Dear \_\_\_\_\_\_,

 Thank you for taking the time, having the patience and being diligent through your application process with organization name. We have received all materials necessary, processed your application and presented your story to our board for review.

 It is our mission to assist each client to the best of our capacity. This assistance takes on different forms - from rebuild assistance, to referrals, to offering free counseling services at our clinic.

 At this time, we at organization name cannot assist you in your rebuilding process. This determination, based in an understanding that our abilities do not meet the demands of your project, was not an easy nor comfortable one to make.

 I encourage you to continue seeking assistance through other agencies and to not allow our inability to work with you deter you. If you would like suggestions as to other organizations that may be useful, please contact us. We will keep your file on hand and in the event that your situation changes we hope that you’ll contact us.

 If you would like to discuss this decision further, or if there is any direction we can provide please do not hesitate to call our case management department at (504) 644-4639.

Warmly,

XXX
Case Manager
Organization name