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

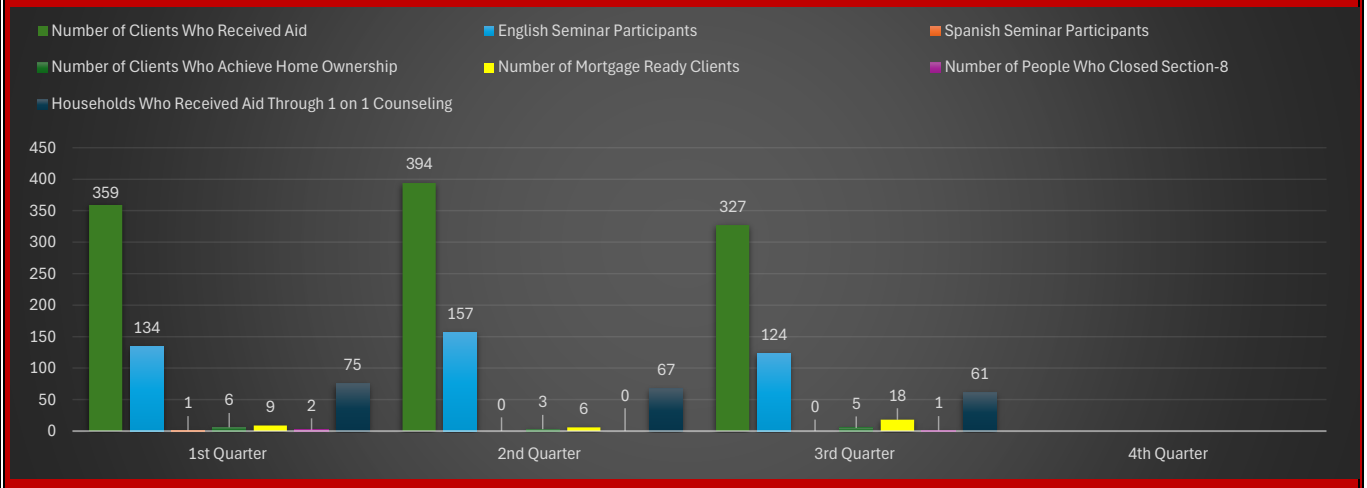
Permanent Total	6	Permanent (General Fund)	N/A	Permanent (Grant Fund)	6
Contractual Total	0	Contractual (General Fund)	N/A	Contractual (Grant Fund)	0

Funding

Budget	$662,424			General Fund	YTD	YTD	Grant/s	YTD	YTD
Type: ☐ General Fund	0%	☑ Grant Fund	100%	Budget	Exp	EXP. %	Budget	Exp	EXP. %
Source: Local and State				N/A	N/A	N/A	$662,424	**$414,805**	63%

Key Metrics

		FY 2026				
Workload Measures	Prior Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Number of Clients Who Received Aid	1,556	359	394	327		1,080
Outcome Measures	**Prior Year**	**1st Quarter**	**2nd Quarter**	**3rd Quarter**	**4th Quarter**	**YTD Total**
English Seminar Participants	604	134	157	124		415
Spanish Seminar Participants	38	1	0	0		1
Number of Clients Who Achieve Home Ownership	19	6	3	5		14
Number of Mortgage Ready Clients	55	9	6	18		33
Households Who Received Aid Through 1 on 1 Counseling	277	75	67	61		203
Number of People Who Closed Section-8	3	2	0	1		3



DALLAS COUNTY FY2026 PERFORMANCE INDICATORS

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DCHHS
Dallas County Health and Human Services
Healthy People Healthy Communities
Health and Social Equity

Home Loan Conseling 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.