

Report Monthly CRCG Outcomes

Collecting local CRCG meeting information is vital to the work and development of CRCGs. The information revealed through data allows CRCGs and the State CRCG Office to assess the impact of CRCGs, identify service gaps and barriers, informs future efforts, and demonstrate performance.

At the local level, CRCGs may utilize their data to:

- Inform partner agencies and the larger community.
- Address gaps and barriers in the community.
- Access funding opportunities.
- Engage in new partnerships.
- Celebrate successes.

The State CRCG Office uses information from CRCG reporting and Satisfaction Survey responses to inform and tailor training, TA, and resources. It is also used to create the biennial legislative report demonstrating the effectiveness of community efforts to coordinate human services and supports, as well as to document the need for additional services and resources. The legislative report includes data related to the following areas:

- Number of people served through CRCGs.
- Information on recommended services and outcomes of the services provided.
- Identified barriers that impact the ability to provide effective services to persons needing multiagency services.
- Any other information relevant to improving the delivery of services to persons needing multiagency services.

CRCG Data Collection System

The State CRCG Office hosts a statewide data collection system to allow CRCGs to report information in a consistent manner. CRCGs report monthly aggregate data about their meetings, including people served, partners involved, ISP recommendations, and barriers encountered.

CRCGs can use the CRCG Data Collection System to generate reports that provide a unique and individualized snapshot of their CRCG that can help local communities target efforts to address the needs of their community. The same data may also be used to help explain how a given grant or program would target a gap in services for a specific population.

Each CRCG must designate a data reporter to input the CRCGs' monthly data. Often a CRCG leader, such as a Secretary or Co-Chair will be the data reporter. If the CRCG does not have a designated data reporter, it is recommended to assign or

volunteer a member to track and input the monthly data (this can be a one-time task or a continuous responsibility).

The State CRCG Office understands that collecting and reporting CRCG information may be a challenge for some and has developed tools, such as the Data System User Guide and Data Tracking Worksheet (available within the data system), to make the process as quick and easy as possible.

To get access to the data collection system and user guides, or for training and TA, contact the State CRCG Office at (512) 206-5255 or CRCG@hpsc.state.tx.us.

Satisfaction Survey

After allowing some time for the individual or family to process their meeting, CRCGs should encourage all people assisted by CRCGs to complete the Satisfaction Survey (available on the CRCG [website](#)), whether they are the direct recipients or a family member or supporter. The survey is designed to capture their experiences and provides direct feedback to the State CRCG Office. CRCGs can include a link to this survey on completed ISPs to encourage participation. Think about what will work best in your process and community to obtain the most survey responses.

The brief survey is provided in English and Spanish and is accessible by smart phone, tablet, or computer, making it easy and quick to complete. A printable copy is available on the [website](#). Survey respondents will remain anonymous unless they choose to provide their name and contact details. The survey questions are listed in the CRCG toolkit.