



Client Care Web User Manual: Placement Management.

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Introduction

Rapid Resource for Families (RRFF), in conjunction with our database developer, Client Care Web (CCW) database, provides a referral and data collection platform to agencies and Managed Care Organizations(MCO) within North Carolina. This user guide will explain the use of CCW to match and collect information on all of your residential placements in an identified catchment.

Our collection focuses on placement—meaning, we look at the youth matched with a treatment home/facility as our unit of analysis. It is beneficial to keep this in mind when working in CCW.

Logging onto CCW and User Access

There are two types of accounts with CCW, a Public side and a private or “gated” side. First, the “Public” side account, this account is open to the public; anyone may create this account. The only purpose of the public side is to enter new referrals for out-of-home-placement (This type of account is used by DSS, MCO Care Coordination, or PRTFs to create referrals). To access this type of account, click the “Click here to make a referral” link on www.ncrapidresource.org.



The second type of account is used by approved agencies providing the services to look at, match, and collect data for the residential referrals entered from the public side and/or entered from the private side. This type of account is “gated,” meaning that you will only have this account if your agency has requested that you require it based on current contractual relationships with MCOs.

Staff from RRFF, assign initial passwords and user access as well as password assistance or resets. You can reach out to RRFF staff: nsmithers@ncrapidresource.org or sriddick@ncrapidresource.org for user access permission and processes. In the email, please specify the service you provide/oversee and the agency you are with for clarity and to ensure correct access.

Once you have been provided access, to this type of account, you will need to find the “RRFF Client Care Web (CCW) Agency Login” at the bottom of the page www.ncrapidresource.org. This is the link that should always be used to log in, please bookmark it in your browser.

RRFF Client Care Web (CCW) Agency Login

As with all passwords and computer safety please adhere to professional standards for maintaining the database and internet security and virus-free systems as well as following all HIPAA and EPHI regulations.



Client Care Web (CCW) is a HIPAA-compliant platform therefore it is set to logout following 20 minutes of inactivity such as no keystrokes and idle computer use while logged into the system. In the right upper-hand corner of the screen, a countdown clock operates informing you of your time. The Logout clock will always re-set after any keystroke. Please ensure if you must take a phone call or step away from your unit that you complete the screen you are on or save/submit your work.

Finding new referrals

As a member in the network or providers, you will have access to specific residential referrals from across the state. Feel free to take advantage of this. You can access all referrals from the Manger Tool/Referral search page. CCW has filtering functions to make finding different types of referrals easier. By default, the page will show you all referrals from across the state. To limit the number of referrals you see, use the following filters:

Last Name: search by last name of youth

First Name: search by first name of youth

Referral ID: Each referral is given a 5-digit referral ID upon its creation

Youth ID: Each referral that is placed and matched with a home will be given a Youth ID

Gender, age group or placement county are optional filters if you are narrowing down your placement matching search for open referrals.

Referral Status: This filter limits the selections by the status of the referral.

All = No filter applied, displays all available referrals

Placed = Displays all referrals with Placement date entered.

IAFT Placed = Displays all referrals with IAFT Placement date entered. Youth ID starts with “M” or “I”.

TFC Placed = Displays all referrals with TFC placement date entered. Youth ID starts with “R”.

Unplaced = Displays all referrals that are available for placement.

Active = Displays list of referrals that are currently available to network providers for review for placement. Active referrals are all referrals that have the MCO Active toggle checked.

Discharged = Displays all referrals with a Discharge date entered.

New Referral = Displays all referrals that require an initial response from the network provider.

Priority = Displays all referrals that are marked as a priority referral by the MCO.

(Note: You will only have access to IAFT®, Res. Levels II-IV referrals if you are a designated provider of that level of care).

Referral Type: this filter limits the view of the type of referral (TFC, IAFT®, BFFC)

MCO: this filter limits the view by the MCO with which the youth is associated.

EXAMPLE: If you were looking to fill a TFC home within the Alliance Health catchment, the following filters could be applied to limit the referrals to review.

