astor

SERVICES

Help · Heal · Hope

# Annual Report

## FY 2025-2026

astor SERVICES
Help · Heal · Hope

Astor Services is a community-based, non-profit organization that provides behavioral health and educational services in the Mid-Hudson Valley and the Bronx to children, adults and families through a range of programs that prevent and treat emotional challenges and facilitate healthy development.

# Help, Heal, Hope.

## OUR MISSION

Astor Services provides behavioral health and educational services offering children, adults and families the opportunity to meet life's challenges, pursue their dreams, and reach their full potential.

## OUR VISION

Astor Services will be the preeminent provider of behavioral health and educational services through high-quality, comprehensive services to children and families in New York State.

BRONX

HUDSON VALLEY



# A Word From Our CEO

**Every day at Astor, we see what is possible when children, adults, and families have access to compassionate care, meaningful opportunities, and people who believe in their potential.**

As I reflect on fiscal year 2025–2026, I am proud not only of what we accomplished, but of how our staff, families, and community partners came together to make that progress possible.

This year, Astor served approximately 9,750 children and adults across the Bronx and Hudson Valley. Behind that number are individual stories of resilience: a child finding confidence in the classroom, a young person receiving support during a crisis, or a family rebuilding trust and connection. Those are the outcomes that give our work meaning and keep our mission—Help, Heal, Hope—at the center of every decision.

We also expanded our reach. Assuming responsibility for Greene County Head Start allowed us to welcome more young children and families into Astor's continuum of care, while our staff strengthened relationships across the communities we serve through more than 70 outreach events. Just as importantly, feedback from more than 5,400 client and caregiver surveys reflected a 96% overall satisfaction rate. We value that trust, and we know it must be earned every day.

Our accomplishments come at a time of significant change. Rising needs, workforce pressures, and uncertainty surrounding public funding and policy continue to challenge organizations like ours. Meeting these challenges requires more than perseverance. It requires thoughtful stewardship, a willingness to improve, and the courage to adapt without compromising the quality, dignity, and accessibility of our services. Throughout the year, we continued strengthening our systems, quality oversight, and practices to better support those who depend on us.

I am especially grateful to our employees, whose expertise and commitment make this work possible; to our Board of Directors for its guidance; and to our donors, funders, and community partners for investing in our mission. Most of all, I thank the children, adults, and families who place their trust in Astor and allow us to be part of their journeys.

As we look ahead, our commitment remains clear: to listen, to innovate, to remove barriers to care, and to ensure that every person we serve is treated with respect and offered real opportunities to thrive. Together, we will continue building stronger families and healthier communities, one life, one relationship, and one hopeful step at a time.



**Yvette Bairan**
**CEO–Astor Services**

# Head Start Expansion



Astor's commitment to children and families reached an exciting milestone when the agency began preparing a federal Head Start application in late 2024. Submitted in January 2025, the proposal sought the opportunity to serve children from birth through school age, as well as pregnant women and their families, throughout Greene County. Following a highly competitive review process, Astor received welcome news in June 2025: the agency had been awarded funding and would officially assume responsibility for Greene County Head Start that November.

Led by Assistant Executive Director of Early Childhood Programs Kim Tsoubris, staff from across the agency came together to ensure a seamless transition. Drawing on decades of Head Start experience and a shared commitment to supporting young children, teams worked collaboratively to build a strong foundation for the program's future.

When Astor officially assumed leadership of Greene County Head Start in November 2025, the focus was clear: provide stability for children, families, and staff while creating opportunities for growth. Through a community Open House and ongoing collaboration with local schools, organizations, and service providers, Astor quickly became an active and trusted partner in Greene County. By the end of the school year, the program had expanded both enrollment and staffing, increasing access to high-quality early childhood education and strengthening support networks for families throughout the community.



The true impact of Head Start, however, is best measured through the lives it touches.

