

# NORTHERN RIVERS

2019 IMPACT REPORT



CHANGE  
*with purpose*



*Dear stakeholders, friends, neighbors, donors, and all other members of the Northern Rivers family:*

In 1829 when a child needed help, the community called on us. In 2019 when a child needs help, the community still calls on us. Some things never change.

But other things do. In 1829 we provided a warm bed, a good meal, and a safe place to grow up. In 2019 we're working to end the stigma around mental health care and help those in our care become healthy, happy, self-sufficient adults. Today the help we provide might be telemental health counseling provided by a professional 100 miles away. It might be a family receiving a host of integrated services to help keep their child safe, all in our new Behavioral Health Care Center. It could be the support a young adult needs to find and keep the first job they've ever had—and it still could be that warm, safe place to live while a child heals and grows.

Northern Rivers Family of Services hasn't just changed with the times. We have led a service delivery revolution to meet the varied, changing, complex needs of children, adults, families, and communities. People still come to us for care, but now we prioritize going out into the community to help, providing services in homes, schools, even the neighborhood coffee shops. We're coordinating care, bundling services, and developing comprehensive treatment plans that don't just treat the symptom; we work to address the reasons people need help in the first place.

In the pages to follow you'll learn about some of the exciting ways our philosophy and practice have evolved, from the conceptualization and building of the Behavioral Health Care Center to the addition of our newest affiliate, Unlimited Potential. In each story, you'll learn a little more about the way we continue to evolve.

And most importantly, you'll understand why: We changed because we believe there's a better way. We believe in change with purpose.

**William T. Gettman, Jr.**  
Chief Executive Officer

**Justin Priddle**  
Chair, Board of Directors

More than  
**18,000**  
children, adults,  
and families  
served

*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. Formed in 2012, Northern Rivers is the parent organization to Parsons Child & Family Center (founded in 1829 in Albany), Northeast Parent & Child Society (founded in 1888 in Schenectady), and our newest affiliate, Unlimited Potential (founded in 1979 in Saratoga Springs). Our quality of care, depth of programs, combined size, and passion for the mission are making an enormous difference in the lives of individuals and society as a whole.

