

2021 PERFORMANCE SCORECARD (ANNEX B)

NATIONAL HOUSING AUTHORITY (NHA)  
2021 Performance Scorecard

	Objective/Measure	Component			Baseline Data		Target		
		Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021	
STAKEHOLDERS / SOCIAL IMPACT	SO 1	<b>Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISF) and Low-Income Formal Sector</b>							
	SM 1	Percent of Housing Units Started	Total number of housing units <sup>2</sup> started through Notice to Proceed (NTP) / Total Board-approved target Starts less number of units affected by external factors	10%	(Actual/Target) x Weight	N/A	Unverifiable	100% of Total Board-Approved Target Starts <sup>3</sup>	100% of Total Board-Approved Target Starts <sup>4</sup>
	SM 2	Percent of Housing Units Completed within the Project Duration	Total number of fully completed units in 2021 / Total number of completions target less number of units re-scheduled / deferred as a result of granted time extensions and/or termination of contracts	10%	(Actual/Target) x Weight	23.53% (20,427 out of 86,819)	Unverifiable	90% of Total Completions Target <sup>5</sup>	90% of Total Completions Target <sup>6</sup>
	SM 3	Provision of Menu of Design Options <sup>7</sup>	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-approved Menu of Options & Plans / technical specifications

<sup>1</sup> Based on the 2020 Recalibrated Performance Scorecard

<sup>2</sup> Pertains to either of the following: (1) House and Lot Packages, (2) Housing units, (3) Lots, or (4) Low-Rise Building units. The same definition shall apply to the term "housing unit" used in the succeeding measures.

<sup>3</sup> Per 2020 Board-Approved Revised/Recalibrated Work Program

<sup>4</sup> Per 2021 Board-Approved Work Program. Please see **Appendix A**

<sup>5</sup> Per 2020 Board-Approved Revised/Recalibrated Work Program

<sup>6</sup> Per 2021 Board-Approved Work Program

<sup>7</sup> For (1) Emerging Housing Programs (BALAI Rental Housing, Dormitory Housing for SUCs, and the Housing Projects of the Balik Probinsya, Bagong Pag-Asa Program); and (2) For Standard Community Facilities for Mandamus, Danger Areas & Infra Resettlement Projects (with Complete Detailed Architectural and Engineering Design Plans and Technical Specifications)

Objective/Measure		Component Formula	Weight	Rating System	Baseline Data			Target	
					2018	2019	2020 <sup>1</sup>	2021	
SM 4a	Percentage of calamity-stricken families provided with Emergency Housing Assistance	Percentage of calamity-stricken families provided assistance / Total number of beneficiaries based on the approved masterlist	5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%	
SM 4b	Percentage of Emergency Housing Assistance Processed within the applicable processing time	Total Number of Emergency Housing Assistance processed within the applicable processing time / Total number of Emergency Housing Assistance Processed based on the Masterlist	5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%	
SM 5	Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of Inventory for disposition as of December 2020	10%	(Actual/Target) x Weight	32.68% (22,849 / 69,908)	92%	62.80% (16,220 out of 25,793)	70%	

		Component				Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021	
SM 6	Percent of Housing Units that Remain Unoccupied	Number of unoccupied units (or unawarded units) / Total number of houses built as of 31 December 2020	5%	(Target/Actual) x Weight	N/A	N/A	N/A	20%	
SM 7	Percent of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing resettlement sites / Total number of unaccomplished community facilities as of end of 2020	5%	(Actual/Target) x Weight	6 community facilities completed	22 community facilities completed	30%	100%	
<b>SO 2</b>	<b>Strengthen Strategic Partnerships with Stakeholders</b>								
SM 8	Number of Beneficiary-Families Below Poverty Threshold provided Access to Livelihood Trainings & Other Income-Generating Interventions	Actual number of beneficiary families in NHA-administered projects provided livelihood trainings and other income generating interventions	5%	(Actual/Target) x Weight	47,556	40,717	19,295	20,260	