Referral Status: *Active*

Referral Type: *TFC*

MCO: *Alliance*

The screenshot shows a search interface for referrals. At the top, there are four input fields for 'Last Name', 'First Name', 'Referral ID', and 'Youth ID'. Below these is a 'Filter:' section containing several dropdown menus: 'Referral Status' is set to 'Active', 'Referral Type' is set to 'TFC', 'MCO' is set to 'Partners Mental Health', 'Gender' is set to 'All', and 'Age Group' is set to 'All'. At the bottom of the filter section are two buttons: 'Search' and 'Clear Search'.

Requirements to Respond to Referrals

1. Alliance Health is requiring, that all new referrals entered the system be reviewed by each of the provider agencies and responded to within one business day.
2. This simplest way to comply is to put into place a process to monitor for new referrals.
 - a. Create a daily schedule check for new referrals
 - b. Click “Manager Tools/Referral Search”
 - c. Enter the following filters
 - i. Referral Status: *New Referral*
 - ii. Referral Type: *Choose service you are seeking to place*
 - iii. MCO: *Alliance Behavioral Health*
3. This will produce a list of all referrals that do not have a response from your agency (Note: you may see referral of which your agency has already placed. Enter a “Yes” response to clear out these referrals).

In the screenshot below, you can see that this provider only has a single referral to respond to. A blank box in the “Response” column shows that a response is still required.

You will be in compliance with Alliance Health’s requirements if there are no referrals presenting with these filters applied. To enter a Response, proceed to the next page for detailed directions.

The screenshot shows the 'Referral Search' interface. At the top, there are tabs for 'Manager Tools', 'Facility Info', 'Reports', 'Notes', and 'ERR'. Below these is a navigation bar with options: 'New Referral', 'Referral Search' (selected), 'Placements', 'Self Cert Placement', and 'Self Cert Facility'. The main section is titled 'Referral Search' and contains several filter fields: 'Referral Status' (New Referral), 'Referral Type' (TFC), 'MCO' (Partners Mental Health), 'Gender' (All), 'Age Group' (All), and 'Placement County' (All). There are 'Search' and 'Clear Search' buttons. Below the filters is a table with the following data:

Edit	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Facility	Agency	Response	Placement Date
Edit	10/13/2017 9:25:00 AM	████	████	TFC	0	33051					Add

A red circle highlights the 'Response' column in the table, which is currently empty.

Reviewing New Referrals

1. To review new referrals, apply the “New Referral” filter to the Referral status box. This will display all referrals that lack a current “Response” to the referral.
2. To open the referral for review from the referral search bottom, click Edit.
3. Read the information about the referral on the referral Intake page.
4. If necessary, contact the referral source (the contact information should be on the intake page) for addition information.
5. After making a decision about the ability of your agency to place this youth, click “Matching Results”

◦ Intake ◦ Matching Criteria ▶ Matching Results ◦ Placement ◦ Discharge ◦ Move

6. At the bottom of the Matching Result Page select a response and enter a note (notes are helpful, please include additional information for analysis if you can).
 - a. The responses are defined as
 - i. Yes, we can place this person - Yes, our agency has an appropriate home. We are matching the child with a family in the data base with our agency.
 - ii. No, we cannot place this person—Geography - Our agency does not have homes available for this service in the geographic area(s) requested.
 - iii. No, We cannot place this person—Family Skill Set not adequate for youth’s needs- Our agency has homes available but does not have one equipped to meet the treatment needs or specific requirements for placement of this child.
 - iv. No, we cannot place this person—Child’s Needs are too High - The child referred has treatment needs that are at a level we are unable to treat with the requested service.
 - v. Child Already Placed -The referral source had previously placed the child with another agency at the time of my agency follow-up.
 - vi. All Beds are full - There are no vacant beds in our homes for the service and geography requested.
 - vii. Maybe - Our agency has an open home with an open bed and we are pursuing the ability to move to placement with the family. (For any maybe responses, please return to the referral to finalize the response to either a yes, or no).
7. After selecting a response, click SUMBIT. When you return to the referral search page, note that this referral will no longer be in view with the “New Referral” filter selected.
8. The system should be checked each workday, using the “New Referral” filter to find new referrals. Not clearing out new referral with a response can easily make your page unmanageable, as new referrals are made daily.

Matching a youth to a home.

