

Prepare for the CRCG Meeting

What you prepare for the CRCG meeting will depend on the agenda items. If a staffing is scheduled, CRCGs should not only prepare for the meeting but also arrange time to prepare the individual or family for their upcoming staffing. If the CRCG does not have a staffing, the CRCG may still meet for a variety of reasons including to discuss CRCG business, build connections with local organizations, and learn about programs and services.

Determine Meeting Content

A CRCG's meeting content can vary from month to month. Most CRCG meetings typically include staffings, CRCG business, and educational presentations. Depending on the meeting duration, a CRCG may include all three in their agenda or only schedule other items as staffings permit. Many CRCGs meet regularly regardless of having a staffing scheduled and discuss CRCG business or schedule educational presentations.

Staffings

Staffings are hosted for the CRCG members to partner with the individual or family to create an ISP to connect them with services. Determine whether a case needs to be immediately seen in an emergency staffing or if it can wait until the regularly scheduled meeting time. Based on the number of referrals the CRCG received for a meeting, decide how many staffings can be seen within the allotted time.

CRCG Business

The secondary purpose of CRCGs is to promote interagency collaboration and remove service gaps and barriers within the community. CRCGs business can include discussing their community and finding solutions to identified gaps in services and barriers to access or developing resources to address commonly identified needs. CRCG business may also include orientation and training for new members and activities to build relationships among current CRCG members. CRCGs may also want to discuss funding, recruiting new members and raising public awareness of the CRCG, expanding the CRCG's service population to all ages, updates to bylaws, etc.

Educational Presentations

Some CRCGs include an educational presentation as part of their monthly meeting. Others include it only if the number of staffings scheduled permit the time. When possible, think about providing continuing education units or certificates of attendance to your members to help promote attendance. Suggestions for the educational presentation include:

- A presentation on a program offered by a member agency.

- A program presentation by a non-member agency.
- A guest sharing a new community initiative.

Schedule

Many CRCGs meet monthly at a set date and time throughout the year, regardless of whether a staffing is scheduled. This provides consistency and allows a space for members to collaborate. If a CRCG has a large service area or serves multiple counties, it may be beneficial to rotate meeting locations or offer the option to attend virtually to accommodate those that travel far.

When scheduling a staffing, try to be flexible in the structure of the staffing and host the meeting at a time and location that works with the youth, individual, or family. A staffing should only be held for the individual or family if they will be present in some format (in person, virtually, or on the phone). Schedule specific start times for each of the staffings as a courtesy to the individual, family, and to others attending that part of the meeting. Talk with the individual or family to:

- Ensure the location of the meeting is accessible, gender inclusive, and easy to locate.
- Confirm that the staffing date does not conflict with cultural or religious holidays.
- Explore any meeting barriers the family might have (i.e., accessibility, room set up, etc.).

Virtual Meetings

A CRCG may choose to schedule a virtual meeting for a variety of reasons. The CRCG may do so on a case-by-case basis to accommodate for barriers to attending an in-person meeting that the individual or family may have, or the CRCG may adopt a hybrid model, allowing for some members to virtually join the meeting. If the CRCG will conduct a virtual meeting, certain protocols must be followed:

- As with in-person meetings, consent must be obtained from the individual, legal guardian, or legally authorized representative prior to the meeting. Consent must be clearly documented and include that the individual or family was provided an explanation of the process and potential concerns with telehealth, such as privacy risks. It must be documented that the individual or family agreed to participate via telehealth.
- Use a non-public facing, Health Insurance Portability and Accountability Act (HIPAA) compliant video communication product. CRCGs should seek privacy protections for telehealth while using video communication products. These products should provide such services through technology vendors that are HIPAA compliant and will enter into HIPAA business associate agreements (BAAs) in connection with the provision of their video communication products. Visit the CRCG [website](#) for a list of HIPAA-compliant platforms.
- CRCGs must set up procedures to ensure the confidentiality of the forms, documents, and information shared with members. CRCGs should continue to implement reasonable HIPAA safeguards to limit incidental uses or disclosure

of PHI. Reasonable precautions include, but are not limited to, ensuring that only authorized members or guests are in the meeting, conducting the meeting in private settings, using lowered voices, and not using speakerphone.

Notify and Invite

Member participation is crucial to the success of the CRCG. Routinely notifying members of the next meeting can increase participation, even if the meeting is regularly scheduled each month.

Meeting notices can be provided by email or phone. For example, notify members in writing a week before, and follow up with a phone call a day or two before the meeting. Meeting notifications can be the responsibility of any member.

If the meeting will be held virtually, include the meeting information such as the join link, room password, and call-in number in the meeting notice. The CRCG may want to include a virtual meeting information sheet that includes tips like:

- Join the meeting early to sign in and test the audio and video.
- Stay muted unless speaking.
- A number to call or text in case any technical issues arise.

The Tips for Virtual CRCG Meetings resource with more helpful tips is available on the CRCG [website](#).

The CRCG meetings are open, however, CRCG staffings are restricted to members of the CRCG and invited organizations who are relevant to the staffing and have signed the CRCG confidentiality agreement. Special attention should be given to encouraging the attendance of these members and invited organizations. This will ensure that the organizations invited match the strengths and needs of the referred individual or family. If a child or youth is referred and the parents, caregivers, or adults of the family are seeking services, invite adult serving providers to address the needs of the entire family and potential underlying issues.

Members should be strongly encouraged to inform the CRCG leaders if they must be absent from a meeting. Some CRCGs encourage member organizations to appoint "alternates" to attend the CRCG meetings when the regular member will be absent. If an alternate or non-member organization attends, they must sign a confidentiality agreement.