Making a Referral with Rapid Resource for Families.

1. Creating Your Account. Go to our website at www.ncrapidresource.org

2. Click the "Make A Referral" Tab.
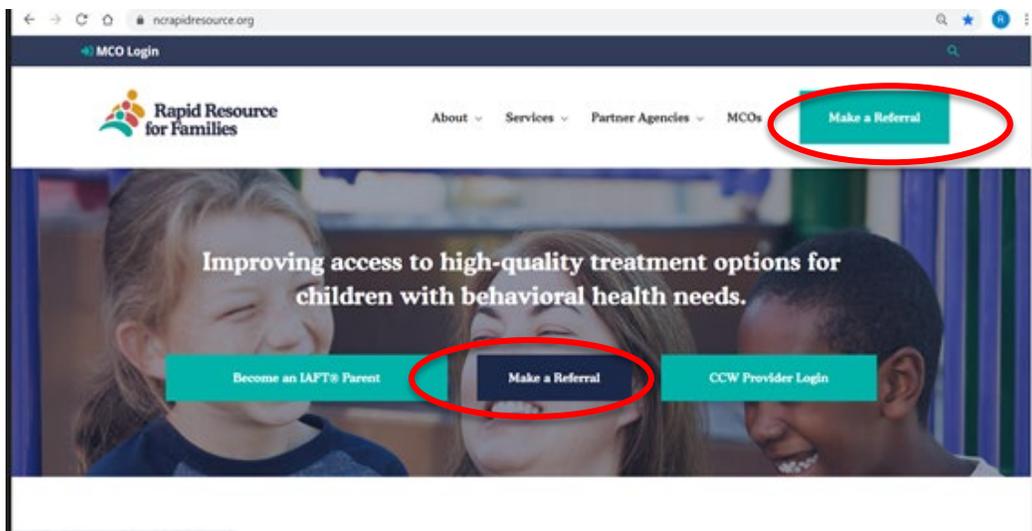
3. Once you click on "Make a referral" you will be redirected to Client Care Web (CCW) This is the only way to access the RRFF's referral database, and should always be used when needing to create a new referral for IAFT®, TFC, ERR or BFFC.
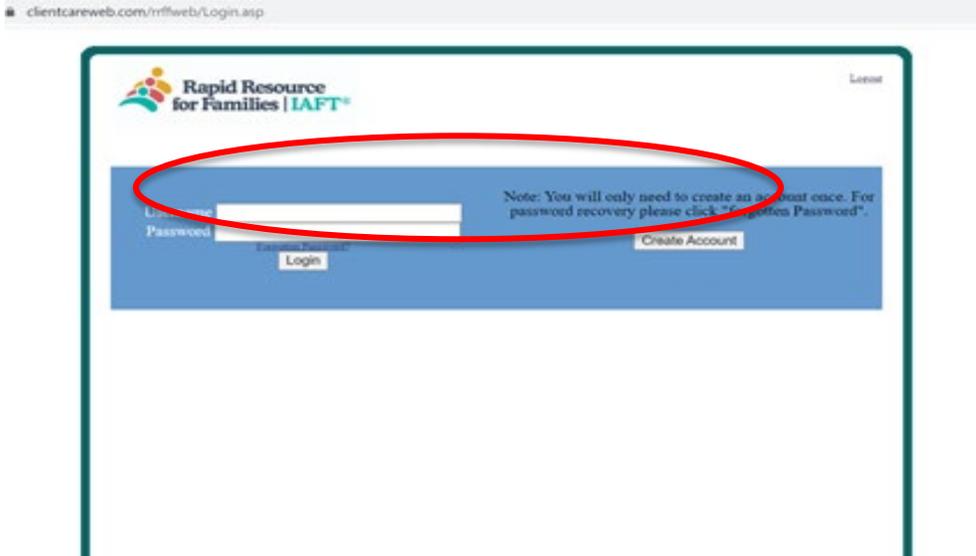
4. **If you do not have an active account, you will need to create an account.**
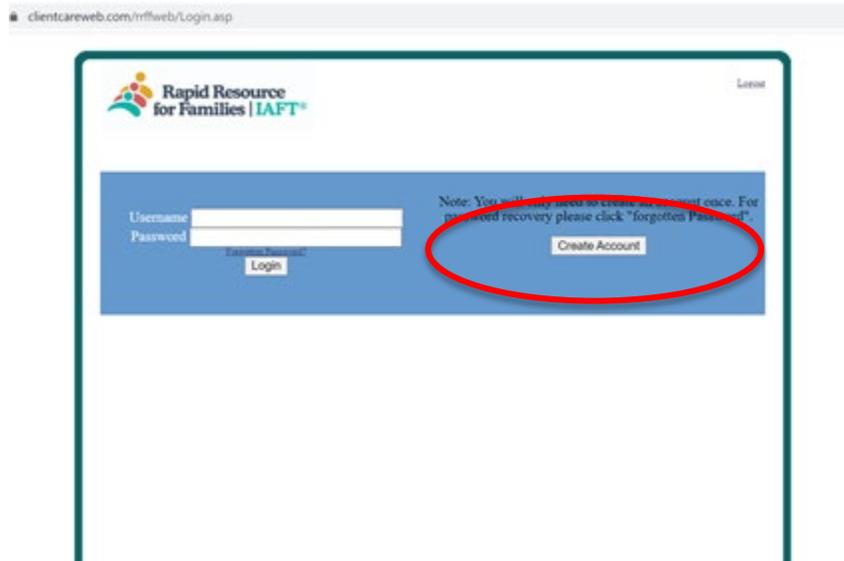
5. Click the "Create Account" link and enter the required information. Make sure that your email is entered correctly. Click "create."