The most important single piece of data collected is the placement date and matching the youth with a treatment home in the database. Once you physically placed a youth into a home/facility, it is time to log this in CCW.

Ensure you have the following data ready before you attempt to match a youth with a home. First, the date of the first night the youth spent in the home (head-in-bed) and second, that you have already entered the home into the database.

Adding a home to your Facility List

Treatment homes & Residential facilities are called Facilities in CCW. The home must be entered before you can match the youth with the home.

1. Go to the Facility Info Tab in CCW.
2. Click “Enter New Facility”

Enter New Facility

Rapid Resource for Families

Facility License 19:35 Logout

Direct Support Professional Manager Tools Facility Info Reports Human Resources Notes ERR

Facility Search Enter New Facility Residential Bed Board TFC/IAPT Bed Board Transitional Bed Board

(NEW ENTRY)

Demographics Facility Members Treatment Parent Licensure Upload

Facility Information

Name as it Appears on Facility License:

Manager Name:

Status: Select Status Status Reason:

Status Date:

Cost Center: ALL

Facility Type:

- Therapeutic Foster Care
- Intensive Alternative Family Treatment
- Basic Family Foster Care
- PRTF to IAPT Transition
- Emergency Rapid Response
- Kinship
- Respite
- Res II
- Res III
- Res IV
- Transitional Home
- PRTF

3. Complete this form to the best of your knowledge, ensuring that the “Status” dropdown is marked active and a Facility type toggle is checked as well as entering the Capacity – the # of beds the home/facility is licensed for. There has to be a valid address as well with corresponding county selected. **Lastly, ensure that the “Agency Licensed with” has your agency marked in the drop-down. If you do not mark the home with your agency, the facility will not be available for matching.**
4. Click Submit.
5. After the home/facility is in the database you are ready to match the youth with the placement

date.

6. Find the Referral Search page under the Manager Tools tab.
7. Search for the youth with the filtering tools
8. Click Edit to open the referral
9. Click the Placement link (you may also access the placement page from the referral search page by clicking the “ADD” button under the “Placement Date” column).
10. On the placement page, **click the placement type** (note: the system will limit the home selection to that type; if the home that you need doesn’t appear, check to see if it is marked “Active” and the treatment level matches, for example “Therapeutic Foster Care”), add the placement date (head-in-bed), select the facility name from the Housing drop down and click submit.

Referral Placement

Placement Type:

TFC (Therapeutic Foster Care)

IAFT (Intensive Alternative Family Treatment)

BFFC (Basic Family Foster Care)

ERR (Emergency Rapid Response)

FTP (Full Time Parenting Pilot)

HTP (Human Trafficking Pilot)

Date of Placement:

Housing:

Last 6 of SSN (Required for IAFT Only):

IAFT Coordinator:

IAFT Office Location:

(If you need an additional office location added, please contact Rapid Resource for Families)

Type	Housing	Date	Delete
IAFT DMA	Chuck E Cheese	10/1/2022	Delete

11. Back on the main Referral Search Page you will note that a new record is created. If there is an error, delete this and re-enter therecord.
12. Also, the facility name is now filled in on the Referral search page. The youth is now considered in placement, and will be included on the census of youth inTFC.

Edit	Referral Date	Last Name	First Name	Referral Type	Referral ID	Facility	Agency	Placement Date	Discharge Date	Response
Edit	8/19/2020 5:06:31 PM	test	Cooper	TFC	36555	Chuck E Cheese	Rushel's Place	10/1/2022		No

Attendance Calendar and youth movement

To track youth movement while in treatment the Attendance Calendar within CCW is utilized to document and export data metrics on youth location, at the individual, agency and network level. CCW will automatically “mark the youth in the home” if there is no change in the admission date or discharge date. It is incumbent on the agency user to update the Attendance Calendar with other types of movement during the month by manually selecting from the available drop-down choices. The expectation is that this is done within one business day of movement.

