

SCO Family of Services Strategic Plan 2017-2020



Our Plan

SCO’s strategic plan is focused on providing the best care and service. Our clients are at the heart of everything we do and every decision we make. We are with them every step of the way during their journey, helping to open doors to opportunities, gain access to resources, and improve the quality and well-being of their lives. Their success is our success.

Our Commitment

- We are committed to our clients’ success. Our size and scope of programming, coupled with our person-centered philosophy of care, ensures that each client receives the right mix of services.
- We are committed to excellence. We are driven to improve the quality of our services, how we deliver them, and their positive impact on those we serve.
- We are committed to being proactive. We strive to identify potential challenges and implement solutions before they become problems.
- We are committed to fiscally responsible growth to guide our agency into the future. We seek smart growth opportunities to advance our mission and our work.
- We are committed to a culture of change, acceptance, and diversity, and willingly embrace innovation and new ideas.
- We are committed to harnessing the power of technology to improve care delivery, processes, and efficiency.



Our Strategy

Leverage Our Size and Program Mix	<ul style="list-style-type: none">Establish a model of Person-Centered Care that provides a 360 degree view of our clientsDevelop an integrated and coordinated system of careBuild strategic health care partnerships to address the full range of our clients’ primary care and specialty medical needsIdentify service shortfalls and corresponding opportunities to introduce new programs and services that benefit our clients, communities and financial health
Improve Quality, Performance, and Outcomes	<ul style="list-style-type: none">Define and implement targets and measures of optimal performance for all programs that align with regulatory requirements, performance improvement objectives, and our Key Performance Indicators frameworkInvest in Human CapitalDevelop a culturally and racially attuned environment that supports the goals of Anti-Racism and celebrates diversity
Manage Risk	<ul style="list-style-type: none">Identify and mitigate unacceptable levels of risk before they become problemsEnsure that programs, procedures, facilities, and staff meet and exceed standardsMaintain a program of regular reviews, enabled by technology, to implement improvement plans before a risk becomes a problemContinually reassess standards with the goal of raising the bar
Enhance Financial Sustainability	<ul style="list-style-type: none">Pursue smart growth opportunities that are mission aligned, high impact and financially responsibleContinue our transition to a Value Based payment environment and prepare for the growing dominance of Medicaid Managed CareLeverage technology to streamline execution of key business processes

Mission

Our Mission

SCO Family of Services helps New Yorkers build a strong foundation for the future. We get young children off to a good start, launch youth into adulthood, stabilize and strengthen families, and unlock potential for children and adults with special needs. SCO has provided vital human services throughout New York City and Long Island for more than 100 years.

www.sco.org



Extraordinary reach.
Unconditional care.
Life-changing results.

