

## Our Goal

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

Our community-based, culturally sensitive, and 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

*"The team could not have been more supportive and effective. Their follow up was exceptional."*



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) and Parsons Child & Family Center (founded in 1829 in Albany). Our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

Informed by our nearly 200-year heritage, our 1,400-strong workforce provides services for 16,000 children, adults, and families throughout 35 counties throughout upstate New York.

**Main Office**  
**60 Academy Road**  
**Albany, NY 12208**

[www.northernrivers.org](http://www.northernrivers.org)

NORTHERNRIVERS

NORTHEAST PARENT & CHILD SOCIETY  
PARSONS CHILD & FAMILY CENTER

## MOBILE CRISIS RESPONSE SERVICES

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



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

Providing family-focused services since 2007

Northern Rivers Family of Services  
60 Academy Road, Albany, NY 12208  
[www.northernrivers.org/mobileservices](http://www.northernrivers.org/mobileservices)

## Who We Are

Our Mobile Crisis Response 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 Response 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 Response 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

The 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 Response 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 Response Team, and found them extremely helpful."*

