

The CRCG Process

Each CRCG is unique in how it operates but all CRCGs generally follow the same process. The following diagram outlines the steps of the CRCG process.



This section will provide a brief overview of the CRCG process. The next sections of the handbook will dive into deeper details about each step.

The State CRCG Office developed a best practice series for the CRCG process with webinars and one-page tip sheets that can be accessed on the [website](#).

Step 1: Referrals

This usually includes filling out a referral form with the individual or family and may include providing additional documentation and information. Individuals and families will also need to sign a consent to participate in a CRCG staffing, as well as a written release form that gives permission to the CRCG or current provider to share their information with CRCG members.

Step 2: Prepare for the CRCG Meeting

After determining if a referral is appropriate, schedule the staffing, invite members, and arrange materials for the CRCG and the individual or family. A CRCG member should also contact the individual or family prior to the meeting to discuss the meeting process and how to prepare. Explain which documents or information would be helpful to bring to the meeting. Discuss general needs, questions, or concerns the individual or family may have about the staffing.

Many CRCGs regularly meet even when they do not have a scheduled staffing and utilize their meeting time to have their members or other organizations present on the services they offer in their community, discuss gaps and barriers to services and supports, and connect with one another. Adjust your meeting materials to reflect what the CRCG will be discussing in place of a staffing.

Step 3: Host the CRCG Meeting

During the staffing, as a group, CRCG members and the individual or family will identify their goals and incorporate their strengths to create an ISP to help them

access services and supports. The CRCG will work to ensure that these services and supports are appropriate and fit with the individual or family's values, cultural beliefs, family structure, or routine. CRCGs strive to meet the individual's needs with community-based solutions whenever possible. The plan will list each recommended service discussed during the staffing, including next steps and contact information for the services.

If the CRCG does not have a staffing scheduled, CRCGs can utilize the meeting time to build connections among local organizations, educate members on services and supports available, discuss gaps in services and finding solutions to meet the needs of the community.

Step 4: Follow Up

During the creation of the ISP, the individual, family, or involved entity are assigned next action steps and the CRCG should ensure that everyone involved follows through on their assigned tasks. The CRCG should designate a member, usually the lead entity, to continually check with the individual or family to determine if the recommendations are working and if adjustments need to be made at a follow up staffing. The involved entities should provide updates on their progress to the CRCG at designated intervals.