One parent reflected on her family's experience:



**"When my daughter and I started with Head Start, I thought I was just signing her up for childcare. Instead, we found a place that helped us both grow. The teachers and staff didn't just care for Phoebe. They loved her, believed in her, and became a source of support for me during a time when I needed it most. As she gets ready to start Pre-K this September, I know she's walking into this next chapter with confidence because of everything Head Start has given our family, and I'll always be grateful for that."**

– Michelle Hirshhorn

The year concluded on a joyful note with the program's "Luau Into Summer" celebration, bringing together children, families, and staff to honor a successful first year under Astor's leadership. That momentum continued with the opening of a new Continuity of Care classroom serving infants as young as eight weeks old—a much-needed resource that quickly reached full enrollment.

Looking ahead, Greene County Head Start is well-positioned for continued growth. Strong enrollment, deepening community partnerships, and plans to expand services—including the potential addition of an integrated classroom for children with special education needs and transportation services for families—reflect both the increasing demand for the program and its growing impact. As Astor enters its next chapter in Greene County, the agency remains focused on helping every child and family thrive, from the very beginning.

# Youth ACT Program

This year, Astor opened Youth Assertive Community Treatment (Youth ACT) in Dutchess County, a new program for youth with serious emotional challenges who are at risk of hospitalization or out-of-home placement. A New York State Office of Mental Health program, Youth ACT is the most intensive level of clinical service available to youth in the community and part of Astor's ongoing commitment to expanding crisis services.



The team, made up of clinicians, clinical support specialists, and a nurse practitioner, meet families at home, at school, and in the community rather than in an office. Staff stay in frequent contact, provide crisis support, and coordinate with the other systems in a young person's life.

The program admitted its first client in the spring and has since enrolled eight families, with more to come. Program leadership works closely with the county's Children's Single Point of Access hub to receive referrals, and regular consultation meetings have brought in families who might not otherwise have been connected to the program. This partnership has strengthened Astor's relationship with Dutchess County's children's system of care.



Though the program is still new, the results are already visible. Two youth who had struggled in school are now attending regularly after staff worked with their families to find placements that fit their needs.

Another youth, who had been hospitalized several times in the year before joining and had spent months in an out-of-home placement, has stayed at home without a single emergency room visit since starting services. The program is helping these young people remain in the community, and we look forward to continuing this work in the year ahead.



# A First Pitch, A Fresh Start







On a sunny August afternoon at Clover Stadium in Pomona, the New York Boulders took the field against the Windy City ThunderBolts. Before the first batter stepped up to the plate, two young fans, Dimitri and Katina, accompanied by their guardian Renee, experienced what many baseball lovers only dream about: throwing out the ceremonial first pitch.

For the crowd, it was a memorable kickoff to an afternoon of baseball. For this family, it was something much more meaningful. It marked the culmination of a journey defined by courage, healing, and growth.

Just weeks earlier, Renee, Dimitri, and Katina had completed treatment with Astor's Home-Based Crisis Intervention (HBCI) program in Rockland County. Over the course of 12 weeks, they worked closely with HBCI clinicians Kerri Dillon and Tori Valdes to strengthen communication, manage emotions, navigate behavioral challenges, and build healthier family relationships.

The family's challenges began when Renee stepped in to take custody of her niece and nephew, a selfless act that brought with it significant emotional and practical adjustments for everyone involved. While the crisis that led them to HBCI had already occurred, the family found in Astor's services an opportunity not simply to recover, but to move forward together.

For Renee, that meant learning how to balance the demands of a new caregiving role while ensuring her niece and nephew felt safe, supported, and deeply loved. For Dimitri, it meant understanding that his feelings were valid and developing healthier ways to express his needs. For Katina, it meant discovering that her own voice mattered and that prioritizing her needs was not something she needed to feel guilty about.

Each family member followed a unique path toward healing, and their journey continues today. Yet through the support of Astor's HBCI program, they gained the tools, confidence, and connection needed to build a stronger foundation for the future.

Their story reflects the transformative impact of accessible community mental health services. When children and families receive the right support at the right time, they are empowered to overcome challenges, strengthen relationships, and create new opportunities for success.

