COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH FSP/FCCS PILOT PROVIDER

<table>
<thead>
<tr>
<th>FSP/FCCS PILOT PROVIDER</th>
<th>NAVIGATOR</th>
<th>ASOC</th>
<th>FSP/FCCS PILOT PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1</strong></td>
<td><strong>STEP 2</strong></td>
<td><strong>STEP 3</strong></td>
<td><strong>STEP 4</strong></td>
</tr>
<tr>
<td>Create SRTS Record</td>
<td>Review referral for eligibility criteria</td>
<td>Transfer Reason Options:</td>
<td>Disposition Options:</td>
</tr>
<tr>
<td>Upload Adult FSP Referral</td>
<td>Notification of FSP enrollment (FSP pilot only)</td>
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<td>Assessment appointment given at site</td>
</tr>
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<td>Additional information required for request (Note #1)</td>
<td>Authorized for services</td>
<td>Individual declined DMH services (Note #2)</td>
</tr>
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<td>Notification of FSP enrollment (FSP pilot only)</td>
<td>If client is found ineligible for FSP services, Navigator will discuss case with FSP/FCCS Pilot provider and determine appropriate linkage.</td>
<td>Additional information required for request (Note #1)</td>
<td>Unable to contact individual (Note #2)</td>
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**Note #1:** Providers not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage.

**Note #2:** If the Navigator or ASOC needs additional information to determine approval for FSP, they should communicate through e-mail to get the document.

**Note #3:** If the FSP/FCCS Pilot provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Inactive Status.

Revised 12/19/16
COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

AUTHORIZATION – REFERRAL BEGINNING WITH NAVIGATOR (FOR FSP/FCCS PILOT)

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**Note #1:** Providers not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage.

**Note #2:** If the Navigator or ASOC needs additional information to determine approval for FSP, they should communicate through e-mail to get the document.

**Note #3:** If the FSP/FCCS Pilot provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Inactive Status.

**Transfer Reason Options:**

- **STEP 1**
  - Create SRTS Record
  - Upload Adult FSP Referral
  - Request for services
  - If client is found ineligible for FSP services, Navigator will discuss case with referral source and determine appropriate linkage.

- **STEP 2**
  - Outreach to and enroll client
  - Notification of FSP enrollment (FSP pilot only)
  - If a provider will not pursue FSP Authorization, please see Note #1

- **STEP 3**
  - Authorized for services
  - Additional information required for request (Note #2)

- **STEP 4**
  - Disposition options:
    - Assessment appointment given at site
    - Individual declined DMH services (Note #3)
    - Unable to reach individual (Note #3)