

Referrals for Peer Support Services can be self-made or by a therapist, physician, or care manager. Unlimited Potential's Community Specialist assist individuals with developing a specific goal plan to meet their needs and complement their already established treatment plan. Anyone who resides in Saratoga County is eligible to receive Peer Support Services.

Additionally, anyone may use the Warm Line regardless of receiving specific peer support services.

Individuals Anyone interested in becoming a Warm Line volunteer should contact:

Tracy is available during normal office hours:

Monday – Friday
8:00 a.m.–4:00 p.m.



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 vocational rehabilitative, 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
60 Academy Road
Albany, NY 12208
518.426.2600

www.northernrivers.org

NORTHERNRIVERS

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

PEER SUPPORT SERVICES



Unlimited Potential
Vocational Rehabilitation Center
36 Cady Hill Blvd., P.O. Box 4656
Saratoga Springs, NY 12866
518.587.2851

www.northernrivers.org/UP

Peer Support Services

Peer Support Services emphasizes independence and self-reliance and help individuals develop the skills needed to function in the community outside the mental health system.

We offer assistance with:

- Scheduling and organizing appointments
- Medical and legal advocacy
- Assistance with budgeting
- Medication management
- Connect to and navigating through available community resources
- General support and mediation for conflict resolution



Warm Line

518.581.9809

The Warm Line, a service offered by Peer Support Services, is a safe place for clients to reach out to peers to discuss nonemergency situations.

For questions regarding medications, if one is dealing with suicidal thoughts, or for any other mental health emergencies, individuals should call 911 or the Saratoga County Mental Health Clinic on-call number. Any Transitional Services Association clients should call their appropriate on-call number.

WARM LINE HOURS

Tuesday, Wednesday, and Thursday
4:00 p.m.–7:00 p.m.
Friday and Saturday
7:00 p.m.–9:00 p.m.

Tracy McIntyre, Community Specialist,
is available during normal office hours:
Monday – Friday
8:00 a.m.–4:00 p.m.

Anyone interested in becoming a Warm Line volunteer should contact:

Tracy McIntyre, Community Specialist
Phone, 518.587.2851
Warm Line, 518.581.9809
Tracy.McIntyre@northernrivers.org

Individuals interested in receiving Peer Support Services should contact:

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Community Specialist
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Warm Line, 518.581.9809
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Find out more about these and other offerings by calling our offices at 518.587.2851 or visiting our website, www.northernrivers.org/UP.