As Renee reflected:



**"Kerri and Tori have been an absolute blessing for Dimitri and Katina. They adore them. They are so amazing at their jobs, and I would recommend them to everyone. I learned new communication styles, and the kids opened up more than I thought possible. Kerri and Tori show what can happen when people lead with compassion instead of judgment. My only complaint is that the program isn't longer."**

Dimitri shared simply:

**"Kerri and Tori are the best!"**

And Katina added:



**"There is nothing I didn't like about working with Kerri and Tori. We didn't just have to sit and talk. I liked that we could go places with them and Nae Nae and still work on things."**

For this family, the first pitch was more than the start of a baseball game. It was a celebration of how far they had come and a reminder that with compassion, support, and opportunity, brighter innings lie ahead.

# Clients Served

Astor currently serves about 9,750 children and adults each year through its early childhood programs, outpatient clinics, home & community-based programs, school-based and crisis service programs.

Learn more about Astor's programs by scanning the code or visiting astorservices.com.

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## CARE MANAGEMENT

| | |
|---|---|
| Health Home | 704 |
| Therapeutic Foster Boarding Home | 44 |
| Preventive Services Programs | 207 |
| Contract-Based Care Management | 90 |
| **Total** | **1047** |

## CRISIS SERVICES

| | |
|---|---|
| Home Based Crisis Intervention | 363 |
| Partial Hospitalization Programs | 309 |
| Youth ACT Team | 7 |
| **Total** | **679** |

## EARLY CHILDHOOD EDUCATION

| | |
|---|---|
| Head Start | 360 |
| Early Head Start | 213 |
| Behavioral Special Class | 64 |
| Special Class / Integrated Setting | 51 |
| Universal Pre-K | 82 |
| Therapeutic Preschool | 16 |
| **Total** | **786** |



Helping children,
adults and families since 1953.

## ENHANCED SCHOOLS

| | |
|---|---|
| Astor Learning Center | 84 |
| Lawrence F. Hickey Center | 59 |
| Bronx Day Treatment | 171 |
| Hudson Valley Day Treatment | 127 |
| **Total** | **441** |

## MHOTRS

MENTAL HEALTH OUTPATIENT TREATMENT & REHABILITATION SERVICES MHOTRS

| | |
|---|---|
| Outpatient Clinics | 4605 |
| Outpatient School-Clinics | 1449 |
| **Total** | **6054** |

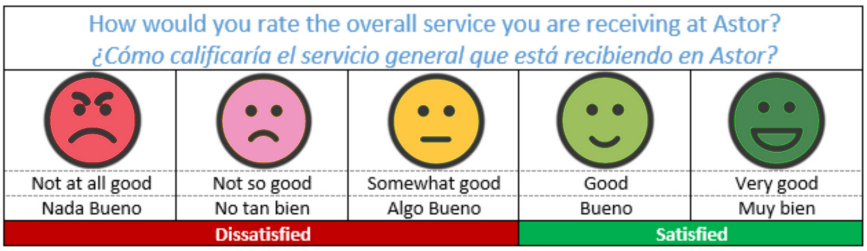
## OTHER CLINICAL PROGRAMS

| | |
|---|---|
| Trauma Recovery Center | 227 |
| Non-Clinic School Based Services | 230 |
| CFTSS / HCBS | 228 |
| Orange County JD/PINS | 60 |
| **Total** | **745** |

# Consumer Satisfaction Surveys



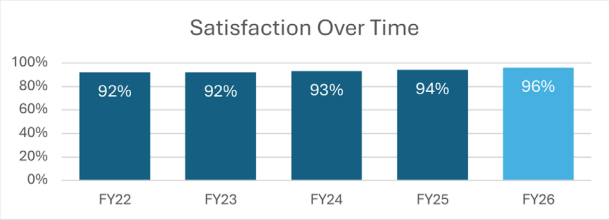
Client and caregiver feedback is critical to Astor's model of continuous quality improvement. All of Astor's programs administer surveys on a regular basis to learn more about client experience. These surveys are available in person, by phone, and via email, in both English and Spanish, with visuals to support comprehension. Designed to be brief, they focus on core elements of the client experience and take about two minutes to complete, encouraging greater participation.




We are committed to pursuing growth and excellence in all services. Mid-range ratings of "somewhat good" are considered dissatisfied—as we strive for every client to have a clearly positive experience.

