

MOBILE CRISIS SERVICES

**For immediate crisis services
518.292.5499**

Telephone support for children, families, and adults experiencing emotional and/or behavioral crisis and for professionals working with these individuals.

- Assessment of current functioning, symptoms, and sources of stress contributing to crisis.
- Assistance with connecting to ongoing services and supports.
- Determination whether a mobile response is necessary and appropriate.

In-person crisis assessment and intervention for individuals experiencing emotional and/or behavioral crisis anywhere in the community.

- Assessment includes evaluation of current functioning, factors contributing to crisis, access to supports, and risk and safety issues.
- Intervention includes developing strategies for de-escalation, using individual and family strengths and supports, identifying of coping skills and determining whether the individual can maintain safely in the community or requires a higher level of care.
- Facilitating hospitalization with report provided to emergency staff in the hospital. Please note, however, that inpatient admission is always at the discretion of the hospital.

Serving Albany (children only), Rensselaer, Saratoga, Schenectady, Warren, and Washington Counties.

**For general information
518.952.9032**

**Fax number
518.252.6445**

NORTHERNRIVERS

NORTHEAST PARENT & CHILD SOCIETY
PARSONS CHILD & FAMILY CENTER
UNLIMITED POTENTIAL



Mobile Crisis Services

The team you need, wherever you are

DAVID ROSSETTI
Chief Officer
Behavioral Health Services
518.426.2651
David.Rossetti@nrfs.org

JENNIFER ESLICK
Executive Program Director
Crisis Services
518.603.0695
Jennifer.Eslick@nrfs.org

Monday – Friday
8 a.m. – 10 p.m.

Saturday – Sunday
11 a.m. – 7 p.m.

518.292.5499

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

*These services are provided by
Northern Rivers Family of Services
and member agencies.*

Our Mobile Crisis Services teams are comprised of licensed clinical supervisors and clinicians, family advocates, peer support specialists, and case managers. In teams of two, team members are deployed to assist adults, children, adolescents, and their families to 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.

Our Goal

We strive to provide strength-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 child and family system
- 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

Services

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

How to Get Help in a Crisis

Parents, guardians, or other adults should call 518.292.5499 for immediate live crisis support. When our teams are unavailable, you will be prompted to reach out to the nearest emergency responders, including 911, local hospital emergency rooms, or local mental health agencies in your county for support.

What to Expect

Our clinician makes a telephone assessment and discusses interventions 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 will 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

Please note: Northern Rivers' Mobile Crisis Services team in Albany County handles children and adolescent crises only. For an adult in crisis in Albany County, please contact the Albany County Mental Health Center Mobile Crisis Team at 518.549.6500.

What Our Clients Say About Us

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

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

"I was grateful for all the team did for us. They made me feel like there was hope for my family."

"I was genuinely impressed with the rapid response of the Mobile Crisis team, and found them extremely helpful."

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





Short-Term Crisis Stabilization

Help when you need it and a direction for tomorrow

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For more information on our short-term overnight crisis services or to make a referral, please call 518.292.5499.

These services are provided by Northern Rivers Family of Services and member agencies.

Northern Rivers Family of Services offers short-term overnight therapeutic programs for youth ages 5–17 experiencing a period of acute stress, mental health issues, or a psychiatric crisis that requires a 24/7 staff-secured nonhospital setting. These family-centered programs are designed to equip families and youth with a plan for success at home, in school, and in the community.

The Northern Rivers Difference

Our short-term programs are staffed by knowledgeable, caring professionals who specialize in trauma-informed care and are invested in the success of everyone in our care. From the moment treatment begins, we work with each youth, adult, and support system to identify challenges, develop resources and community supports, and build on strengths. We do more than help avert a crisis: We help children, families, and adults build and follow a long-term, client-driven plan for success. We offer a continuum of care providing just the right amount of intervention required.

Healy House

Support for families that includes programming for children ages 5–12. We provide customized supervision, clinical support, nursing care, and tutoring, focusing on helping children stabilize through a consistent, nurturing structure combined with behavior modification. Our primary goal is to stabilize a crisis situation to prevent the unnecessary use of a hospital emergency room or hospital admission.

