
*Behavioral health
crisis intervention,
where and when
you need us.*

Our Goal

We strive to provide strengths-based and family-focused crisis solutions where individuals and family are.

Our community-based, culturally sensitive, inclusive model preserves the family system, works to prevent unnecessary hospitalization, and gives hope to clients and families.

Our Approach

In the least intrusive manner, we:

- Maximize the strengths of the individual and family in crisis
- Collaborate with community agencies
- Provide timely and appropriate crisis response
- Work to prevent higher, more restrictive levels of care using natural resources and community-based supports

NORTHERNRIVERS

Founded where the Mohawk and Hudson meet, like the rivers that shaped our region, Northern Rivers Family of Services helps change lives by shaping the future of those we serve throughout the Capital Region and beyond. Northern Rivers is a family of human services agencies that work together and are committed to helping children, adults, and families.

Formed in 2012, Northern Rivers is the parent organization to Northeast Parent & Child Society (founded in 1888 in Schenectady), Parsons Child & Family Center (founded in 1829 in Albany), and Unlimited Potential (founded in Saratoga Springs in 1979). Together we serve more than 16,000 children, adults, and families across 35 counties in New York state who struggle with abuse, neglect, trauma, mental health challenges, educational difficulties, career training and employment, and service navigation through an innovative continuum of home-, clinic-, school-, and community-based vocational rehabilitation, supported employment, and senior-supporting programs that provide person-centered, trauma-informed innovative solutions to ensure clients live their best lives.

With a 1,400-strong workforce and informed by our nearly 200-year heritage, our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

Main Office
60 Academy Road
Albany, NY 12208
518.426.2600

www.northernrivers.org



NORTHERNRIVERS

MOBILE CRISIS SERVICES



*"I will always be
thankful for the people
who made me feel there
was help for my family."*

www.northernrivers.org/mobileservices

Who We Are

Our Mobile Crisis Services teams are comprised of licensed behavioral health practitioners, clinical supervisors, family advocates, peer support specialists, and case managers. In teams of two, staff members are deployed to assist adults, children, adolescents, and their families resolve emotional and behavioral health crisis situations.

We help prevent unnecessary hospitalization and emergency room visits by stabilizing the crisis in the most normalized, least restrictive setting.

Mobile Crisis Services teams function within a continuum of related services throughout the community to build an integrated crisis system that meets the needs of all adults, children, adolescents, and their families.

Available Services

- Consultation and information
- Clinical assessment
- Crisis intervention and stabilization
- Referrals and linkages to ongoing community resources
- Case management follow-up
- Family or peer advocacy and support

How to Get Help in a Crisis

Parents, guardians, or adults should call

518.292.5499

anytime day or night for referrals to Mobile Crisis Services. If our teams are unavailable, you will be prompted to reach out to the nearest emergency responders, including 911 or your local hospital emergency room.

“It is a comfort to know someone will answer my call when needed.”

What to Expect

Our clinicians make telephone assessments and discuss intervention options including:

- Telephone support
- Face-to-face intervention to further assess risk and de-escalate the situation
- Connection to appropriate community resources

In situations involving imminent risk, our clinicians refer callers to appropriate emergency responders.

Service Area

Our Mobile Crisis Services teams respond to adult, child, and adolescent crises in:

- Albany County
(child and adolescent services only)
- Rensselaer County
- Saratoga County
- Schenectady County
- Warren County
- Washington County

We work with individuals and families regardless of insurance, diagnosis, or system involvement.

Please note: The Mobile Crisis team in Albany County handles children and adolescent crises only. For an adult in crisis in Albany County, please contact:

**Albany County Mental Health Center
Mobile Crisis Team
518.549.6500**

“I was genuinely impressed with the rapid response of the Mobile Crisis Team, and found them extremely helpful.”