

# **Housing Counseling / Legal Aid Survey Results**

Tuesday, November 3, 2015

## HCA - Q1: What advantages have you experienced in working with legal aid providers?

Answer Choices	Responses
Increased efficiency in your process	27.78% 5
Shorter timeframes on cases	16.67% 3
Increased percentage of loan modifications offered	11.11% 2
Increased knowledge in homeowners regarding legal process	77.78% 14
Other (please specify)	16.67% 3
<b>Total Respondents: 18</b>	

## Legal Aid-Q1: What advantages have you experienced in working with housing counselors?

Answer Choices	Responses
Increased overall efficiency in your process	58.82% 10
Shorter life spans on cases	23.53% 4
Increased percentage of loan modifications offered	52.94% 9
Homeowners are more knowledgeable and understand documentation needed	52.94% 9
Other (please specify)	23.53% 4
<b>Total Respondents: 17</b>	

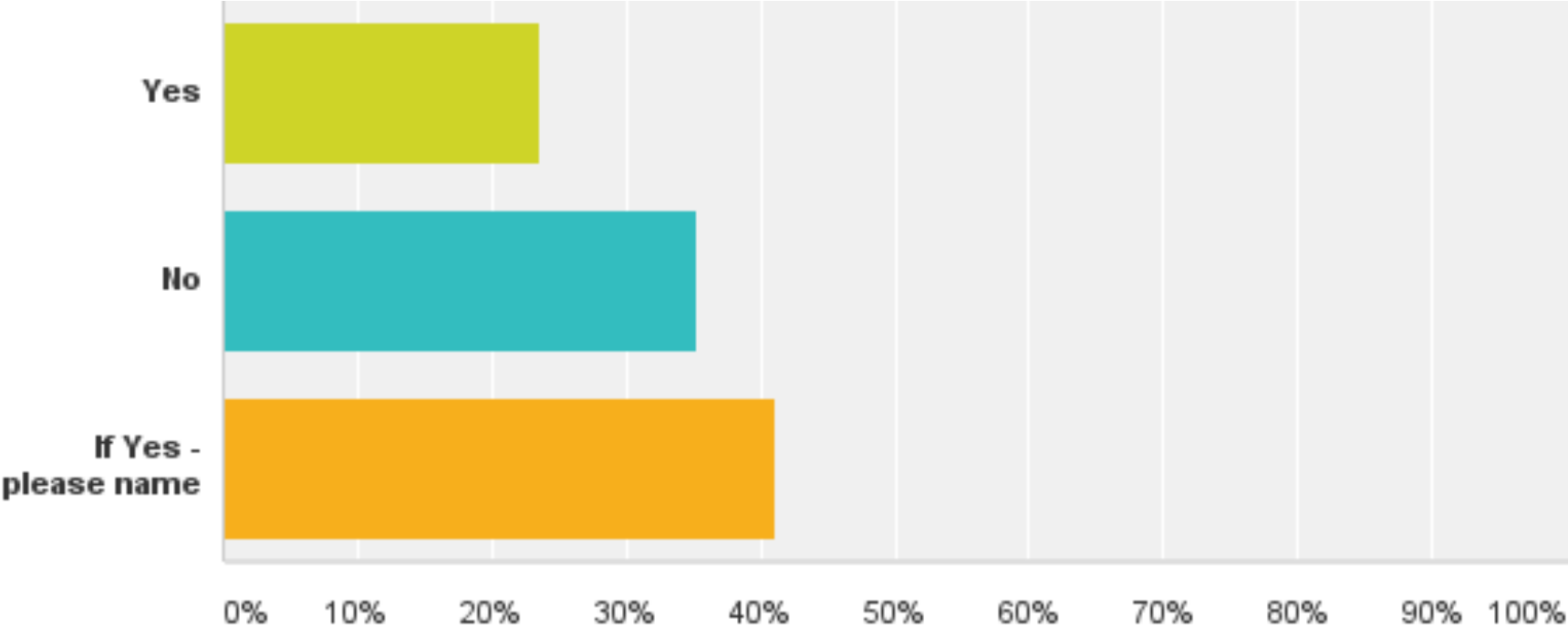
## HCA - Q2: What challenges do you face in working together?