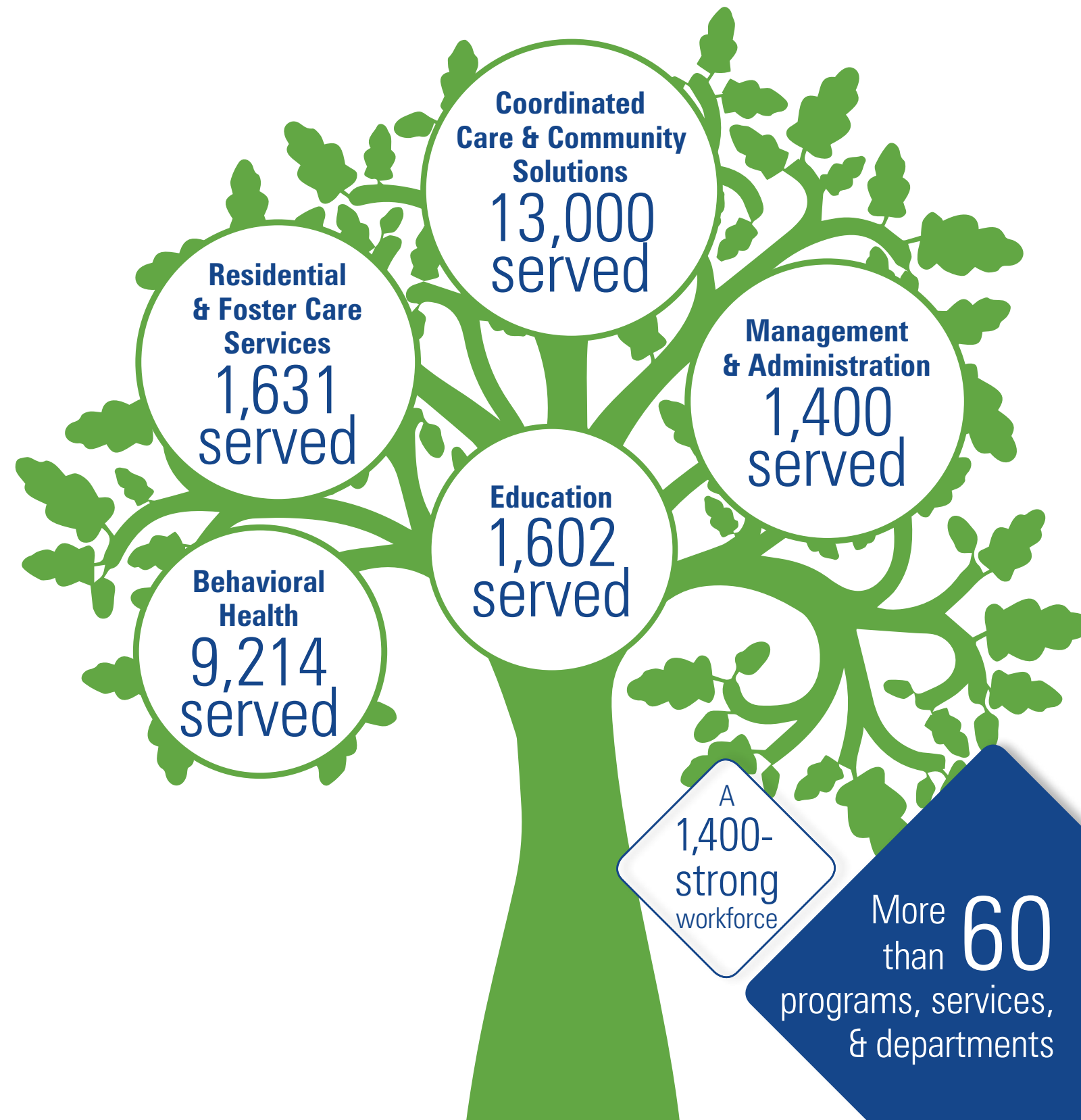
*Board of Directors*

- Justin Priddle**  
Chair
- Rose Miller**  
Vice Chair
- Susan Evans, CPA**  
Treasurer
- John Malone**  
Secretary
- Kimberleigh A. Phelan**  
Chair Emeritus

*Board Members*

- Rose Mary Bailly, Esq.**
- Katharine Briar-Lawson**
- David M. Cost**
- Garrett E. DeGraff\***
- Angela Dixon**
- Stacey L. Hughes\***
- Lee Lounsbury\***
- Robert McMahon**
- Ferdinand Morales**
- Angelicia Morris**
- Janelle Scrivens**
- Michele Sweeney**
- JoAnn Smith**
- Jesse A. Tomczak**
- Ann Wendth\***
- Lisa M. Wickens-Alteri**

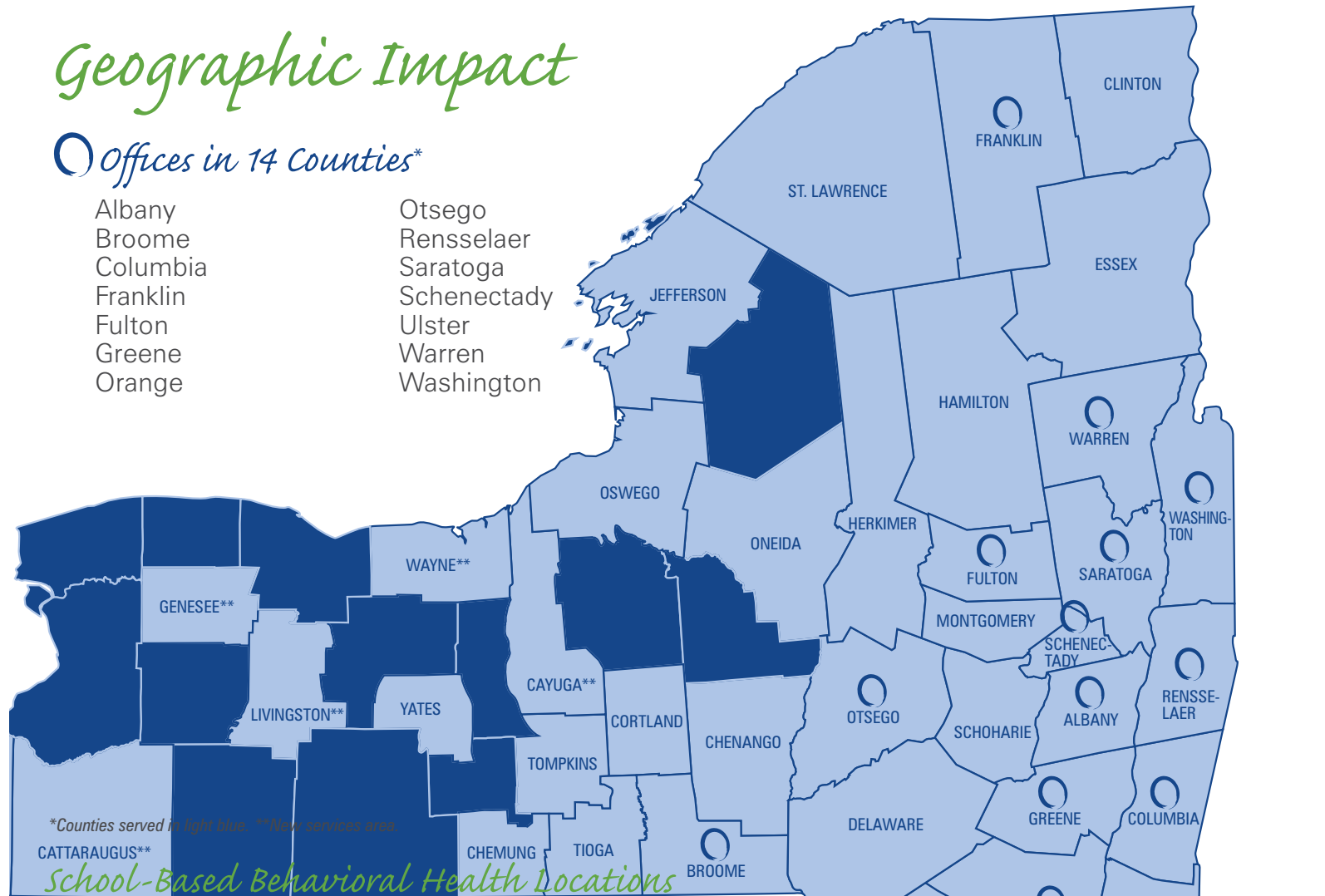
\*Term ended June 30, 2019.