Services

- Crisis stabilization
- Behavior support
- Case management
- Counseling
- Daily living skills training
- Education support services
- Health services
- Medication management, training, and monitoring
- Overnight room and board accommodations
- Socialization

Benefits

- Immediate stabilization of a situational crisis in a nonhospital setting
- Improved daily functioning at home, in school, and in the community
- For children living with their families, a plan to manage a child's behaviors and emotional needs
- For children in foster care custody, a comprehensive document to offer guidance to services providers
- Assessment for social determinants of health and linkages to needed supports and services

Access

To be admitted to the program, a child needs to meet the following criteria:

- Be between the ages of 5 and 12 at admission
- Demonstrate functional challenges consistent with a DSM-V diagnosis, which can be expected to be resolved with short-term overnight therapeutic intervention
- Experiencing emotional or behavioral problems or experiencing a situational family crisis that cannot be safely managed in the home
- Requires a highly structured, 24/7 therapeutic environment to prevent hospitalization

To make a referral to Healy House, call 518.292.5499.

North Star

This new short-term overnight crisis stabilization program is for youth ages 12–17, which provides support for families and youth. Our primary goal is to stabilize a crisis situation to prevent the unnecessary use of a hospital emergency room or a hospital admission. As a youth's crisis stabilizes, the program develops a plan of care to address underlying difficulties that led to the crisis, including making referrals for needed treatment supports and services for both the youth and the family.

As a part of New York state's Delivery System Reform agenda, North Star was developed to add a community-based crisis stabilization service. Our regional partners (Adirondack Health Institute, Alliance for Better Health, and Better Health for Northeast New York) are funding the first year of operation so that we can begin providing these services while the state completes the approval process for payment. This means that the service is generally available to those youths who are either Medicaid eligible or enrolled. Once in operation, the program will work with private insurance payers to establish access and payment for these services.

Services

- Behavior support and crisis stabilization
- Case management and care coordination
- Comprehensive intake assessment
- Daily living skills training
- Education support services
- Health services
- Individual, group, and family counseling
- Medication management, training, and monitoring
- One to one monitoring for recipients assessed with high risk behavior
- Overnight room and board accommodations
- Socialization

Benefits

- Immediate stabilization of a situational crisis in a nonhospital setting
- Dedicated 5-bed suite in a new state-of-the-art building designed specifically to meet the needs of youth and families dealing with behavioral health challenges
- Comprehensive services, supports, and care management
- Assessment for social determinants of health and linking families to needed supports and services
- A quick, safe return home with a plan and supports for long-term success
- A step down from hospital level of care for a youth who is in stable condition but needs time to access needed home and community-based services

Access

- To be admitted to the program, a child needs to meet the following criteria:
- Be between the ages of 12 and 17 at admission
- Demonstrate functional or mental health challenges consistent with a DSM-V diagnosis, which can be expected to be resolved with short-term overnight therapeutic intervention
- Experiencing emotional or behavioral problems or experiencing a situational family crisis that cannot be safely managed in the home
- Requires a highly structured, 24/7 therapeutic environment to prevent hospitalization

To make a referral to North Star, call 518.292.5499.



Four Winds Hospital Saratoga
30 Crescent Avenue, Saratoga Springs, NY 12866
518-584-3600 or 1-800-888-5448

Child Inpatient Treatment

Four Winds Saratoga is one of the few psychiatric hospitals in New York State that treats children between the ages of 5-10. This unique inpatient unit is housed in a separate cottage, named Catlin, that includes its own [teaching and learning center](#) and recreational area. The Catlin unit is staffed with a professional, multidisciplinary treatment team, under the supervision of a psychiatrist.

Treatment integrates individual, group and family therapies with a full complement of educational, expressive and recreational therapies. Families are actively involved in treatment planning, family therapy and discharge planning. While a broad range of emotional and behavioral difficulties are treated, each child receives an individualized treatment plan based upon his or her needs.

An important part of the treatment on Catlin is “milieu therapy”. Skill building groups with children and staff encourage coping skills and socialization. Reinforcement of a positive self-image, promoting self-care skills, and responsibility and independence are integrated into the daily routine.

For More Information

For more information and a sample schedule, please consult the [Catlin Unit's most frequently asked questions](#). This information can provide a greater understanding of a child's experience on the Catlin Unit.

