

Need to Talk? We're Here to Listen

Walk-In Mental Health services for ages 4.5-17

Stressed, anxious, or feeling overwhelmed? You're not alone, the **Ellis Medicine Family Room** is here for you.

Confidential counseling without judgement.
Resources to get the support you need

Walk-in hours: **10am – 6pm** M-F
Ellis State Street Health Center
1023 State St., Schenectady

- **Main line** 518-831-8700
- **Fax number** 518-831-7675
- **General Inquiry Email** OPCrisisDiversion@ellismedicine.org

Ellis Medicine **24/7**
Mental Health Crisis Line
518.243.4000



THE
**FAMILY
ROOM**
ELLIS MEDICINE



A Safe Space in Crisis

Walk-In Mental Health services for ages 18 and older

The Living Room offers crisis support providing therapy focused on coping and stress reduction skills. Guests receive personalized care based on their immediate needs. Services include mental health, substance use, medical care, housing, and community resources.

Confidential counseling without judgement.

Resources to get the support you need

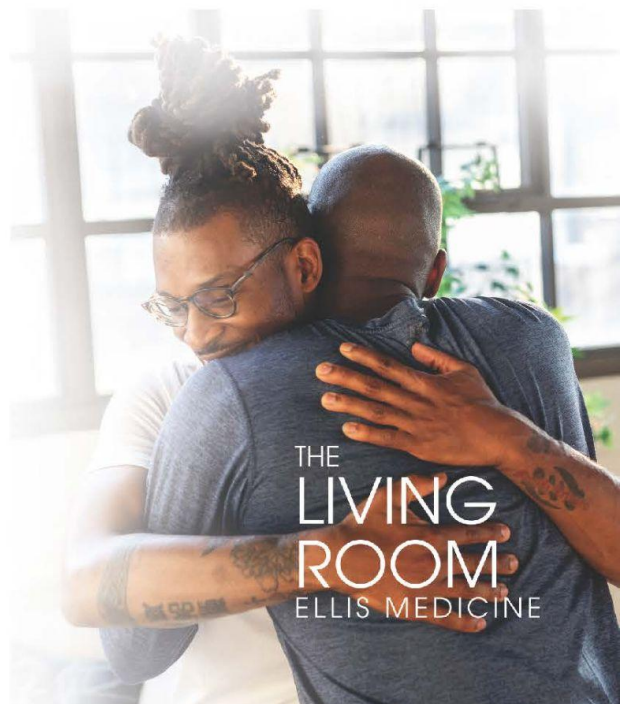
Walk-in hours: **10am – 6pm** M-F

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The Family Room

Drop-In Youth Group Topics

Tuesdays 4:30 PM - 5:30 PM

June 2026

Jun 2nd Positive Affirmation Jars

Jun 9th My Best Day Ever!

Jun 16th Mindfulness Mandalas

Jun 23rd Kindness is Cool!

Jun 30th Game Night

Ages 12-17

July 2026

Jul 7th Painting Tote Bags

Jul 14th Collaborative Group Project

Jul 21st DIY Stress Balls!

Jul 28th Game Night

August 2026

Aug 4th Rock Painting

Aug 11th Popsicle Party!

Aug 18th Clay Worry Stones

Aug 25th Game Night



(518) 831-8700



1023 State St. Schenectady, NY
(Parking in rear off Waldorf Pl.)

What to expect with Charlie Health

Our program is designed to help children and teenagers navigate mental health challenges, build practical skills, and develop lasting stability with the support of their families.

