WHAT TO DO WHEN THERE IS AN ACTIVE SERVICE REQUEST

When a client has an active service request ("active" means a prior record created by another program for the same client that does not have a disposition), then the **Create Service Request** button will not be displayed. This "lock-out" is intended to encourage care coordination and ensure that two different programs are not outreaching to the same client at the same time.

In order to create a new service request, the active request must first be:

(1) *Closed* (given a disposition) by the program that is currently assigned to the record, or

(2) *Transferred* to your program so you can enter the disposition.

Which option you request depends upon whether or not your record is related to the initial request by the other program. For example:

(A) If the active record is a request for service from last year that the program failed to close, then the program should enter a disposition to *close* the record.

(B) If the active record is a current request for service and your program is able to see the client sooner than the other program, the active service request should be *transferred* to your program.

Use the **"Search for Program Contact"** button on the home page to obtain the e-mail addresses of users at the program to which the open record is currently assigned and contact them to request that they close the record or transfer it to your location. If you cannot resolve an active service request issue on your own, e-mail SRTS@dmh.lacounty.gov to request assistance. Tell us the **tracking confirmation number** of the open record, the problem you are having with the other program, and we will administratively close the record so you can create a record for the client.