



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

Service Request Tracking System (SRTS) Notice:

Transferring Records from DMH-DHS Collaboration Programs

<p align="center">Overview</p>	<p>One important function of the SRTS is to track how long it takes for a client to be offered an initial appointment. In order for the SRTS to accurately track referrals from DMH-DHS Collaboration (COL) programs, transfers must be done in accordance with the steps below. In each scenario, the record should be transferred without a disposition so the receiving provider can enter their disposition.</p>
<p align="center">Scenario 1:</p> <p>Assessment appointment given at COL program. Client receives Tier 2 services, but it is determined that the client must be transferred to another provider (i.e., requires a higher level of care).</p>	<ol style="list-style-type: none"> COL staff create an SRTS record to document the referral from primary care, including the initial disposition of “assessment appointment offered” and the final disposition of “client accepted for DMH services.” This record is now <u>closed</u>. COL staff create a <u>new</u> SRTS record to refer the client to another provider <ul style="list-style-type: none"> Request date is the date COL requests Tier 1 services Referring party is Mental Health Provider Name of referrer is the name of COL staff Referring clinic is the name of the COL clinic Transfer reason: Client has received Tier 2 services and is now in need of Tier 1 (or any other appropriate reason).
<p align="center">Scenario 2:</p> <p>Assessment appointment given at COL program. During the assessment it is determined that the client requires services from another provider (i.e., client in need of Tier 1 services).</p>	<ol style="list-style-type: none"> COL staff create an SRTS record to document the referral from primary care, including the initial disposition of “assessment appointment offered” and the final disposition of “individual does not meet program criteria; referred for outpatient mental health services.” This record is now <u>closed</u>. The assessment appointment “stopped the clock” in the original record, so a <u>new</u> record is required to track the transfer, similar to Scenario 1. Follow Step 2 in Scenario 1 above.
<p align="center">Scenario 3:</p> <p>Assessment appointment not offered because it was determined at screening that the client requires a higher level of care.</p>	<ol style="list-style-type: none"> COL staff create an SRTS record documenting the referral from primary care and do <u>not</u> enter a disposition. Transfer the record to the appropriate location <ul style="list-style-type: none"> Transfer reason: Client in need of Tier 1 services (or any other appropriate reason)

NEW SRTS Instructional Video NEW http://file.lacounty.gov/dmh/cms1_213567.wmv

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.