mission

The Astor Home for Children strives to be a world class organization by achieving excellence in the delivery of all our services in order to create hope and develop strengths in children and families.

Our Vision

The Astor Home for Children promotes the emotional well being of children, youth and families through leadership in the development and provision of preventative and treatment oriented behavioral health services and early childhood education.

Board of Directors Chairs from 1981 to Present



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1976-1981



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1981 - 1986



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Our Programs

Our Community Based Programs

These programs, located in the Bronx and Dutchess County, provide services to children and adolescents who experience serious emotional or behavioral difficulties at home, in school or in the community. Many of the children we assist are at risk of being removed from their homes. Astor develops individualized prevention, education and support to families through our clinics, in their homes, and in school settings.



Community-Based Behavioral Health and Prevention (Dutchess County)	Total Served
Counseling Programs	2,753
Case Management Programs	383
School-Age Day Treatment	73
Adolescent Day Treatment	263
Mental Health/Juvenile Justice	131
Total Community-Based Behavioral & Prevention (Dutchess County)	3,603

Community-Based Behavioral Health & Prevention (Bronx, NY)	Total Served
Lawrence F. Hickey Center	63
Prevention Programs	189
Outpatient Clinics	422
Day Treatment	376
Astor at Highbridge	118
Total Community-Based Behavioral & Prevention (Bronx, NY)	1,168

“...My child has learned how to control himself and is beginning to understand right from wrong...”

- Parent responding to annual family satisfaction survey, Early Childhood Programs

Our Early Childhood Programs

Astor is the local grantee for the federal Early Head Start and Head Start programs and provides comprehensive child development services to poverty level children and their families. The focus throughout the programs is relationship building, strength-based and parent inclusive. These preschool programs serve children from low-income families and provide supplemental services such as nutrition, social services and comprehensive health, including mental, physical, and dental. In addition, children with disabilities are fully integrated with non-disabled children and parents are highly involved and participate in all aspects of their children’s learning experience.

Early Childhood Programs (Dutchess County)	Total Served
Head Start	623
Early Head Start	149
Day Care	24
1-8-2/Therapeutic Preschool/Special Class Integrated Setting	68
Post Partum Depression	23
Early Childhood Coordinated Initiative	31
Total Early Childhood Programs (Dutchess County)	918

Our Programs

Our Residential Treatment Programs

Children in our residential programs face emotional, psychological and learning challenges that make it difficult for them to experience the simple everyday pleasures of being a child. For a period of time, Astor becomes their home and part of their extended family. Astor provides intensive treatment for children ages 5 – 12 and their families in an environment of care and respect.

Children who are in residence at our treatment programs in Rhinebeck, NY are enrolled in the special education program operated by The Astor Learning Center, which was incorporated in 1980 as a state approved private school for children with emotional problems. In 1988, 1994 and in 2001, The Astor Learning Center was designated as a Blue Ribbon School of Excellence by the U.S. Department of Education.



“...Negotiating residential care for our child was a nightmare until we found Astor. Now we can sleep at night again...” - Parent participating in residential focus group

We also operate **non-secure detention facilities**, located in Dutchess and Orange counties. These facilities provide a supportive and safe environment to young adults who are admitted for short-term care while the Family Courts and the local Departments of Social Services consider case disposition, including placement in longer-term residential care when indicated.

Note: There are some duplicates in program numbers because of overlapping programs. However, many family members whom we serve are not counted.

Residential Treatment Programs	Total Served
Residential Treatment Facility/HTP	29
Residential Treatment Center	33
The Astor Learning Center	107
Family Based Treatment Program	10
Therapeutic Foster Boarding Home Program	42
Hard to Place	42
Non-Secure Detention	409
Total Residential & Astor Learning Center	672

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Meeting Our Vision

Achieving excellence in the delivery of our services...

During the 2007-2008 fiscal year, examples of Astor's progress towards meeting our vision include:

Having 100% compliance during this Fiscal Year Head Start Federal review of our early childhood programs in Dutchess County.

Conducting mental health screening for 65 families at all seven of Astor's Head Start locations, offered through our Dutchess Community-Based Behavioral Services' Clinic-Plus Program. This is a state wide initiative by the Department of Mental Health to transform mental health services for children and families through early identification and intervention of social and emotional problems in children 2 to 18. In addition, screenings have begun at Astor's Family Preservation, Juvenile Justice, and Home-Based Services Programs and many local organizations within the community (i.e., day care centers, etc.) have begun to make individual referrals based on the needs of the children and families served.

