



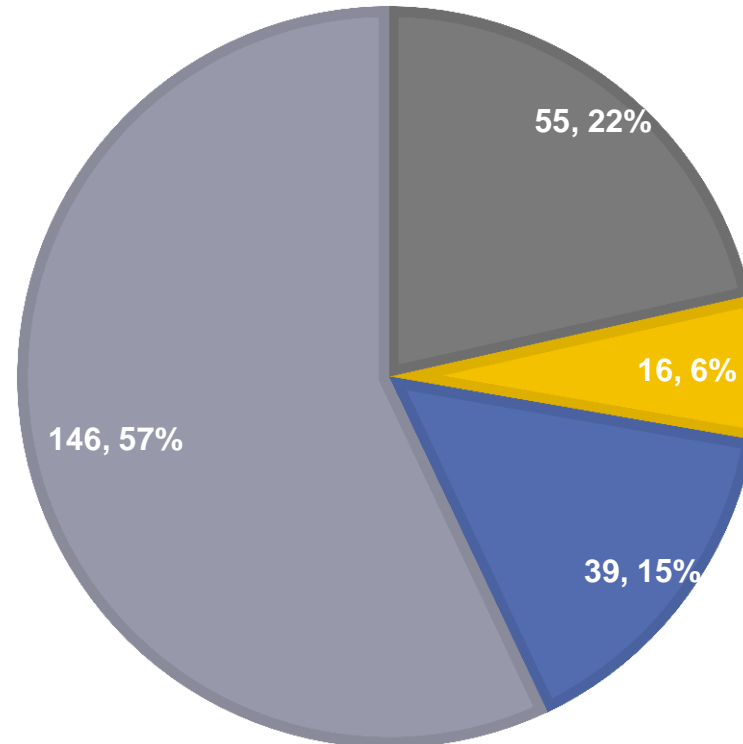
# OUTCOMES

## Outcomes of Closed Cases

Temporary Payment Plan/Retention	55	21.2%
Relinquishment	16	6.2%
No Agreement	39	15.2%
Program Not Completed	146	56.8%

## OUTCOMES

- TPP/Retention
- Relinquishment
- No Agreement
- Program Not Completed



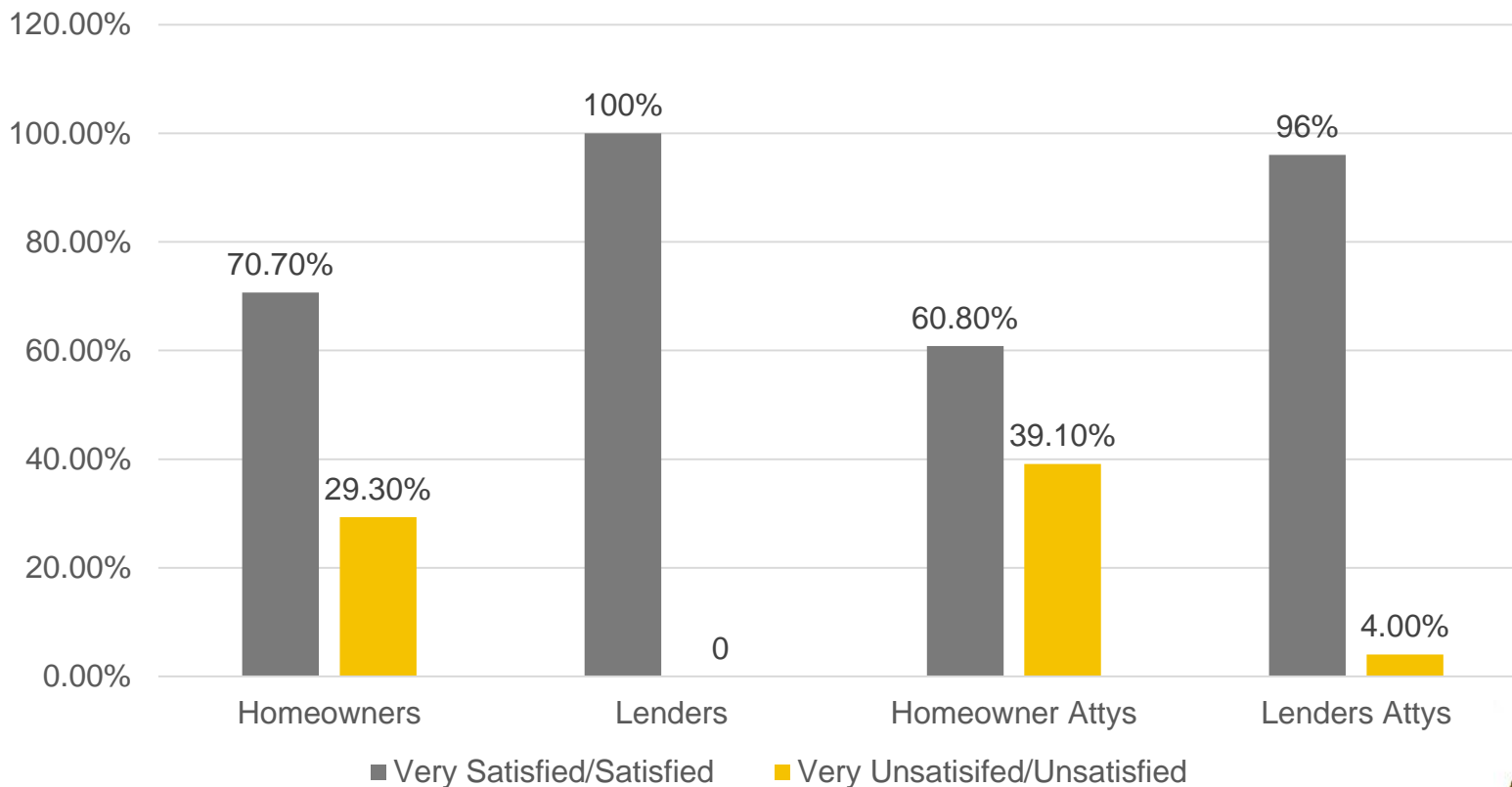
Shack, Jennifer E. (2015). *Six Programs, Six Models: An Evaluation of the Foreclosure Mediation Programs Funded by the Office of the Illinois Attorney General*. Resolution Systems Institute. Full study can be found at <http://www.aboutrsi.org/pfimages/SixProgramsSixModels.pdf>





