



Frequently Asked Questions CRCG Data Collection System

Problems with access:

- How do I access the data collection system?
 - CRCG data reporters will receive an automated email each month with a unique link to access the CRCG data collection system. Click on the link to access the CRCG data collection system home page. Please note that the unique link will expire at the end of each month, therefore users will need to ensure that they are looking at the current month's email to access the system.
- What if I didn't receive an email to access the data collection system?
 - It is possible that your junk mail filter settings are blocking your incoming email messages. Make sure that DoNotReply-CRCG@hhsc.state.tx.us is marked as safe in your email account settings so that you always receive these emails in your inbox.
- Can more than one person receive access to the data collection system?
 - The data system only allows for one user, the CRCG data reporter, to access the CRCG data collection system from the unique link provided in their email inbox. If the data reporter for your CRCG has changed, please contact the State CRCG Office.
- Who do I contact for help?
 - Contact the State CRCG Office at 512-206-5255 or email CRCG@hhsc.state.tx.us.

Entering and submitting CRCG staffing data:

- I am the data reporter for multiple CRCGs, how do I enter data for each CRCG?
 - If you are a data reporter for multiple CRCGs, you will receive one email with one unique link. When you click on the link, you will be redirected to the CRCG data collection system where you will select the specific CRCG office that you want to enter data for in the "Select CRCG" drop-down menu of the Data Entry page.
- How long do I have to enter or edit data in the system?
 - Data can be entered at any time and edited for 12 months from the current reporting month. The Add, In Progress, or Edit buttons on the Data Summary page indicate whether you are able to enter and/or edit data. After 12 months, the Review button is displayed and indicates data cannot be edited for that month.
- What's the difference between a first time staffing and follow up staffing?
 - First time staffing information is for an individual who is coming to the CRCG for the first time and an individual service plan is created. A follow up staffing will happen with an individual who has previously attended a staffing and the staffing focus may be an update or revision to the individualized service plan.



- How do I enter data after the month is over?
 - Information can be entered at any time after the month is over. Find the month and year you want to enter data for on the Data Entry Summary page and click the Add button. If you need to go back to the prior year, go to the Select Reporting Year at the top of the Data Entry Summary page and choose from the drop-down menu.
 - It is important that information be entered for the month in which the events occurred, not the month when you physically enter the data. For example, data have not been entered for staffing activities that occurred in September, October, and November, but it is now December. The data for those three months would be entered for the months during which the activity occurred, not for December.
- What do I do if I get stuck and cannot move forward in entering data?
 - First, make sure all items with an asterisk (*) have been answered.
 - Secondly, there are options to choose Other as a response. When you select Other, you are required to enter additional information in order to move forward or submit data.
 - If you get stuck on either the First Time or Follow Up Staffing pages, check to make sure you entered the number of staffings for each county (if your CRCG serves more than one county), even if that number is zero.
- I entered data, but the Data Summary page is showing I need to add data, what happened?
 - It is important to click SAVE if you need to step away while entering data or else the system will time out and erase what was entered. You can save a page or multiple pages without submitting the data. If you save the page(s) without clicking the Submit button on the General Questions page, the summary page will show the action button as In Progress.

Once you are done entering data and are ready to submit, click Submit on the last page. After you hit Submit, the summary page will either show the Edit or Review button next to the month. The summary page will show Edit if your data have been entered and submitted within 12 months from the current reporting month. The summary page will show Review if data have been entered and submitted for the month, but data can no longer be changed as the month entered is over 12 months from the current reporting month.

Data collected in the data system:

- What does the system collect?
 - The system collects aggregated, or combined, data for each month.
 - The questions in the system focus on meeting and staffing information.
- What do we do if we don't meet every month?
 - It is important that CRCGs go into the system and report on whether their CRCG met each month. If your CRCG did not meet, you will simply



indicate this on the Meeting Information data entry screen and then click Submit.

- What do we report if we meet with CRCG members but don't staff or follow up on any cases?
 - On the Meeting Information data entry screen, you will indicate that your CRCG met for the month, the purpose for the meeting (such as presentation, training, or general information sharing or other), and identify the representatives who were in attendance.

Features and questions inside the system:

- Why don't I see the name(s) of my county(ies) in the drop-down menu when I choose a CRCG to report on?
 - Due to the requirements of the data system, the State CRCG Office created short codes for each CRCG. The codes consist of the letters "CRCG" followed by up to three numbers (e.g. CRCG112). These codes are meaningless to the CRCGs. Once you select the code listed in your drop-down menu, you will see the corresponding counties listed just below the menu.
 - If you report for more than one CRCG, you will have multiple choices available. Check the counties when you select a CRCG to be sure you are reporting for the right one.
 - If your counties are not listed properly, contact the State CRCG Office.
- What do I need to enter if I report that non-profit groups or ISDs participated in the meeting?
 - On the blank lines that appear when you select non-profit or ISD representation at your meetings, list all organizations that were present and separate them with commas (e.g. Alpha ISD, Bravo ISD, Charlie ISD).

Tools:

- How do I get the tools created by the State CRCG Office?
 - The tools are available on the home page of the data system once you log in. The tools are also available on the CRCG website [Data webpage](#) and [Training Toolkit webpage](#).
- How do we collect the demographic information related to staffed cases?
 - You can gather the demographic information of the people served by the CRCG through any method you have available (e.g. intake forms, referral forms). If you don't have an existing method to collect this information, you can use the CRCG Demographic Staffing Information Form (see Appendix B) provided by the State CRCG Office to gather the exact information needed for reporting in the data system. You can collect demographic information at any point in your process. Do what works best for you.

Satisfaction Survey:

- Who completes the satisfaction survey?



- The survey is for use by members of the community who received services from your CRCG. This can include the direct client, their caregiver/family members, or other natural supports who were involved with the CRCG interactions.
- Where can we find the survey and what is our role?
 - The survey is offered online and is available at the state CRCG website on the Get Help page. This is the direct link to the survey: <https://www.surveymonkey.com/r/D7X6MDT> (English) and <https://www.surveymonkey.com/r/DJZLF8P> (Spanish). CRCGs can help increase the number of people who complete the survey by sharing the link through their ISPs, recommendation lists, or other communications with individuals and their families/supports.
 - The survey is also available by paper form. Contact the State CRCG Office if you need a copy or find it on the CRCG website.
 - Individuals that choose to complete the paper form can return it to their CRCG or mail it directly to the State CRCG Office if they want their responses to remain confidential and de-identified.
 - The data reporter will be responsible for entering any paper survey responses received into the online platform. This will allow State CRCG Office to review survey responses.