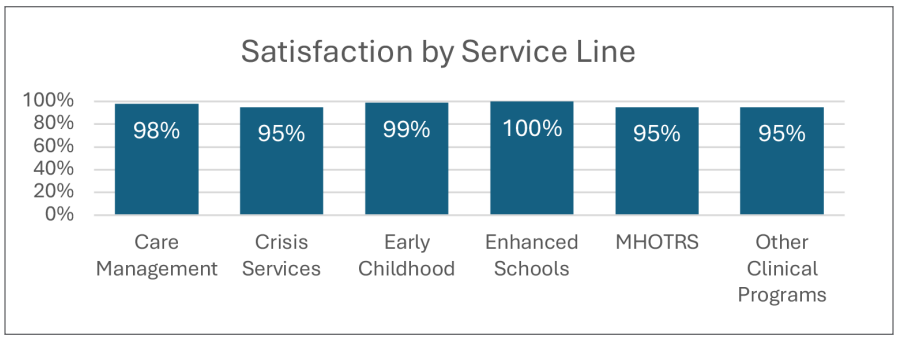
### Results

Results below are based on 5,443 client and caregiver surveys administered July 2025 - June 2026. Overall satisfaction ratings continue to be high (96%), among both clients (96%) and caregivers (95%).



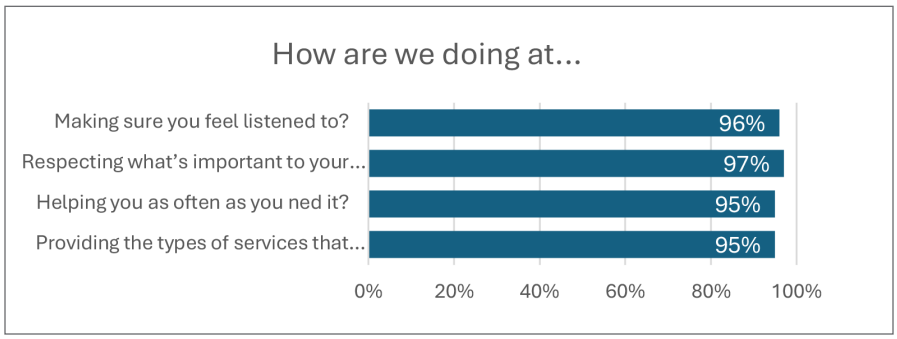



### Satisfaction by Service Line




All service lines reached satisfaction rates above Astor's target of 90% this year.

### Satisfaction by Survey Question



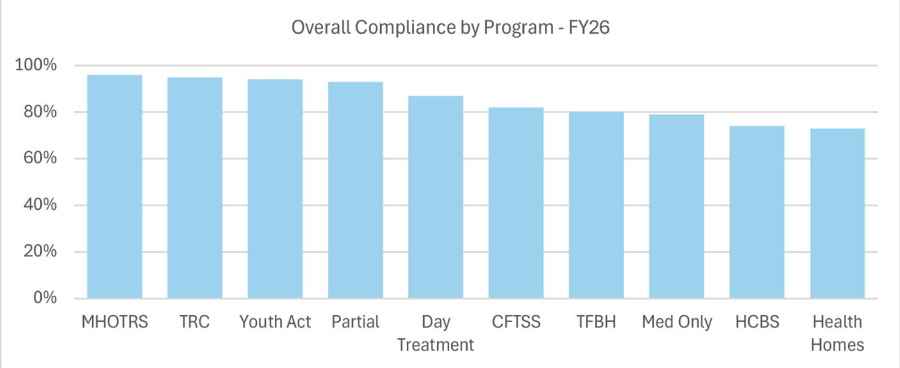

Astor's programs continue to demonstrate high satisfaction across all surveyed areas, with scores in every domain rising compared to last year.

In addition to completing survey questions, respondents are invited to share open-ended comments and feedback. Positive remarks often highlight strong relationships between clients and individual staff members, while suggestions for improvement commonly focus on staff turnover and enhancing communication between programs and families.

With consistently high satisfaction levels, Astor's programs remain committed to actively exploring and implementing new strategies to drive continuous improvement and better meet the needs of those we serve.