The Attendance Calendar can be located by navigating to Manager’s Tools and accessing the youth’s file:

The Referral Search page → use filters to find the youth’s name → click edit →

The screenshot shows the 'Referral Search' interface. It includes input fields for Last Name (test), First Name (coo), and Referral ID. Below these are various filters: Date Range, Referral Status (All), Referral Type (All), MCO (All), Gender (All), Age Group (All), and Placement County (All). There are 'Search' and 'Clear Search' buttons. Below the filters is a table with the following data:

Edit	Referral Date	Last Name	First Name	Referral Type	Referral ID	Facility	Agency	Placement Date	Discharge Date	Response
Edit	8/19/2020 5:06:31 PM	test	Cooper	TFC	3655	Chuck E Cheese	Rasher's Place	10/1/2022		No

Once open, find the Attendance Calendar and click on the link. You will notice CCW has automatically entered “in the home” on the following days.

The screenshot shows the 'test.Cooper' profile page with a navigation menu. The 'Attendance Calendar' link is selected. Below the menu is a calendar for October 2022. The calendar grid shows the following status for each day:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	26	27	28	29	30	1 Select a Location <input type="checkbox"/> Admission <input type="checkbox"/> Discharge
2 Select a Location <input type="checkbox"/> Admission <input type="checkbox"/> Discharge	3 Select a Location <input type="checkbox"/> Admission <input type="checkbox"/> Discharge	4 Select a Location <input type="checkbox"/> Admission <input type="checkbox"/> Discharge	5 Select a Location <input type="checkbox"/> Admission <input type="checkbox"/> Discharge	6 Select a Location <input type="checkbox"/> Admission <input type="checkbox"/> Discharge	7 In Home <input type="checkbox"/> Admission <input type="checkbox"/> Discharge Verified CCW 10/7/2022	8 In Home <input type="checkbox"/> Admission <input type="checkbox"/> Discharge Verified CCW 10/8/2022
9	10	11	12	13	14	15

If you need to change the AC to accurately reflect movement, just click the drop-down arrow on that day and enter the correct “location”. If the youth goes on Respite- a second drop down box will appear, please select the name of the home/facility the youth went.

10	11	12
In Home <input type="checkbox"/> Admission <input type="checkbox"/> Discharge Verified: CCW 10/10/2022	Respite Home <input type="checkbox"/> Admission <input type="checkbox"/> Discharge Select a Facility	Select a Location Select a Location In Home Respite Home Hosp Phys Hosp MH Detention Ther Leave AWOL Non-Billable
17	18	
Select a Location <input type="checkbox"/> Admission	Select a Location <input type="checkbox"/> Admission	

Then navigate to the bottom of the calendar and click “I verify” and then “submit” to save your updates.

Submit <input checked="" type="checkbox"/> I verify that daily contact with the Treatment Family has occurred and that the Daily Contact is accurately documented in the Client's Service record.

Discharging a Youth from a placement.

Upon discharge, the discharge information will need to be entered into the database within one business day.

1. Use the filtering functions on the Referral search page to find the youth.
2. Click “Edit” to open the youth’s file.
3. Click the “Discharge” link
4. Fill in the discharge page (Note: the discharge date must be completed)
5. Once you have submitted this, the youth will be taken off of the census and bed board.
6. The discharge summary should be completed with accuracy, data entered is utilized for both agency benchmarks as well as youth outcomes for the Alliance Health MCO population.

**Tips about questions/ data tracked

-Open text boxes only require sufficient information to provide additional information. One to two sentences are all that is required unless an expanded narrative is needed.

-The “next level of care” upon discharge is divided up to clarify higher, and lower levels of care or a lateral move (TFC to TFC). Please ensure you have entered the information in the correct category.

-If a youth is making a lateral move (TFC to TFC) after marking that option there is another question to answer to clarify the reason for the lateral move.

