

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
Total Respondents: 18	

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

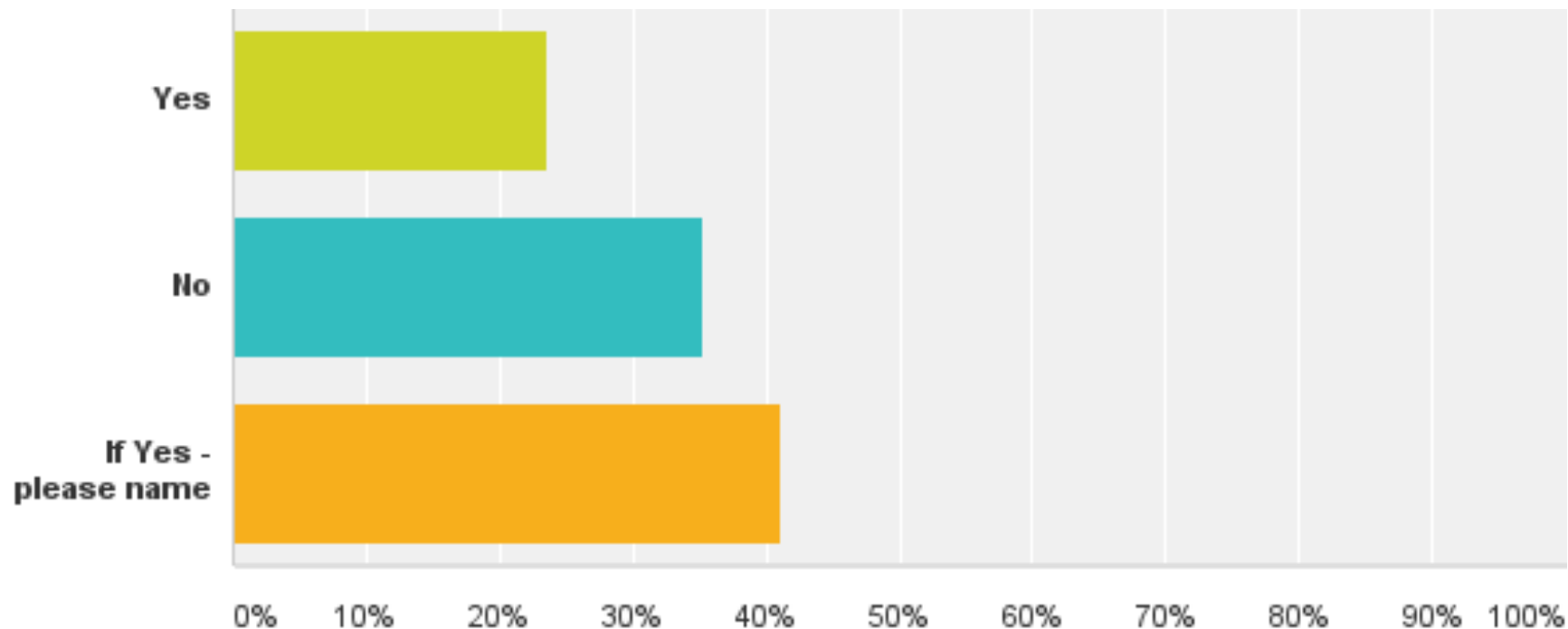
Answer Choices	Responses	
Increased overall efficiency in your process	58.82%	10
Shorter life spans on cases	23.53%	4
Increased percentage of loan modifications offered	52.94%	9
Homeowners are more knowledgeable and understand documentation needed	52.94%	9
Other (please specify)	23.53%	4
Total Respondents: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

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

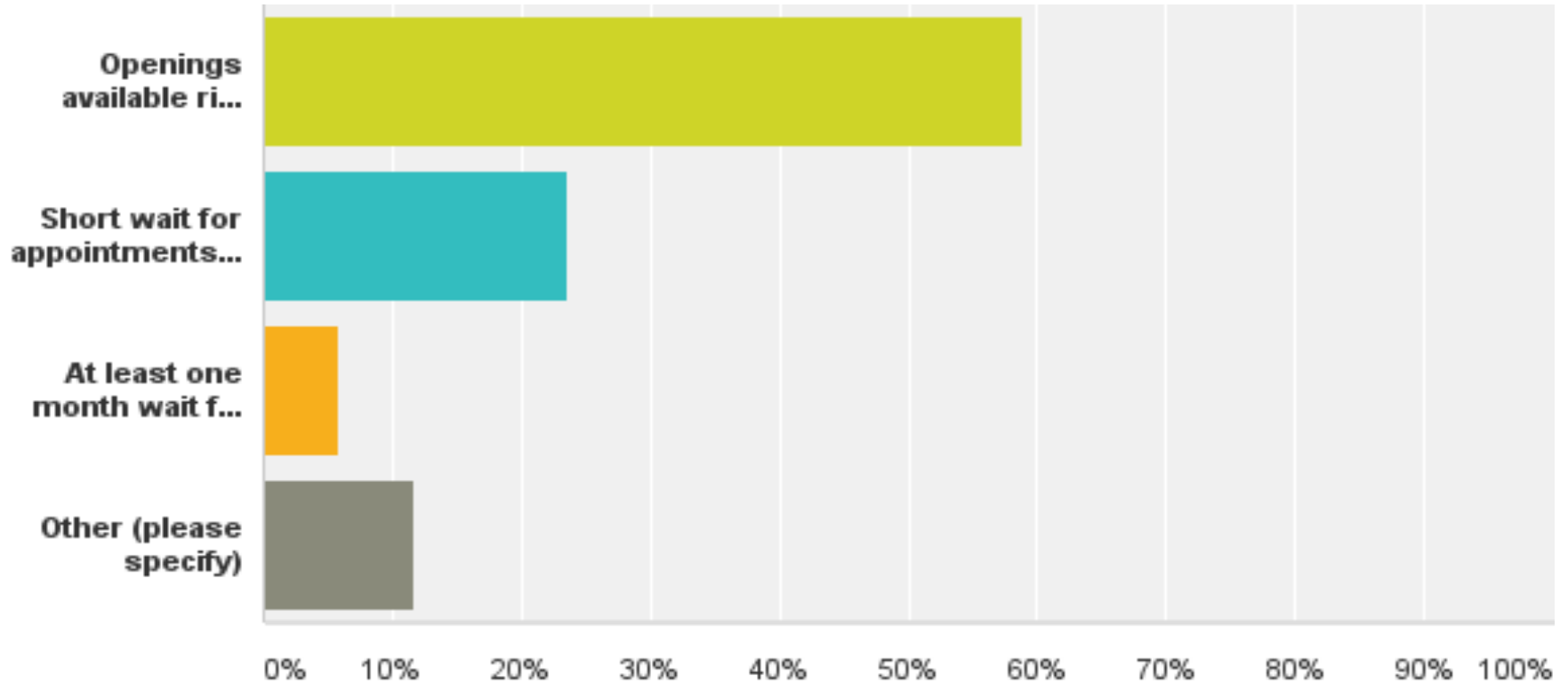
Answer Choices	Responses
Legal aid providers' lack of understanding of housing counseling process	29.41% 5
Legal aid providers' lack of communication on cases/questions	35.29% 6
Legal aid providers' protocol does not involve working with housing counselors	41.18% 7
Other (please specify)	41.18% 7
Total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

