

WHAT IS THE CRSA

The Community and Residential Services Authority (CRSA) is an interagency group created by the State Legislature in 1985. The CRSA is responsible for identifying and addressing barriers facing parents, professionals and providers when trying to get needed services and programs for individuals with a behavior disorder or a severe emotional disturbance and their family.

WHAT IS THE CRSA MISSION?

The mission of the CRSA is to actively advocate, plan and promote the development and coordination of a full array of services to meet the unique needs of individuals with a behavior disorder or a severe emotional disturbance and their family.

WHAT DOES THE CRSA DO?

The CRSA combines interagency responsibility with legislative authority to:

- *reduce* barriers to receiving service(s);
- *provide* technical assistance to parents, service consumers, providers and member agency personnel to appropriately access needed services;
- *assist* local communities, upon request, to develop or strengthen collaborative interagency networking;

- *plan* for a more responsive, efficient and coordinated service delivery system; and
- *facilitate resolution of* multiple agency disagreements about residential placement or funding of placement and services.

WHO ARE THE MEMBERS ON THE CRSA?

The Authority is made up of representatives of state agencies that provide programs and services to individuals with a behavior disorder or a severe emotional disturbance and their family, members of the legislature and six persons, including a parent, appointed by the Governor.

HOW DOES THE CRSA DEFINE A DISPUTE?

A dispute must involve a child, adolescent or young adult:

- who is 21 years of age or under;
- who shows evidence of being severely emotionally disturbed or behaviorally disordered; and
- where there is a disagreement between a parent and an agency or between two or more agencies regarding implementation of a plan of services.

WHO CAN BRING A DISPUTE TO THE CRSA?

Any issue, complaint or question regarding individuals with a behavior disorder or severe emotional disturbance may be referred by a parent, professional, individual or an agency on behalf of an individual. Through a process of receiving, documenting and processing the concerns brought forward, a plan of service will be reviewed or developed if one does not exist. If a plan of service is not or cannot be implemented through staff assistance, a dispute may require the involvement of the local community and the Authority to resolve.

HOW DOES DISPUTE RESOLUTION AFFECT OTHER PROCEDURES?

CRSA Dispute Resolution does not replace the use of any other appeal process. A parent/guardian should pursue the appropriate appeal procedures with state or local agencies to challenge decisions made about a plan of service.

HOW CAN THE CRSA BE CONTACTED?

This brochure provides only an overview of the CRSA and the Dispute Resolution Process. For further information regarding the activities of the CRSA contact:

**100 North First Street, W-101
Springfield, Illinois 62777
Toll Free: 877/541-2772
217/524-1529 (Fax)**

**COMMUNITY AND RESIDENTIAL
SERVICES AUTHORITY**

Participating Agencies and Representatives:

Representatives of the House and Senate
Elementary and Secondary Education
Committees (4)

Governor's Appointees (6)

Attorney General's Office
(Disabled Persons Advocacy Division)

Department of Children and Family Services

Department of Healthcare and Family
Services

Department of Human Services
Division of Mental Health
Division of Developmental Disabilities
Division of Rehabilitation Services
Division of Family and Community
Services

Illinois State Board of Education

Department of Juvenile Justice



*Piecing Together Services
for Youth*

877-541-2772

www.illinois.gov/ersa/