



METRICS

HOME LOAN COUNSELING CENTER



Purpose

The Home Loan Counseling Center aims to empower individuals and families by providing comprehensive education and support for the home buying and ownership process. Its primary objectives are to educate clients about the home buying process, improve financial literacy, assist in developing and maintaining good credit, and provide personalized counseling to help clients make informed decisions.



Key Services

Key services include home buying classes for participants, offering down payments for potential homebuyers, referrals to loan programs and community outreach to promote homeownership.



Full Time Equivalent Staffing

| | | | | | |
|-------------------|---|----------------------------|-----|--------------------------|---|
| Permanent Total | 6 | Permanent (General Fund) | N/A | Permanent (Grant Fund) | 6 |
| Contractual Total | 0 | Contractual (General Fund) | N/A | Contractual (Grant Fund) | 0 |



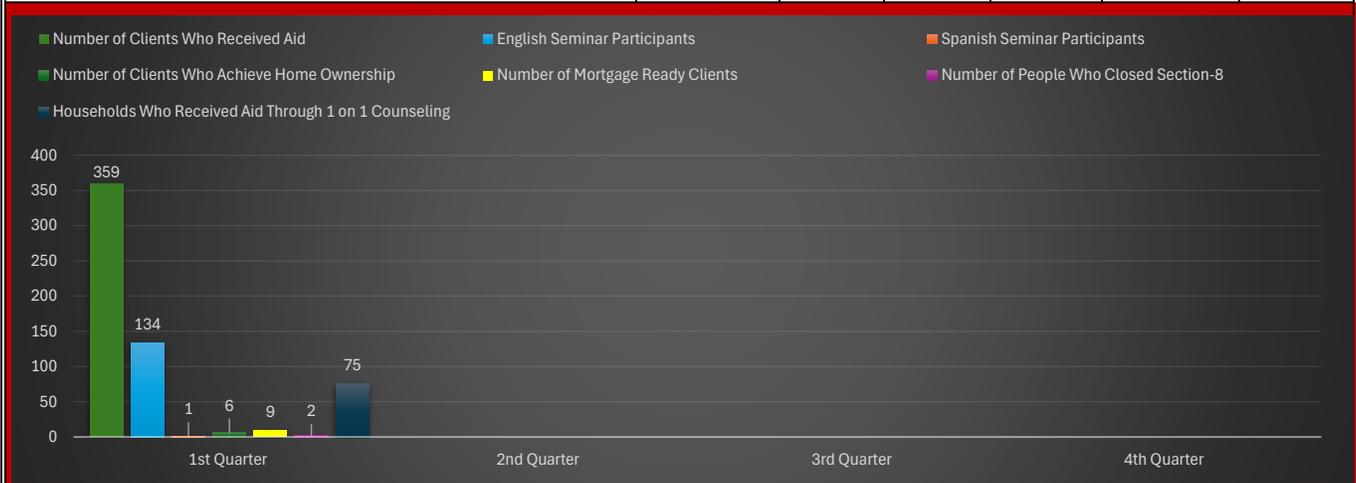
Funding

| | | | | | | | | |
|-------------------------|---------------------------------------|----|--|------|--------|-----------|--------|--------|
| Budget | \$662,124 | | General Fund | YTD | YTD | Grant/s | YTD | YTD |
| Type: | <input type="checkbox"/> General Fund | 0% | <input checked="" type="checkbox"/> Grant Fund | 100% | Budget | Exp | EXP. % | EXP. % |
| Source: Local and State | | | N/A | N/A | N/A | \$662,124 | \$0 | 0% |



Key Metrics

| Workload Measures | Prior Year | FY 2026 | | | | |
|---|------------|-------------|-------------|-------------|-------------|-----------|
| | | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | YTD Total |
| Number of Clients Who Received Aid | 1,556 | 359 | | | | 359 |
| Outcome Measures | Prior Year | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | YTD Total |
| English Seminar Participants | 604 | 134 | | | | 134 |
| Spanish Seminar Participants | 38 | 1 | | | | 1 |
| Number of Clients Who Achieve Home Ownership | 19 | 6 | | | | 6 |
| Number of Mortgage Ready Clients | 55 | 9 | | | | 9 |
| Households Who Received Aid Through 1 on 1 Counseling | 277 | 75 | | | | 75 |
| Number of People Who Closed Section-8 | 3 | 2 | | | | 2 |



DALLAS COUNTY FY2026 PERFORMANCE INDICATORS

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Home Loan Counseling Center

| KEY METRICS | METRIC DESCRIPTORS |
|---|--|
| Number of clients who received aid | The total number of individuals or families that had applications approved and received aid from the program. |
| English seminar participants | The number of individuals who participated in educational workshops, e.g. home buyer education or financial literacy courses. |
| Spanish seminar participants | The number of individuals who participated in educational workshops, e.g. home buyer education or financial literacy courses. |
| Number of Clients Who Achieve Home Ownership | The number of individuals who have purchased a home after utilizing any service within HLCC, including Section 8 homeownership assistance, down payment assistance (UPCAP), and/or 1:1 counseling services. |
| Number of Mortgage Ready Clients | A counselor will determine a mortgage ready client after they have completing homeownership counseling & education. The client has completed all of the appropriate action plan where their income is enough to apply for a loan, their credit score is at least 620 and have established a savings habit. |
| Households Assisted through 1 on 1 Homeownership Counseling | The number of 1 on 1 meetings the Home Loan Counseling Center held to help prospective homeowners through the process of purchasing a home. |