

## Member Roles and Responsibilities

CRCGs are organized by the local community on a county-by-county basis and are comprised of members who are committed individuals and representatives of organizations who work to improve the quality of life for the citizens of their community. CRCG members are aware of the strengths, needs, and barriers of their community; are knowledgeable of the services and supports their organization offers; and can commit resources and offer strategies in the meeting. CRCG members include local professional partners, community members, and people who have been through the CRCG process, such as individuals, parents, or caregivers.

### Attendance and Involvement

The heart of the CRCG lies in the active participation of its members. CRCG members commit their agency's services and resources and are the essential implementers of the ISP. Members make referrals, carry out the ISP, and are responsible for the organization and structure of the CRCG itself.

Attendance and participation are important and required elements for the CRCG process to be successful. Having been assigned to attend a local CRCG is a privilege and as a CRCG member, you are asked to become involved with the CRCG process. The meeting is the focal point where your role is realized.

The primary role of CRCGs is to coordinate ISPs in partnership with individuals and families with complex needs. All members are asked to:

- Pool resources and find solutions as they strive to reach a mutual and satisfactory plan.
- Have both the knowledge and the authority to commit the agency's services and resources at the CRCG meeting to secure appropriate services for individuals in crisis who cannot wait for a decision on whether a service or resource can be provided. The CRCG's effectiveness to coordinate and integrate services is compromised if members cannot commit services or resources integral to the ISP.
- Help coordinate efforts to implement the recommendations of the entire group.
- Make referrals as appropriate.

It is important for every CRCG member to recognize the value of the collaborative working relationship and be invested in the belief that the CRCG can accomplish more by working together than by each agency operating independently. Consistent attendance demonstrates commitment of the agency to the CRCG process and to providing integrated quality services to the members of the community.

Members can volunteer for tasks and assignments without holding formal leadership roles within the CRCG. As a member, you can let your Chairperson know

that you are willing to help and accept assignments on either an ongoing or as-needed basis. This may include screening a new client referral, setting up the meeting room, making a presentation to a community group, keeping the minutes for the meetings, arranging for lunch, or a host of other activities. Other members could assist the group by tracking and reporting any follow up work that needs to be accomplished. In addition, a CRCG may have a timekeeper who helps the group manage its time effectively and efficiently.

## Confidentiality

CRCGs, their leaders, members, and guest attendees must comply with applicable state and federal confidentiality laws, as well as individual agency policies. CRCGs must obtain signed confidentiality agreements from all CRCG leaders, members, and guest attendees. Each CRCG leader, member, and guest attendee is required to:

- Ensure confidentiality for referred individuals and families. Local CRCGs recognize and protect each individual's and family's right to confidentiality. This right cannot be abridged except in those cases required by law, such as an individual's expressed intent to harm self or others, or a client's report of abuse.
- Know their agency's confidentiality procedures. Members are bound by agency rules and procedures when sharing or delivering specific client information at a CRCG meeting.
- Understand that all information shared in the CRCG meeting is confidential. A release of information should be obtained prior to sharing information with the CRCG. Protected information includes, but is not limited to:
  - Client Information, including Personal Identifying Information defined by Texas Business and Commerce Code Chapter 521;
  - Protected Health Information (PHI) in any form including without limitation, Electronic Protected Health Information or Unsecured Protected Health Information defined in the Health Insurance Portability and Accountability Act;
  - Sensitive Personal Information defined by Texas Business and Commerce Code Ch. 521;
  - Federal Tax Information defined in Internal Revenue Service Publication 1075;
  - Social Security Administration Data, defined as records, information, or data made by the Social Security Administration to HHS for its administration of federally funded benefit programs under the Social Security Act including, without limitation, Medicaid information;
  - Education Records as defined by Federal Educational Rights and Privacy Act;
  - All information designated as confidential under the constitution and laws of the State of Texas and of the United States, including the Texas Health & Safety Code and the Texas Public Information Act, Texas Government Code, Chapter 552.

- Only share information outside the CRCG when needed to secure services and resources for the person being assisted. A release of information must be obtained prior to sharing confidential information outside the CRCG.

The CRCG must develop meeting procedures to remind members that confidential information will be discussed and that members are responsible for maintaining confidentiality. CRCGs members with lived experience, such as family or caregiver representatives, should be provided an orientation and training on confidentiality procedures relating to the CRCG process.

## **Release of Information**

CRCGs, their leaders, and members must comply with applicable state and federal laws, as well as individual agency policies. As a potential referral source, members must follow specific procedures for releasing information and must obtain consent from the individual, parent, or legal guardian (as appropriate) to release information to the CRCG.

Refer to the Consent and Release of Information section for more information.

## **Engaging and Educating Your Agency**

Engaging and educating your own agency about the purpose and benefits of CRCGs is highly important. Every new member should make a point of communicating back to their agency or organization about the CRCG process. The better you and your agency are informed, the better equipped you will be to coordinate services and resources for people in your community. One way to educate the agency or organization you represent is to disperse the CRCG brochure and partner flyer among your colleagues. You may also consider presenting CRCG information at your agency staff meetings and direct participants to the CRCG [website](#) for more information.

Support your role as a member of the CRCG by keeping your supervisor invested in your CRCG activities. It is up to you to help your supervisor understand the value of the CRCG to you, your agency, and your agency's clients.

You can keep your supervisor informed and invested in the following ways:

- Invite your supervisor to attend your CRCG meetings from time to time.
- Write articles for your internal news organizations.
- Email your supervisor about commitments you have made to a service plan and how it fits with the agency's goals.
- Let your supervisor know when one of your agency's clients is referred to the CRCG and keep your supervisor apprised of the progress and outcome.
- Ask or assist your supervisor in making a presentation in the community.
- Volunteer to provide in-service training to agency staff on the CRCG and how to use it to achieve the agency's objectives.