# COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
## SERVICE REQUEST TRACKING SYSTEM (SRTS)
### TRANSITIONAL AGE YOUTH SYSTEM OF CARE (TAYSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
#### AUTHORIZATION – REFERRAL BEGINNING WITH NAVIGATOR / IMPACT UNIT

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<td><strong>Create SRTS Record</strong></td>
<td><strong>Complete Outreach &amp; Engagement</strong></td>
<td><strong>Transfer Reason Options:</strong></td>
<td><strong>Transfer Reason Options:</strong></td>
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<td><strong>Upload TAY FSP Referral</strong></td>
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**Note #1:** If the Navigator or TAYSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”

**Note #2:** Providers not pursuing authorization must discuss the case with the Navigator/Impact Unit 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 #3:** If a request for authorization is declined, TAYSOC will transfer the record back to the Navigator/Impact Unit for linkage. Navigator/Impact Unit will discuss linkage with FSP provider.

**Note #4:** If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator/Impact Unit and consider Inactive Status.

Revised 8/4/16
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SERVICE REQUEST TRACKING SYSTEM (SRTS)

TRANSITIONAL AGE YOUTH SYSTEM OF CARE (TAYSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

AUTHORIZATION – REFERRAL BEGINNING WITH FSP PROVIDER

**STEP 1**
- FSP PROVIDER
  - Create SRTS Record
  - Upload TAY FSP Referral

**STEP 2**
- NAVIGATOR/IMPACT UNIT
  - Review referral for eligibility criteria
  - Transfer Reason Options:
    - Client preauthorized for services
    - Additional information required for request (Note #1)
  - If client is found ineligible for services, Navigator/Impact Unit will discuss case with referral source and determine appropriate linkage.

**STEP 3**
- FSP PROVIDER
  - Complete Outreach & Engagement
  - Transfer Reason Options:
    - Request for authorization
    - If a provider will not pursue authorization, please see Note #2

**STEP 4**
- NAVIGATOR/IMPACT UNIT
  - Transfer Reason Options:
    - Request for authorization
    - Additional information required for request (Note #1)

**STEP 5**
- TAYSOC
  - Transfer Reason Options:
    - Additional information required for request (Note #1)
    - Client authorized for services
    - Request declined (Note #3)

**STEP 6**
- FSP PROVIDER
  - Disposition Options:
    - Assessment appointment given at site
    - Individual declined DMH services (Note #4)
    - Unable to reach individual (Note #4)

**Note #1:** If the Navigator or TAYSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”

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