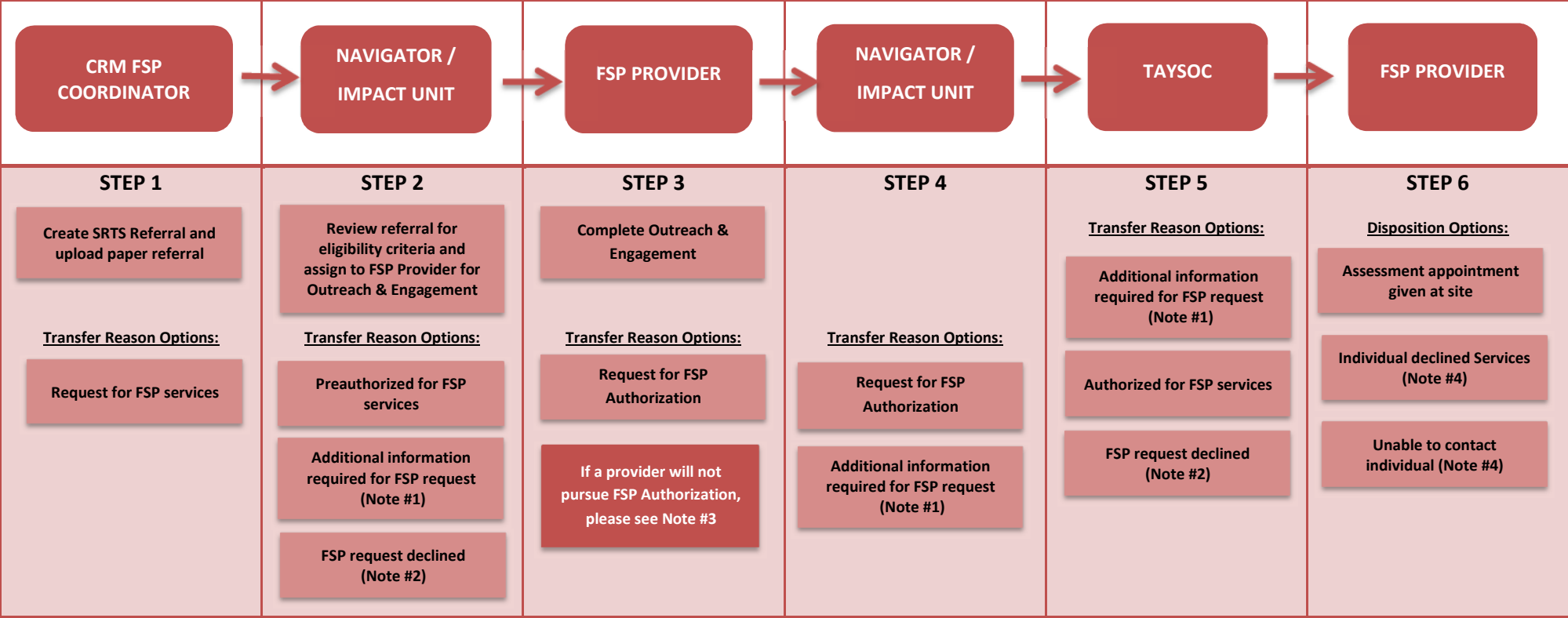


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

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



**Note #1:** If Navigator / Impact Unit or TAYSOC 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 the Navigator / Impact Unit 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 TAYSOC.

**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 Navigator** 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 Navigator to ensure linkage with another provider.

