

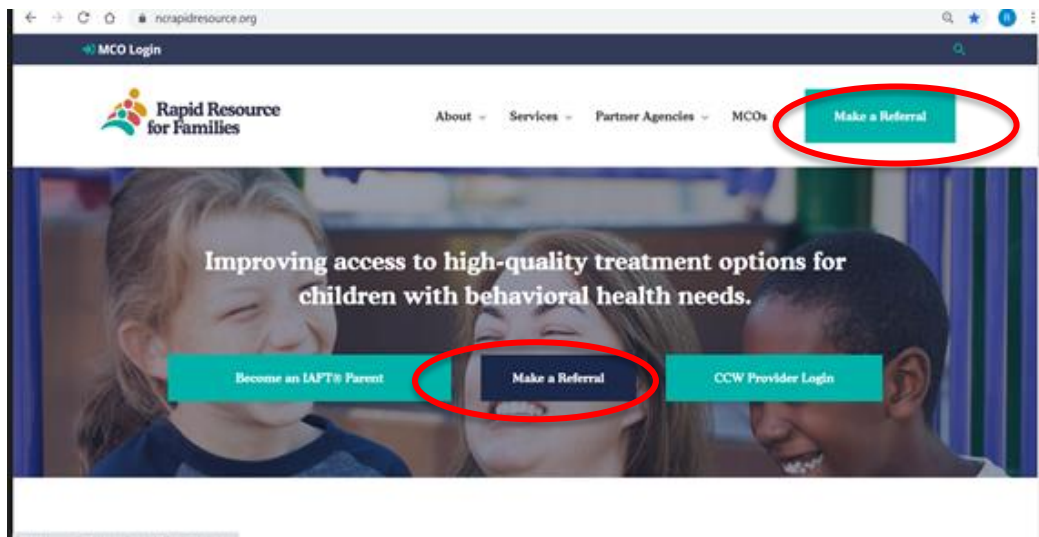


Making a Referral with Rapid Resource for Families.

1. **Creating Your Account. Go to our website at www.nrapidresource.org
Or enter address above**



2. **Click the “Make A Referral” Tab.**

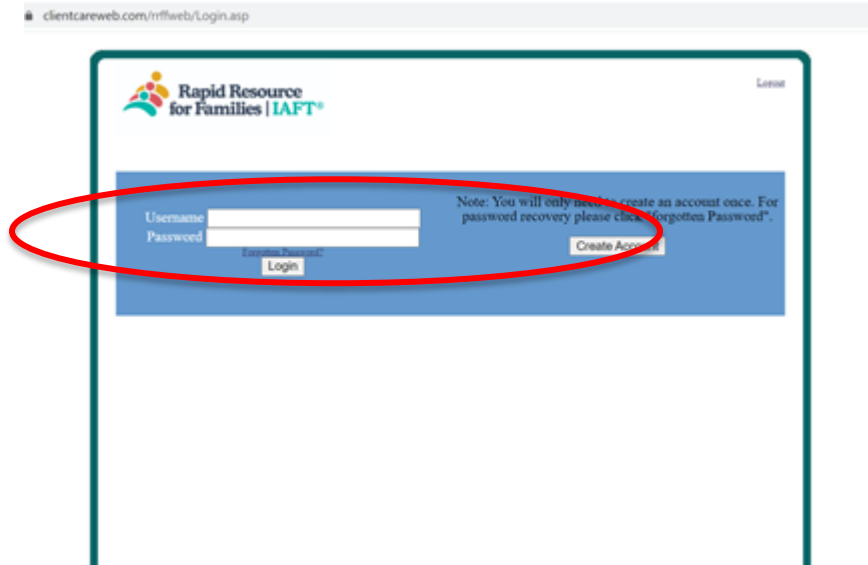


3. **Once you click on “Make a referral” you will be redirected to Client Care Web (CCW) This is only way to access the RRF’s referral**