Our Bronx Community-Based Behavioral Services Clinic-Plus initiative moving into multiple school districts and early childhood education in programs in Community District 4. In addition to four clinics, children are now screened at 15 schools, 7 Head Start Centers and at the Catholic Guardian Society Home Bureau Foster Care Program.

Our Residential Programs hosted two full-day training sessions in trauma-focused treatment in September that was conducted by Sandra Bloom, M.D., author of Creating Sanctuary®. Sanctuary® is a part of the residential Programs' long-term process toward developing a program culture based on The Sanctuary Model® to create a more trauma sensitive therapeutic environment that is responsive to clients, while at the same time decreasing the stress levels of staff.

Astor's Bronx Community-Based Behavioral Services partnered with District 75 of the NYC Department of Education to establish a Day Treatment Inclusion

www.astorservices.org

Program at its current location in the South Bronx. Children will receive day treatment services while attending regular education classes. The program is the first of its kind in the Bronx!

Implementing Lean/Six Sigma, a business process improvement tool into our organizational culture as part of our ongoing commitment to continuous improvement of services for our children and families. The roots of both Lean and Six Sigma are in the manufacturing process with Lean concentrating on the elimination of waste and increased speed while traditional Six Sigma focuses on quality. By combining the two, the result is better quality faster. Application of the Lean Process began in our Dutchess Community-Based Programs to increase Medicare compliance and improve front office and billing procedure. In addition, two Astor staff members received certificates in Lean/Six Sigma in order to assure consistency and continuity in their long-term commitment.



Develop Strengths in Children and Families...

For the past 15 years, Astor has collected annual, comprehensive feedback about the quality of our services from the most important source of information we have: our consumers. This year consumers offered input through child and family satisfaction survey, participation in our strategic planning process, and active involvement in program quality assurance and governance. Results include:

Caregivers overwhelmingly endorsed Astor's available services, treatment as a whole and specific treatment as Astor's strengths. One parent said, "the treatment was in tune with my child's needs and our family's needs." Caregivers specifically mentioned better behavior, improved academic achievement, decreased dangerous behaviors, and increases in family communication and parenting skills as "best" aspects of care.

In order to create hope...

It is important that the children and families we serve have hope and we at Astor are committed to help create hope in the children and families we serve...here are some stories:

A Story: Parent-Child Interactive Therapy (PCIT). PCIT is an evidence-based treatment model with highly specified, step-by-step, live-coached session with the parent or caregiver and the child.

A little boy entered into treatment at our Poughkeepsie Counseling Center and his behavior grew steadily worse. He was aggressive towards his mother, grandmother and others in the community. He even became violent with the police upon the police being called to his school because of his behavior.

His mother agreed to participate in PCIT and in a short period of time, his behavior changed dramatically. During PCIT, a child and his parent are viewed through



an observation window by an Astor therapist. The parent wears a listening device and the therapist is able to provide "coaching" on appropriate responses to undesirable and positive behaviors. There were several aggressive outbursts initially; however, the clinician was able to observe and provide support to the parent. His mother reports that at home her son is much happier and cooperative; in fact, "time-outs" are no longer a part of his routine.



“...children get a good start in life by getting offered high quality, family-focused programs...”

Stories of “hope” from children in Astor’s residential programs:

“I am thankful for all the staff I have been with at Astor. They taught me a lot. Ever since I came to Astor, I have received a lot of help from the staff, which really helped me. I love the staff here because they are caring and loving. That is a great thing. Astor is a wonderful place to stay for awhile. **”**

“The person I admire the most is at Astor is J.W. Whenever I do something wrong, he would come and fix the problem I was having or he would take me to his office to talk about what I should do and what I shouldn’t do about the problems I have. Anytime I feel down, J.W. is always there for me. I really trust him. J.W. is like a dad to me. I look up to J.W. a lot. **”**

“The person I look up to is my mom. I love my mom because she gets me the stuff I need. She wears other people’s clothes that they give her so I can have new clothes. She always helped me out when I got angry. She says that I have to think about other people’s feelings. **”**

