



FACT SHEET

Bridgeway Crisis Intervention Services

BCIS - Hudson County
506 3rd Street, Hoboken, NJ 07030
Phone: (201) 885-2539 • Fax: (908) 248-0836
Available by phone after hours at (201) 885-2539

Monday – Thursday, 9:00am - 8:00pm
Saturday, 10:00am – 6:00pm
Sunday – Closed, reachable by phone, as needed

BCIS - Union County
615 North Broad Street, Elizabeth, NJ 07208
Phone: (908) 469-6517 • Fax: (908) 248-9342
Available by phone after hours at (908) 469-6517

Monday – Thursday, 9:00am - 8:00pm
Friday, 9:00am - 5:00pm
Saturday, 10:00am – 6:00pm
Sunday – Closed, reachable by phone, as needed

Holiday Note: The centers will be closed, but we will be reachable by phone on New Year's, Memorial, Independence, Thanksgiving, and Christmas Day. Our center will be open on all other Federal Holidays from 10am-3pm.

Bridgeway Crisis Intervention Services (BCIS) is an Urgent Care Center providing crisis intervention and support to county residents aged 18 and older who are experiencing a mental health crisis or a worsening of a pre-existing mental health disorder. The goal is to help people in crisis gain control of their symptoms and remain in the community as an alternative to going to the emergency room.

Services Include:

- crisis stabilization and de-escalation
- comprehensive biopsychosocial assessment inclusive of risk assessment
- individual therapy
- treatment planning
- illness management
- group therapy
- linkages and referrals for after-care
- information and referrals provided for financial entitlements and housing/shelters
- psychiatric evaluation for medication and medication management
- bi-lingual Spanish staff and use of the cyracom language line so those speaking any language at all can be seen for services

BCIS provides crisis intervention and support through a three-step process. First, the multidisciplinary team comprehensively assesses all enrollees for their mental health needs and co-occurring needs if substance use is an issue. The team includes Licensed Clinicians, Psychiatric Advance Practice Nurses, and a collaborating Psychiatrist.

Second, the team provides clinical services and medication management as needed as part of the brief crisis stabilization that takes place with all individuals. All individuals are seen by a Licensed Clinician the same day they present for services. Psychiatric evaluations and medication are available when clinically indicated. The time period for services varies based on the individual. For some, one or two visits are sufficient, while for others the maximum enrollment period of 30 days is beneficial. Services are provided on-site.

Lastly, BCIS partners with mental health outpatient centers and community based agencies in and outside the county if needed to ensure that rapid referral and linkages take place and that treatment continues successfully after discharge from BCIS, if continued treatment is clinically indicated and sought by the individual.

Referrals are accepted by phone/fax/email, however an individual seeking services does not need to be referred. Walk-ins are encouraged during BCIS hours of operation. We are also available by phone after hours. Along with in-person services, telehealth services are also available.

Bridgeway Crisis Intervention Services accepts Medicaid, Medicare, and many third-party insurers, and also sees individuals who have no insurance coverage at all. No one is ever turned away based on ability to pay. We offer assistance if needed when paying for medication for those who have financial difficulties, and we work with the individual to ensure they can pay for their medications going forward. Throughout the course of services at BCIS, bus and light rail passes are provided as needed to help individuals get to their appointments while at the same time we work with the individual to set up transportation for services to be followed up with after discharge from BCIS.