

Travis County CRCG Adult Youth Guide

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

Pflugerville ISD

Texas Child Study Center

Texas Department of Family
& Protective Services

The Children's Partnership

Travis County Health and
Human Services

Travis County Juvenile
Probation Department

Unbound Now

Youth Advocate Programs,

What is CRCG?

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

How can CRCG partner with adult youth?

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

Why do the CRCG partner agencies participate in the meeting?

- They want to partner with youth and families to achieve success.
- They believe that as a community, CRCG can support a youth by bringing together the right people with the right resources.
- The members provide ideas and resources, knowledge, and expertise, as well as passion for helping children, youth, and families.

What happens during a referral to CRCG?

- The referring agency representative will arrange a time to discuss the CRCG meeting with the youth using the CRCG Brochure and this family guide. The youth 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 youth 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 youth's session during the CRCG meeting will be scheduled (CRCG meets in the afternoon on the 2nd Wednesday and 4th Thursday of every month with some exceptions for holidays and other events).

- Completion of CRCG Packet:
 - Packet will be completed by referring agency in partnership with the youth.
 - Youth and referring agency gather documents for referral packet.
- Packet will include information on youth and family's history, strengths, challenges, and successes.

- Current service providers (school staff, therapists, and others) will be invited to participate in the session
- Youth may invite support person(s) to participate in their session. A support person can be a friend, relative, or anyone who youth wishes to be present.
 - Due to limitations of virtual meetings – youth and referring agency may be asked to be selective in who they invite.

What happens the day of the CRCG meeting and during the youth's session?

- Youth will receive the following by email:
 - Copies of the CRCG referral forms submitted, a copy of this guide, information regarding informed consent, and the CRCG formal complaint process.
 - Link for the online meeting.
- Youth will receive a separate phone call 15-20 minutes prior to their session to greet them. Person greeting the youth will be a CRCG member representing family voice. These members have lived experience accessing community resources and support for their own children and families.
- Youth attends CRCG session. CRCG session will be a virtual meeting and when unable to attend online, youth will be given the option to participate by phone.
 - If youth does not join the meeting and CRCG representatives are unable to contact the youth within 15 minutes following the scheduled start time for their CRCG session, the session will need to be rescheduled.
 - If a youth 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 youth will need to contact CRCG Community Liaison Susie Kirk (512-854-4868; susie.kirk@traviscountytx.gov) directly to schedule a third session.
- Supports available before, during, and after the session are:
 - Partner from youth's referring agency
 - CRCG representative
 - CRCG members
 - Family voice partners of CRCG
- Each youth meets with the CRCG group for approximately 45-60 minutes.
- Youth and/or agency representatives briefly share the youth's strengths, current challenges, successes, and needs with a focus on how things are going at home, at school or work, and in the community.
- During the session the youth and CRCG group will create a list of specialized recommendations.
- Youth may ask questions and share information they feel is important.
- CRCG members may ask the youth and their service team 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.
- A CRCG partner or existing service provider will be identified to work with the youth to implement their list of recommendations.

Mandatory Reporting of Abuse/Neglect

- Under Texas Family Code Section 261.101, anyone who suspects or has knowledge of abuse or neglect to a child is required to report it.
- Youth should be aware that if any abuse or neglect disclosures of a child, adult with a disability, and/or person 65 or older occur during the CRCG process it will be reported to the Texas Department of Family and Protective Services (DFPS).

Next Steps after CRCG Session

- A CRCG representative will schedule a separate phone call to review the list of CRCG recommendations with the youth, answer any questions, and discuss next steps.

- The youth will be provided with a copy of the list of CRCG recommendations and corresponding information.
- Youth will be asked to participate in a survey evaluating their CRCG session.
- Youth, referring agency, and/or the CRCG partner can request further consultation by contacting the CRCG Community Liaison Susie Kirk (512-854-4868; susie.kirk@traviscountytx.gov)
- If you are unsatisfied with any portion of your CRCG experience, you may file a formal complaint by following the process guide provided to you the morning of your session.

Contact Person(s):

Referring Agency Staff: _____ Phone: _____

CRCG Liaison: _____ Phone: _____