

DHCD Diversion Court Protocols and Procedures for Counselors

1. All Diversion certified counselors shall make themselves available at Court to handle walk-in Diversion clients. You, the counselor, may kindly explain to DHCD why you think you could not handle a case; however this should be disclosed out of the client's hearing. Please accept a new client if required by DHCD.
2. Walk-in clients who are victims of scams, paid for services, or represented by a private attorneys not present in Court will be reviewed by Hiram Carmona before assigned to a counselor.
3. At the first sign that your client may receive a Default Judgment Delay or any other type of adverse outcome, please notify your assigned DHCD Contract Analyst (or Hiram Carmona). **Additionally it is required that counselors go to the Bob Lukens!** No homeowner shall sign a default judgment order without first confirming with Bob.
4. If your client has one of the following situations: **Inherited Property and/or Heirs residing in the house, Marital Separation/Divorce, Only one of the co-owners or co-mortgagors lives in the property, Occupant not on the note or Deed, Reverse mortgage, and/or FHA-PHFA** you must review with **Margaret Robinson (PLA)**. Please refer to **"The Block"** brochure.
5. Every client shall receive a completed Action Plan which lists the status and tasks to be performed prior to the next Conciliation Conference. The use of the form **DIVERSION PROGRAM – Materials/Action Plan Form** will be required as the Action Plan. Counselors shall have the form signed by the client. A copy of that form and of the Court Order shall be made and given to client. Counselors shall retain both copies in the file. Make sure you are using the latest revised form.
6. All next appointments with your clients shall be scheduled while in court and recorded on the Materials/Action Plan Form. Counselors must have access to their office calendars.
7. All homeowners being removed from the Diversion program shall receive from Bob Lukens the "No Further Conferences Flyer".
8. DHCD reserves the right to speak with the client particularly when there are signs of confusion, uncertainties, or client's inability to provide documents in a timely manner.
9. If a client expresses dissatisfaction with their housing counselor, DHCD will talk to all parties involved to determine whether a transfer is warranted, and a decision will be made jointly with the counselor.
10. Counselors shall inform an Analyst when a hostile situation occurs with the client, and a decision will be made jointly with the counselor and the client on how to proceed.