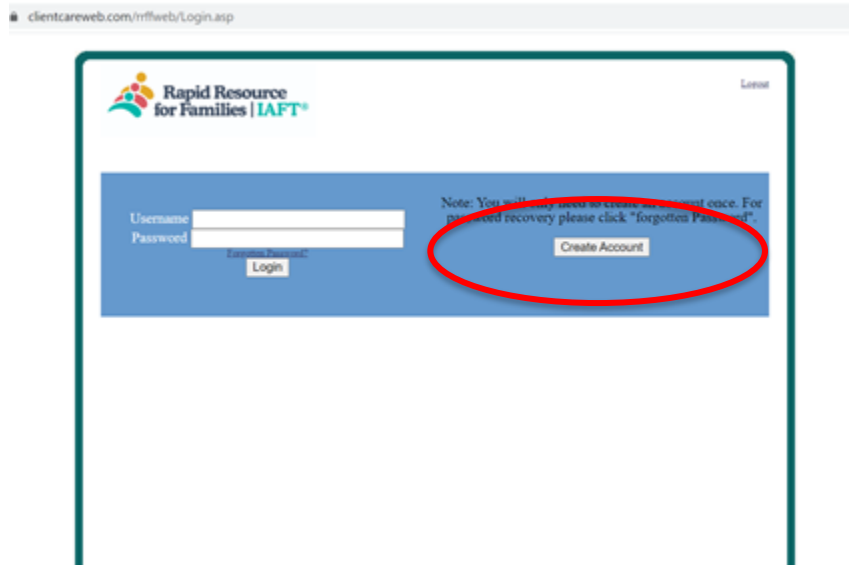




database, and should always be used when needing to create a new referral for IAFT®, TFC, ERR or BFFC.



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 in correctly. Click “create.”

A screenshot of the "Account Information" form. It includes fields for First Name, Last Name, MI (with a dropdown arrow), Phone, Email, and Agency. Below these fields is a CAPTCHA image showing the code "84W4DH" with a "Change Image" link underneath. An "Enter Above code:" field is provided for the CAPTCHA, followed by a "Create" button.

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 your email address in the USERNAME box. Just enter the password that you would like to use in the PASSWORD box.

A screenshot of the "CREATE YOUR PASSWORD" form. It features a "Username" field containing "youremail@email.com" and a "Password" field. A red oval highlights both the Username and Password fields. Below the Password field are links for "Forgotten Password?" and a "Login" button. A "Create Account" button is located to the right. A note at the top right states: "Note: You will only need to create an account once. For password recovery please click 'forgotten Password'." The text "CREATE YOUR PASSWORD" is centered at the bottom of the form.

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.





[Back to Referral List](#)

PLEASE USE THE SAVE BUTTON AT THE BOTTOM OF THE PAGE OFTEN WHILE ENTERING INFORMATION FOR HIPAA REASONS PAGE WILL TIME OUT AFTER 20 MINUTES UNLESS SAVED

Referral Type	
<input type="radio"/> TFC (Therapeutic Foster Care)	Urgent within 24hrs. <input type="checkbox"/>
<input type="radio"/> IAFT (Intensive Alternative Family Treatment)	
<input type="radio"/> BFFC (Basic Family Foster Care)	Urgency of Need <input type="text" value="Select a Urgency"/>
<input type="radio"/> Emergency Rapid Resource	

Referral Information	
First Name <input type="text"/>	Last Name <input type="text"/>
D.O.B. <input type="text"/>	<input type="text"/>
Placement Needed By <input type="text"/>	<input type="text"/>
Required Location <input type="text"/>	

Enter in 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 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.





School preference:

Long-term Placement Options for Child:

Concern for pets in the home:

Custodian requesting to meet the identified family in advance:

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 THE WAY** Yes No

Family committed to service 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 RRF 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	Submission
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 RRF located on automated email.

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

