



## Process for Requests for Referrals to Case Management

### What is Case Management?

Case Managers meet with the neighbor and conduct an interview/assessment to determine their eligibility for our program. Case management supports, identifies, and guides our neighbors to create and achieve realistic goals toward greater self-sufficiency. The neighbors entering into Case Management need to make a commitment to take part in the program. The main requirement to participate is to attend in person meetings with the case manager, develop a case plan, communicate as identified by the CM and agree upon by neighbor and CM, and follow the goals and objectives of the case plan.

1. Vincentians make a Home Visit and determine that further services are needed.
2. Vincentians consult with Conference President if they think a Case Manager may be needed to support the individual and/or family to become stable and self-sufficient.
3. **If Case Management is determined to be appropriate, then the *Consent to Receive Case Management Services Form* is read and signed by neighbor and Vincentian.**  
The neighbor will be informed that signing the form does *NOT* guarantee acceptance into the program, and that if they are accepted, they will be expected to meet with the case manager as needed to determine case plan goals and review progress.
4. Conference President (or designate) sends an email to [cmintake@svdpseattle.org](mailto:cmintake@svdpseattle.org) requesting Case Management services. The email should have a brief description of why the neighbor is being referred, links to neighbor's file in the database, and signed consent form attached. **DO NOT** write notes in the body of the email and **DO NOT** include neighbor's full name (or other identifying information) in the subject line or the body of the email.
5. Case Manager will acknowledge receipt of request within two to three business days.
6. Case Manager will schedule an intake and assessment appointment to meet with neighbor to determine neighbor's eligibility for case management and begin to provide services.
7. Case Manager will provide monthly updates to Conference President.