# Compliance Report

This fiscal year, compliance staff reviewed 1,418 charts with an overall agency compliance rate of 86%, consistent with previous years. Compliance staff collaborated with program leadership to identify compliance-related strengths, areas for improvement, and solutions to support stronger compliance outcomes. Additional support was provided to lower-performing programs through targeted training and guidance for program leadership.




The compliance team also met to discuss next steps for integrating quality considerations into audit activities, reflecting a continued focus on strengthening oversight and improving outcomes.

**Quality Assessment & Improvement**

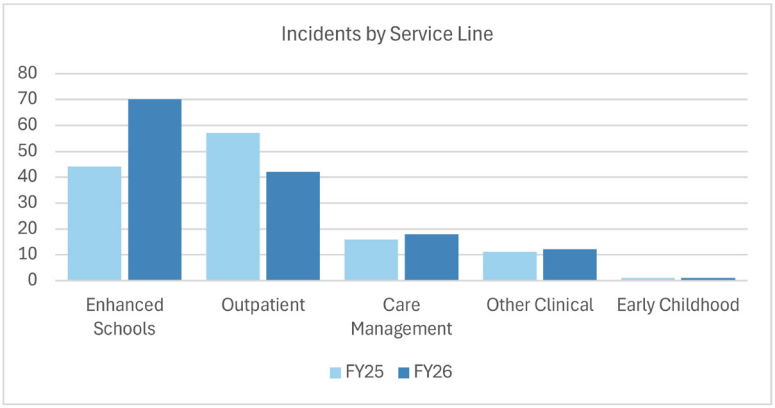
The department made meaningful progress in strengthening HIPAA compliance, improving processes, and updating key documentation. Notable accomplishments included:

- Several team members attended the annual HIPAA Summit, strengthening the department's understanding of regulatory requirements and emerging HIPAA trends. Supporting the agency's commitment to safeguarding sensitive information and maintaining strong privacy practices.




- In preparation for the implementation of a new clinical artificial intelligence (AI) note-taking tool, the team developed an AI consent form to promote transparency and support alignment with emerging ethical and regulatory expectations.
- The protocol for active client record requests was revised to clarify expectations, streamline internal processes, and improve family access to information.
  Fees for records were eliminated to reduce barriers for families, and expectations related to subpoenaed records and staff were more clearly defined.
- The use of verbal consent on HIPAA authorizations was discontinued to better align with federal requirements. Agency staff continue to receive education on HIPAA expectations, and authorization forms are being monitored for validity to help reduce the risk of potential breaches.

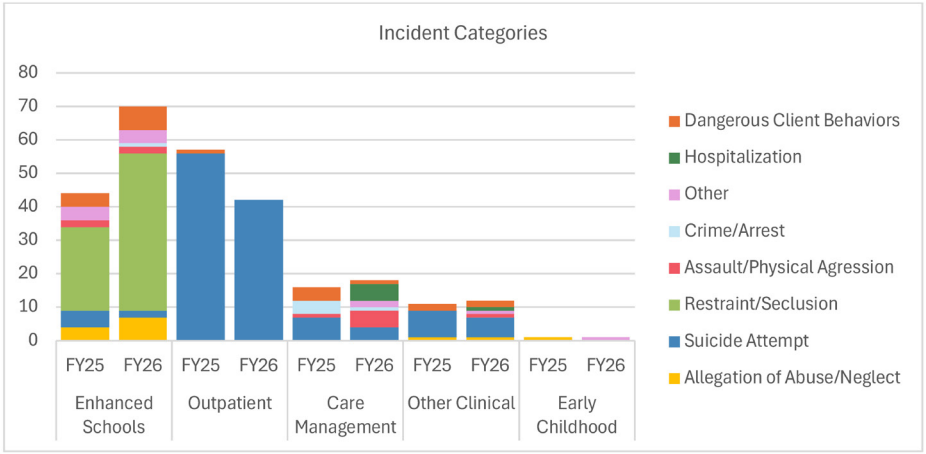
Building on quality review activities initiated in the prior fiscal year, golden thread reviews continued to assess both service quality and related documentation. The reviews identified opportunities to strengthen the regular identification and monitoring of high-risk clients.



