



# Crisis Response Services

*The right services, at the right time, in the right way*

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Northern Rivers offers a continuum of crisis services that helps children, families, and adults safely address critical mental health needs while preventing unnecessary emergency room visits and hospitalizations. Our crisis programs, administered by Parsons Child & Family Center with mobile services over a 6-county area (5 counties serving children) and facilities in Albany, are licensed by the NYS Office of Mental Health and use multidisciplinary teams to provide immediate, targeted, critical services to mitigate crises and help clients develop plans for long-term success.

## The Northern Rivers Difference

Our crisis services programs are all 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 upon 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, providing just the right amount of intervention required.

## Assertive Community Treatment

Assertive Community Treatment (ACT) is an intensive and highly integrated approach for community mental health service delivery serving adults whose symptoms of mental illness lead to serious functioning difficulties in several major areas of life, often including work, social relationships, residential independence, money management, and physical health and wellness. The ACT team is on call 24/7/365 to help with crises. We support recovery through an individualized, stigma-free approach that gives clients the tools to manage their recovery and set and reach meaningful goals.

## Home-Based Crisis Intervention

Home-Based Crisis Intervention (HBCI) is an intensive 4- to 6-week in-home service available to families in Saratoga, Warren, and Washington counties. HBCI therapists are on call 24/7 to help families manage crisis and provide support. The program is committed to strengthening relationships while empowering and educating children and families to enhance problem-solving skills. The goal of the program is to maintain healthy family functioning in a safe environment.

## Mobile Crisis Teams

Our multidisciplinary rapid-response teams are dispatched to homes, schools, and community locations to aid children and adults experiencing behavioral health crises over a 6-county area (the children's team serves 5 counties). Our goal is to safely divert clients from emergency room visits or hospital placements and to help connect clients to community resources to chart a course to future success.

**NORTHERN  
RIVERS**

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

## Short-Term Crisis Stabilization

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 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.

**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.

**North Star:** Support for families that includes programming for youth ages 12–17. 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.