# Geographic Impact

## Offices in 14 Counties\*

- Albany
- Broome
- Columbia
- Franklin
- Fulton
- Greene
- Orange
- Otsego
- Rensselaer
- Saratoga
- Schenectady
- Ulster
- Warren
- Washington



\*Counties served in light blue. \*\*New services area.

## School-Based Behavioral Health Locations

### Albany City School District

- (Tony) Clement Center
- Hackett Middle School
- North Albany Academy/International
- O'Neal Middle School
- (Philip) Schuyler Academy
- Sheridan Preparatory Academy

### Ballston Spa School District

- Ballston Spa Middle School
- Milton Terrace North Elementary School

### Burnt Hills School District

- Burnt Hills–Ballston Lake High
- O'Rourke Middle School

### Cambridge School District

- Cambridge Jr./Sr. High School

### Cohoes City School District

- Cohoes Middle School

### Duanesburg School District

- Duanesburg Jr./Sr. High School

### Guilderland Central School District

- Farnsworth Middle School

### Hadley-Luzerne School District

- Hadley-Luzerne Jr./Sr. High School

### Hartford School District

### Mohonasen School District

- Mohonasen High School

### Niskayuna School District

- Craig Elementary School

### North Colonie School District

- Shaker High School

### Queensbury Union-Free School District

- Queensbury Elementary School

### Saratoga School District

- Geyer Road Elementary School
- Maple Avenue Elementary School
- Saratoga High School

### Schalmont School District

- Schalmont High School

### Schenectady City School District

- Mont Pleasant Middle School
- Pleasant Valley Elementary School

### South Colonie School District

- Roessleville Elementary School

### Stillwater School District

- Stillwater Elementary School

### Warrensburg School District

- Warrensburg Elementary School

Successfully enrolled **1,062** clients in new care management programs

Provided therapy & counseling in more than **39,140** sessions to more than **3,215** children, adults & families, to help them better cope with life's difficult challenges

# Financial Impact

## Financial Report: JULY 1, 2018–JUNE 30, 2019

Presented below is a summary of our organization's financial results subject to final audit. To view the complete audited financial report, visit [northernrivers.org/financialimpact](http://northernrivers.org/financialimpact).

### Operating Report: Revenues



90.43% Public Sources

7.47% Client & Third-Party Fees

1.00% Investments Earnings

1.10% Fundraising

Public Sources .....	\$75,917,934
Client & Third-Party Fees .....	\$6,274,924
Investments Earnings.....	\$837,684
Fundraising.....	\$921,949
<b>Total Operating Revenues..</b>	<b>\$83,952,491</b>

### Operating Report: Expenses



87.90% Services

11.52% Management & General

0.10% Investments

0.48% Fundraising

Services .....	\$71,952,430
Management & General .....	\$9,430,843
Investments.....	\$78,256
Fundraising.....	\$392,187
<b>Total Operating Expenses ...</b>	<b>\$81,853,716</b>

## Statement of Financial Position Fiscal Year Ended June 30, 2019

Cash & Investments.....	\$16,754,872
Accounts Receivable.....	\$19,470,835
Property.....	\$25,379,218
Other.....	\$321,379
<b>Total Assets.....</b>	<b>\$61,926,304</b>

Liabilities .....	\$46,406,872
Net Assets .....	\$15,519,432

**Total Liabilities & Net Assets ..... \$61,926,304**

Served students from more than **40** school districts throughout the Capital Region and beyond

Provided **12,147** behavioral health sessions through 28 offices located directly in schools serving more than 17 school districts in 5 upstate New York counties

## Proud to Partner

The best way to build strength is to work together. When the community needs help, we join forces with some incredible organizations, government partners, and other community stakeholders to provide the right services in the right places at the right time. Here are just a few of the ways we've helped get stronger, together.