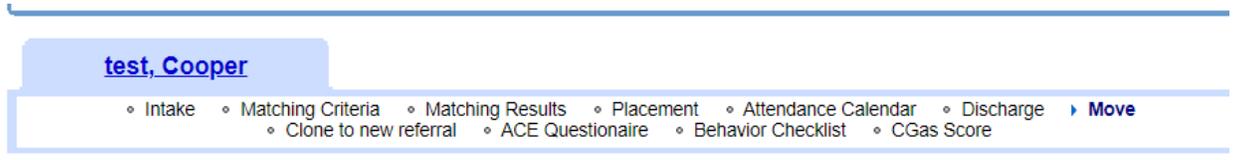
The screenshot shows a web-based form titled "Discharge Summary Form" for a youth named "test_Colin". The form includes a navigation menu with options like Intake, Matching Criteria, Matching Results, Placement, Attendance Calendar, Discharge, Move, and Clone to new referral. The Discharge section is active, showing a discharge date of 4/1/2022 and a completion date of 04/19/2022. The form contains several questions with radio button options, such as "Did the overall functioning of the youth improve?" (Yes selected), "Other than yourself, how active, stable relationships with adults who serve as positive role models does your child have?" (Three or More selected), "Did the youth discharge to the location determined by the CFT?" (Yes selected), "Did the youth meet treatment goals?" (Yes selected), and "At time of Discharge or Lateral move, did the youth progress on Treatment goals?" (Yes - Sufficient progress and/or effort made on 1 or more goal(s) selected). There is also a text box for "Description of the nature of discharge (optional)" containing the text: "Colin and his sister were able to step back to Aunt's home after family therapy and progress in the treatment home." At the bottom, there are two columns of radio button options for "Check the additional reason for the discharge/move if applicable?", with "Foster Parent stopped fostering" selected.

Lower Level of care (choose best approximate service location)	
<input checked="" type="radio"/> With Relatives	<input type="radio"/> With Non-family Member
<input type="radio"/> At Home of Legal Guardian	<input type="radio"/> Supplemental School Programs (Before/After School)
<input type="radio"/> Child Care	<input type="radio"/> Independent Living - Foster Care
<input type="radio"/> Independent Living - Residential	<input type="radio"/> Family Foster Care
<input type="radio"/> Adoptive Programs	<input type="radio"/> Outpatient Counseling
<input type="radio"/> Residential Treatment Center	
Higher Level of care (choose best approximate service location)	
<input type="radio"/> Specialized Foster Care	<input type="radio"/> After Care
<input type="radio"/> Maternity Home Program	<input type="radio"/> Alternative School
<input type="radio"/> Homeless Shelter	<input type="radio"/> Day Treatment Program
<input type="radio"/> DSS/DJJ Residential Group Care	<input type="radio"/> Intensive Family Support
<input type="radio"/> Level 2 Low Residential Group Care	<input type="radio"/> Level 3 Moderate Residential Group Care
<input type="radio"/> Level 4 High Residential Group Care	<input type="radio"/> Multipurpose Residential Care
<input type="radio"/> PRTF	<input type="radio"/> Hospital
<input type="radio"/> Respite Care - Residential	<input type="radio"/> Respite Foster Care
<input type="radio"/> Emergency Foster Care	<input type="radio"/> Emergency Care - Residential
<input type="radio"/> Wilderness Camping	<input type="radio"/> Detention
Lateral Move (staying at the TFC level of care but moving homes within the agency or externally to another TFC agency/home)	
<input type="radio"/> Therapeutic Foster Care	
If this is a lateral move, please check the reason (a lateral is a move from one TFC home to another TFC home)	
<input type="radio"/> Not a lateral move	
<input type="radio"/> Better match without a reason of behavioral disruption or crisis management	
<input type="radio"/> Part of a pre-adoptive or permanency plan	
<input type="radio"/> Disruption - behavioral disruption, allegation against the foster home	
<input checked="" type="radio"/> CFT or guardian request	

Moving a Youth from one home/facility to another within your own agency

To track where each youth place on any given day, we must always create a new “File” or “Referral” when a youth is moved. The system will clone the new file and guide you to the information you need to enter to complete this task.

1. Go to the “Move” link under the Manager Tools tab.



2. Enter the discharge information as it pertains to the first home (this page looks just like a normal discharge), at the bottom of the page, you will see additional placement information. Enter the new placement information for the second home, matching the youth with the new home (Note: the home must have already been entered into the Facility Info page to be available).
3. Click submit
4. The System will create a clone of the referral for tracking purposes. This will be seen on the referral search page.

Edit	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Facility	Agency	Response	Placement Date
Edit	7/28/2016 9:25:16 AM	Original	Sarah	TFC	0	31450	R05	Bill and Nancy Smith	Alexander Youth Network	Yes	Add
Edit	7/28/2016 9:25:16 AM	Original	Sarah	TFC	0	31449	R01	Jake New	Alexander Youth Network	Yes	Add

Note that there are now two files for this youth, tracking the placement and discharge dates that the youth was in each distinct home.

