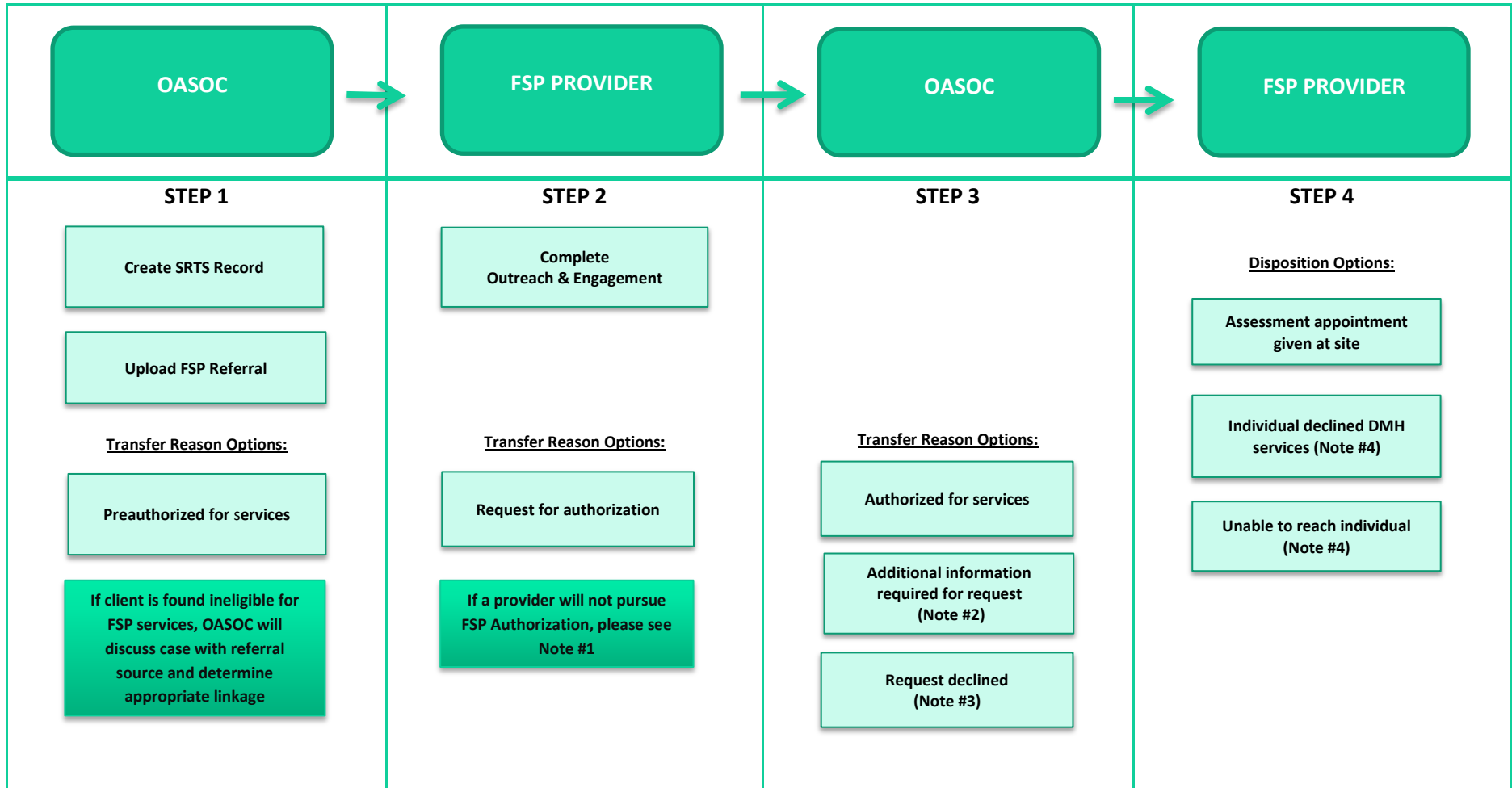


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**OLDER ADULT SYSTEMS OF CARE (OASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH OASOC**