## Reportable Incidents

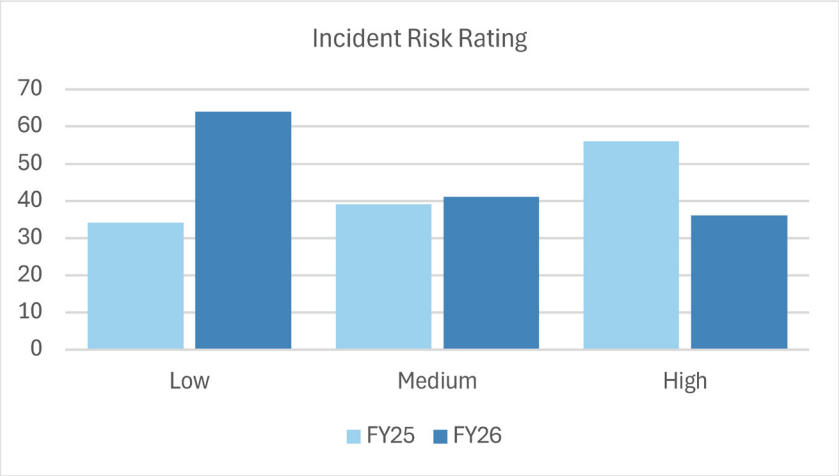


In this fiscal year, 143 incidents were reported, a slight increase from the previous year. The increase can be attributed to an increase in restraints in the Enhanced School programs. Specifically, in the Astor Learning Center (ALC). Seventeen of the incidents in the ALC involved the same client. In contrast, Bronx day treatment programs maintained low restraint numbers for the second consecutive year. Encouragingly, the agency experienced an overall decrease in suicide attempts.






Incidents continue to be categorized using the agency's risk rubric. This fiscal year, low-risk incidents increased, largely due to the rise in restraints, while high-risk incidents decreased as suicide attempts declined.




### Electronic Health Record

The Electronic Health Record (E.H.R.) team advanced several agency-wide initiatives that strengthened system functionality, improved workflows, and supported program growth. Key accomplishments included negotiating a four-year contract renewal that reduced monthly costs, the resulting savings were used to support implementation of the AI note-taking tool in the E.H.R. The team continued to support program expansion and relocations in both the Hudson Valley and the Bronx in addition to expanding the patient portal to streamline intake, consent completion, and client payments.

Oversight of the E.H.R. department is being moved to the Information Technology department starting in the new fiscal year.

### Self-Disclosures

There were no self-disclosures reported to the Office of the Medicaid Inspector General (OMIG) in fiscal year 2026.

### Hotline Calls

Monthly reminders continue to be sent to agency staff regarding reporting channels for compliance and HIPAA concerns. Although no hotline calls were received this fiscal year, concerns were reported directly to compliance leadership.

# Financial Summary: FY2026

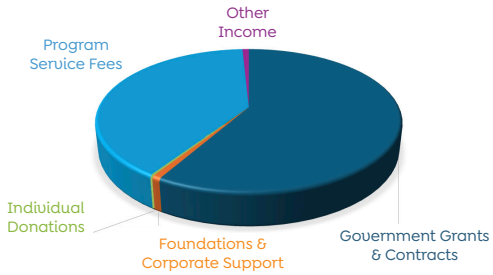
**Your Support, Their Future**

Thanks to the generosity of our donors, partners, and supporters, Astor Services ended FY2026 in a strong financial position. With your help, we were able to expand access to vital behavioral health and special education programs—while operating responsibly and sustainably.

**Revenue Sources**

In FY2026, Astor raised $65 million to support children and families across our communities.

| Source | % of Total |
|---|---|
| Government Grants & Contracts | 61.5% |
| Foundation & Corporate Support | 1.0% |
| Individual Donations | 0.1% |
| Program Service Fees | 35.7% |
| Other Income | 1.7% |

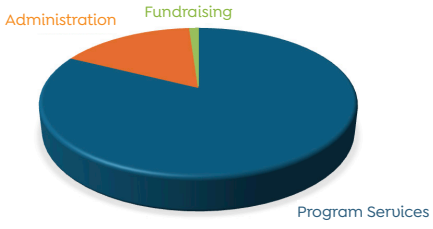



Your contributions—large and small—helped us close critical funding gaps and meet people where they are.

