Client Care Web User Manual:
TFC Placement Management.
Version: First Draft 8/24/2016

Contents

Introduction

Rapid Resource for Families (RRFF), in conjunction with our database developer, Client Care Web (CCW), provide a referral and data collection platform to agencies and Managed Care Organizations (MCO) within North Carolina.

This user manual will explain the use of CCW to match and collect information on all of your Therapeutic Foster Care placements an identified catchment.

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

Logging onto CCW

There are two types of accounts with CCW. First, there is a "Public" side account. This account is open to the public; anyone may create this account. The only purpose of the public side is to accept new referrals for out-of-home-placement. To access this type of account, Click the "Click here to make a referral" link on www.ncrapidresource.org.

RAPID RESOURCE FOR FAMILIES

Click here to make a referral to Rapid Resource for Families
for Therapeutic Foster Care , Intensive Alternative Family
Treatment, or Foster Care

The second type of account is used by the agencies providing the TFC services to look at, match, and collect data for the TFC referrals entered from the public side. This type of account is "gated," meaning that you will only have this account if your agency has requested that you require it. To access this type of account, you will need to find the "RRFF CCW Agency Login" at the bottom of the page www.ncrapidresource.org .

RRFF CCW Agency Login

Your username will always be your full email address. Below are the directions to set up for the first time, or reset your password.

1. Go to http://ncrapidresource.org/
2. Click GREEN "RRFF Agency Login" at the bottom of the page.
3. Click the red "Forgotten Password?" under the login information.
4. Your full email address is your USERNAME
5. You should get an email from sender "CCW-alerts" and the title "rrff pw setup" within a few minutes. There, you will find a link that will take you back to the database portal. The page should appear with your email address filled in the USERNAME box.
6. Create your new password in the PASSWORD box. Once you have gotten the alert email, you have 2 hours to update your password.
7. Attempt to log in.

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Finding new referrals

As a member in the network or providers, you will have access to all TFC and Basic Foster Care 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 referrasl from across the state. To limit the number of referrals you see, use 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

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® referrals if you are a designated IAFT® provider).

Referral Type: this filter limits the view of the type of referral (TFC, IAFT®, BFFC)
MCO: this filter limits the view by the MCO which the youth are associated.

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

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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"

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 - 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.

Matching a youth to a home.

The most important single piece of data collected is the placement date and matching with a TFC home. Once you physically placed a youth into a home for TFC, 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 data base.

Adding a home to your Facility List

TFC homes 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"
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. There has to be a valid address as well. 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 is in the database you are ready to match the youth with the home.
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, add the placement date (head-in-bed), select the facility name from the Housing drop down and click submit.

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11. You will note that a new record is created. If there is an error, delete this and re-enter the record.
12. Also, the facility name is now be filled in on the Referral search page.

The youth is now considered in placement, and will be included on the census of youth in TFC.

Discharging a Youth from TFC.

Upon discharge, the discharge information will need to be entered.

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.

Moving a Youth from one TFC home to another within your own agency
In order 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).
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	31449	R01123456	Sarah Original	Alexander Youth Network		Add
Edit	7/28/2016 9:25:16 AM	Original	Sarah	TFC	0	31450	R01123456	Sarah 2nd Home	Alexander Youth Network		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.

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Creating a new referral to go out to the network for matching.
(CURRENTLY UNDER DEVELOPMENT)

In some cases, you may have a youth in TFC that you need to find a new home for, but cannot provide one within your agency. You can easily create a new referral that will go out to the provider network for matching.

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Self-Certification of Placement data

To ensure that we are collecting "good data," we ask that you complete a Self-Certification of your placement data. Remember, each time a youth is placed with a home, there should be an individual file documenting this. The current requirement is that the self-certification will be completed by the 15th of each month. The MCO will of completion rates.

1. Find the "Self Cert Placement" link under the Manager Tools tab.
2. The initial look we display all the information about placements and discharges for your agency.
3. Select the type of placements you would like to certify—for example "TFC Therapeutic Foster Care. The page will refresh, showing only that type of placement type
4. This page can be exported to Excel (copy and pasting into Excel works as well), you could also print this page.
5. The youth you currently have in placement with appear on the first table; youth that have been recently discharged will appear at on the second table.
6. Review this information, noting any error. If you find an error in your data, fix this by finding the file and making the needed corrections. If you need assistance, feel free to contact RRFF.
7. Once you have ensured that the information is correct, click the "Certify Data is correct" button. A file will be created, showing the date and time of certification. This file can be downloaded as well as a record.

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Self-Certification of Home Data

To ensure that we are collecting "good data," we ask that you complete a Self-Certification of your home data. The current requirement is that the self-certification will be completed by the 15th of each month. The MCO will of completion rates.

1. Find the "Self Cert Faculty" link under the Manager Tools tab.
2. The table will display all the home you have entered on your Facility Search page that are marked as active.
3. This page can be exported to Excel (copy and pasting into Excel works as well), you could also print this page.
4. Review this information, noting any error. If you find an error in your data, fix this by finding the file and making the needed corrections. If you need assistance, feel free to contact RRFF.
5. Once you have ensured that the information is correct, click the "Certify Data is correct" button. A file will be created, show the data and time of certification. This file can be downloaded as well as a record.
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.