Through a partnership with the *Dave Thomas Foundation for Adoption's Wendy's Wonderful Kids* program, Northern Rivers foster parent homefinders are placed full-time in county social services departments in Albany, Columbia, Orange, Rensselaer, Saratoga, and Schenectady counties. These homefinders help find and support family adoptive homes for youth in the foster care system.

Our participation in *NYS Medicaid Delivery System Reform Incentive Payment* (DSRIP) partnerships with the Alliance for Better Health, the Adirondack Health Institute (AHI), and Better Health for Northeast New York (BHNNY) make us a vital part of a new system that helps improve access to and use of primary care, reduce hospital admissions, and make a positive impact on public health.

Otsego County received state grant funding to expand its *System of Care*, which integrates resources from local schools, primary and behavioral health care, government, and community services to provide better outcomes for children and young adults with serious emotional disturbances . . . and came to us to provide program direction and management.

Safely kept **4,410** children in their homes and communities through child welfare services

Mental health services play a huge role in addressing juvenile justice issues. The *Albany County Probation Department* relies on us to provide screenings, consultation, and support for youthful offenders entering the system to ensure their mental health needs are met.

Human services professionals need extensive education and training, which places young professionals under severe financial strain. To help us attract and keep great staff, we partnered with *Hudson Valley Community College* and the *Capital Region Workforce Development Board* to implement Learn Where You Earn. Through this innovative program, our staff earn human services industry credentials, certifications, and degrees. Some classes are held on the Northern Rivers campus, and employees are paid their regular salary during class hours.

We were one of 13 organizations throughout New York chosen by the state to develop and implement intensive residential programming for 16- and 17-year-olds in the criminal justice system. *New Directions*, a program for Teens Going Places, Going Strong, represents a new way to deliver comprehensive residential programming with intensive wraparound and aftercare, based at our Schenectady Residence.

In partnership with Warren and Washington counties, we launched a new *Assertive Community Treatment (ACT)* team based in Queensbury. ACT is an intensive community-based, client-centered program developed to serve adults ages 18 and older who experience a serious and persistent mental illness that makes functioning in the community difficult. The program works with hospitals, mental health facilities, and local law enforcement to help clients work toward successful independence.

Provided a stable home environment for more than **337** children and young adults living in our group homes

JULY 1, 2018 – JUNE 30, 2019 *Community Donors*

**\$200,000+**  
Dave Thomas Foundation for Adoption  
Redlich Horwitz Foundation

**\$100,000+**  
BBL Charitable Foundation  
BBL Construction Services, LLC  
CAP COM Cares Foundation  
CAP COM Federal Credit Union  
Henry M. Butzel Family Foundation, Inc.

**\$50,000+**  
CDPHP  
CDPHP® The Foundation

**\$20,000+**  
American Clothing  
Berkshire Bank  
Berkshire Bank Foundation  
Marnon Realty Inc.  
Morse Hill Foundation, Inc.  
Rose & Kiernan, Inc.  
University at Albany  
The Wright Family Foundation, Inc.

**\$10,000+**  
The Arnold Cogswell Health Fund of  
The Community Foundation for the  
Greater Capital Region  
Charles R. Wood Foundation  
The Community Foundation for the  
Greater Capital Region  
GE Family  
J.M. McDonald Foundation, Inc.  
Milliman  
Pioneer Bank  
Pioneer Bank Foundation  
The Schenectady Foundation  
The Seymour Fox Memorial  
Foundation, Inc.  
United Way of the Greater Capital Region  
William Gundry Broughton  
Charitable Private Foundation, Inc.

**\$5,000+**  
AMG Charitable Gift Foundation  
Ginsberg's Foods Inc.  
Hannay Reels  
Hopmier, Evans, Gage  
National Grid  
NBT Bank  
Pinnacle Human Resources, LLC  
Review Foundation of  
The Community Foundation for the  
Greater Capital Region

Southwest Airlines®  
Ticket to Dream Foundation

**\$2,500+**  
530 Franklin, LLC  
Albany College of Pharmacy &  
Health Sciences  
Bennett Contracting  
The Bonadio Group  
Capital Region Toys for Tots  
Christian Brothers Academy of Albany  
Christmas Pajama Promise  
County Waste & Recycling  
Dixon Schwabl  
Facebook Fundraisers  
IBM Corporation  
KeyBank  
Massry Realty Partners/Tri City Rentals  
MAXIMUS® Foundation  
Morgan Stanley  
NYSEG  
Pepsi Cola Albany Bottling Co.  
Q.U.I.L.T.S. of Schenectady  
Robert Half Finance & Accounting  
Stewart's Holiday Match  
Stewart's Shops

**\$1,000+**  
American Mobile Dental  
Barclay Damon LLP  
Beachbody – Albany Market  
Beacon Health Options  
CBRE – Albany  
Cullen and Dykman LLP  
Eastern Heating & Cooling Inc.  
First National Bank of Scotia  
Hill & Markes, Inc.  
Hudson Valley Community College  
Janitronics  
Jersen Construction Group  
M&T Bank  
Martin, Harding & Mazzotti, LLP  
Metabolic  
Miller Printing and Litho, Inc.  
New York Business  
Development Corporation  
NYS Department of Tax and Finance  
O'Connell and Aronowitz, P.C.  
The Peter G. Young Foundation  
Renaissance Corporation of Albany  
Rueckert Advertising &  
Public Relations Inc.