**How We Used Your Support**

We are proud to report that over 81% of every dollar went directly to program services that change lives.

| Expense Category | % of Total |
|---|---|
| Program Services | 81.4% |
| Administration | 17.6% |
| Fundraising | 1.0% |




Your generosity helped fund therapy sessions, classroom support, community outreach, and crisis intervention for thousands of children and families.





**Strong, Responsible Stewardship**

We ended the fiscal year with a surplus of $488,917, a testament to careful planning and sound financial management. This surplus allows us to reinvest in staff, stabilize our programs, and prepare for the changing landscape of healthcare and education funding.

The financial information presented reflects the organization's financial performance for the fiscal year ended June 30, 2026. At the time of publication, our independent financial audit is in its final stages. While we do not anticipate material changes to the financial results presented, these figures remain subject to final audit review and any resulting adjustments.





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# Strengthening Connections Across Our Communities



# Community Outreach

At Astor, community outreach is more than a series of events. It is a commitment to being an engaged and accessible partner in the communities we serve. We believe that accessibility means more than offering services. It means being present, building relationships, and creating opportunities for people to connect directly with our staff, ask questions, and learn about available supports in a welcoming environment. With programs spanning the Bronx and nine counties throughout the Hudson Valley, outreach is a significant undertaking, but one that remains central to our mission.

Throughout the year, Astor staff participated in over 70 community events (52 in the Hudson Valley and 18 in the Bronx), including resource fairs, community celebrations, and tabling events at local schools.

Many programs also hosted Open Houses, welcoming community members to meet leadership and staff, learn about services, and engage in meaningful conversation. These events helped build referral pathways and strengthen community partnerships.

Astor also proudly participated in and supported a variety of community initiatives, including the Out of Darkness Suicide Prevention Walk, Building Bridges, and the Dutchess Children's Mental Health Action Week Family Fun Day. These events foster connection, build awareness of behavioral health needs, and provide an opportunity to share the knowledge, compassion, and expertise of Astor's staff with the broader community.

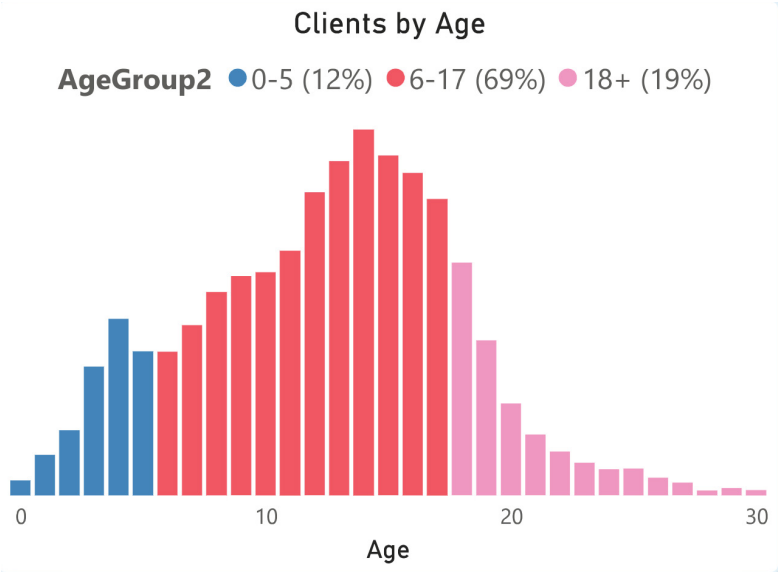
We extend our sincere gratitude to our Astor Ambassadors, whose dedication and willingness to give their time make these outreach efforts possible. Their presence at events throughout the year reflects Astor's commitment to being a trusted and engaged community partner.

