What to Do When There is No Contact Phone Number

Even when an individual does not have a phone number or any other useful contact information, a service request should still be created. Please ensure the service request has been transferred to the program location you have given a paper referral for and add the following note in the Transfer Comments section, “Individual currently does not have a working phone #. Paper referral for clinic(s) was provided.”

Programs/users receiving the transfer request are instructed to wait on entering a disposition of “Unable to reach individual/collateral” until the standard fifteen (15) business days have elapsed without the individual/collateral contacting the program to follow through on the referral.

What to Do When You Need SRTS Admin to Edit a Service Request

Do not simply forward the e-mail notification alert. Please enter the Tracking Confirmation # for the service request that needs editing into the Subject Line of the e-mail, which will allow the SRTS Administrator to easily access the service request.

Questions? e-mail SRTS@dmh.lacounty.gov