Sage College of Albany  
Schenectady High School  
National Honor Society  
Springhurst Holding, LLC  
Strategic Solutions  
Management Consultants, Inc.  
Target Corporation  
Tree Paad Fun Center  
United HealthCare Services, Inc.  
Usherwood Office Technology  
WCGS Architects  
WTravis Associates LLC

**\$500+**  
3N Document Destruction, Inc.  
Aflac New York  
Albany Fire Extinguisher Sales &  
Service, Inc.  
Apple Crossgates  
Architectural Glass & Metal, Inc.  
B. Nur Cheyenne Memorial Fund of  
The Community Foundation for the  
Greater Capital Region  
Capital District Transportation Committee  
Cartwheels Gymnastics Center  
Crossfit Beyond  
Excel Systems Inc.  
Fredericka V. Slingerland  
Family Foundation  
Hoosick Valley Contractors, Inc.  
JetBlue Albany  
Konica Minolta Business Solutions  
MacFawn Enterprises, Inc.  
Marvin and Company, PC  
Niskayuna Reformed Church  
Prime Services, Inc.  
Redemption Church Schenectady  
RedShift Recruiting LLC  
Rensselaer Polytechnic Institute  
Richard Tenenini Fund for Mental Health  
Recovery of The Community Foundation  
for the Greater Capital Region  
The Sagamore Resort  
Schenectady Baseball Club, Inc.  
Schenectady Seventh Day  
Adventist Church  
School Systems Federal Credit Union  
SEFCU  
Siena College  
Sterling Consulting Solutions  
Whiteman Chevrolet

**\$250+**  
Allie's Angels  
Bechtel Plant Machinery, Inc.  
Better Health for Northeast New York, Inc.  
Bryant Asset Management, Inc.  
The Capital Team at eXp Realty  
Cobblestone Church  
CSArch  
CT Male Associates, PC  
Four Winds Saratoga  
Hallam Associates, Inc.  
Healthcare Information Xchange of  
New York, Inc.  
Hugh Johnson Advisors  
J & S Bookstein Foundation  
James & Sons Tabacconists  
Joseph P. Mangione, Inc.  
Kyle's Bounce Rental  
Lapinski Dental  
New England Systems & Software  
Nixon Peabody, LLP  
Northeast Health Foundations  
NY Knockout  
NYS Office of Temporary &  
Disability Assistance  
NYS Teachers Retirement System  
Open Door Bookstore & Gift Gallery  
The Pajama Program  
Policy Research Associates, Inc.  
Prestige Services, Inc.  
The Reis Group  
Rensselaer County Regional  
Chamber of Commerce  
Repeat Business Systems, Inc.  
The Residences at Vista Square  
St. Mary's Hospital  
St. John the Evangelist Church  
Stiletto Salon  
Sycaway Creamery, Inc.  
TD Bank  
Truist  
Unitarian Universalist  
Society of Schenectady  
Upstate Cakes for Kids  
Village of Colonie  
XOS  
Yoga Body Shop



## AXA Takes Action

We love when any volunteer group takes a day to make a real, hands-on difference for our youth. The team at AXA Advisors went so far above and beyond just rolling up their sleeves that it's hard for us to capture the depth of their caring.

When our friends at AXA heard that the playground at our Children's Shelter needed help, they attacked the project from all sides. They secured a \$1,500 donation from the AXA Foundation to cover supplies, and then came out 29-strong to spend a day revitalizing the grounds. But that's not all.

They passed the hat among themselves and raised ANOTHER \$1,020 to purchase two new picnic tables (from our affiliate Unlimited Potential!), outdoor play equipment and storage, and pillows and blankets for some very special young kids.

AXA Advisors made a world of difference, and we're honored to be able to call them our friends.

*View our full list of donors  
at [northernrivers.org/donors](http://northernrivers.org/donors)*

### Foundation Support

+ \$784,590 secured  
+ 22 Foundations

+

### Donor Support

+ \$623,502 donated  
+ 745 donors, 253 new

+

### In-Kind Support

+ \$300,000 estimated value  
+ More than 1,000 donations

+

### Volunteer & Intern Support

+ \$822,616 value + 27,257 hours  
+ Nearly 727 volunteers & interns

=

**Total  
Community Impact**  
**\$2,530,708**



### July 2018 Golf Tournament and Summer Celebration

The only thing that might be better than a sunny day on the course is a party on a warm summer evening! At left, our own Janet Maszden, part of the team at our school in Schenectady, tees off on the back nine at Saratoga National Golf Course. Special thanks to Major Sponsor CBRE, Summer Celebration Presenting Sponsor KeyBank, American Clothing Recycling Corporation, and Berkshire Bank.

