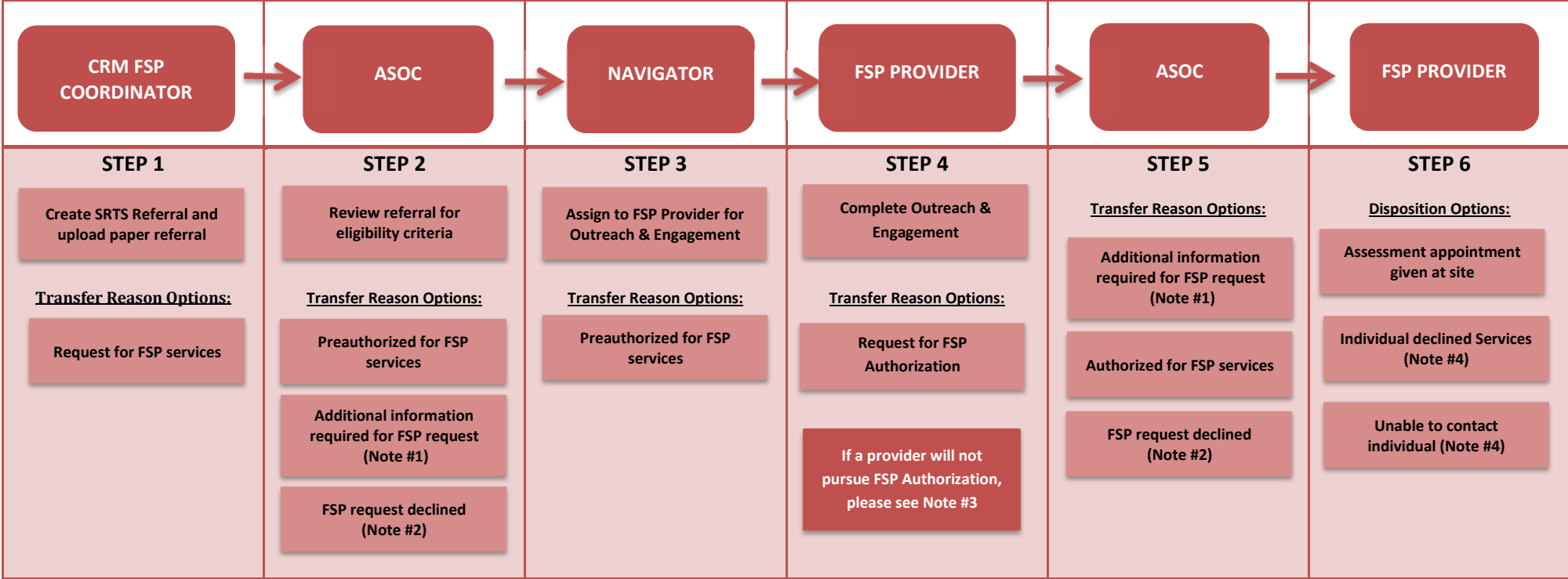


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

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



- Note #1:** If ASOC 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, ASOC will discuss case with CRM staff and determine appropriate linkage.
- Note #3:** Providers not pursuing FSP authorization must discuss the case with the Navigator 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 ASOC.

**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. **The CRM Coordinator or Navigator should always notify ASOC when FSP Authorization will not be pursued.**

