

# ReferNET

Statewide/Nationwide  
Information & Referral Systems

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... continually striving to help you help others

*RTM Designs*

ReferNET is now operating over 40 statewide and multi-county networks, creating the first viable, inter-connected nationwide 2-1-1 network. RTM Designs' software solutions are the products of choice for I&R organizations in the U.S.

# ReferNET 7.4 *the latest version of our leading I&R solution.*



ReferNET 7.4 has a simplified, streamlined user interface

- New look and feel
- Scrollable single-page format
- Simplified, more intuitive navigation
- Integrated 211.org searches
- AIRS XML 2.07 & 3.0 ready
- 6-Level taxonomy ready

- JAWS compatibility for the vision -impaired workforce
- Improved data validation and global update features
- More statewide setup options
- Simple after-hours and emergency call transfers
- Nationwide inter-connectivity with the ReferONE Emergency Management System



The new contact module design places more information at your fingertips.

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To learn more about creating or upgrading your state

# the ReferNET System

## ReferWEB Public Access Websites

- Custom-designed to meet the I&R organization's needs, including branding, links, and functionality
- Integrates seamlessly with the existing I&R organization website
- Sophisticated search logic provides extremely accurate search results that can be filtered by location, area served, gender served, etc.
- Search by service keyword, agency or program name, or browse service category lists
- ReferWEB Reports provide statistics on website usage, searches performed, and conditions entered
- Additional web pages available to further customize by providing information about the organization, contact info, helpful links, etc.



## ReferNET Agency Survey System

- Keeps the service provider database current and accurate
- Secure, password-protected access for service providers that allows service providers to review agency information in the Refer database and submit updated information as necessary
- Email broadcast component automatically sends reminders to service providers requesting review and update of their information
- Keeps a record of service provider updates that have been submitted and the review status for each submission



## Why choose ReferNET?

- RTM Designs has the largest 2-1-1 customer base in the U.S. and is best suited to handle a coordinated effort between multiple states and agencies in the formation of a National 2-1-1 Network
- ReferNET's centrally hosted system allows for very simple and efficient transferring of calls between states or agencies, allowing employees of one agency to provide experienced assistance to another agency without relocation or interruption to their normal workflow
- ReferNET's call transfers take place in the same user interface and centrally hosted shared data allows transferred call data to be recorded directly to the transferring agency's database.

**ReferNET is HIPAA and AIRS compliant**

## The ReferNET Statewide Advantage

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- Access to resources outside your local service area, allowing call center staff to better serve those in need
- Shared resource data reduces data management hours and eliminates duplicate provider resource maintenance
- Calls may be transferred quickly and easily to other call centers for emergency or after-hours calls - in or out of state
- Internet accessible system gives users full access from any location with an Internet connection
- Shared contact statistics allows for more informative and comprehensive statistical reporting and analysis
- Data storage at the RTM Designs data center offers better data security and back-up protection against data-loss
- Centrally hosted data provides immediate live data access to all ReferNET components: Public Access Websites, Disaster Preparedness Network, and Refer Call Center Systems
- With ReferNET, RTM Designs technical staff can provide immediate hands-on support and troubleshooting
- RTM Designs has extensive experience configuring, supporting, and maintaining statewide and multi-county systems and delivers software proven to meet the challenges of collaborative I&R networks

## Company Profile

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RTM Designs was formed in 1994 for the sole purpose of developing technologically advanced, efficient, and easy to use Information & Referral/Client Tracking software. This goal was first realized with the release of Refer96, setting new standards for I&R software.

Always the innovator, RTM Designs developed the first commercially available I&R software system that:

- Assists multiple clients in one call transaction
- Performs multiple, simultaneous, area served service searches
- Displays service providers by proximity to the client
- Includes a standard geographic system
- Provides automated directory production, and much more.

The RTM Designs' customer base has grown from the original six customers in 1996 to the most widely used Information and Referral software in the world. Since 2004, more than 75% of new sales are customers upgrading from other I&R systems. Our customers include 2-1-1 Call Centers, Area Agencies on Aging, Government Agencies & Military Services, and many other Specialized/Comprehensive I&R organizations.

ReferNET is now operating over 40 statewide and multi-county networks, creating the first viable, inter-connected nationwide 2-1-1 network. RTM Designs' software solutions have become the product of choice for the major I&R organizations in the U.S.

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