

## Overview of CRCGs

CRCGs are county-based groups of local partners and community members who work with parents, caregivers, children, youth, and adults with complex needs to identify and coordinate services and supports and develop ISPs, an agreement for coordination of services between the person or the family and the CRCG.

- They help people whose needs cannot be met by one single agency and who would benefit from interagency coordination.
- They strive to meet the individual's and family's needs with community-based solutions whenever possible.

### Who do CRCGs serve and where are they located?

CRCGs are located across Texas and can be found in most counties. CRCGs serve different age groups based on the needs of their community and may serve mostly children and youth, or adults, or use a combined model that serves both populations. The majority of CRCGs serve all ages.

Young adults between 18 and 22 years old may be helped either through a CRCG serving children and youth or a CRCG serving adults, if both children and adult providers from public and private agencies work together to develop an ISP that meets the identified needs.

### How do CRCGs improve lives?

CRCGs benefit Texans when they effectively collaborate to offer interagency coordination of services and supports for people with complex needs that cannot be met by a single agency, including behavioral health, basic needs, and caregiver support.

This approach allows more people to remain in their own homes and communities by addressing their needs proactively and reducing any duplication of effort. Through the coordinated support of a CRCG, more Texans can live with improved health and wellness.

The public and private partnerships of CRCGs benefit the local community by identifying service gaps and barriers and by working to find non-traditional solutions. CRCGs help stretch existing resources and are often successful in identifying new resources and funding to address gaps and barriers.

### What do CRCGs do?

CRCGs meet to:

- Host staffings for children, youth, adults, families, and caregivers to coordinate services and supports.

- Build relationships among local organizations and educate each other on the programs and services available in the community.
- Identify gaps in services and barriers to accessing services and share that information with local and state-level partners and systems to find solutions to meet the needs of their community.

## **What is a staffing?**

A staffing's main function is to connect people with services. During a staffing, CRCGs partner with individuals and families who need interagency coordination to:

- Discuss their strengths, unique needs, previous services, and barriers.
- Brainstorm ideas for appropriate services and supports.
- Create ISPs and help locate and access services and supports.

People are referred to CRCGs for staffings through the following ways:

- A local agency or organization,
- Family or peer representatives, or
- Through their own request.

Referrals that require immediate attention will need to have an emergency staffing scheduled to address needs that cannot wait.

After the initial staffing, the CRCG should check in with the individual or family about how the recommendations on their ISP are working. If adjustments need to be made, the CRCG may arrange a follow-up staffing.

## **Who is a part of CRCGs?**

CRCGs are organized by the local community. CRCG members include local professional partners and community members who know about services in their community. Many CRCGs also include people who have been through the process before, such as individuals, parents, or caregivers. All CRCGs should include mandated state agency partners and local partners.