Clinical Services

Group sessions

3 hours

3x / week

- Hour 1, Processing: Using evidence-based clinical models, your child's facilitator will support them in reflecting on emotional experiences, understanding patterns, and strengthening self-esteem
- Hour 2, Skills-building: Clients learn coping and relationship skills, how to challenge unhelpful thoughts and behaviors, and how to clarify core values
- Hour 3, Integrative: Art, movement, and mindfulness are used to support emotional regulation, self-expression, and growth through non-verbal processing

Individual therapy

50 min

1x / week

- Individual sessions with a licensed therapist who uses age-adapted clinical modalities, including Dialectical Behavioral Therapy (DBT), Cognitive Behavioral Therapy (CBT), and Compassion-Focused Therapy (CFT), to help your child process emotions, make sense of their experiences, and develop practical coping skills
- Sessions are personalized to your child's goals and adjusted over time as their needs and symptoms change

Family therapy

1 hour

1x / week

- Family therapy sessions support caregivers and children in improving communication, understanding family dynamics, and addressing challenges at home
- Therapists work with families to build practical strategies that reinforce progress in treatment and support lasting stability after discharge

Psychiatry

1 hour

As needed

- Licensed providers complete evaluations and prescribe and manage medications in partnership with each client and their caregiver
- Ongoing check-ins help monitor progress, adjust medications as needed, and coordinate care with the rest of the treatment team

360° Care Ecosystem



24/7 crisis line

Immediate access to crisis intervention specialists who are trained to safely de-escalate crises

Safety planning

Collaborative planning for distressing scenarios

Family support groups

Free clinician-led groups every week, linked to stronger treatment continuity

Care experience support

Support for navigating logistics, questions, and barriers to care

Care coaching

1:1 in-session support for tough moments during group sessions

Discharge planning

Transition planning with referrals to other providers and local resources

Alumni programming

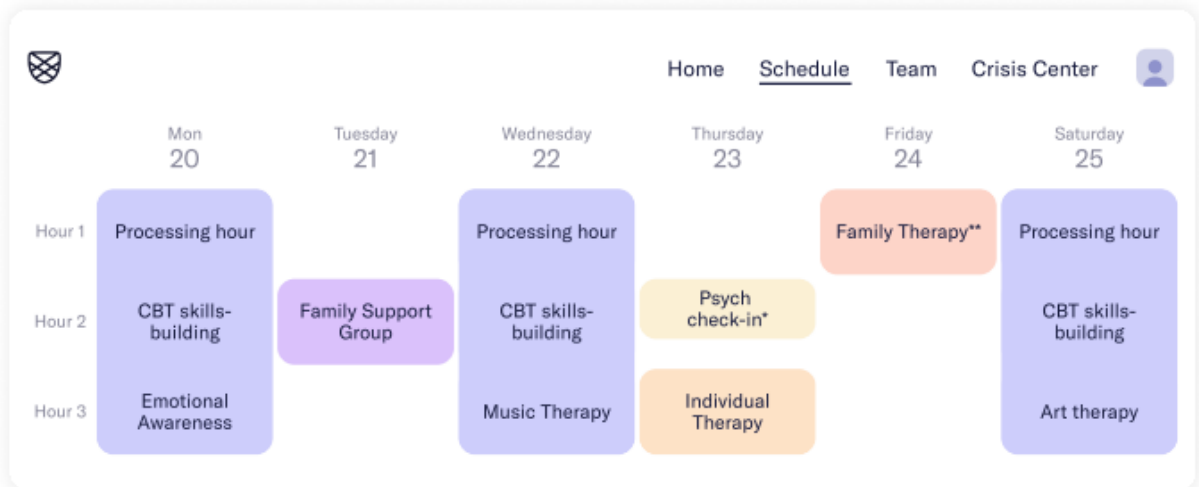
Ongoing connection through groups, workshops, and online communities post discharge

What care actually looks like

Our fully virtual 9-week programs provide 10-12 hours of structured treatment per week. You and your family choose the schedule that works best for you, with options available outside of work and school.

A week in the program

Example Mental Health program schedule with a Dialectical Behavioral Therapy track



*Available if clinically indicated

**Available to all caregivers and parents of children enrolled

Weekly group themes

Each week, our curriculum centers on a main theme that guides your child's learning and skill-building. It gives the week a clear focus, helps the group build toward something, and makes progress easier to see over time.

