



# Service Request Tracking System



March 7, 2017

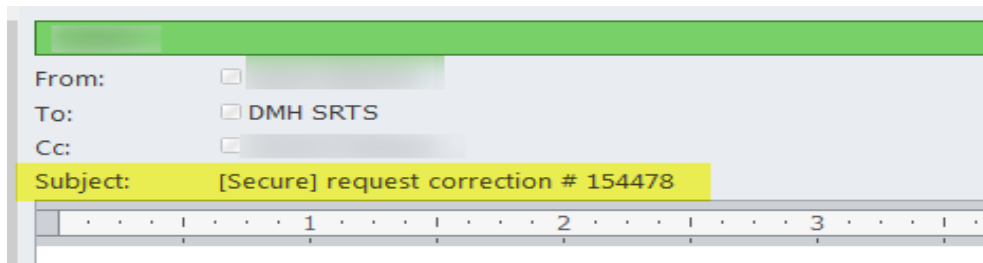
## → What to Do When There is No Contact Phone Number

Even when an individual does not have a phone number or any other useful contact information, a service request **should** still be created. Please ensure the service request has been transferred to the program location you have given a paper referral for and add the following note in the **Transfer Comments** section, **“Individual currently does not have a working phone #. Paper referral for clinic(s) was provided.”**

Programs/users receiving the transfer request are instructed to wait on entering a disposition of **“Unable to reach individual/collateral”** until the standard **fifteen (15) business days** have elapsed without the individual/collateral contacting the program to follow through on the referral.

## → What to Do When You Need SRTS Admin to Edit a Service Request

**Do not** simply forward the e-mail notification alert. Please enter the **Tracking Confirmation #** for the service request that needs editing into the **Subject Line** of the e-mail, which will allow the SRTS Administrator to easily access the service request.



Questions? e-mail [SRTS@dmh.lacounty.gov](mailto:SRTS@dmh.lacounty.gov)