

## OUR SERVICES

Providing life-changing care since 1829

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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. Comprised of parent company Northern Rivers and member agencies Northeast Parent & Child Society and Parsons Child & Family Center, we are a family of human service agencies who work together and are committed to helping children, adults, and families. Our quality of care, depth of programs, combined size, and passion for the mission make us a leading provider. Informed by our nearly 200-year heritage, our 1,400-strong workforce provides services for 18,000 children, adults, and families throughout 41 counties in upstate New York.

### Challenges Our Children Face

The children in our care face challenges in four main risk factors: trauma, developmental disabilities, mental health, and juvenile justice. Adverse childhood experiences (ACEs) have been shown to increase risks for disease, disability, and early mortality; 97 percent of the children in our care have suffered at least one ACE; 80 percent have experienced four or more.

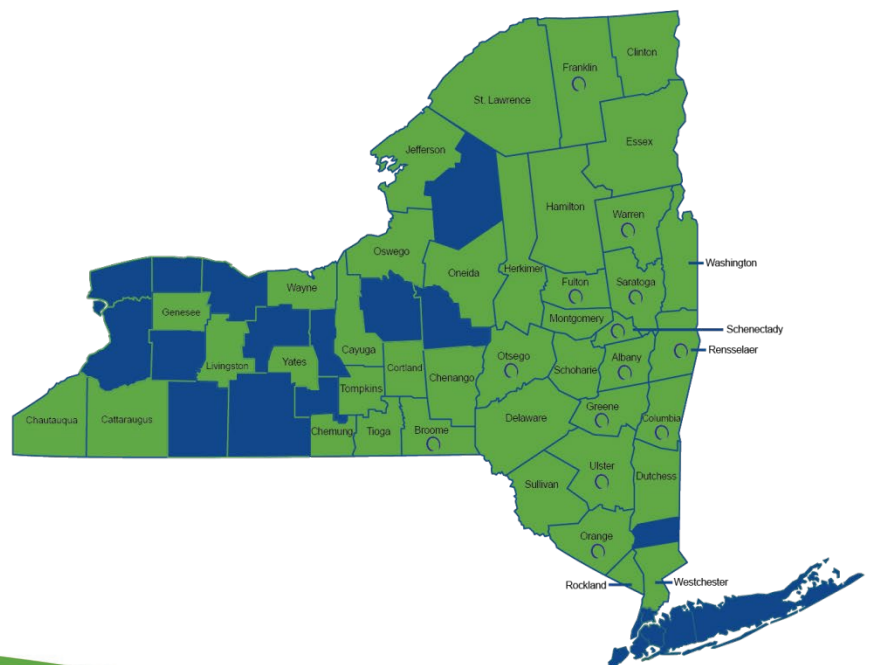
ACEs include sexual abuse, physical abuse, emotional abuse/neglect, medical trauma, domestic violence, parental incarceration, criminal activity in the home, disruption in caregiving, and abuse due to sexual orientation/gender expression. Many of these issues repeat generation after generation—parents who have experienced ACEs in their youth have a much higher tendency to expose their own children to ACEs.

In fact, nearly 65 percent of caregivers have experienced at least one of the following traumatic events: sexual abuse, physical abuse, medical trauma, natural disasters, family violence, criminal acts, neglect, or attachment losses. Almost half of caregivers have experienced two or more.

Our challenge is to help those in our care develop resilience by understanding their challenges, creating environments where they feel physically and emotionally safe, and helping them develop supports and connections in the community.

## Northern Rivers Family of Services *Service Area Map*

- Counties served
- Office locations





## BEHAVIORAL HEALTH SERVICES

A community-based system of social work and psychiatric service designed to support the diverse range of behavioral health needs for children, adults, and families, while providing opportunities for awareness, growth, empowerment, and healing.

### Services Provided

- Assertive Community Treatment
- Behavioral health counseling
- Home-based crisis intervention
- Mobile crisis
- OnTrackNY
- School-based behavioral health



## EDUCATIONAL SERVICES

Educational, career development, and clinical services for children and young adults with special needs related to social-emotional functioning, academics, and life planning that ensures sustainability and future student success.

### Educational Facilities

Northern Rivers has two diploma-granting special ed (853) facilities:

- **Neil Hellman School**, serving grades K–12  
60 Academy Road, Albany
- **The School at Northeast**, serving grades 6–12  
1821 Hamburg Street, Schenectady

And a center for infants and toddlers:

- **Early Learning Center**, serving Early Head Start, pre-K, and day care  
125 Bigelow Avenue, Schenectady



## RESIDENTIAL & FOSTER CARE SERVICES

A continuum of safe and therapeutic home- and facility-based residential environments with comprehensive services for children and the families who support them.

### Services Provided

- Residential treatment centers
- Residential treatment facility
- Community residences
- Prevention
- Respite and crisis stabilization
- Foster care
- Adoption support
- Independent living



## COORDINATED CARE & COMMUNITY SOLUTIONS

A care management and clinical services system designed to support children in meeting their individual needs and providing families with skills, resources, and services that increase their ability to support children in their development.

### Services Provided

- Prevention and family preservation
- Home- and Community-Based Services Waiver Programs (mental health and child welfare)
- Home- and Community-Based Services (HARP)
- Mental health case management
- Peer services
- Health home care management



## SIDNEY ALBERT TRAINING AND RESEARCH INSTITUTE

The SATRI team collaborates with businesses, human services agencies, school districts, and institutes of higher learning to provide training opportunities to professionals, community members, children, adults, and families.

### Services Provided

- Customized training workshops tailored to specific interests or challenges of any agency, contractor, or school district
- Curriculum and training material development tailored to any specification
- NYSED-approved for continuing education(CE) hours toward LMSW, LCSW, and LMHC recertification
- Trainings including Mental Health First Aid (MHFA), Dignity for All Students Act (DASA), Red Cross First Aid/CPR, Crisis Intervention/Therapeutic Response, Wellness and Self-Care for workers and caregivers
- Management and oversight of grants
- Coordination and development of conferences



## UNLIMITED POTENTIAL

Unlimited Potential increases the opportunities of individuals with mental illness by providing vocational rehabilitation and employment services.

### Services Provided

- One-on-one employment services to determine job preparedness, develop job search strategies, provide on-site job training, support and advocacy
- Support in all aspects of vocational services
- Transition services to support as they move from high school to the world of work and adult life
- Individual testing programs to help find what types of careers work best for each individual while considering personality, capabilities, aptitudes and education
- A social model day program serving eligible individuals age 50 and older to reduce isolation and increase social interaction through a variety of social, physical, and educational activities
- Peer support services emphasize independence and self-reliance and develops the skills needed to function in the community outside of the mental health system.