You will receive an email from sender "**CCW-Alert**" with the email subject "**rrff pw reset**". If you don't see the email within 5 minutes, check the "spam" or "junk" folder of your email client.

There you will find a link that will take you back to the website. You will be prompted to create your password. Note that you should already see you email address in the USERNAME box. Just enter the password that you would like to use in the PASSWORD box.

6. Login with your full email and password. You will be directed to the "Referrals" page. Click "Add New Referral" to start a new referral.

Rapid Resource for Families

To create a referral, first click "Add New Referral."
Then enter the youth's First and Last Name, the DOB, the gender, race and LME/MCO for the youth and information. Scroll to the bottom of the page and click "SAVE" To continue to edit the referral, click the "REVIEW" button. Continue to enter information until all the necessary data is entered into the system. The more information in the referral the better for potential placement.

Please hit the "SAVE" button periodically while entering the information in case of your session timing out. Once you have completed the referral, hit save and it will take you back to the home page, please hit "SUBMIT". Please note your referral is not active for review until you hit submit. The save feature allows you to work on the referral but does not submit for RRFF Network Agency review.

If you need additional assistance, please call 1-888-38-RAPID. (1-888-387-2743) or email twillis@ncrapidresource.org

Referrals							
Add New Referral							
	Referral ID	Client	Date of Referral	Type	Entry Date	Edited Date	Submitted
Review	1775	BOB		Routine	09/22/2016		Submit

Making a referral:

Add New Referral

Enter the data for the referral. **Make sure you use the "Save" button at the bottom of the referral intake page often during the data entry process. As this is a HIPPA database, page will timeout if left open too long without any keystrokes within 20 minutes or not saving; unsaved data will be lost.** This will protect your data and time in the event that you loss connectivity with the secure server. There are required fields to enter a referral. If you are missing information, the system will alert you, and direct you to the missing fields.

Rapid Resource for Families

School preference:	Select One ⇕	
Long-term Placement Options for Child:	Select One ⇕
Concern for pets in the home:	Select One ⇕
Custodian requesting to meet the identified family in advance:	Select One ⇕
Family committed to service:	○ Yes ● No
Other Special Considerations to Determine the Most appropriate Match:	○ Yes ☐ ● No ☐

Intensive In-Home Referral

Where will services be provided?	
Other siblings in the home receiving MST of IIH services?	**SAVE YOUR WORK ALONG** ○ Yes ● No
Family committed to service	**THE WAY** ○ Yes ● No

Save

Home   Rapid Resource for Families - Child & Family Services Center -
                                                              PO Box 165, Gibsonville, NC 27249

7. Click "Review" to return to the Referral Intake Page.
8. Once you have finished the referral, click the "Save" link one last time.
9. Click the "Submit" button to submit the referral to the Rapid Resource for Families Member Agencies for review. IAFT® referral will go through a review process under guidance of the applicable MCO.

To create a referral, first click "Add New Referral."
Then enter the youth's First and Last Name, the DOB, the gender, race and LME/MCO for the youth.
Scroll to the bottom of the page and click "SAVE" To continue to edit the referral, click the "REVIEW" button.
Continue to enter information until all the necessary data is entered into the system.
PLEASE USE THE SAVE BUTTON OFTEN WHILE ENTERING THE INFORMATION.
Please note your referral is not active until you submit.
The save feature allows you to work on the referral but does not submit for RRFF member agency review.
If you need additional assistance please call 1-888-38-RAPID. (1-888-387-2743)

Referrals

Add New Referral

	Referral ID	Client	Date of Referral	Type	Entry Date	Submtion
Review	1967	Howard The Duck			3/15/2017 11:43:02 PM	Submit

After you submit the referral you will receive automated email, reminding you how long the referral has been out with Network Agencies. Note the 5 digit number associated with your referral for communications with RRFF located on automated email.

If one of the Agencies has a possible match, they will call you directly, but feel free to email Trudy Willis, at twillis@ncrapidresource.org for an update on the referral or to make any changes to the referral.