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

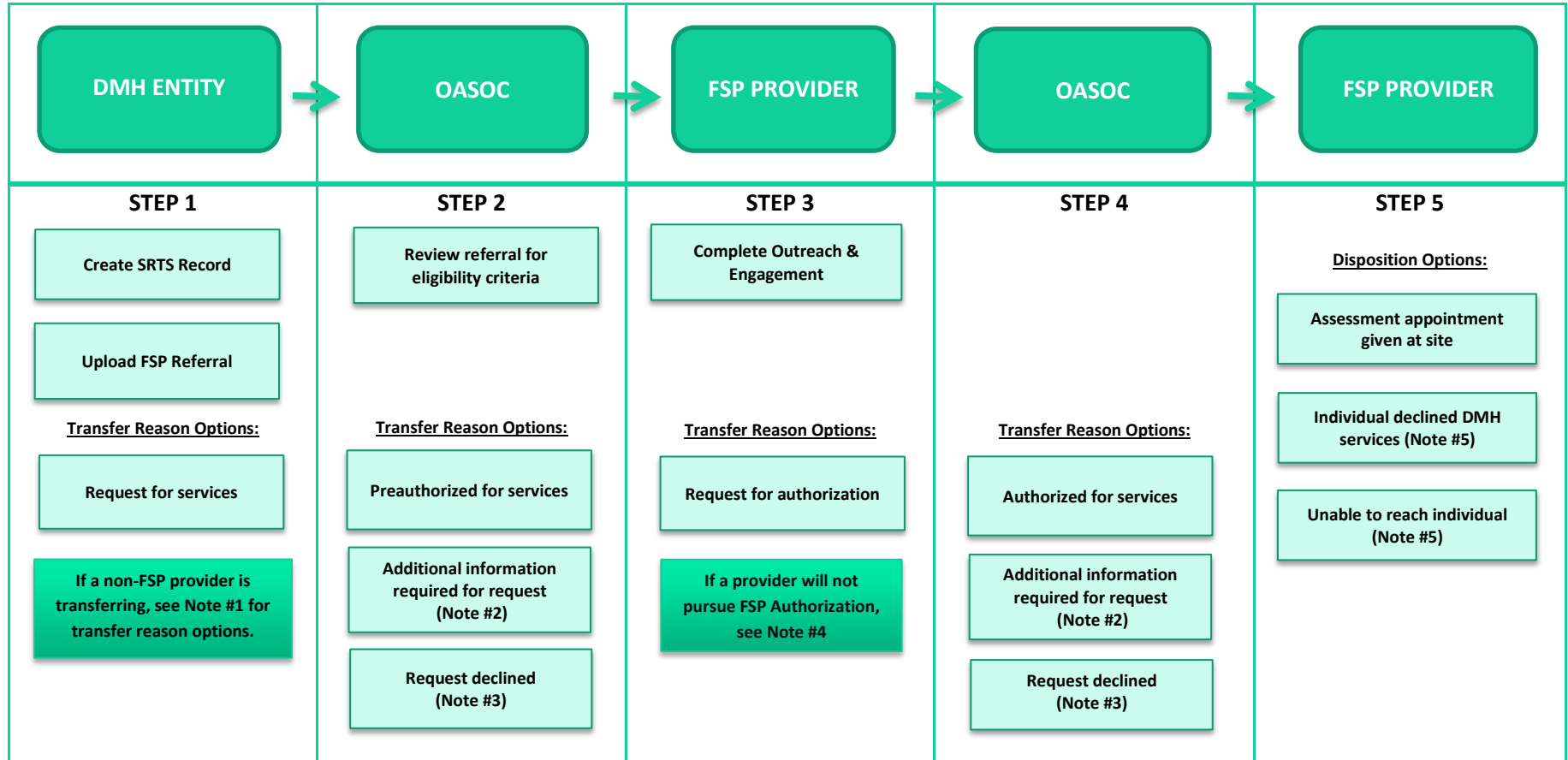
Note #2: If OASOC needs additional information to determine approval for FSP, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request.”

Note #3: If a request for authorization is declined, discuss the case with OASOC and ensure linkage is made with a more appropriate provider.

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

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

**OLDER ADULT SYSTEMS OF CARE (OASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH DMH PROVIDER**



Note #1: If a **non-FSP provider** is referring an individual/potential client for FSP services, use one of the following transfer reason(s): 1) “Specialty services are not available. Please describe specialty need in Comments section”, 2) “Individual requires a different level of care”, or 3) “This program is unable to serve the individual. Please select the reason and explain in Comments section”.

Note #2: If OASOC needs additional information to determine approval for FSP, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”.

Note #3: If a request is declined, OASOC will discuss the case with the requestor and ensure linkage is made with a more appropriate provider.

Note #4: Providers not pursuing FSP authorization must discuss the case with the OASOC to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Older Adult Impact Unit or another agency to ensure linkage.

Note #5: If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify OASOC and consider Inactive Status.