



# Mobile Crisis Services

*The team you need, wherever you are*

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**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."

