

Service Area

Home-Based Crisis Intervention services are available for families in Albany, Schenectady, Saratoga, Warren, and Washington counties.

How to Access Services

For more information, contact
Melissa Brennan at 518.917.2102 or
Melissa.Brennan@northernrivers.org.

Referrals are accepted Monday through
Friday, 8:30 a.m.–4:30 p.m.

“Working with HBCI allowed our family to heal and work through a difficult time. We were able to speak openly about our emotions and hold each other accountable for the family rules that we created. Meeting both as a family, and individually, to discuss parenting strategies and self-care, helped our family to get back on track and move forward.”

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 services, 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
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www.northernrivers.org

NORTHERNRIVERS

Life changing care since 1829

HOME-BASED CRISIS INTERVENTION



safe at home

Is your child ...

- Struggling with problem-solving skills?
- Handling strong emotions in an unsafe way?
- At risk of out-of-home placement or hospitalization?

**If you answered yes to these or similar questions:
Home-Based Crisis Intervention may be the answer.**

What is Home-Based Crisis Intervention?

Home-Based Crisis Intervention (HBCI) is an intensive 4- to 6-week in-home mental health program for families with children experiencing behavioral health crises that place themselves or others at risk. Once engaged, HBCI therapists are on call 24 hours a day, 7 days a week, to help families manage crisis and provide support.

How does it work?

HBCI services are provided using Home-builder, an in-home crisis intervention family and community model. Each week, HBCI mental health professionals make 2 or more community visits over a 4-week period to provide family therapy and support for the youth. Families maintain already established therapists and psychiatrists, and there is no cost or insurance billing for this service.

What services are offered?

The HBCI team works with families to develop parenting skills, build stronger family relationships, resolve conflicts, find peaceful solutions, enhance safety planning, and develop individual and family goals.

Fast access to services and rapid response to crises help children and families address challenges and find success and safety.

"I had lost all hope and had exhausted every resource I could find. My daughter's behavior had become explosive and defiant. With the support of HBCI and the amazing counselor we were paired with, my daughter has turned things around."

Our Behavioral Health Centers, located in Albany, Schenectady, and Malta, provide NYS Office of Mental Health–licensed outpatient mental health treatment services to children, adults, and families who need help managing emotional and behavioral challenges.

Additional Services

Mobile Crisis Services

Our Mobile Crisis Services teams provide rapid-response, community-based mental health crisis services to children and adults in need in Albany (child and adolescent services only), Rensselaer, Saratoga, Schenectady, Warren, and Washington counties. Teams are comprised of licensed clinical supervisors and clinicians, family advocates, peer support specialists, and case managers.

Call **518.292.5499** for immediate crisis support.

OnTrackNY

The OnTrackNY team provides support to young people age 16–30 from throughout the area who have recently begun experiencing symptoms of psychosis to help them achieve their educational and/or employment goals, maintain healthy relationships, and improve life satisfaction.

Call **518.292.5451** for information.

School-Based Behavioral Health

School-Based Behavioral Health services places a Northern Rivers–staffed and –operated, NYS Office of Mental Health–licensed mental health clinic inside schools throughout the region, allowing easier access to services.

Services are offered in more than 20 local school districts, with new districts added frequently. For a current list, visit www.northernrivers.org/sbbh-locations.

Call **518.426.2687** for information.