Recognition

Feel that they are enough and experience mutual recognition that empowers and eases anxiety

Spaciousness

Understand how they can create emotional room for themselves and others to feel nurtured and accepted

Relationships Hold Us

Examine how relationships shape them and how connections support growth and healing

Tolerating Ambivalence

Move beyond all-or-nothing thinking by building skills to navigate conflicting feelings

Honesty

Learn how to speak truths and use honesty as a path to self-acceptance, agency, and growth

Discovering Yourself

Uncover core beliefs and values, noticing what drives them and brings them joy and purpose

Impermanence

Reflect on how they experience change, cope with loss, and manage uncertainty during times of transition

Co-regulation

Focus on how our nervous systems influence one another and how they can express emotions and build trust

Rupture and Repair

Explore relationship dynamics, patterns of conflict, and strategies for healing relationships

Need help? Call [640-206-0799](tel:640-206-0799) or email care.experience.team@charliehealth.com for support



Mental Health Empowerment Project (MHEP)

We are a recipient run, not-for-profit corporation organized in 1988 to develop and strengthen self-help and mutual support/recovery activities throughout the United States. MHEP offers dynamic and cutting edge education, training, skill building and support that helps people find their unique voice, connect to their personal power and recognize the power of peer support. (Adults Only)

<https://mhepinc.org/>

What We Offer

Peer support groups at the Mental Health Empowerment Project offer a safe, welcoming space, virtual and in person, where people with lived experience of mental health challenges can connect, share, and grow together. Guided by trained peer facilitators, these groups center empathy, mutual respect, and the belief that everyone's story matters. Participants are encouraged to speak openly, learn coping strategies, and build meaningful connections without judgement or pressure. By focusing on shared experience rather than diagnosis, our peer support groups help foster confidence, reduce isolation, and empower individuals to take an active role in their own mental health and wellness journey.

One-on-One Peer Support

We use shared experience to create a bond that allows us to help people move forward in all aspects of life. Meetings are held in our office space, on the phone, in the community or in the person's home. We use the Intentional Peer Support (IPS) method of peer support; developing relationships that are centered around connection, empathy and trust.

Advocacy Services

We offer advocacy and mentoring services that help people learn about and protect their rights with a focus on the individual's expressed needs, desires and objectives. We also routinely refer people to obtain desired services in all systems.

Holistic Paths to Wellness

We introduce people to self-directed recovery tools that can increase mastery over physical, spiritual and emotional health by offering activities that connect people to complimentary wellness approaches (like yoga, acupuncture, nutrition, aromatherapy, meditation, etc.) and self-help and empowerment seminars on topics that help people to find their voice, connect to their personal power and the power of peer support.

Peer Specialist Training

We offer an eight-week, state of the art, Peer Specialist training for people who are interested in earning their NYS Peer Specialist certification.

Peer Support Line

The Peer Support Line is a 24 hour, confidential, non-crisis phone line that is operated by people in recovery. We offer hope and non-judgmental conversation to callers who are looking for someone to talk to about a problem, a plan or a success, or who are just seeking information about community resources.

Creative Community Connections

Through our collaborative community partnerships with businesses, faith-based communities, colleges and other, we encourage people to connect with local resources as a way to develop their personal interests and hobbies, deepen their social connections and cultivate diverse pathways to achieving their goals.

Volunteer Opportunities

Recognizing that volunteering is a valuable way to share experience and skills, remembering that everyone has something to offer others, we offer a range of opportunities to people looking for ways to connect with others in a meaningful way, learn new skills or practice a work experience before seeking employment.

Empowerment Exchange

The Empowerment Exchange is a recovery center in Rensselaer County dedicated to offering strategies and support that encourages people to access their inner strength and set direction that will help to achieve their goals and reclaim their lives.

2136 Burdett Avenue Troy, NY 12180

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