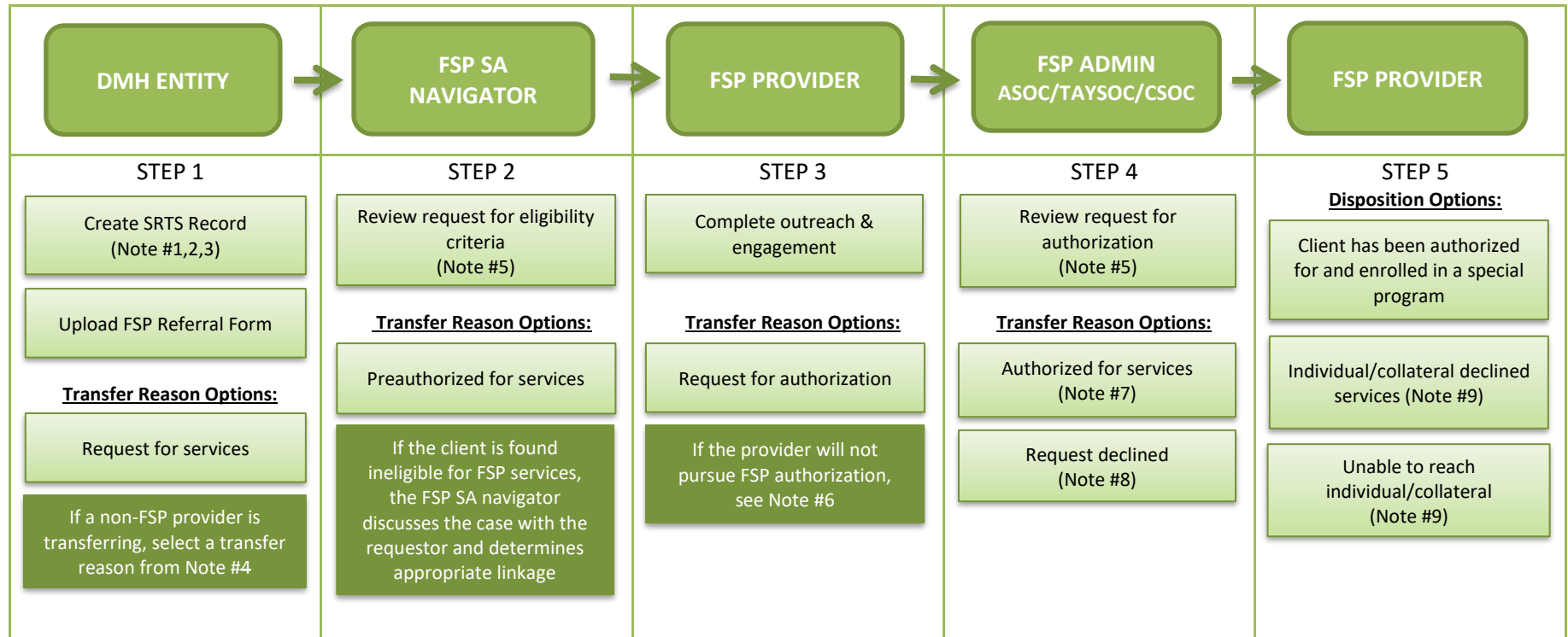
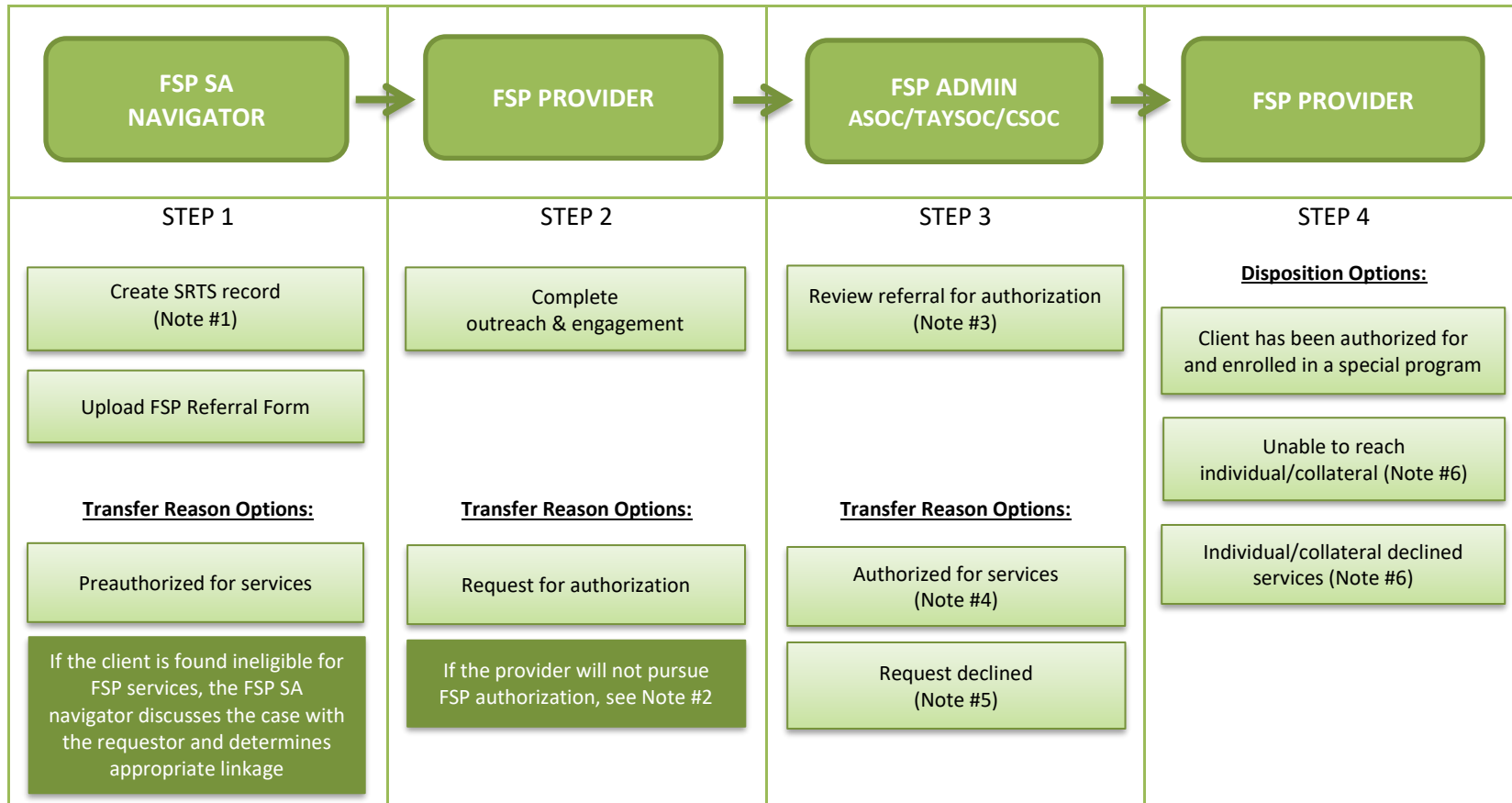