Answer Choices	Responses	
Legal aid providers' lack of understanding of housing counseling process	29.41%	5
Legal aid providers' lack of communication on cases/questions	35.29%	6
Legal aid providers' protocol does not involve working with housing counselors	41.18%	7
Other (please specify)	41.18%	7
<b>Total Respondents: 17</b>		

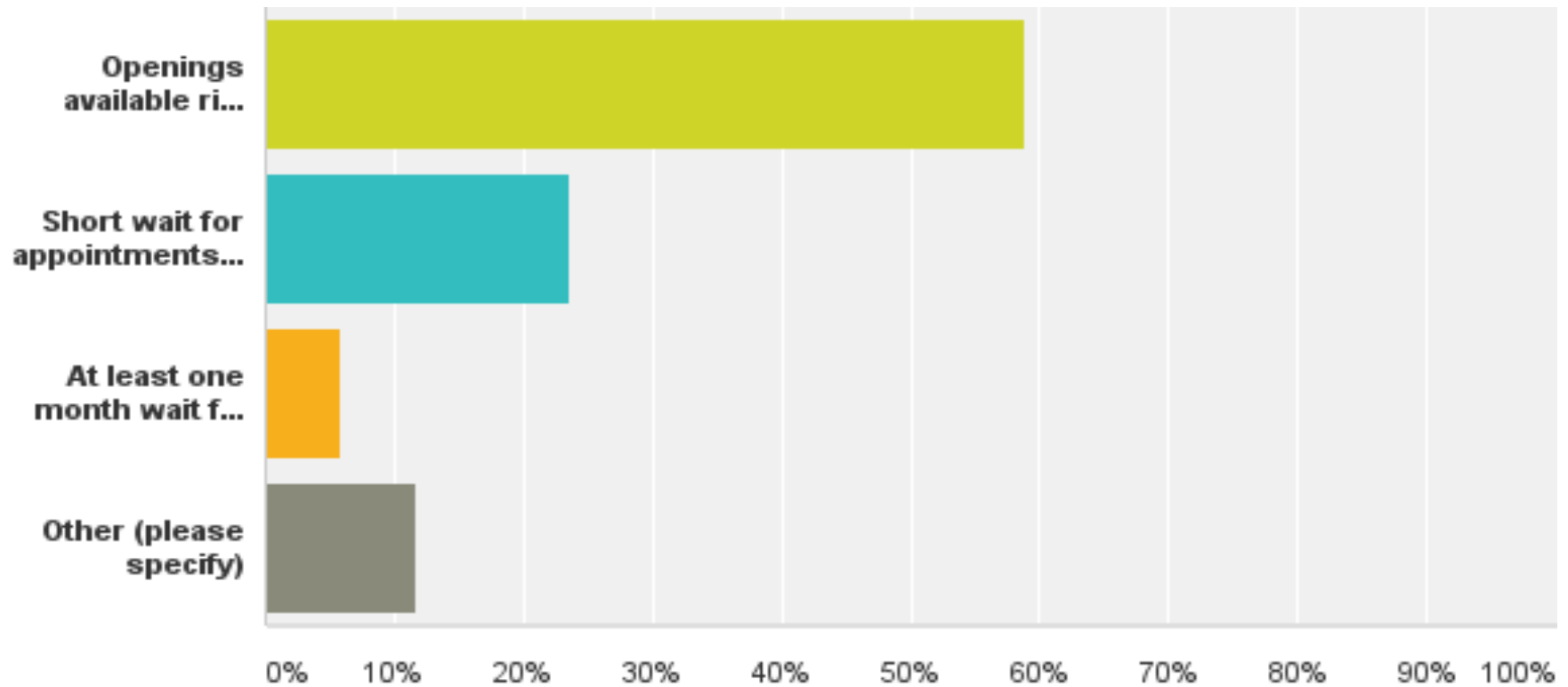
Answer Choices	Responses	
Housing Counselors' lack of understanding of legal process	58.82%	10
Housing Counselors' lack of communication regarding cases	58.82%	10
Housing Counselors' protocol does not include working with legal aid providers	58.82%	10
Housing Counselors' refusal to assist with affidavits/loss mitigation applications	29.41%	5
Other (please specify)	29.41%	5
<b>Total Respondents: 17</b>		