### March 2019 Trivia Challenge

Not only did team Bright Ideas from Schenectady Hardware & Electric have a clever name; they were the victors at our annual Trivia Challenge at Revolution Hall in Troy. Genius Sponsor Pioneer Bank and Scholar Sponsors Barclay Damon and Jersen Construction Group helped make it possible.



### 2019 Champions for Children the Capital Region

We stood up and cheered for Mohawk Honda, the Albany Police Athletic League, and WNYT NewsChannel 13 for their work to support our region's children at the Renaissance Hotel in Albany, with support from Champion Sponsors BBL and Ginsberg's Foods, and Major Sponsors Berkshire Bank, NBT Bank, and Tri-City Rentals.



Educated more than **78** children at the Neil Hellman Preschool, which provides early learning to children who will enter the Albany and Schenectady county school systems

Served **144** children ages 0-3 in Early Head Start, preparing them for success in school, with children moving on at age 3 to other programs like Head Start or preschool

## Things Are Looking UP at Northern Rivers

We formed Northern Rivers in 2012 to ensure that the community would receive needed services in a rapidly evolving environment. That environment includes an incredible array of great organizations that provide services that complement our own. One such organization is Unlimited Potential in Saratoga Springs.

Unlimited Potential was founded in 1979 to help adults in recovery from mental illness find and keep meaningful jobs. Over the years, they evolved and added programming, including a fulfillment operation that provides packing, shipping, and mailing services to local companies, and a woodshop that crafts custom products like picnic tables and packing crates. In addition to providing employment for clients, these programs create revenue to support programming.

Unlimited Potential provides services that we haven't had the capacity to provide and that can benefit our clients. More than a year ago, we began exploring ways to work more closely with Unlimited Potential to help build our capacity and strength. We soon realized that both Northern Rivers and Unlimited Potential would benefit from evolving together, and after an extensive process, we made it official on July 1, 2019.

That day, Unlimited Potential joined Northeast Parent & Child Society and Parsons Child & Family Center as an affiliate of Northern Rivers Family of Services. We're already seeing increasing opportunities for all our clients, and the future is even brighter. If you're interested in learning more about Unlimited Potential woodshop products like the picnic tables located throughout the Saratoga Race Course, look for the informational brochure included in this report.

This affiliation marks a big change, with an important purpose—providing more and better services to communities in need. And the potential for things to get even better is unlimited!

Educated **285** students in Northern Rivers schools, leading to an impressive graduation rate of **93** percent



## TJ Speaks Out

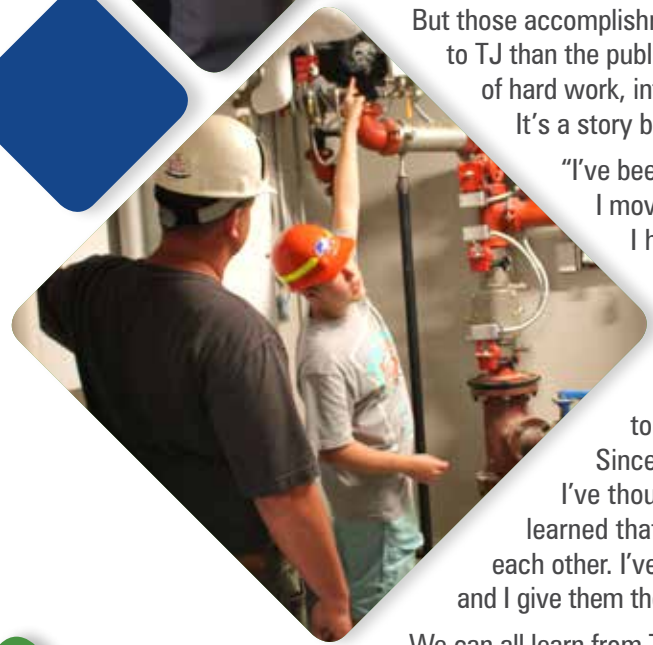
To the casual observer, it looks like TJ has had a big year. He served as a Youth Ambassador for our Behavioral Health Care Center project working with the construction team to convey information to staff and his fellow residents. He won a foster care youth of the year award from the local Rotary Club. And he was selected to present at a NYS Office of Children and Family Services event about his experiences in care.

But those accomplishments don't tell his whole story. There's a lot more to TJ than the public highlights and his work as a facilitator. TJ's is a story of hard work, introspection, struggle, and triumph—on his terms. It's a story best told in his own words.

"I've been in the system for nine years, across two states. I moved from place to place, and it wasn't always pleasant. I had a lot of anger, and I have made a lot of mistakes. At one time, my sibling was adopted into a foster home. I could have had the same life, but I couldn't control my anger. It cost me so much.