Creating a new referral to go out to the network for matching.

If, for whatever reason, you have a youth in treatment that needs to be moved to a new home, but your agency does not have a current home that will be appropriate, you can clone a new referral that will go out to the other providers.

1. Open the file where the youth is currently placed.
2. Click “Clone to new referral” at the furthest right position.
3. The system will give you a choice
 - a. “Make a referral without Discharge” – This option creates a clone to go out to the other providers without discharging them from their current home if more time is needed to plan for the discharge date.
 - b. If you have already discharged this youth, you may discharge them from the current home at the same time you are creating the clone. Fill in the discharge information on the discharge summary form to discharge the youth.

test. Colin

• Intake • Matching Criteria • Matching Results • Placement • Attendance Calendar • Discharge • Move • Clone to new referral
• ACE Questionnaire • Behavior Checklist • CGas Score

Discharge Summary Form

Discharged on 4/9/2018 4:34:41 PM by Bill Copeland
Edited on 4/18/2022 by Rashel Lauret

Admit Date 4/1/2022

Discharge Date 04/19/2022

Did the overall functioning of the youth improve?
 Yes
 No

Other than yourself, how active, stable relationships with adults who serve as positive role models does your child have (i.e. member of clergy, neighbor, family members, coach)?
 None
 One of Two
 Three or More

Did the youth discharge to the location determined by the CFT?
 Yes
 No

Did the youth meet treatment goals?
 Yes
 No

At time of Discharge or Lateral move, did the youth progress on Treatment goals
 No Progress made or effort shown by the youth
 Yes - Minimal progress and/or effort shown on at least 1 goal
 Yes - Sufficient progress and/or effort made on 1 or more goal(s)
 Yes - Progress made which led to completion of 1 or more goal(s)

Description of the nature of discharge (optional)
Colin and his sister were able to step back to Aunt's home after family therapy and progress in the treatment home.

Check the additional reason for the discharge/move if applicable?
 Foster Parent stopped fostering
 Foster Parent transferred license to another agency without the youth
 Youth found Employment/Independent Living Opportunity
 Turned 18 and chose to leave services
 Foster Parent transferred to another agency with the youth
 Youth entered College/Training Program
 Ran away
 School issues

Lower Level of care (choose best approximate service location)

With Relatives
 At Home of Legal Guardian
 Child Care
 Independent Living - Residential
 Adoptive Programs
 Residential Treatment Center
 With Non-family Member
 Supplemental School Programs (Before/After School)
 Independent Living - Foster Care
 Family Foster Care
 Outpatient Counseling

Higher Level of care (choose best approximate service location)

Specialized Foster Care
 Maternity Home Program
 Homeless Shelter
 DSS/DJJ Residential Group Care
 Level 2 Low Residential Group Care
 Level 4 High Residential Group Care
 PRTF
 Respite Care - Residential
 Emergency Foster Care
 Wilderness Camping
 After Care
 Alternative School
 Day Treatment Program
 Intensive Family Support
 Level 3 Moderate Residential Group Care
 Multipurpose Residential Care
 Hospital
 Respite Foster Care
 Emergency Care - Residential
 Detention

Lateral Move (staying at the TFC level of care but moving homes within the agency or externally to another TFC agency/home)

Therapeutic Foster Care

If this is a lateral move, please check the reason (a lateral is a move from one TFC home to another TFC home)

Not a lateral move
 Better match without a reason of behavioral disruption or crisis management
 Part of a pre-adoptive or permanency plan
 Disruption - behavioral disruption, allegation against the foster home
 CFT or guardian request

Note: you will need to find the new referral in the system to update it with new information.

