

2022 PERFORMANCE SCORECARD (Annex B)

SOCIAL HOUSING FINANCE CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
SOCIAL IMPACT	SO 1	Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance							
	SM 1	Increase the Number of ISFs Provided with Housing Finance Assistance	Actual Accomplishment	35%	(Actual/Target) x Weight	8,810	20,331	60,000	60,000
	Sub-total			35%					
STAKEHOLDERS	SO 2	Ensure Customer Satisfaction through the Provision of Quality Service							
	SM 2a	Percentage of Satisfied Customers (Pre-Takeout)	Number of stakeholders who gave a rating of at least Satisfactory / Total number of respondents	5%	(Actual/Target) x Weight If less than 80% = 0%	Result not acceptable	Result not acceptable	90%	90%
	SM 2b	Percentage of Satisfied Customers (Post-Takeout)	Number of stakeholders who gave a rating of at least Satisfactory / Total number of respondents	5%	(Actual/Target) x Weight If less than 80% = 0%	Result not acceptable	Result not acceptable	90%	90%
	Sub-total			10%					

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Component					Baseline Data		Target		
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FINANCE	SO 3	Enhance Financial Viability							
	SM 3	Improve Collection Efficiency Rate	Cumulative Collections / Cumulative Billings (Current and Delinquent Accounts Only)	10%	(Actual/Target) x Weight	74.00%	70.74%	90% Collection Efficiency on Current and Delinquent Accounts	91% Collection Efficiency on Current and Delinquent Accounts
	SM 4	Improve Status of Problematic Accounts	[(Current Year's Number of Problematic Accounts – Prior Year's Number of Problematic Account) / Prior Year's Number of Problematic Accounts] x 100%	5%	(Actual/Target) x Weight	N/A	N/A	10% Reduction of Problematic Accounts	10% Reduction of Problematic Accounts
	SM 5	Increase Gross Revenues	Total Revenues	5%	(Actual/Target) x Weight	N/A	N/A	₱787.48 Million	₱1,147 Million
	SM 6	Budget Utilization Rate (BUR)							
	SM 6a	Obligations BUR	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%

	Component				Baseline Data		Target		
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INTERNAL PROCESS	SM 6b	Disbursements BUR	Total Disbursement / Total Obligations (Both Net of PS)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
	SM 6c		Total Disbursements/ DBM-Approved COB (Both Net of PS)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
		Sub-total		35%					
	SO 4	Enhance Internal Process							
	SM 7	Percentage of Loan Application Processed within Prescribed Period	Total Number of Loan Applications Processed with Prescribed Period ¹ / Total Number of Loan Applications Received	5%	(Actual / Target) x Weight	N/A	Cannot be validated	100%	100%
	SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Accomplished / Total Number of Deliverables	5%	(Actual / Target) x Weight	N/A	N/A	N/A	100% Implementation of Targets under the ISSP as submitted to the DICT
		Sub-total		10%					

¹ The prescribed period for the processing of loan application shall be based on SHFC's compliance with Republic Act No. 11032 as reflected in SHFC's Citizen's Charter.

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ORGANIZATION	SO 5	Implement Quality Management System							
	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	(Actual / Target) x Weight	ISO 9001:2015 Certification Attained	No 1 st Surveillance Audit for the Head Office and ISO 9001:2015 Certification Audit for the Regional Branch was Conducted	Pass ISO Surveillance Audit (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches	Pass ISO Surveillance Audit (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches
	SO 6	Enhance Corporate Competency							
	SM 10	Improvement of the Competency of the Organization	Competency Baseline ² 2022 – Competency Baseline 2021	5%	All or Nothing	Competency Gap Closed for 134 out of 180 employees or 74.44%	Cannot be validated	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
		Sub-total		10%					
		Total		100%					

² The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

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