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)  
FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW  
AUTHORIZATION – REFERRAL BEGINNING WITH DMH ENTITY**



- Note #1:** Adult FSP: any DMH Entity submitting a referral for Forensic FSP services must ensure that the client is incarcerated at the time the referral is made. Before creating an SRTS record, the Court Linkage liaison must discuss the referral with the Jail Linkage liaison to avoid referral duplication for Forensic FSP services. Enter “Forensic FSP client” in the transfer comments. For VALOR referrals, make sure the client is a veteran and enter “VALOR client” in the transfer comments.
- Note #2:** Adult and TAY FSP: if the referral is from WPC-ISR, enter “WPC-ISR client” in the transfer comments.
- Note #3:** If the request is a Re-establishment (61 to 365 days after previous disenrollment) or Re-instatement request (within 60 days of the same provider from the previous disenrollment), enter “Re-establishment” or “Re-instatement” in the transfer comments. Upload the Re-Instatement Request Form if it is a re-instatement request. Re-establishments require a new referral form.
- Note #4:** If a non-FSP provider is referring an individual/client for FSP services, select one of the following transfer reasons: 1) Request for services, 2) Specialty services are not available. Please describe specialty need in Comments section, 3) Individual requires a different level of care, or 4) This program is unable to serve the individual. Please select the reason and explain in the Comments section.
- Note #5:** If more information is needed, communicate with the requestor through e-mail or phone.
- Note #6:** If the FSP provider will not pursue FSP authorization, discuss the case with the FSP SA navigator to determine whether a disposition should be entered to close the record or transferred back to the FSP SA navigator to ensure linkage.
- Note #7:** FSP Admin forwards the SRTS confirmation e-mail to the FSP SA navigator and FSP provider for their records as confirmation that the referral was authorized.
- Note #8:** If the request for authorization is declined, FSP Admin transfers the record back to the FSP SA navigator to discuss linkage with the FSP provider.
- Note #9:** If the individual/client declined services or is unable to be reached, notify the FSP SA navigator.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)  
FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW  
AUTHORIZATION – REFERRAL BEGINNING WITH FSP SA NAVIGATOR**



**Note #1:** The FSP SA navigator creates the SRTS record only if the referral source does not have SRTS access (e.g., Health Providers). If the request is a Re-establishment (61 to 365 days after previous disenrollment) or Re-instatement request (within 60 days of the same provider from the previous disenrollment), enter “Re-establishment” or “Re-instatement” in the transfer comments. Upload the Re-Instatement Request Form for Re-instatement requests, if applicable. Re-establishments require a new referral form.

**Note #2:** If the FSP provider will not pursue FSP authorization, discuss the case with the FSP SA navigator to determine whether a disposition should be entered to close the record or transferred back to the FSP SA navigator to ensure linkage.

**Note #3:** If more information is needed, communicate with the requestor through e-mail or phone.

**Note #4:** FSP Admin forwards the SRTS confirmation e-mail to the FSP SA navigator for their records as confirmation that the referral was authorized.

**Note #5:** If a request for authorization is declined, FSP Admin transfers the record back to the FSP SA navigator to discuss linkage with the FSP provider.

**Note #6:** If the individual/client declined services or is unable to be reached, notify the FSP SA navigator.