Responsibilities of CRCGs and Member Agencies

The Community Resource Coordination Groups (CRCG) Memorandum of Understanding (MOU) outlines the responsibilities of local CRCGs, member agencies and the Texas Health and Human Services Commission (HHSC) CRCG team. Local CRCGs and their partner agencies should understand agency responsibilities and the core functions of CRCGs.

Agency Responsibilities

- Refer people and families to CRCGs when they have exhausted agency resources and need multiagency service coordination.
- Contribute to making recommendations and committing resources toward resolving problems of people needing multiagency services.
- Assist CRCGs in identifying local and state funding mechanisms and seeking additional resources within the agencies to address service gaps as funding is available.
- Encourage agency representatives to attend all meetings to contribute to the collective knowledge and ability of the CRCG to resolve a person's need for multiagency services. A member may be excused from attending a local CRCG meeting if the staffing group, which includes the family, determines that the age or needs of the person to be considered are clearly not within the agency's service responsibilities.

Functions of CRCGs

- Serve people of all ages whenever possible within the scope of the resources available in the community.
- Develop coordinated individual service plans (ISPs) in partnership with people with complex needs in the language of their choice.

- Promote a community-based approach to coordinate services for people needing multiagency services in the least restrictive setting appropriate.
- Make efforts to eliminate duplication of services related to the assessment and diagnosis, treatment, residential treatment and care, and case management of people needing multiagency services.
- When possible, incorporate natural supports when developing ISPs.
- Identify gaps in service delivery systems or barriers to accessing services and establish relationships among local service providers for collaboration beyond the local CRCG setting.
- Inform local system of care governance bodies of behavioral health trends, strengths, gaps, barriers and solutions. The CRCG chair will participate in meetings of the local system of care governance body if one exists. Implement a system of care philosophy and approach with support from the HHSC CRCG team.
- Collect, share and submit CRCG data to HHSC through the CRCG Data Collection System, with access through the HHSC CRCG team.
- When considering an out-of-home treatment as the option of last resort and as the least restrictive setting appropriate for a child or young adult, the CRCG will engage in a permanency planning process that focuses on family support by facilitating a permanent living arrangement with the goal of reunification when appropriate, and with the primary feature being an enduring and nurturing family relationship.[1]

  Similarly, when an out-of-home treatment is considered as the option of last resort and as the least restrictive setting appropriate for an adult, the CRCG will also engage in a planning process that facilitates an ongoing living arrangement that meets the adult's needs, goals and independence.
- Develop bylaws to include the following items at minimum: group leadership and roles, meeting schedule, committee structure, participation expectations, targeted age group, case identification criteria and referral criteria.
- Create and implement confidentiality and consent procedures that permit sharing of information while protecting personal information in compliance with state and federal law. Each local CRCG member will obtain written

[1] 26 Texas Administrative Code, Section 554.805

consent from participants to share confidential information. Additionally, each CRCG member will sign a CRCG confidentiality agreement.

- Retain records related to staffings for two years after the CRCG conducts service coordination.

Visit the CRCG website to view the full MOU (PDF).