



**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
HEALTH CARE REFORM IMPLEMENTATION**

Service Request Tracking System (SRTS)

Using the SRTS for Linkage Services

<p>Policy Decisions</p> <p>DMH Policy 202.43</p>	<ol style="list-style-type: none"> Individuals requesting specialty mental health services must receive those services in a timely manner. All initial requests for specialty mental health services must be logged. The date of the “initial request” is the date that the Department of Mental Health (DMH) receives the request. <ul style="list-style-type: none"> The “DMH” includes all directly-operated and contracted providers, including administrative units that perform linkage duties. <p>When a request for service is received by a DMH unit that will not be providing the initial assessment appointment (i.e. not the treating provider), that request shall be logged in the SRTS and transferred to the appropriate service provider.</p>
<p>Transferring in the SRTS</p>	<ol style="list-style-type: none"> Create the SRTS record. Do not enter a disposition. The service provider will enter the disposition of the request after the transfer*. Transfer the record: Select the service provider, appropriate transfer reason (listed below) and click save. <ul style="list-style-type: none"> Client in need of specialty mental health services Client would like services in a different Service Area Individual prefers an alternate provider/location Individual requires a different level of care Language need not available; please indicate language needed Specialty services are not available. Please describe specialty need in Comments section All registered users at the service provider location will receive an e-mail that the transfer has been made. <i>Linkage programs should be confident that the provider will be able to accept the client for services before sending the transfer.</i>
<p>Implementation</p>	<p>April 2014: Service Area Navigators create and transfer records via the SRTS for all outpatient services, except for Full Service Partnerships (FSP), Specialized Foster Care (SFC) and Multidisciplinary Assessment Team (MAT). The ACCESS Urgent Appointment Line begins using the SRTS for referrals to Contract providers.</p> <p>July - August 2014: Service Area Navigators start using the SRTS for FSP. SFC & MAT programs start using the SRTS.</p> <p>August - September 2014: Countywide Resource Management, Jail Linkage, and the ACCESS 800 Line (and others?) begin using the SRTS. <i>(proposed)</i></p>

*The ACCESS Urgent Appointment Line agent will enter the disposition on behalf of the treating provider, since they will have scheduled the appointment on behalf of the client.

See the “Tracking Initial Service Requests” flowchart on Page 2 for an overview

Reminder: Accessing the Service Request Tracking System (SRTS)

DMH Staff Link: <https://intra.dmhapps.co.la.ca.us/SRTS> , Contract Staff Link: <https://dmhapps.co.la.ca.us/SRTS>

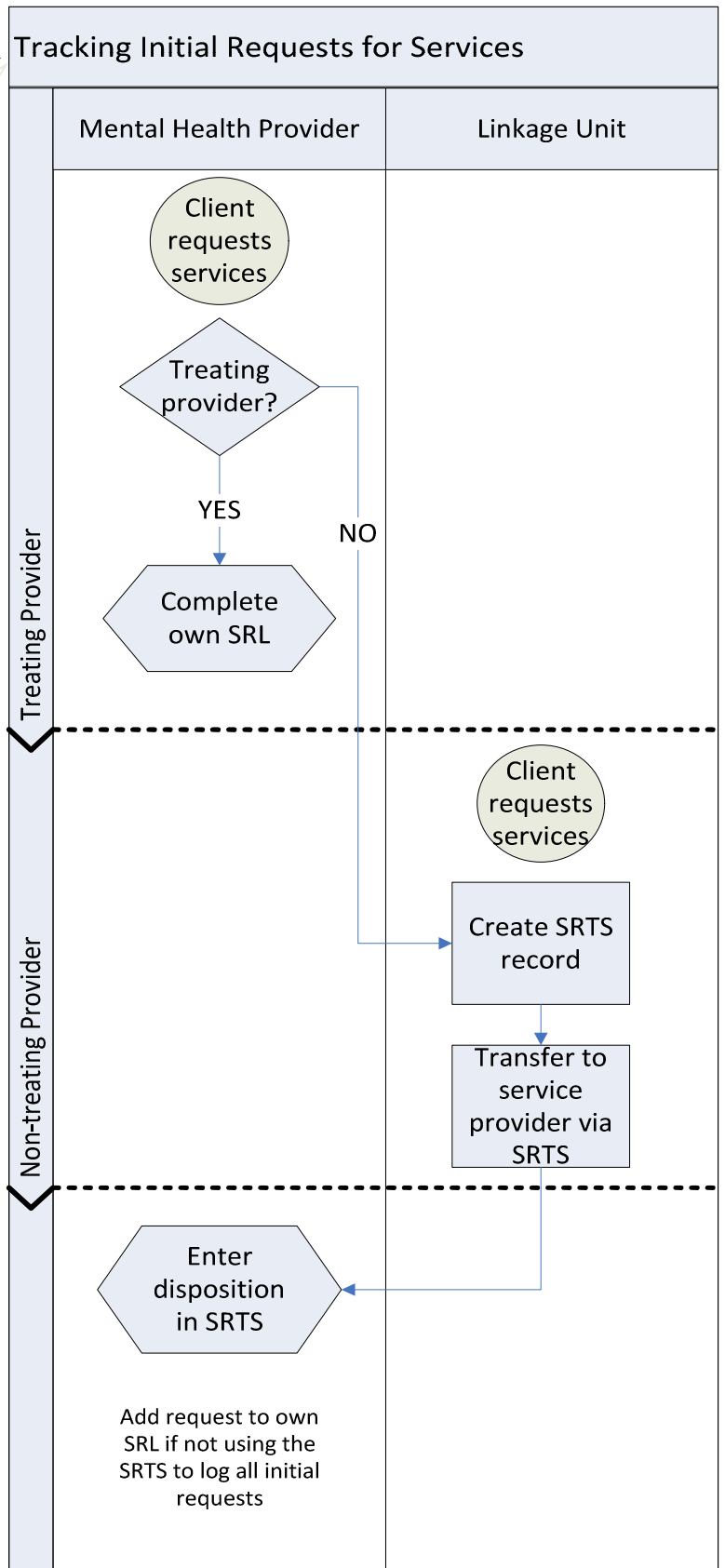
E-mail SRTS@dmh.lacounty.gov to become a registered user, submit questions or edit locked records.

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An **initial request** is defined as any request for specialty mental health services that will require a new assessment to be completed. This includes a new client who does not yet have a clinical record or a client returning for services after termination/inactivity.



SRL stands for Service Request Log. California Code of Regulations Title 9 §1810.405(f) requires that all initial requests for services must be recorded. This information is tracked in a service request log.