To Make a Referral to Children Inpatient Services

Please call Clinical Evaluation Services at 518-584-3600 or 1-800-959-1287
Referrals can be made 24 hours/7 days a week

Four Winds Hospital Saratoga
30 Crescent Avenue, Saratoga Springs, NY 12866
518-584-3600 or 1-800-888-5448

Adolescent Inpatient Services

Four Winds Saratoga is one of the leading providers of child and adolescent mental health services in the Northeast. There are two adolescent inpatient units on our campus. The Polaris unit typically serves younger adolescents and the Freshwater unit serves older adolescents. Each home-like cottage is staffed with a professional, multi-disciplinary treatment team, under the supervision of a child and adolescent psychiatrist.

This comprehensive program addresses adolescent psychiatric problems, including: depression, anxiety disorders, substance abuse, suicidal ideation, social isolation, and physical and sexual abuse.

While a broad range of emotional and behavioral difficulties are treated, each patient receives an individualized treatment plan based upon his or her needs. Treatment integrates individual, group and family therapies with a full complement of educational, expressive and recreational therapies.

Adolescents participate in insight-oriented individual therapy, behavioral therapy, and group therapies, as well as a range of expressive therapies. Patients attend skill-building groups where an emphasis is placed on learning positive social skills, conflict resolution and mutual respect.

Working with each child's family or support system is a major focus of treatment. Families are actively involved in treatment planning, family therapy and discharge planning.

For More Information

For more information and a sample schedule, please consult the Adolescent Inpatient Service's most frequently asked questions. This information can provide a greater understanding of an adolescent's experience in the hospital.

To Make a Referral to Adolescent Inpatient Services

Please call Clinical Evaluation Services at 518-584-3600 or 1-800-959-1287

Referrals can be made 24 hours/7 days a week

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Child and Adolescent Outpatient Program

Four Winds Saratoga Psychiatric Services, P.C., provides specialized outpatient services for children and adolescents, up to age 18. Our services begin with a psychiatric evaluation and may also include ongoing medication management and coordination of behavioral health treatment. Each child's family or support system plays a significant role, and is actively involved in the treatment process.

Due to the Coronavirus health crisis, we are taking the health and well being of our patients and staff members very seriously. As a result of state and federal guidelines, all of our providers have transitioned to a Telepsychiatry model. Telepsychiatry uses audio and video equipment to connect you with our staff over a secure, internet connection. During this time where in-person meetings are restricted, our online system allows you to connect to and interact with your provider to receive ongoing care without the need to travel to our office.

The Child and Adolescent Outpatient Department is directed by Brett Nelson, M.D. a board certified child and adolescent psychiatrist. Dr. Nelson is also a medical director for Project TEACH, Region 2, a New York State grant program that works directly with pediatricians and primary care physicians.

Referrals to the outpatient program are made by family members, primary care physicians, mental health therapists, schools and others. The clinical staff, consisting of psychiatric nurse practitioners, are available to take new referrals.

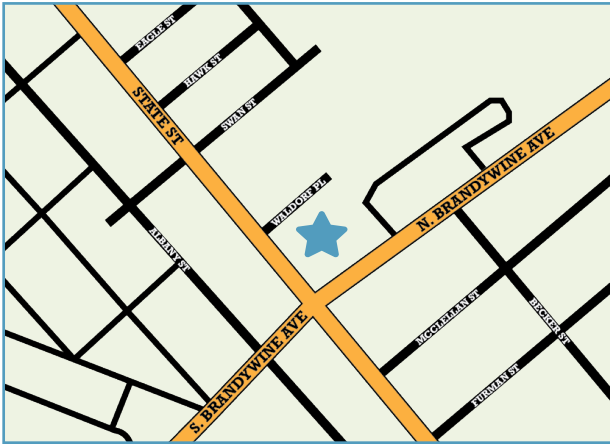
To Make a Referral to Child and Adolescent Outpatient

Please call **518-584-3600, ext. 3153**. Referrals will be addressed during regular business hours of Monday – Friday 8:00 a.m. until 4:00 p.m.

