Three Most Common SRTS User Errors

**Error #1: Trying to Enter a Release/Discharge Date After the Fact**

The “Release/Discharge Date” field is ONLY to be used when the individual has not yet been released/discharged from a jail, juvenile justice or in-patient facility, (i.e., a FUTURE date). **The clock starts with the Release/Discharge Date.** If the individual was recently released/discharged from a jail, juvenile justice or in-patient facility, this field is NOT APPLICABLE and the clock starts with the Request Date.

**Error #2: Selecting Yourself as “Role of Referrer” from the Drop-down Menu**

- “Role of Referrer” never applies to you, the SRTS user. Select the role of the person you received the referral from (the Referral Source).
- “Self” refers to the individual who is requesting mental health services.
- A pop-up box will appear for any choice other than “Self” for you to enter the name and phone number of your Referral Source.
**Error #3: Transferring a Record to the Wrong Program Location**

**Example of Correct Transfer Paths**

If you transferred to the wrong program location, follow these steps:

1. Pull up the e-mail notification alert for this transfer.
2. Hit “Reply All” to e-mail the users of the program location.
3. Cc: SRTS to keep us in the loop.
4. Inform the users the record was sent to them in error and you are working with SRTS to correct it.

Once SRTS receives the e-mail, we will delete the last transfer and return the record.

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