"But I've learned that there's always someone to love you, always someone who'll be there for you. Since I've been here, I've become a totally different person. I've thought about the things that have happened to me and learned that my anger just continues the cycle of people hurting each other. I've made the choice to stop. I respect people, I listen, and I give them their space. And I give myself space too."

We can all learn from TJ. We just have to listen when he speaks out.



## Not Just Horsing Around

There's something special about the bond that can form between people and animals. It brings out the best in everyone. For the past three summers, some of our youth have participated in an equine therapy camp at Grace Reins Farm in Nassau, N.Y., run by Greenstone Experiential Services. Participants like Russell learn valuable lessons about healthy relationships, stress reduction, confidence, and problem-solving, and they finish the camp with new perspectives on themselves and their places in the world.



## Finding Peace

We're always looking for new ways to help our youth work through challenges and find success. Physical education teacher Jodi Fowler is a strong believer in the value of yoga to help both physically and mentally, and over the past year her classes have been growing more and more popular.

"Yoga, taught through a trauma-informed lens, helps kids harness the power they have within," she says. "It teaches them mindfulness, lets them safely explore new things, and teaches them that, 'yes, I do have a choice.'" Gabe, a new yoga convert, agrees. "At first I didn't want to try it, but it really helps me calm down and relax."



## Lights, Camera, Future

Creative expression is an invaluable outlet for our youth, and we encourage everyone to pursue art, music, drama, and anything else that lets them follow their passion. To help nurture some budding amateur filmmakers, we invited Youth FX to host its 5-Hour Film Program for our community-based youth.

In the course of an afternoon and with the support and expertise of Youth FX filmmakers, our teams wrote, filmed, scored, edited, and screened short films. They drew from personal experiences to explore themes like fear, alienation, loneliness, and strength, and the finished products were incredible. Said one junior screenwriter and actress, "It's so cool to see something we did up on screen, and to see that people get it and like it."

## Stepping Up

It can happen out of nowhere—suddenly a group of teenagers is standing still in front of you, the music hits, and they break out into a precisely choreographed routine. You could almost say it feels like an invasion, and you'd be right. It's the Invasion Squad dance team!

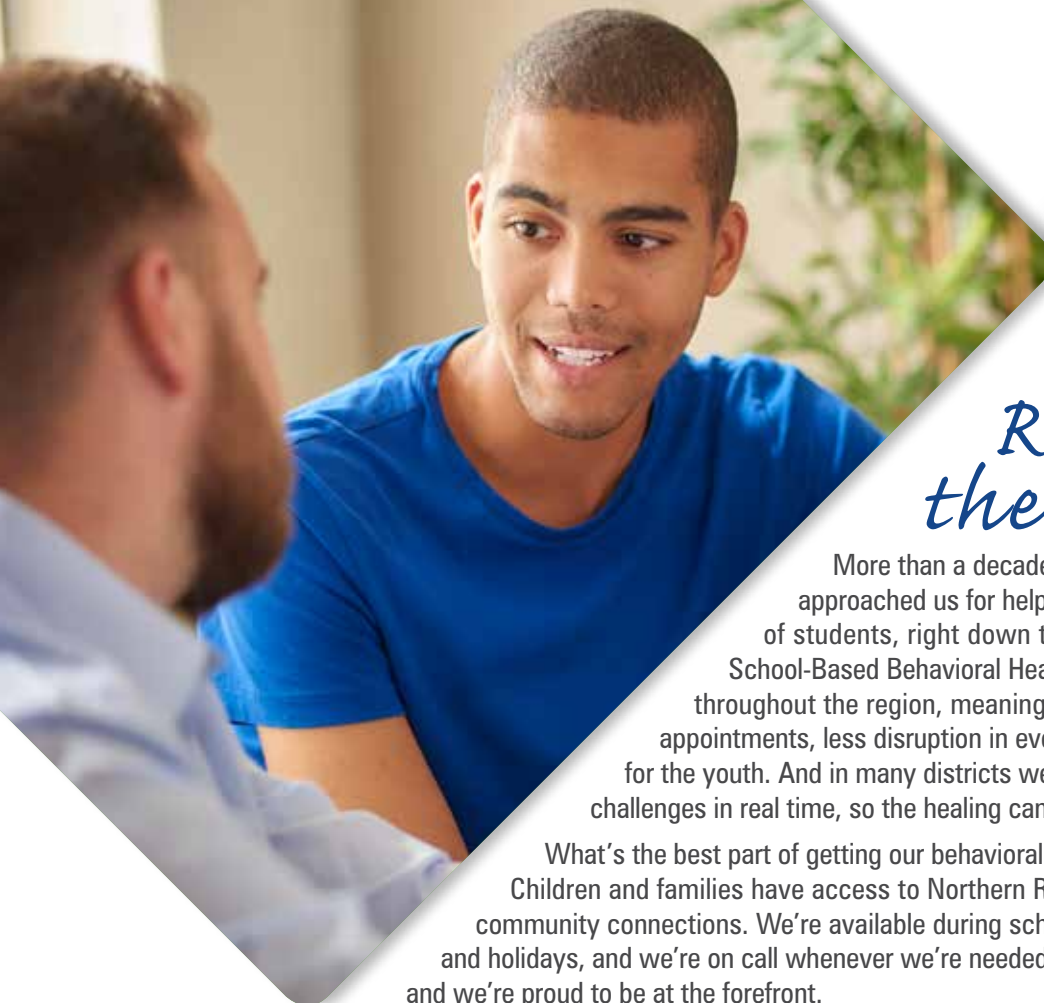
Led by Recreation Therapist Deniesha Martin, the Invasion Squad performs at school events, agency functions, and external events. Through dance, our youth develop skills, build trust in themselves and each other, and develop a culture of positivity that helps each member be their best self. "Dancing helps me regulate my mental health, and helps me overcome my fears," says team member Audrie. Fellow team member Imani concurs, "Dancing involves a lot of patience and practice—things that help all of us better our future." So next time you're somewhere and hear the beat drop, look out for the Invasion!

