

TEXAS CIVIL COMMITMENT OFFICE

	NUMBER:	1.30
	EFFECTIVE DATE	9/15/2026
	SUPERCEDES:	N/A
	POLICY AND PROCEDURE	

Subject: Texas Civil Commitment Office Family Liaison

Purpose: The Texas Civil Commitment Office (TCCO) acknowledges that family members and other appropriate social supports may have questions or concerns regarding a client's treatment, supervision, visitation, communication, relationships, or other aspects of the civil commitment program.

PROCEDURES:

I. Family Liaison

- A. Families are encouraged to communicate with the client's assigned Case Manager regarding the client's status, treatment progress, supervision requirements, and other client-specific updates. Families may also obtain general information about TCCO programs, policies, and processes through the TCCO website.
- B. When a family member is unable to obtain the information or assistance needed through the TCCO website or the assigned Case Manager, Unit Supervisor, and Civil Commitment Manager, the family member may contact the TCCO Family Liaison for additional assistance, clarification, or follow-up.
- C. General information may be found on the TCCO website at <https://tcco.texas.gov/>. The Family Liaison may be emailed at familyliaison@tcco.texas.gov or reached by phone at 512-341-4421.

II. Family Liaison Responsibilities

- A. The Family Liaison's role is to ensure that family concerns are appropriately heard, reviewed and answered.

- B.** The Family Liaison shall serve as a resource to families by assisting with questions and concerns regarding TCCO programs and client-specific matters. The Family Liaison shall obtain the information, review relevant information, and obtain clarification from the appropriate TCCO staff.
- C.** When necessary, the Family Liaison may review appropriate records, consult with the Case Manager, Treatment Provider, other TCCO staff, and conduct an appropriate inquiry into the matter. The Family Liaison shall provide the family member with an appropriate response or explanation, consistent with confidentiality requirements.
- D.** The Family Liaison shall provide a response to the family member within thirty (30) calendar days of receipt of the request. Additionally, the TCCO Case Manager, Unit Supervisor, Civil Commitment Manager and Director of Case Management Services shall be notified of the outcome and closure of the request.
- E.** The Family Liaison does not replace the responsibilities or decision-making authority of the Case Manager, Treatment Provider, or other TCCO staff.
- F.** The Family Liaison shall not override or independently modify treatment decisions, supervision requirements, tier placement, contact approvals, release decisions, or other decisions assigned to designated TCCO staff.

III. Documentation and Tracking

- A.** All contacts, questions, concerns, inquiries, and follow-up activities conducted by the Family Liaison shall be documented and tracked.
- B.** Documentation shall include the nature of the inquiry, actions taken, TCCO staff consulted, information obtained, and the response provided to the family member. The Family Liaison shall maintain sufficient documentation to demonstrate that the concern was appropriately addressed and that necessary follow-up occurred.
- C.** The person taking the inquiry shall document the information on the TCCO 01-27 Family Liaison Worksheet.
- D.** When applicable, the Family Liaison shall document the information in the case management automated system in the client's record within two (2) working days.
- E.** Any deviation from this policy requires approval from the TCCO Executive Director.

IV. Additional Information

- A.** A family member requesting records or information related to the Public Information Act shall refer to TCCO Policy 1.4 Public Information Act Request. The policy can be found on the TCCO website.
- B.** The Family Liaison shall provide a monthly report regarding activities to the Executive Director and shall provide updates to the TCCO Board upon request.

SIGNATURE ON FILE

Marsha McLane
Executive Director

Associated Forms:

- TCCO-01-27 Family Liaison Worksheet