



APPENDIX D Case manager introduction letter template

Date

Dear **(NAME)**

I am writing to inform you that I am currently acting as a case manager for **(ENTER SERVICE USER NAME)** and to ensure that the support plan accurately records your involvement in this case. My contact details are set out below should you wish to discuss the support plan or any issues in relation to service provision.

My work as a case manager is informed by the Interagency Protocols that have been produced by the Homeless Agency Partnership and the Progression Routes Initiative. These procedures can be provided to you on request.

I am operating in this role with the services user's consent. Attached is a copy of the standard confidentiality form, which confirms permission for sharing of information in relation to this case.

OR

I am operating in this role with the services user's consent. A copy of the consent can be provided to your service should there be further communication in relation to the case.

The role of case manager involves completing an Holistic Needs Assessment and then, in discussion with the service user, developing a comprehensive support plan that addresses service user needs in the following categories: accommodation; family and current relationships; early life and childhood experiences; education; work and job training; legal issues and offending behaviour; income and finance; general physical health; mental health; alcohol use; drug use and independent living skills.

This support plan will be monitored and reviewed periodically to ensure that barriers to progression are being addressed and that interagency communication is supporting service user efforts and achievement of support plan goals.

In relation to **(NAME SERVICE)** involvement in the support plan I understand that **(INCLUDE AS RELEVANT: INFORMATION ON WHAT SERVICE IS BEING PROVIDED, THE TIMEFRAME, THE ANTICIPATED OUTCOME, AND CONTINGENCY PLANS OR PROVISOS)**. A copy of the full support plan summary can be provided to you on request.

If you have any questions in relation to any aspect of the support plan, service delivery or my role as case manager, please do not hesitate to contact me.

Sincerely,

(NAME)

(ROLE/POSITION)

(SERVICE/PROJECT)

(CONTACT DETAILS: PHONE, EMAIL AND ADDRESS)