For admission forms & other information please visit:

https://www.fourwindshospital.com/about_four_winds/saratoga/child-adolescent_outpatient_treatment.html

NEW in 2024



THE FAMILY ROOM

A safe, walk-in program to support youth in crisis

Terri and Mark Little Health Center
1023 State Street, Schenectady, NY

Entrance located on Waldoff Pl.

For more information, reach the Family Room at 518.831.8700.

After hours, the Crisis Information and Referral Hotline is available 24/7 at 518.243.4000.



Ellis
MEDICINE

Hours: 10am – 6pm, Monday through Friday

Terri and Mark Little Health Center
1023 State Street, Schenectady, NY

Entrance located on Waldoff Pl.

Stock photos feature models used for illustrative purposes only.

Mental health services are available to help your family during a crisis with anxiety, stress, relationships, and more. These services can provide help quickly if your child is:

- Feeling anxious, depressed, grief, hopelessness and stress.
- Behaving aggressively toward themselves or other people.
- Showing a significant change in mood or behavior.
- Having difficulties with personal relationships, social isolation, difficulty sleeping or substance abuse problems.
- Feeling depressed for an extended period of time.

When help is needed, the Family Room walk-in program offers a safe, comfortable and calming setting for youth ages 10-17 and their families.

WHAT TO EXPECT

Guests will be greeted by a trained mental health professional who will assess the situation for safety and determine the needs of the youth and their family.

The goals are to assure guests that they are in a safe place that allows them to talk freely about their feelings, to determine the cause for the crisis, and to develop coping skills, and engage in activities to decrease their level of distress. Whether it's talking about a problem at school, home or in your personal life, the Family Room team can help guests manage their emotions and stress and connect them with community resources to address the issue, without an emergency room visit.

The Family Room accepts walk-ins and self-referrals. You do not need to be a patient of Ellis. Other agencies may also refer a youth/family to the Family Room if there is an urgent need identified.

Services available and provided according to the immediate needs of each individual who visits include:

- Counseling and supportive therapy
- Crisis intervention
- Peer support
- Referrals to care and community supports
- Assistance in connecting to the referral
- Follow-up services

The Family Room staff include licensed Social Workers, a Care Manager, and a Peer Specialist. Additionally, advising medical professionals from Ellis Medicine will be consulted as needed.

QUESTIONS & ANSWERS

Q: Who can go to the Family Room?

A: Youth ages 10-17 and their families can visit to the Family Room when experiencing a mental health crisis.

Q: How do I know if I need/my child needs to go to the emergency room?

A: The Family Room team will assess the youth upon arrival to determine if an emergency room visit is needed, and, if so, will arrange for transportation.

Q: Do my parents/guardian have to be with me for a Family Room visit?

A: The walk-in program is confidential and does not require a parent/guardian to be present. However, there are certain situations when staff are legally required to contact parents/guardians.

Q: I'm not a patient at Ellis, can I still use the Family Room?

A: YES! The Family Room is open to anyone who is feeling like they are in a mental health crisis.

Q: What if I already have a doctor or therapist but their office isn't open? Can I still visit the Family Room?

A: YES! The Family Room is here to help when your doctor is not.

Q: What if I don't have insurance or the money to pay for the visit?

A: Help will be provided regardless of a guest's ability to pay.

Q: I'm over age 18. Do you have similar services for adults?

A: Yes, the Family Room's companion program is called the Living Room. It's on the same campus at 1023 State St.



The Living Room

CRISIS DIVERSION SERVICES

The Living Room Services

The Living Room provides crisis diversion services to adults experiencing a mental health crisis.

The Living Room is a safe, comfortable place for guests facing mental health crises to seek help as an alternative to the Emergency Department.

The Living Room is run by a Mental Health Clinician, a Care Manager, and a Peer Specialist.

A Day at The Living Room

At The Living Room, guests will meet with a Mental Health Clinician, who will complete assessments and provide supported therapy.

Guests will also meet with a Care Manager to arrange services with mental health and substance abuse treatment, physical health providers, care management services, housing supports, and community resources.

A Peer Specialist will partner with guests to develop coping skills, decrease stress, and overcome barriers to achieve goals.

1023 State St.
Schenectady, NY 12307
(518) 831 – 1523

Hours of Operation:
Monday – Friday

