



Community Resource Coordination Groups of Texas

CRCG Frequently Asked Questions (FAQs)

What is a family or peer representative and what do they do?

Many CRCGs have family or peer representatives who are people who have experiences with physical, emotional, behavioral or mental health challenges and knowledge of the CRCG process, and are available to:

- Explain the CRCG process.
- Answer questions.
- Support you and your family before, during and after the meeting.

How do I connect with a family or peer representative?

Reach out to your local CRCG to find out if this assistance is available in your area and how to connect to a family or peer representative.

What do I do if I can't reach my CRCG leader?

Most CRCG leaders have emails and phone numbers through which they may be reached. Try both types of communication if you have not received a response. Your CRCG may also have more than one leader that you can contact. Use the "Find Your CRCG" feature at the top of the CRCG website to find all contact information for your CRCG. If you keep having problems with reaching your CRCG leader(s), contact your referring agency or the State CRCG Office to help you.

What do I do if the CRCG recommendations no longer fit my needs or are not working?

The individual, family, and CRCG should reach agreement on recommendations listed in the Individual Service Plan (ISP) before leaving the meeting. If the recommendations in your plan do not continue to fit your needs or are not working, reach out to your CRCG to discuss follow-up and how you can change your plan to better fit your needs. A follow-up meeting may be scheduled with your CRCG.

What should I do if I haven't been contacted by the agencies or organizations on my ISP?

If you have not heard back from the agencies or organizations listed in your ISP, reach out to the provider using the contact information listed in your ISP or contact your local CRCG to help you connect with the provider.

I already met with the CRCG, but still have questions, what should I do?

Contact your local CRCG to assist you with any questions you may have.

What if I need help, but don't need coordination from multiple agencies that a CRCG provides?

Check out the "Find Resources Near Me" page on the CRCG website to find local resources to support your needs. Contact the State CRCG Office if you need more help with finding local resources, supports, or services.

Where can I find more information about CRCGs?

Please visit the "About" and "Get Help" pages of this website. You may contact your local CRCG using the "Find Your Local CRCG" feature at the top of the website or contact the State CRCG Office at

CRCG@hhsc.state.tx.us or call 512-206-5255.