

## Overview of CRCG Model and Guiding Principles

CRCGs are locally designed, developed, and managed. To ensure basic standards and consistency, state and local stakeholders developed the following Model and Guiding Principles:

- Each CRCG should include:
  - State agencies who have signed the Memorandum of Understanding (MOU) or their local affiliates.
  - Representatives of private agencies.
  - A family or peer representative – a person who has experiences with physical, emotional, behavioral or mental health challenges and knowledge of the CRCG process — who is available to explain the process, answer questions and support the family before, during, and after the meeting.
- All CRCG members should have the authority to commit services or resources for individuals and families referred to the CRCG.
- The CRCG will create an ISP based on the individual's or family's strengths. The plan will help the person or family get the services they need. It is developed with the person or family and the agency representatives.
- Services should be provided in the most homelike, nurturing environment and the least restrictive setting possible. Whenever possible, the service plan will recommend services within the community. When services outside the community are necessary, they will be in the least restrictive environment possible.
- When placement outside the community is necessary, the service plan will include a plan for bringing the person back into the community and, as appropriate, into the family.
- The involvement of the individual or family is essential to the success of the development and implementation of the ISP.
- People referred to CRCGs are those who face barriers or obstacles to having all their needs met through existing resources and whose needs can be met only through agencies working together. The referring agency will explore services and resources within and outside the agency before sending someone to a CRCG.
- Agencies must be as flexible as possible when committing services and resources for people referred to the CRCG, within existing eligibility criteria and funding policy.
- The CRCG will assign an agency (usually the agency who is providing most of the services on the plan) to help oversee the service plan and follow up with the person or family.
- Each CRCG member is responsible for ensuring confidentiality for people and families referred to a CRCG. Members who represent an agency or organization should follow their agency's/organization's policies for confidentiality.

- CRCGs acknowledge and adapt to the cultural and linguistic differences and needs of the individuals and families they serve, which helps to make services and supports more accessible while providing understandable, equitable, respectful, and effective quality of care.