



# CRCG Family Guide

## *Empowering Families to Raise Children to Their Fullest Potential*

### **CRCG Partners:**

Any Baby Can

The Arc of the Capital Area

Austin ISD

Child & Adolescent  
Psychiatry, UT Austin Dell  
Medical School

Del Valle ISD

Family Members

Integral Care – Child &  
Family Services

Integral Care – Intellectual &  
Developmental Disabilities

Maximus-Medicaid Managed  
Care

Partners Resource Network

Parent/Youth Community  
Volunteers

Texas Child Study Center

Texas Department of Family  
& Protective Services

Texas Department of State  
Health Services

The Children's Partnership

Travis County Health and  
Human Services

Travis County Juvenile  
Probation Department

Unbound Now

Youth Advocate Programs,  
Inc.

### **What is CRCG?**

- Travis County Community Resource Coordination Group called CRCG for short.
- CRCG is a community group that meets with families to create an individualized list of recommendations to support the child and their family.
- CRCG is a partnership between families and the community to support best outcomes for the success of children and youth with complex needs.
- CRCG recognizes the essential value of families as partners in supporting the success of their child.
- CRCG acknowledges the family's expertise and dedication regarding their child's complex needs.
- Participation in a CRCG session is always voluntary, and a family should never feel pressured to participate.

### **How can CRCG partner with my family?**

- By bringing all involved agencies and programs together to collaborate on behalf of your child and family.
- By creating individualized recommendations to help the child and family.
- By identifying available community resources & support for the child and family.
- By strengthening the child & family's support systems.
- By empowering the child and family to reach their fullest potential.

### **Why do the CRCG partner agencies participate in the meeting?**

- They want to partner with families for success of children.
- They believe CRCG brings together the right people with the right resources.
- The members provide ideas and resources, knowledge, and expertise, as well as passion for helping children and families.

### **What happens during a referral to CRCG?**

- The referring agency representative will arrange a time to discuss the CRCG meeting with the family using the CRCG Brochure and this family guide. The family will be provided:
  - Time to consider their interest in participating in a CRCG session.
  - Opportunity to ask questions and speak to a CRCG representative for more information.
- If family chooses to continue with the CRCG referral process, they will be asked to complete the CRCG Authorization for Release of Protected Health Information form allowing representatives of CRCG partner agencies to participate in their CRCG session.
- The family session during the CRCG meeting will be scheduled (CRCG meets in the afternoon on the 2<sup>nd</sup> Wednesday and 4<sup>th</sup> Thursday of every month with some exceptions for holidays and other events).
- Referring agency and family work together to invite current service providers (school staff, therapists, and others) to participate in the session

- Completion of CRCG Packet:
  - Packet will be completed by referring agency in partnership with the family.
  - Family and referring agency gather documents for referral packet.
  - Packet will include information on child and family's history, strengths, challenges, and successes.
- Parent/caregiver may invite support person(s) to also participate in session. A support person can be a friend, relative, or anyone the parent wishes to be present.
  - Due to limitations of virtual meetings – family and referring agency may be asked to be selective in who they invite.

### **What happens the day of the CRCG meeting and during the family session?**

- Parent/caregiver will receive the following by email:
  - Copies of the CRCG referral forms submitted, a copy of this family guide, information regarding informed consent, and the CRCG formal complaint process.
  - Link for the online meeting.
- Parent/caregiver will receive a separate phone call 15-20 minutes prior to their session to greet them. Person greeting the parent/caregiver will be a CRCG member representing family voice. These members have lived experience accessing community resources and support for their own children and families.
- Parent/caregiver attends CRCG session. CRCG session will be a virtual meeting and when unable to attend online, parents/caregivers will be given the option to participate by phone. At least one parent/caregiver involved in the daily care of the child is required to participate for a CRCG session to occur.
  - If parent/caregiver does not join the meeting and CRCG representatives are unable to contact the parent/caregiver within 15 minutes following the scheduled start time for their CRCG session, the session will need to be rescheduled.
  - If a family needs to cancel or is unable to attend their scheduled CRCG session, their referring agency may request to have the session rescheduled. After the second cancellation, the family will need to contact CRCG Community Liaison Susie Kirk (512-854-4868; [susie.kirk@traviscountytexas.gov](mailto:susie.kirk@traviscountytexas.gov)) directly to schedule a third session.
- Child/youth may attend session if the parent/caregiver feels it would be appropriate.
- Supports available before, during, and after the session are:
  - Partner from child and family's referring agency
  - CRCG representative
  - CRCG members
  - Family voice partners of CRCG
- Each family meets with the CRCG group for approximately 45 minutes.
- Family and/or agency representatives briefly share the child and family's strengths, current challenges, successes, and needs with a focus on how things are going at home, at school, and in the community.
- During the session the family and CRCG group will create a list of specialized recommendations for the child and family.
- Families may ask questions and share information they feel is important.
- CRCG members may ask the family and support person(s) questions.
- CRCG members will share information.
- Resources and supports will be identified.
- The CRCG recommendations will be developed and written to include resources to explore and the community members responsible for assisting family in their exploration.
- A CRCG partner will be identified to work with the family implementing their list of recommendations.

### **Mandatory Reporting of Abuse/Neglect**

- Under Texas Family Code Section 261.101, anyone who suspects or has knowledge of child abuse or neglect is required to report it.
- Parent/caregiver and family should be aware that if any abuse or neglect disclosures occur during the CRCG process it will be reported to the Texas Department of Family and Protective Services (DFPS). If there is a reportable disclosure during the family session a DFPS representative will take the lead on informing the family regarding the report.

### **Next Steps after CRCG Session**

- A CRCG representative will schedule a separate phone call to review the list of CRCG recommendations with the family, answer any questions, and discuss next steps.
- The family will be provided a copy of the list of CRCG recommendations and corresponding information.
- Family will be asked to participate in a survey evaluating their CRCG session.
- Family, the CRCG partner, and others will put the recommendations into action.
- Family, referring agency, and/or the CRCG partner can request further consultation by contacting the CRCG Community Liaison Susie Kirk (512-854-4868; [susie.kirk@traviscountytexas.gov](mailto:susie.kirk@traviscountytexas.gov)) or Travis County CRCG Coordinator Veronica Perez (512-415-8903; [veronica.perez2@traviscountytexas.gov](mailto:veronica.perez2@traviscountytexas.gov)).
- If you are unsatisfied with any portion of your CRCG experience, you may file a formal complaint by following the guide provided to you the morning of your session.

### **Contact Person(s):**

Referring Agency Staff: \_\_\_\_\_ Phone: \_\_\_\_\_

CRCG Liaison: \_\_\_\_\_ Phone: \_\_\_\_\_