**HCA-Q4: Does your office have a relationship with legal aid provider(s) for referrals/questions?**

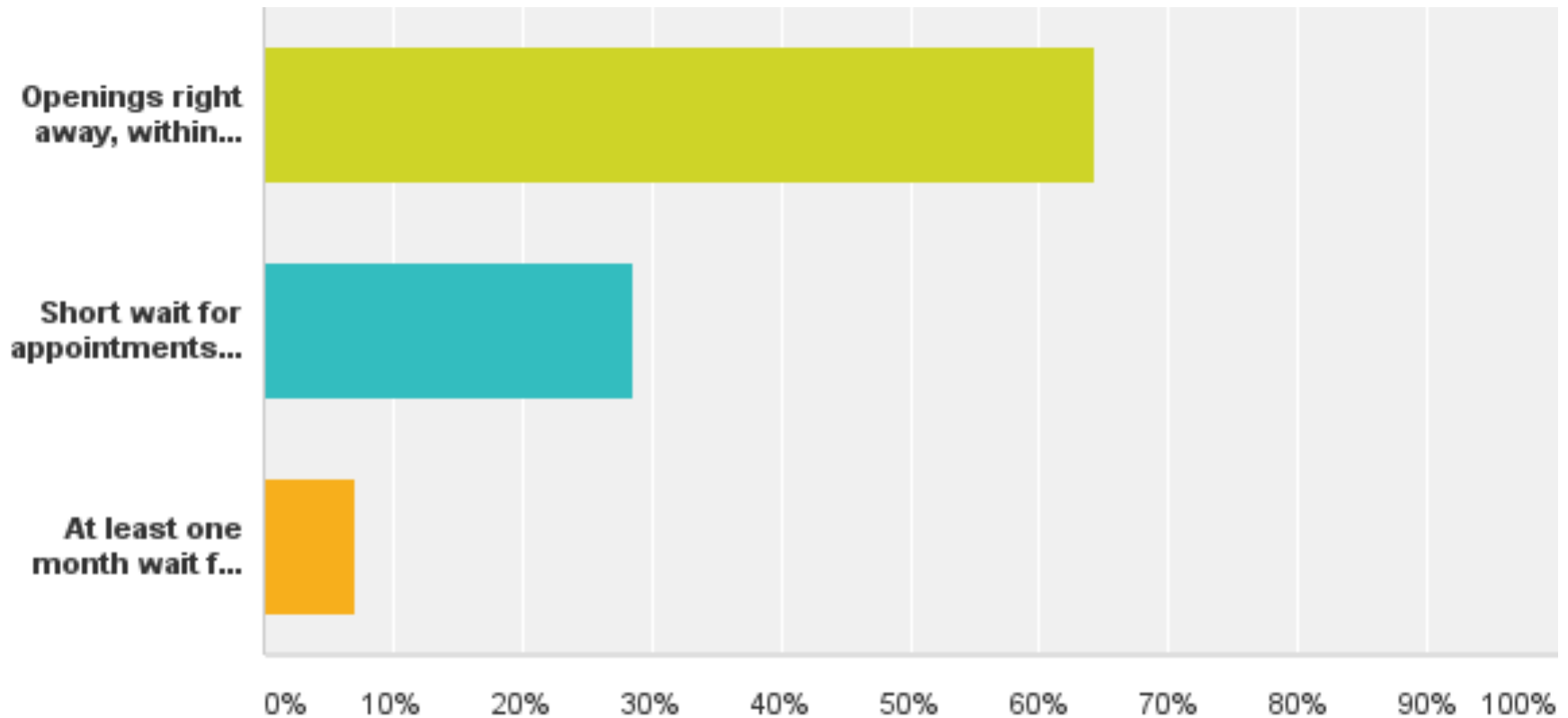
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**HCA - Q5: What is your Agency's capacity to work with legal aid providers and/or accept referrals from them for appointments?**



**LEGAL AID- Q4: What is your Agency's capacity to work with Housing Counselors and/or accept referrals from them for appointments?**



# **Take – Aways:**

## **Suggested strategies:**

- Establish and improve communication
- Effective trainings (starting with counselors – ascertain topics)
- Identify (correct) resources/where to go with specific cases

## **Housing counseling perspective/concerns:**

- Counselors don't have the authority to request an update from the lawyer
- Attorneys can be condescending to housing counselors

## **Legal aid providers' perspective/concerns:**

- Communication limitations due to confidentiality
- Lack of understanding of legal process