

Most children in New York State become healthy and productive adults. Some children, because of disabling or complex conditions that involve multiple systems, require special services to help them achieve their potential.

The purpose of this brochure is to describe 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:

- *Ensure that the individual receives the most appropriate community-based or residential services.
- *Minimize delays in arranging services or placement,
- *Resolve interagency or jurisdictional disputes that impede timely service delivery or placement.

QA **Why 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, if any Hard to Place/Hard to Serve committee or network within a county has reached impasse, or a 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
- County and State Legislators
- 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 at

www.ccf.ny.gov

- Medical History
- Psychological Assessment
- Psychiatric and Functional Assessments
- Psycho-Social History
- Individual Education Program (IEP)
- Court Proceedings if any
- Placement History
- Description of Barriers Encountered in accessing services

All information is maintained confidentially.



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 addressed to:

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

Questions?

Please call:

Sheila Jackson
Coordinator
Hard to Place/Hard to Serve
Unit Phone:(518)402-3284

Kathleen Rivers
Assistant Coordinator
Hard to Place/Hard to Serve
Unit Phone:(518)473-9032

www.ccf.ny.gov

General Information

The NYS Council on Children and Families was established within the Executive Department to bring about a more coordinated and effective system of services 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 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 change state policies that pose barriers to the effective delivery of services.**



Accessing
Cross -
Systems
Services for
Children, Youth
and Young
Adults Through
The Hard to
Place/Hard to
Serve Unit



New York State Council on
Children and Families
www.ccf.ny.gov

Vanessa Threatte
Executive Director



Kathy Hochul
Governor