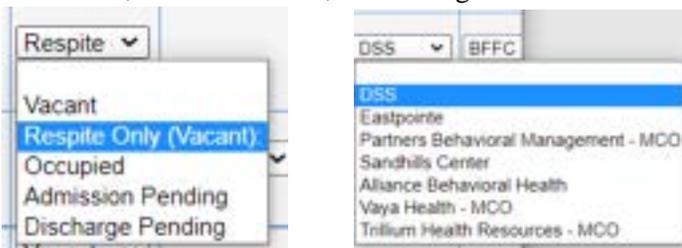
Bed Board for tracking placements, vacancies and bed status

To ensure that we are collecting “accurate data,” we ask that you update in real time placement data on your Agency’s Bed Board. Remember, each time a youth is placed in a home, there should be an individual file documenting this in the database. The Bed-board page will be updated automatically by accurate admission and discharge data entries as CCW is updated. The current compliance requirement expectation is to keep the status of additional beds (not recorded in CCW) in the home updated by data entry from the current drop-down lists.

1. Find the “TFC/IAFT Bed-Board” link under the Manager Tools-Facility Info. tab.
2. This page reflects both youths admitted into CCW under your agency and moving forward, reflects additions manually entered from drop-down choices.
3. On the agency level you have a few options for page filters to narrow down by county or treatment level.

Name	Address	City	County	State	Zip	Agency	Treatment Level	Licensed Capacity	Open Beds	Bed 1	Bed 1 MCO	Bed 1 Youth Treatment Level	Bed 2	Bed 2 MCO	Bed 2 Youth Treatment Level	Bed 3	Bed 3 MCO	Bed 3 Youth Treatment Level
Adam Bender	72 Hwy 1	Hendon Salem	Forsyth	NC	28734	Rashel's Place	Intensive Alternative Family Treatment	2	1	REF 30117	Partners Behavioral Management - MCO	MFT	Respite					
Cluck E. Chene	890 Sandhills way	Charlotte	Mecklenburg	NC	28217	Rashel's Place	Intensive Alternative Family Treatment	2	1	REF 30335	Alliance Behavioral Health	TFC	Occupied	DSS	BFFC			
Corder Ballis	353 Gum Drop	Asheville	Burcombe	NC	28784	Rashel's Place	Therapeutic Foster Care	2	1	REF 30120	Eastpointe	TFC	Vacant					

4. Review this information, noting any errors. Make special note that the youth is matched correctly with the home that they are currently placed with. If you find an error in your data, fix this by finding the file back on Manager Tools- Referral Search- Edit and making the needed corrections (lateral move, discharge) . If you need assistance, feel free to contact RRF.
5. For beds in the home/facility shown in each row that are not auto-populated with REF#’s please update those with the available drop-down choices and corresponding MCO or funding entity. This information will “stick” until it is manually changed again with bed movement, new admissions, or discharges.



6. There are two common mistakes that may be on your table. First, if a home is missing from your list, add the home under the Facility Info tab with the Enter New Facility function. Second, you may see a home on your list that is no longer active. To correct this, find the

home under the Facility search page, edit the status from Active to “Inactive” or “Closed,” and the home will no longer appear on the certification table.

Creating a new referral to document placement when a referral did not come across the database.

Many times, an agency will place a youth where the referral did not originate from a referral in CCW. MCO's still require that these youths be documented in the database for tracking of placements. To create a new referral, go to Manager Tools/New Referral; after clicking on "New Referral" the system will give you a pop-up message.



If you are creating a referral for documentation purposes (meaning, you have placed this youth in one of your homes); click "Yes." However, ensure that you have already entered the home/facility under the Facility Info Tab (see page 6 to view instructions on adding a new home). After clicking Yes, the system will display the referral form with a placement dialog box at the bottom. Complete the referral, match the youth with a home, and the system will create the referral already matched (there will be no need to search for the referral and match later). This youth will appear on your Bed-board.



If you click "No," the referral will go out to the rest of the network providers for matching.

NOTE: For the second box: If you are making a referral for a youth that could be equally suited to match an open TFC or IAFT® home- choose TFC and the system will notify RRFF to clone for a duplicate IAFT referral- this helps reduce duplicate entry by the referral source.

NOTE: After answering the first two questions then select the level of care for the type of referral you are entering either internally or externally to the network.

NOTE: Network Providers and MCO's have requested that there be mandatory items on allreferrals. The entire Referral/intake form is mandatory on average, if the user knows the youth or has the record/file information data entry should take about 10-15 minutes.