		Component			Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021		
<b>FINANCIAL</b>	<b>SO 3</b>	<b>Improve Stakeholder Satisfaction</b>							
	SM 9	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual/Target) x Weight  0% = If less than 80%	Report not acceptable	No survey conducted for 2019	90%	90%
	<b>Sub-total</b>			<b>65%</b>					
	<b>SO 4</b>	<b>Efficient Budget Management</b>							
SM 10	Budget Utilization Rate	Total Actual disbursements / Total Cash-Based Corporate Operating Budget for the year (both net of Personal Services Cost)	10%	(Actual/Target) x Weight	N/A	19.13%	60%	90%	
	<b>SO 5</b>	<b>Efficient Asset Management</b>							
	SM 11	Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight	33% (₱1.232 B / ₱3.733 B)	40%	19%	50%
	<b>Sub-total</b>			<b>20%</b>					

		Component			Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021	
<b>INTERNAL PROCESS</b>	<b>SO 6</b>	<b>Established Quality Management System</b>							
	SM 12	ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Certification	ISO 9001:2015 Certification Maintained	ISO 9001:2015 Recertification	ISO 9001:2015 Certification
	<b>SO 7</b>	<b>Optimum Utilization of Information and Communication Technology</b>							
	SM 13	Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	2%	All or Nothing	Approved ISSP for the period 2019-2021 as submitted to DICT	Completed 28.57% of ISSP Deliverables for 2019	N/A	Board-Approved 2022-2024 ISSP submitted to DICT
			Number of projects completed based on the deliverables per ISSP / Total number of 2021 deliverables per 2019 – 2021 ISSP submitted to DICT	3%	(Actual/Target) x Weight			Completed 5 of 7 of 2020 Deliverables Based on 2019-2021 ISSP	Completed 100% of 2021 Deliverables based on 2019-2021 ISSP
<b>Sub-total</b>			<b>10%</b>						

		Component				Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021	
<b>LEARNING AND GROWTH</b>	<b>SO 8</b>	<b>Established Competency-Based Framework</b>							
	SM 14	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	All or Nothing	<i>No reported accomplishment</i>	Board Approved Competency Framework, Competency Tables, and Matrix	a. Management-Approved Competency-Based Position Profiles and Job Descriptions b. Establish Baseline on the Competency Level of Executive and Managerial Incumbents	Establish Baseline on the Competency Level of the Organization <sup>8</sup>
	<b>Sub-total</b>			<b>5%</b>					
	<b>Total</b>			<b>100%</b>					

<sup>8</sup> Shall pertain to the competency assessment result for 100% of employees under Executive and Managerial Level. The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:


$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{Actual Competency Level})}{A} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

NHA Board-Approved Work Program for 2021



Office of the President

NATIONAL HOUSING AUTHORITY  BALAY KAPANG



EXCERPT FROM THE MINUTES OF NATIONAL HOUSING AUTHORITY BOARD OF DIRECTORS MEETING NO. 518 HELD ON 04 MARCH 2021

NHA-BR-6819  
04 March 2021

RESOLVED, that the NHA's Work Program (WP) and Corporate Operating Budget (COB) for FY 2021, to wit

a. Work Program

Key Result Area	2021 TARGET
PRODUCTION/HOUSING ASSISTANCE	
• Housing Starts Housing Units	85,099
• Housing Completions Housing Units	107,427
SALES & DISPOSITION	
• No. of Units	21,098
• Sales Value (Php B)	14,284
COLLECTION (Php B)	Php 2,491

b. Corporate Operating Budget

- I. CY 2021 COB in the amount of Php69,968 Billion
- II. CY 2021 Cash Budget on Php60,641 Billion
- III. Use of some subsidy released for programs and projects in 2018 and prior years in the amount of Php8,075 Billion to cover the additional funding requirements of activities or projects as proposed in this CY 2021 Corporate Operating Budget