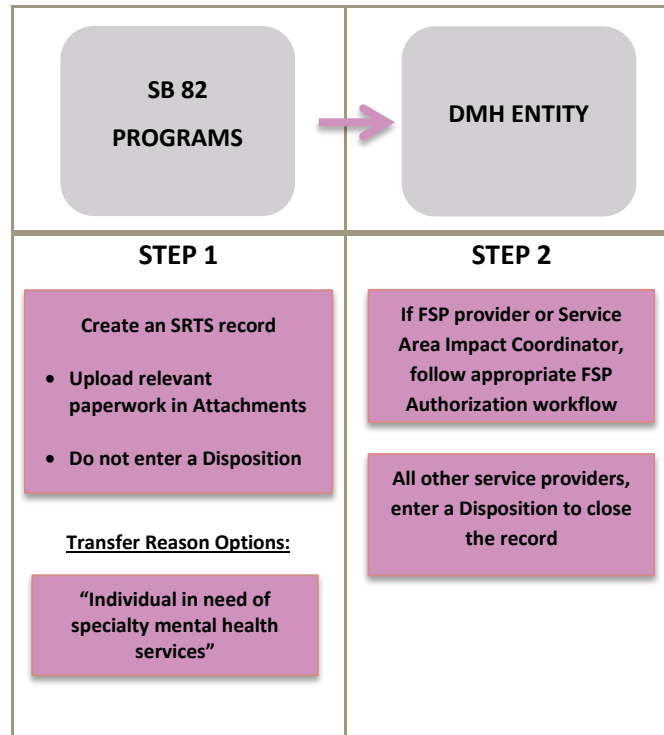


COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

SB 82 SRTS WORKFLOW

Record Created by the SB82 Mobile Triage Team*

Initial requests are logged in the IBHIS SRL. Once an individual is ready to be linked for on-going services, begin this workflow



*Records may also be created by other portals of entry into DMH, such as the SB82 Countywide Administration team, the Federal Housing Subsidies Unit and Service Area Navigation teams.

In these instances, the first portal creates the referral and transfers it to the appropriate SB 82 team. The SB82 teams will **enter a disposition** for the record in the SRTS, **log it in the IBHIS SRL**, and, if the individual will be linked to another provider for on-going services **create a NEW SRTS record** and transfer it per the workflow above.