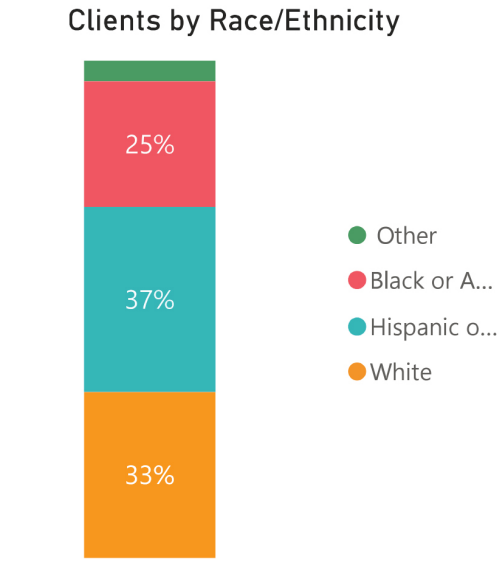
By meeting people where they are, listening to their needs, and building meaningful relationships, Astor continues to strengthen the connections that help children, families, and communities thrive. As we look ahead, we remain committed to expanding our community presence, deepening partnerships, and strengthening our roots throughout the regions we proudly serve.

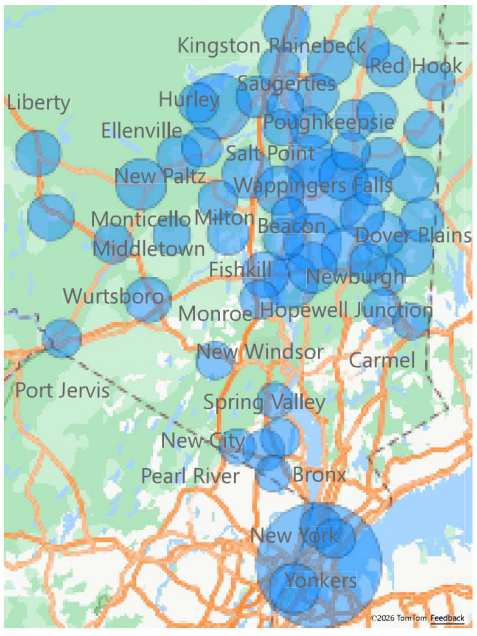
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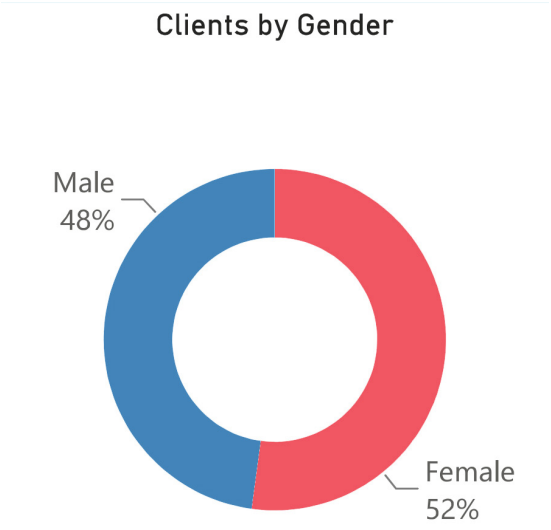
# 9,750
## Clients Served
### 7/1/25–6/30/26




| County | Clients |
|---|---|
| Bronx | 3398 |
| Dutchess | 2242 |
| Ulster | 1077 |
| Sullivan | 236 |
| Orange | 224 |
| Westchester | 138 |
| Rockland | 132 |
| New York | 108 |
| Putnam | 50 |
| Columbia | 48 |
| Greene | 34 |
| Kings | 14 |
| Queens | 14 |



# Leadership

## Our Board & Executive Team

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**Nancy Santiago Vazquez**
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Assistant Executive Director for Care Management/Prevention

**Kimberly Tsoubris**
Assistant Executive Director of Early Childhood Programs

**Leslie Vosburgh**
Executive Assistant to CEO/ Board Secretary



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## Thank you to all those who have supported Astor.

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Nell Hanks
Jackie Harr
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Morgan Stanley Gift
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**N**

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Qualifacts

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Barbara Schoenberg
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