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
Total Respondents: 17	

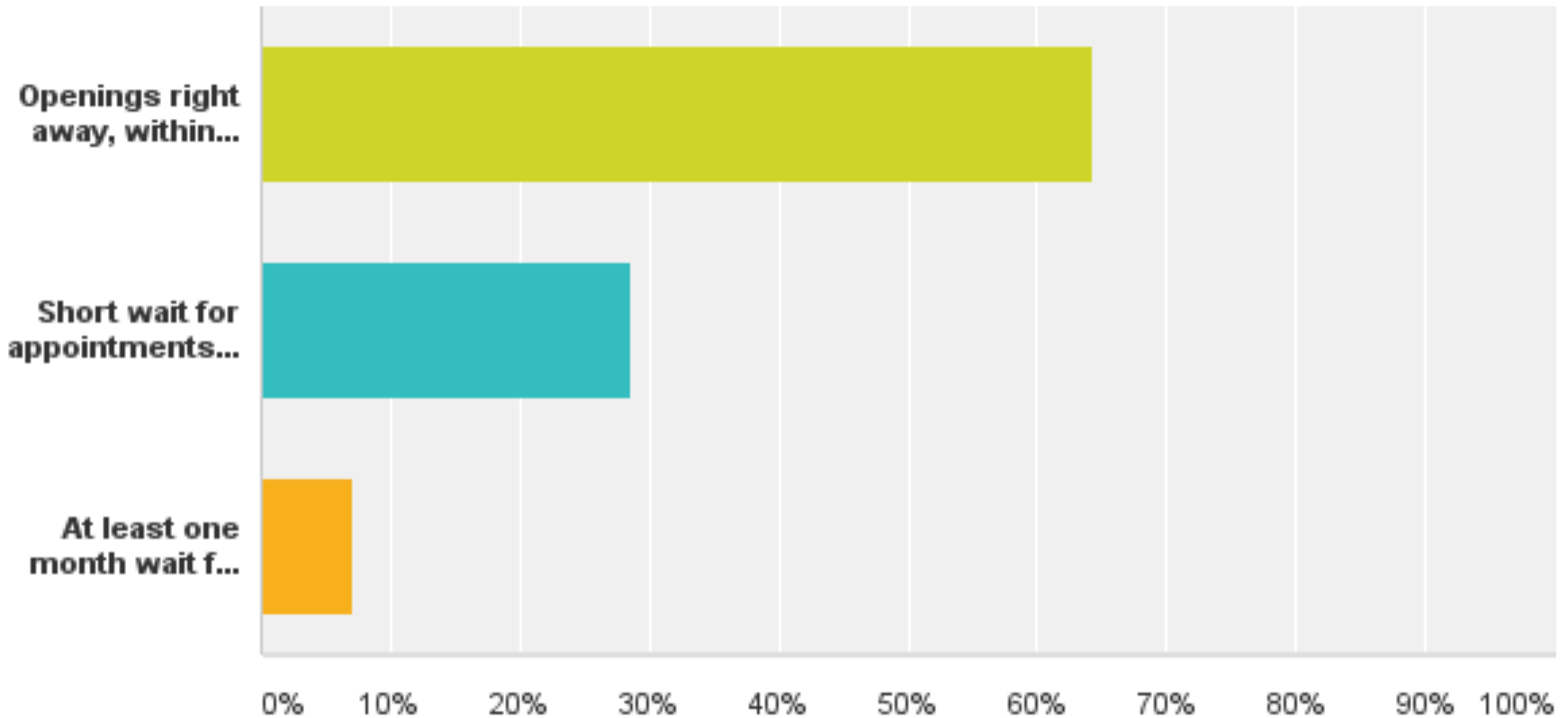
HCA-Q4: Does your office have a relationship with legal aid provider(s) for referrals/questions?



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