

STRATEGIC PLAN 2013-2015

The Astor Services for Children & Families 2013-2015 Strategic Plan is a bold, yet pragmatic vision for the future excellence of our child behavioral health and early education services. It is created in an environment of change in the delivery of these services both in New York State and nationally, and it positions Astor to embrace the possibilities of change while being cognizant and prudent about the pitfalls.

Astor embarks on a new Strategic Plan every three years, providing executive-level staff and the Board the opportunity to revisit our goals and reassess agency needs and objectives.

We believe this plan is a sound guide for us to continue to provide quality services that are mission-focused and always viewed through Astor's core values of Respect, Hope, Quality, Partnership and Integrity. We continue to believe that success in learning leads to success in life and indeed that ... *Every Child Deserves a Childhood.*



2013-2015 Strategic Goals:

1

PROVIDE EXCELLENCE IN SERVICES AND PROGRAM ACCESS

Astor will continue to be viewed as a leader in behavioral health care and early childhood education and development by maintaining its quality services and exploring new ways to meet the ever-changing demands of the industry. The use of Lean Six Sigma process improvement methodology is embedded in our culture. We will assure appropriate size and sustainability for clinics; improve interagency and intra-agency communication to support a culture of "shared wisdom"; meet increasing regulatory and compliance demands with accuracy; maintain comprehensive quality improvement and compliance programs; and implement Electronic Health Records throughout the agency.



2

FOSTER A CULTURE OF CARING AND RESPECT

Astor is committed to the care and respect of the families that we serve and our employees. We will provide the proper communication channels to assure clear, consistent, and easily accessed information is available to make appropriate decisions. We are also committed to a culture of inclusion, so that the diversity of each child and family is supported and respected. Astor's children and parents, along with our employees, are provided opportunities to participate in agency decisions. Our staff commitment and satisfaction will be reflected and monitored through the utilization of surveys, evaluations, and plans for success. Astor employees will be celebrated and supported in recognition of the high quality service that they provide.



3

ASSURE THAT OUR FACILITIES AND SYSTEMS MEET THE HIGHEST STANDARDS

Astor will continue to meet the highest standards of safety, accessibility, and work environment. Our facilities and grounds are consistently comfortable, safe and conducive to the provision of quality services.



4

PROVIDE QUALITY TRAINING OPPORTUNITIES AND RESOURCES

Proper training and resources are the keys to providing quality care for children and their families, as well as the ability to meet the highest standards of service. Astor staff will have continuous training in up-to-date modalities and interventions that enhance their clinical skills. We will assure all of our supervisors have the skills needed to hire, train, motivate, and effectively communicate with their staff.



5

EXPAND ASTOR'S POSITIVE PUBLIC PROFILE

Astor will continue to communicate our expertise and promote partnerships in order to enhance opportunities to improve care for children and their families. External communications are consistent and positive regarding Astor and relationship with the media is positive. Board members are trained and given resources needed to speak about Astor's mission and programs in the community. We will increase our knowledge in and appropriate opportunities for use of social media; and develop a plan of outreach to increase awareness of Astor with Bronx legislators.



6

BROADEN RESOURCE DEVELOPMENT OUTREACH AND CAPACITY

We will increase our financial capacity in order to navigate the competitive funding environment for nonprofit human service providers. To accomplish this goal we will continue to cultivate key stakeholders, and identify opportunities for increased revenue streams from paid services, mergers, and new program opportunities.

