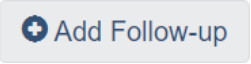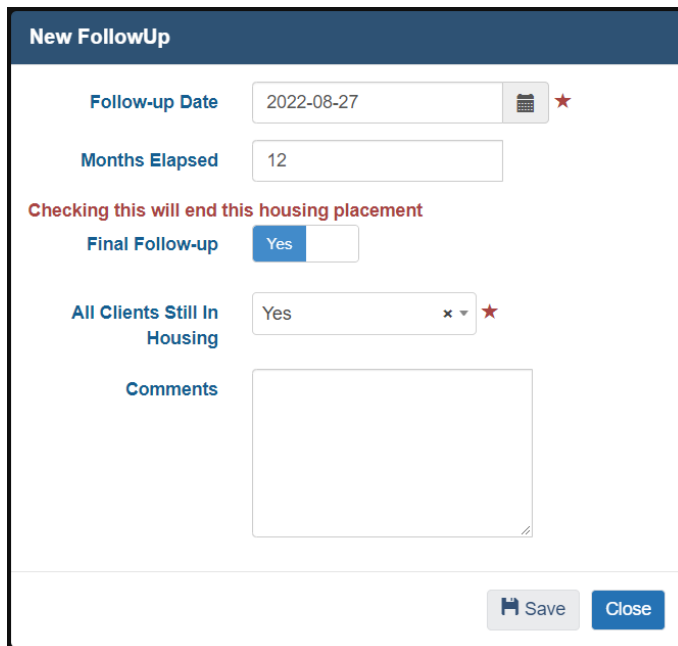**HT19: HOW TO CLOSE A HOUSING LOSS PREVENTION RECORD**

1. Navigate to the House Loss Prevention List screen to view client Follow-Ups that are Upcoming or Overdue:

   - Selecting Front Desk > Housing > Housing Loss Prevention
   - Use the Past Due/Upcoming Follow-ups to view records that require attention.

2. From the Housing Loss Prevention List, locate the Housing Loss Prevention record that you want to follow up on and click on the Manage button under the Action column.

3. On the Follow-ups tab, click the Add Follow-up button:

4. Follow the data entry steps below for the applicable scenario, then click the Save button.

Scenario 1: Client/family still living in housing unit

   a) Follow-up Date field: Add the actual date the follow-up occurred.
   b) Months Elapsed = Leave at system calculated number (this should be 12)
   c) Final Follow-up = Yes
   d) All Clients Still in Housing = Yes

If the client continues to require supports after 3 months, select No for Final Follow-Up to keep the Housing Loss Prevention record open.

Scenario 2: Unable to determine if client/family is still living in housing unit
   a) Follow-up Date field: Add the actual date the follow-up occurred.
   b) Months Elapsed = Leave at system calculated number
   c) Final Follow-up = Yes
   d) All Clients Still in Housing = Unable to Contact OR Client Declined Follow-up

New FollowUp

Follow-up Date	2022-08-27 🗓 ★
Months Elapsed	12

Checking this will end this housing placement
Final Follow-up	Yes
All Clients Still In Housing	Unable to Contact × ▾ ★
Comments	

💾 Save   Close

Scenario 3: Some family members no longer living in housing unit
   a) Follow-up Date field: Add the actual date the follow-up occurred.
   b) Months Elapsed = Leave at system calculated number
   c) Final Follow-up = Yes
   d) All Clients Still in Housing = No
   e) Clients That Have Left Housing = Click on the field box to select the family members that left
   f) Reason Left Housing = Select the Reason for the family member no longer living in the unit
   g) Date Left Housing = Select the date the family member no longer living in the unit left
   h) Is Housed Elsewhere = Select the appropriate option for the family member that left. If unknown, select No.

New FollowUp

Follow-up Date	2022-08-27 🗓 ★
Months Elapsed	12

Checking this will end this housing placement
Final Follow-up	Yes
All Clients Still In Housing	No × ▾ ★
Clients That Have Left Housing	×Mouse, Liesel ＋ － ★
Reason Left Housing	Disputes with Landlord × ▾ ★
Date Left Housing	2022-08-12 🗓
Is Housed Elsewhere	Yes
Comments	

💾 Save   Close

Scenario 4: Client/all family members no longer living in housing unit

a) Follow-up Date field: Add the actual date the follow-up occurred.
b) Months Elapsed = Leave at system calculated number
c) Final Follow-up = Yes
d) All Clients Still in Housing = No
e) Clients That Have Left Housing = Click the **+** button to insert the client or all family members
f) Reason Left Housing = Select the Reason
g) Is Housed Elsewhere = Select the appropriate option
h) House Now Available = Yes

New FollowUp

Follow-up Date	2022-08-27 📅 ★
Months Elapsed	12

Checking this will end this housing placement

Final Follow-up	Yes
All Clients Still In Housing	No × ▾ ★
Clients That Have Left Housing	× Jones, October + − ★

All clients in this housing placement have left housing. This will end the housing placement.

Reason Left Housing	Non-Payment of Rent × ▾ ★
Date Left Housing	2022-08-10 📅
Is Housed Elsewhere	Yes
Unit Now Available	Yes
Comments	

Save   Close