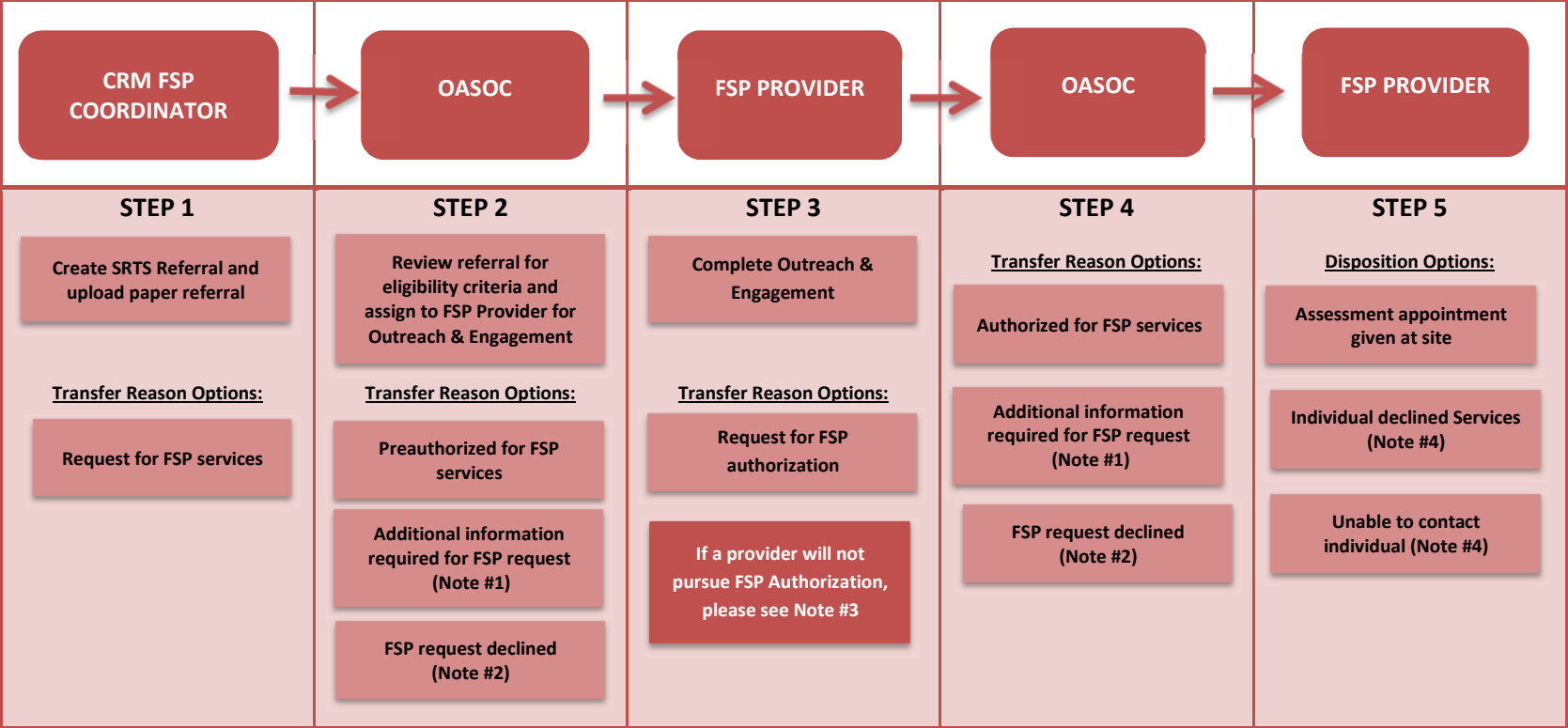


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**COUNTYWIDE RESOURCE MANAGEMENT (CRM) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
OLDER ADULT FSP AUTHORIZATION – REFERRAL BEGINNING WITH CRM FSP COORDINATOR**



Note #1: If Older Adults System of Care (OASOC) needs additional information to determine approval for FSP, they can transfer the record back to the requestor with the transfer reason of “Additional information required for FSP request.”

Note #2: If client is found ineligible for FSP services, reviewer will discuss case with CRM staff and determine appropriate linkage.

Note #3: Providers not pursuing FSP authorization must discuss the case with OASOC and CRM FSP Coordinator to determine whether a disposition should be entered to close the record, or whether the record should be re-routed to the CRM FSP Coordinator or Navigator to ensure linkage. See “Re-routing CRM Referrals” for more instructions.

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

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

Re-routing CRM Referrals

Providers not pursuing FSP authorization in Step 4 of the CRM workflow must **discuss the case with the CRM FSP Coordinator and Older Adults System of Care (OASOC)** to determine whether (1) a disposition should be entered to close the record, or (2) the record should be re-routed (transferred) to the CRM FSP Coordinator or OASOC to ensure linkage with another provider.

