

RCC TRAILS Frequently Asked Questions

1) What is the website for RCC TRAILS?

The web address is <https://rcctrails.dhs.ga.gov>.

Note: There is no l after rcc in the web address (as in RCCL).

2) What do I do if I get an error message when I try to login to RCC TRAILS?

Please take a screenshot of the error message and email it to rcs@dhs.ga.gov.

3) Is there an effective date when agencies should begin using RCC TRAILS to submit incident reports and waiver/variance requests instead of e-mailing them?

Providers are to start using RCC TRAILS immediately to submit incident reports and waiver/variance requests. However, if you have technical problems when trying to upload the documents onto RCC TRAILS, submit the documents through email as usual to RCCapps@dhs.ga.gov until the technical problem is resolved. In your email, please identify the technical problem you are having and attach a screen shot of the problem.

4) What agency/facility personnel are allowed login access to RCCL TRAILS? Agencies/facilities are allowed four login credentials:

- Facility Email (Administrators)
- Owner/CEO
- Director
- Each Human Service Professional or Casework Supervisor

5) Can there be more than one Facility Email?

No, there is only one Facility Email for each location. Agencies with satellite offices will use the main office facility email.

6) Which staff members should I allow access to the Facility Email address?

The Facility Email address is the email address where agencies/facilities receive RCCL correspondence. Whoever the agency/facility allows access to the Facility Email address will be able to upload waiver applications and incident reports. It is up to the agency/facility to decide who will have access to the Facility Email address as administrators to submit waiver applications and incident reports.

Note: As an example, some providers created a generic email address for the Facility Email address (ex. reports@ourbeautifulchildren.org) for staff (administrators) to upload waivers and incident reports. Each administrator was provided with the password. Again, it is up to the agency/facility.

7) Can other staff members have login credentials besides the Owner/CEO, Director, HSP/Casework Supervisor or Facility Email?

No, only those titles will have login credentials.

8) What if the person whose email is the Facility Email is no longer with the agency?

Submit a Change Request Form to your surveyor with the updated Facility Email address. The Change Request Form can be found on our website under *Provider Tools*.

9) How do I access the RCCL webpage and where do I find the Change Request Form?

Visit the DHS website at [www.https://dhs.georgia.gov](https://dhs.georgia.gov). Click **About** on the left side of the page. Click on **Offices, Inspector General, Residential Child Care Licensing**. You can find the Change Request Form and other resources under the **Provider Tools** tab on the left side of the page.

10) Can I submit the Change Request Form and supporting documents via RCC TRAILS?

No, please email the Change Request Form and supporting documents to your surveyor.

11) What if I don't know my surveyor's name or email address?

You can email rcs@dhs.ga.gov to find out the current surveyor assigned to your agency/facility.

12) Do I need to submit a change request for each time I hire a new staff member?

Yes, if the staff member is a Human Service Professionals/Casework Supervisor, Director, or Owner/CEO, you will need to complete the Change Request Form and submit the required supporting documents requested on the form to your surveyor.

13) What if there are more than one Human Service Professional or Casework Supervisor for my agency/facility?

Each Human Service Professional or Casework Supervisor will have their own login credentials. For instance, if there are four HSPs with your CCI, all four HSPs will have their individual login credentials. The same for CPAs. Each Casework Supervisor with your agency will have their own login credentials.

14) What if a Human Service Professional or Casework Supervisor does not have login credentials for RCC TRAILS?

The Director will need to submit a Change Request Form and any supporting documents requested on the form to their surveyor.

15) What type of access does each role have? For example, can a Human Service Professional in Americus view and access incident reports, waivers, variances, etc. for the entire agency or just for the Americus region.

Each role has access to their facility location only. For example, if you have HSPs located at more than one location, they will have access to those locations only. If they are not assigned to a location, they will not have access to that location.

16) Will the information (such as caseworker, age, etc.) regarding residents auto populate from SHINES or another state database when completing incident reports or does this have to be entered manually by the person writing the report?

No, information will not populate to RCC TRAILS from Shines or any other database.

17) After submitting an incident report or waiver application I discovered that additional information needs to be added, can I upload the additional documents to RCC TRAILS?

No, you will need to email the additional documents.

- Waiver/variance applications – RCCapps@dhs.ga.gov
- Incident reports – RCCreports@dhs.ga.gov

18) When can I expect a response to my waiver/variance application that I uploaded onto RCC TRAILS?

The request must be posted on the Secretary of State's website for 15 days before any decision can be made. You should receive a decision for your application within 30 days of submission. However, you will receive a confirmation email that RCCL received your request. If you have not received a confirmation email within 2 weeks, please let us know by emailing RCCapps@dhs.ga.gov . Once a decision has been made on your request, you will receive a decision letter by mail.

Note: Emergency waivers/variances requests are not accepted. The law does not allow RCCL to accept emergency waiver/variance requests.

19) What if I don't see all the locations for my facility on my Facility Landing page or all the satellite offices for my agency?

Email rccs@dhs.ga.gov and provide us with the facility/facilities or satellite offices that are not showing on RCC TRAILS and the Facility ID number if you have it.

20) Who do I contact if I have questions or technical problems?

Email all RCC TRAILS questions and technical problems to rccs@dhs.ga.gov .