

Interagency Resolution Unit

Collaborative Solutions for Complex Needs

New York State
Council on Children and Families

Visit us at ccf.ny.gov/Interagency-Resolution



Council on Children
and Families





Who we are

As part of the New York State Council on Children and Families (CCF), the Interagency Resolution Unit (IRU) collaborates with parents, caregivers, and service providers to make it easier for young people and families with multiple needs to overcome barriers to care and access critical supports.

What we do

The state system is complex, and children and families often need more support than any single agency offers. The IRU is human-centered, strength-based, and family-driven to ensure young people with complex care needs get the right combination of services at the right time.



Who we serve

We help children and young adults with physical, emotional, developmental, or intellectual disabilities access the services they need. The New Yorkers we serve are newborns to 22 years old and typically have needs that require multiple unique services.

We can

- > Facilitate meetings with children and youth, their parents and caregivers, and local, regional, and state agencies to support collaboration across systems.
- > Mediate to resolve interagency disputes that prevent access to comprehensive care.
- > Advocate to reach agreements around providing services.
- > Provide discharge planning support from emergency rooms or hospitals.
- > Coordinate comprehensive evaluations, complex care, and individual service plans.

How to work with us

Anyone can submit an IRU referral. Scan the QR code using your phone's camera to access forms. We will need:

- > A completed IRU Intake Form
- > A completed and signed IRU Consent Form
- > A Medical and Behavioral Health History
- > Evaluations and Assessments (psychological, psychiatric, developmental and psychosocial)
- > Educational Records (psychoeducational evaluation, Individualized Education Plan, Functional Behavioral Assessment, Behavior Intervention Plan)



Email the complete packet to: centralizedintake@ccf.ny.gov

To speak directly with our IRU director, email Chris Tosado at chris.tosado@ccf.ny.gov or call (518) 474-8443.

Interagency Resolution Partners

Council on Developmental Disabilities
Department of Health
Education Department

Office of Children and Family Services
Office of Mental Health

Office of Addiction Services and Supports
Office for People with Developmental Disabilities
Office of Temporary and Disability Assistance