

# Referrals

Individuals and families are connected to a CRCG through a referral. The primary purpose of the CRCG is to develop ISPs for people with complex needs who experience barriers and require coordination among multiple agencies to address their needs.

Most referrals are addressed during regular staffings. However, some referrals require immediate attention. CRCGs may develop a plan to come together on an emergency basis to address needs that cannot wait.

## Who Can Refer?

The referral may be submitted by a CRCG member, a local agency or community organization, and family or peer representatives. Individuals and families also have the option to self-refer. When appropriate, a youth may self-refer or be referred by an agency without parental or guardian participation.

If possible, have a direct phone number or email dedicated to the CRCG to ensure that the CRCG can be easily contacted. Check that the CRCG's contact information is up-to-date on the CRCG [website](#).

## The Referral Process

Each CRCG develops its own referral criteria and procedures. Most CRCGs require the referred individual or family have needs that cannot be met by one agency and that the referring entity have explored and exhausted all available known resources.

Referral procedures may include:

- Complete the referral form with the individual or family.
- Send the referral form to the CRCG chair or coordinator.
- Review the referral form to ensure applicability.

The State CRCG Office developed a referral form template designed to gather the basic information needed to refer an individual or family for a CRCG staffing. Local CRCGs may use the form as a template, expand certain sections of the referral, or create their own. The template is available in English and Spanish.

The State CRCG Office also created the Referral Eligibility Chart to assist with determining the appropriateness of referrals. Both resources can be found on the CRCG [website](#). If the referral is not eligible for a CRCG staffing, refer the individual or family to the appropriate resources and services in the community.