

*This brochure describes the role of the Hard to Place/Hard to Serve Unit of the NYS Council on Children and Families (CCF) in helping individual children, youth and young adults and their families access needed services.*

**QA** What is the difference between a Hard to Place and Hard to Serve situation?

*Hard to Place* involves a situation in which a child, youth or young adult with multiple complex needs would be better served in a residential placement but whose family, and agencies working with the family, have made diligent efforts but have not been able to access one that is appropriate.

*Hard to Serve* involves a situation in which a child, youth or young adult with multiple complex needs is able, with the assistance of appropriate services from multiple providers, to remain in his or her own home, but whose family and local agencies have been unable to secure those services.

**QA** What is the role of the Hard to Place/Hard to Serve Unit?

The Hard to Place/Hard to Serve Unit works to:

- Assist the individual in receiving the most appropriate community-based or residential services.
- Minimize delays in arranging services or placement.
- Resolve barriers that impede timely service delivery or placement.

**QA** When does the Hard to Place/Hard to Serve Unit become involved?

The Hard to Place/Hard to Serve Unit becomes involved only after all program options and dispute resolution procedures have been exhausted at the local and regional levels, or if any parent/relative feels their child's needs are not being met by existing systems.

**QA** Who can refer an individual to the Hard to Place/Hard to Serve Unit?

Anyone can refer to the Hard to Place/Hard to Serve Unit for resolution, including:

- Individual (self referral)
- Parents or Relatives
- Family Court Judges
- School Districts
- Local Departments of Social Services
- State Agencies and their Local or Regional Offices
- Voluntary (Non-Profit) Organizations
- Advocates

**QA** How do I make a referral to the Hard to Place/Hard to Serve Unit?

A person making a referral must provide the Hard to Place/Hard to Serve Unit with the following:

CCF Intake and CCF Release of Information forms. These are found on our website: [www.ccf.ny.gov](http://www.ccf.ny.gov).

In addition, please provide the following:

- Medical History
- Psychological Assessment
- Psychiatric and Functional Assessments
- Psycho-Social History
- Individual Education Program (IEP)
- Court Proceedings (if any)
- Placement History

All information will be confidentially maintained.



[www.ccf.ny.gov](http://www.ccf.ny.gov)

To make a referral to the Hard to Place/Hard to Serve Unit of the NYS Council on Children and Families, send the CCF Release Form, CCF Intake Form, and supporting materials to:

**Hard to Place/Hard to Serve Unit**  
NYS Council on Children and Families  
52 Washington Street  
West Building, Suite 99  
Rensselaer, New York 12144

Fax: 518-473-2570

## Questions?

### Please call:

Regina Canuso, Coordinator  
Hard to Place/Hard to Serve Unit  
Phone: (518) 402-3284  
Cell: (518) 729-6209  
[Regina.Canuso@ccf.ny.gov](mailto:Regina.Canuso@ccf.ny.gov)

-or-

Kathleen Rivers, Assistant Coordinator  
Hard to Place/Hard to Serve Unit  
Phone: (518) 473-9032  
[Kathleen.Rivers@ccf.ny.gov](mailto:Kathleen.Rivers@ccf.ny.gov)

*The NYS Council on Children and Families Hard to Place/Hard to Serve Unit is guided by the Core Principles of the Children and Adolescent Service System Program (CASSP): Child-centered; Family-focused; Community-based; Multi-system; Culturally competent; Least restrictive/Least Intrusive.*

## General Information

The NYS Council on Children and Families was established within the Executive Department to bring about more coordinated and effective services across systems for children, youth and young adults and their families. Since its inception, one of the Council's major goals has been to improve access to services across systems for children with multiple needs. The Council addresses this goal in two ways:

- 1) by providing assistance to individual children, youth and families; and
- 2) by identifying and working to facilitate changes in state policies to better support delivery of effective services.



[www.ccf.ny.gov](http://www.ccf.ny.gov)

**The Hard to Place/Hard to Serve Unit:**  
Accessing Cross-Systems Services for Children, Youth and Young Adults with Complex Needs



New York State Council on Children and Families  
[www.ccf.ny.gov](http://www.ccf.ny.gov)

Deborah Benson,  
Executive Director



Andrew M. Cuomo  
Governor