

STEP TEN: EXIT THE RELATIONSHIP



10A: PREPARE TO EXIT THE RELATIONSHIP

10A1: You did it! You walked with your client for an entire year and did your best to help them improve their life. Your client and your client's children will be forever changed because you cared enough to invest in them. Now it's time to exit the relationship so you can help another family. We want to be sure that the client does not feel like they have been cut loose without any support so it's important to begin talking about the process ahead of time and planning adequately.

Meet with your client to discuss their housing plan for year 2. Read over their lease with them so they understand how much notice they must give and any charges for damages or cleaning that may occur. Help them create a timeline with deadlines for applying to other apartments so they still have time to renew their lease in case they are not accepted.

ACTION: Client meeting to review move-out requirements

10A2: Be sure they factor in moving costs if they are considering moving by obtaining a few estimates. Many of them have not had an apartment full of furniture before and will underestimate their moving costs.

ACTION: If relocating, have client get written moving estimates

RESOURCE: What to Know About Moving Quotes

10B: IF CLIENT IS HOUSED, TIE UP LOOSE ENDS

ACTION: Complete a final interview, ASSM and update your client's story including ending credit score and total amount of savings account.

ACTION: Take a photo of them in front of their door holding their key.

ACTION: Send all documents to Program Manager

ACTION: Give your client a copy of the resource list for their community so they know where to go for assistance if needed in the future.

RESOURCE: Community Resource List (tbd)

10C: IF CLIENT IS NOT HOUSED, REFER APPROPRIATELY

10C1: If your client is not housed, meet with the Program Manager to develop a plan to transition your client to a local conference or to continue in a second year of the M2H program.

ACTION: Meet with program manager

10D: CELEBRATE!

A great way to “close” out the relationship is by having a small celebration with your client to recognize their successful journey. Grab a cup of coffee with them and give them a Certificate of Completion.

ACTION: Small celebration

RESOURCE: Certificate of Completion (tbd)