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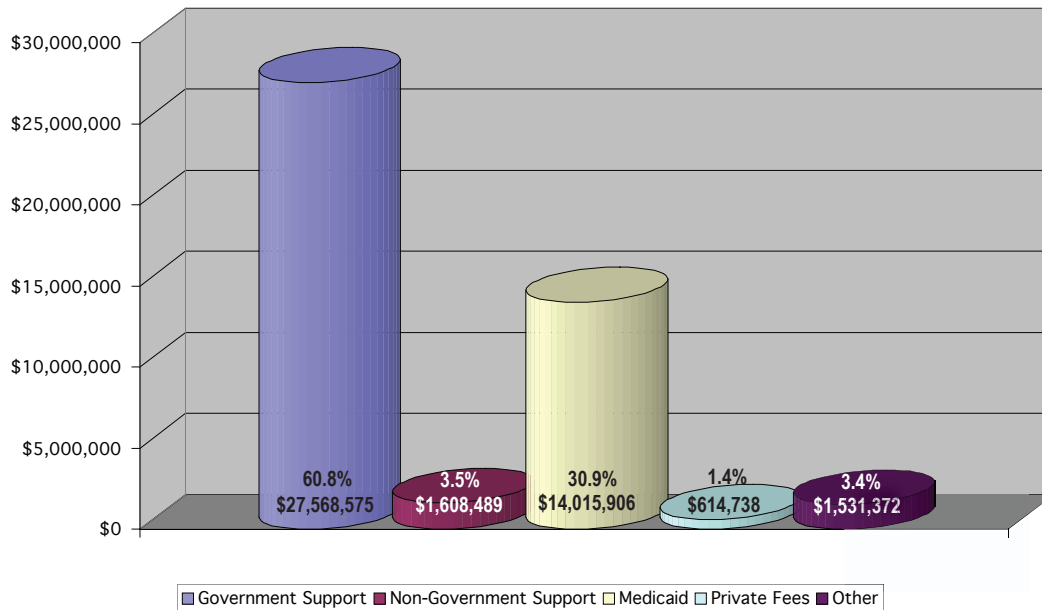
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Financial Highlights

2007 - 2008*

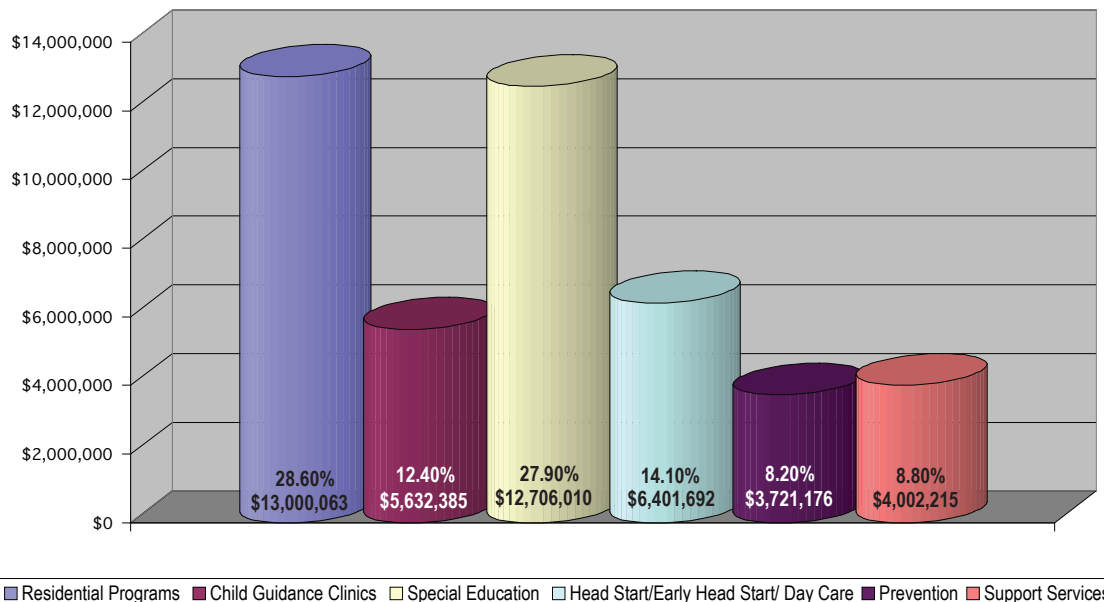
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Government Support	
\$27,568,575	60.8%
Non-Government Support	
\$1,608,489	3.5%
Medicaid	
\$14,015,906	30.9%
Private Fees	
\$614,738	1.4%
Other	
\$1,531,372	3.4%
TOTAL INCOME	
\$45,339,080	100.00%

Combined Expenses 2007-2008



Residential Programs	
\$13,000,063	28.60%
Child Guidance Clinics	
\$5,632,385	12.40%
Special Education	
\$12,706,010	27.90%
Head Start/Early Head Start/Day Care	
\$6,401,692	14.10%
Prevention	
\$3,721,176	8.20%
Support Services	
\$4,002,215	8.80%
TOTAL EXPENSES	
\$45,463,541	100.00%

...Because Every Child Deserves a Childhood



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