Community Resource Coordination Groups

CRCG Training Toolkit

Creating CRCG Mission Statement, Bylaws and Ground Rules

A defined organizational structure helps ensure that a Community Resource Coordination Group (CRCG) operates smoothly, especially during unexpected changes such as leadership transitions. Established policies and procedures can:

- Reduce burnout by distributing essential CRCG tasks evenly among leaders and members.
- Increase membership and attendance by clearly outlining responsibilities and expectations.
- Improve meeting organization and efficiency.
- Allow the CRCG to focus on person-centered and family-focused coordination.

Collaborative development of the CRCG's organizational structure can boost member engagement and buy-in. CRCGs should reevaluate their structure as needed and adjust to meet current goals and needs.

Mission

A mission statement defines the CRCG's purpose. It communicates the group's intentions, priorities and values to members and external stakeholders. This brief statement serves as a guiding principle to help the CRCG stay focused on what matters most.

To create a mission statement, the CRCG should answer the following questions:

- What does the CRCG do?
- Who does the CRCG serve?
- What does the CRCG want to accomplish?
- How does the CRCG help the people and families it serves?

- What do members hope to gain from participating in the CRCG?
- What values, standards or goals guide the CRCG's work?

The CRCG should review the mission statement periodically. As the group evolves and welcomes new members, it may need to revise the mission to reflect current priorities.

Bylaws

Bylaws are the CRCG's written policies and procedures that define its core organizational components. The group determines the level of detail, and bylaws may be simple or comprehensive. A sample bylaw document is available in the CRCG Training Toolkit.

Common Bylaw Elements

General Information:

- CRCG name
- County or counties served
- Population served
  - All ages
  - Children and youth (ages 5 to 18 years)
  - Children, youth and young adults (ages 0 to 22)
  - Adults

Meeting Structure:

- Frequency and duration
- Identified facilitator
- Designated minutes and data recorder and reporter
- Decision-making method (such as consensus, modified consensus, majority vote)
- Process for expedited staffings

Membership:

- Attendance expectations and requirements

- Procedure for filling vacancies
- Process for adding new members and conducting new member orientation
- Roster of organizations serving as CRCG members

Organizational Structure:

- Leadership team roles and titles (for example, chair, co-chair, secretary, data reporter)
- Leadership responsibilities (such as reviewing referrals, facilitating staffings, recording minutes)
- Leadership selection process and term lengths

Resource: CRCG Leader Roles and Responsibilities (PDF)

Referrals:

- Referral process
- Criteria for referrals
- Leader or member responsible for reviewing referrals
- Responsibilities for the referring entity

Responsibilities of the CRCG:

- Define core responsibilities. Examples include:
  - Prioritize unmet needs of the person and family based on information shared during the meeting.
  - Identify resources to meet those needs.
  - Develop individual service plans and delegate responsibilities, timelines and follow-up tasks.
  - Identify inadequacies and gaps in services and resources.
  - Develop plans and make recommendations to public and private entities to address service gaps and improve service delivery.

Confidentiality, Consent and Release of Information

- Process for collecting confidentiality agreements for all members, guests and participants
- Process for collecting written consent and release of information from referred people and their families

- Process and responsible leader or member for maintaining official records

CRCGs should develop a process for reviewing and modifying bylaws. As the group evolves and welcomes new members, priorities and responsibilities may shift.

Ground Rules

Ground rules are shared agreements that promote effective and respectful meetings. These guidelines support productive discussions and help ensure a positive experience for all participants. Consider reviewing the ground rules at the start of each meeting.

Examples of Ground Rules:

- Start and end meetings on time.
- Avoid personal attacks and labeling.
- Practice active and respectful listening.
- Avoid sidebar conversations.
- Encourage everyone to participate.
- Be mindful of speaking time.
- Stay concise and on topic.
- Don’t interrupt others.
- Follow the meeting agenda.
- Silence cellphones.
- Be respectful of all attendees, especially the people and families being served.
- Use nonjudgmental language.
- Avoid using acronyms.