49 Helped individuals coping with early-onset psychosis work toward achieving educational, work, relationship, and life goals

Responded to more than 3,453 emergency intervention calls for children and adults in crisis, calming situations and saving lives

More than 135 youth volunteered in excess of 1,350 hours in the community





## Right down the hall...

More than a decade ago, one city school district approached us for help in meeting the behavioral health needs of students, right down the hall from their classes. Today our School-Based Behavioral Health services are available in districts throughout the region, meaning there's no time wasted driving to appointments, less disruption in everyone's schedules, and less stigma for the youth. And in many districts we're able to address crises and challenges in real time, so the healing can begin right away.

What's the best part of getting our behavioral health services right in a school? Children and families have access to Northern Rivers' entire network of support and community connections. We're available during school and summer vacations, weekends, and holidays, and we're on call whenever we're needed. This is the future of behavioral health, and we're proud to be at the forefront.

## Educating Ourselves and Our Community

Advances in human services practice happen every day, so it's vitally important that human services professionals never stop learning. That's what makes the Sidney Albert Training and Research Institute (SATRI) such a valuable asset, both for our workforce and for the entire community.

The SATRI team fills two distinct roles: They support the professional development and education needs of Northern Rivers employees, and they generate revenue for the organization by providing industry-leading training to industry professionals, educators, businesses, other nonprofits, and colleges throughout New York state.

This year, SATRI designed and implemented a project for comprehensive implementation of a state-of-the-art trauma-informed care model for our residential and educational programs, including ongoing training and consultation. They've also developed new monitoring and tracking procedures to ensure compliance with regulatory bodies and have introduced 15 new clinical course offerings to help our professionals enhance their knowledge and skills.

On the external side, SATRI completed a full transformation of coursework to complement the statewide transition of children's Medicaid services to the new managed care model. They've created and implemented 10 new statewide trainings for mental health and child welfare professionals, continue to work with the CANS Institute of New York state and the SUNY Professional Development Program, and continue to see growth even though previously mandated trainings have become elective. In a landscape that's constantly changing, SATRI continues to anticipate and prepare our sector for the future.

Assisted **283** foster families in helping more than 366 children and young adults rebuild their lives

Facilitated adoptions of **36** foster children by their foster families, providing them with permanent homes

## The Future

By the time you read this, Northern Rivers Family of Services will be different. We make positive, purposeful changes every day because we're responsive to the needs of our community and we use what we've learned each day to continually improve.

Our new Behavioral Health Care Center will continue to change the way families interact with the behavioral health system, and each family to come through our doors will inform our practice to help the next family. And right next door, our new Residential Treatment Center will incorporate all the things we learned during the last construction project to give residents an even better residential experience.

When this was written, we had more than 30 School-Based Behavioral Health offices providing counseling and support in schools from Albany to Warrensburg and beyond. By the time you read this, we'll be in even more locations because meeting needs in the community, right where the need is, is our future.

With innovations like the introduction of telemental health, which securely links providers with clients wherever they are; our new short-term crisis stabilization program, designed to help youth address immediate needs and get back home to family, safely; and our ever-expanding care management program, which helps families understand and capitalize on a complex system of care, Northern Rivers Family of Services continues to evolve because our community needs us.

So we'll be a different organization, a better organization, each day. But no matter how much we change, we'll always be here, for you and the people who need us most.



Provided a stable home environment for more than **337** children and young adults living in our group homes



# NORTHERN RIVERS

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

60 Academy Road | Albany, NY 12208  
518.426.2600 | [www.northernrivers.org](http://www.northernrivers.org)

Non Profit Org  
US Postage  
**PAID**  
Albany, NY  
Permit # 918