# SATISFACTION

How satisfied are you with the outcome of the mediation?

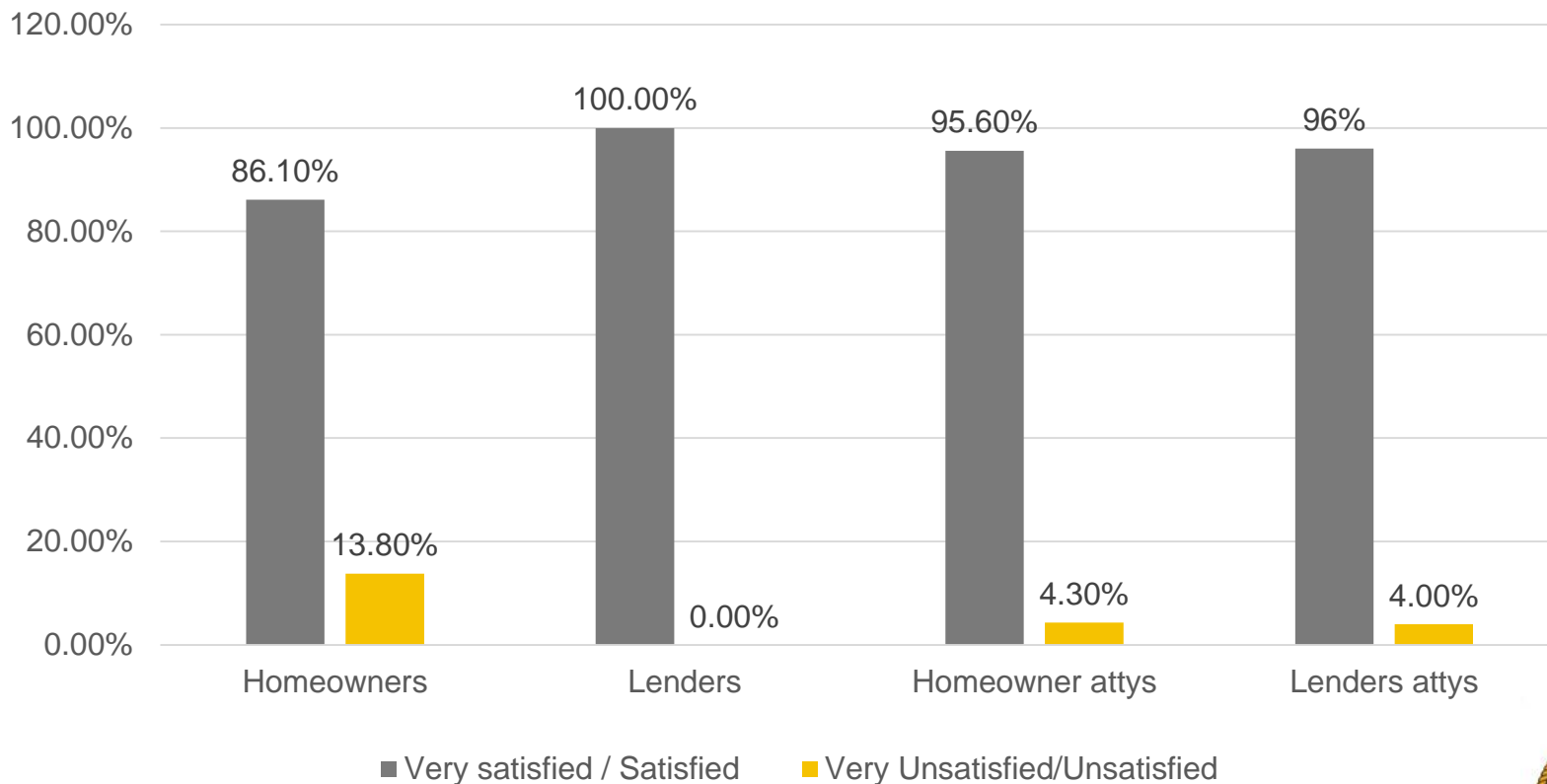


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# PROGRAM SATISFACTION



How satisfied are you with the overall experience?



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# COMMENTS

**Homeowners: “What did you like about the mediation process?”**

“Everything was perfect.”

“I appreciate the opportunity for a second chance and the opportunity to ask questions amongst all parties involved. The Mediator actually made me more at ease.”

“Thank you for saving my home, I couldn’t have done it without you. God bless you.”





# COMMENTS CONT.

**Attorneys: “What made mediation effective?”**

“The cooperation among parties.”

“The mediator was very well informed and familiar with chancery cases and different types of loans.”

“The mediator was very neutral and listed to both sides.”

“Both parties were able to express their concerns and what the options were.”

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