ReferNET

Statewide/Nationwide Information & Referral System

. . . continually striving to help you help others

RTM Designs

the ReferNET System

RTM Designs leading I&R solution.

ReferNET now 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
- Send referrals to cell phone or email

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

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

To learn more about creating or upgrading your statew

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.

Refer dsi Service Provider System

- Service providers view referrals made to their agency from ReferNET I&R call centers
- View data forms collected by the referring call center
- Track client referral status and follow up activity
- Data entered in ReferDSI is immediately available in the ReferNET call center system
- ReferNET I&R call center staff can see in the contact activity when a provider reviews the referral information
- Providers can see which other providers received the same referral and view their feedback and the referral status

ReferNET Agency Survey System

- Assists you in keeping your service provider database current
- 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

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Company Profile

RTM Designs was formed in 1994 for the sole purpose of developing a 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.

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