☐ Cultural Competency

Service Request Tracking System (SRTS) Basic User Training - DO

DATE & TIME: **November 19, 2026** **10:00AM - 11:00AM**

Sign-in begins 10 minutes prior to the training time. All participants must arrive during the sign-in period. Late arrivals will not be admitted.

PLACE: **Web Broadcast - Microsoft TEAMS**

REGISTRATION: **https://eventshub.dmh.lacounty.gov/Events/Trainings/Detail/14025**

DESCRIPTION: This one-hour training is designed for users of the SRTS who create and send referrals for programs and services within the LACDMH system of care. This training focuses on learning and using basic SRTS functions for efficient use of the SRTS and for accurate referral and data entry. The training will also review and demonstrate the functions of the LACDMH Provider Directory to identify providers accepting referrals for identified programs and services based on client location and/or demographic needs. This training is not required to use the SRTS and is meant to supplement SRTS training materials. This training does not create a pathway for staff to be added to the SRTS for a provider. Staff who need access to the SRTS must follow the established processes to request SRTS access.

TARGET AUDIENCE: **DMH Directly Operated Staff**

OBJECTIVES: **As a result of attending this training, participants should be able to:**

1. Explain the purpose of using SRTS, including data collection, monitoring, and reporting on statewide requirements, as well as facilitating timely referrals and communication regarding referrals into the DMH system of care.
2. Apply basic skills in creating referrals, transferring referrals, and entering referral outcomes.
3. Demonstrate a basic understanding of the differences between logging referrals originating from their own site and referrals received from outside sources.

CONDUCTED BY: **Access to Care Staff**

COORDINATED BY: **Emily A. Persell MS, Mental Health Training Coordinator**
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DEADLINE: **When capacity is reached.**

CONTINUING EDUCATION: **NONE**

COST: **NONE**