

**SOCIAL HOUSING FINANCE CORPORATION (SHFC)**  
**Revalidation Result of the 2018 Performance Scorecard**

Component					SHFC Submission		GCG Revalidation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating			
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	Utilize Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality	Absolute Number	35%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	24,000	15,201	0%	13,186	19.23%	<ul style="list-style-type: none"> <li>• Summary of Loans Released</li> <li>• List of Community Mortgage Program Projects</li> <li>• List of High Density Housing Projects</li> <li>• Checks and Batch Lists of Housing Projects</li> <li>• <u>Board Resolution No. 809, Series of 2019</u></li> </ul> <p><u>Request for reconsideration GRANTED.</u>  <u>However, the actual accomplishment is still below target.</u></p>
	<b>Sub-total</b>		<b>35%</b>				<b>0%</b>		<b>19.23%</b>		
STAKEHOLDERS	SO 2	Ensure Customer Satisfaction through the Provision of Quality Service									
	SM 2	<u>Percentage of Satisfied Customers (Pre-Takeout Services)</u>	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$ If Less Than 80% = 0%	90%	82.5%	-	<u>Result not acceptable</u>	0%	<ul style="list-style-type: none"> <li>• <u>Memorandum on the 2018 Client Satisfaction Survey Milestones</u></li> <li>• <u>Certification from UP National College of Public Administration and Governance (UP NCPAG)</u></li> </ul> <p><u>Considering the representations presented, the Governance Commission resolved to provide two measures to capture post and pre-take out services of SHFC.</u></p> <p><u>However, the request for reconsideration of the rating is denied due to non-compliance with certain</u></p>
		<u>Percentage of Satisfied Customers (Post-Takeout Services)</u>		5%		90%	89.5%	-	<u>Result not acceptable</u>	0%	

## Revalidation Result of the 2018 Performance Scorecard (Annex A)

Component					SHFC Submission		GCG Revalidation		Supporting Documents	GCG Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating				
									<ul style="list-style-type: none"> <li>Letter from UP NCPAG on the Submission of the Deliverables</li> <li>CSS Final Report</li> </ul>	<p>provisions of the GCG Standard Methodology rendering the results unacceptable. Particularly: (1) the survey did not follow the prescribed criteria for choosing respondents, (2) survey was conducted until April 2019; and (3) SHFC's modification of survey questionnaire for the post-take out services showed that the question on overall satisfaction was placed on the last part of the 14-page survey.</p>		
		<b>Sub-total</b>				<b>0%</b>		<b>0%</b>				
<b>FINANCE</b>	<b>SO 3</b>	<b>Enhance Financial Viability</b>										
	SM 3	Improve Collection Efficiency Rate	Total Collection (Excluding Advances) / Total Billing	10%	84% and Above = 10% 78 to 83% = 5% Lower than 78% = 0%	84%	69.05%	0%	69.05%	0%	<ul style="list-style-type: none"> <li>SHFC-Computed Collection Efficiency Rating</li> </ul>	The reported actual is acceptable. However, the target and minimum accomplishment were not met.
	SM 4	Increase Net Operating Income (Before Tax and Subsidy)	Revenues - Expenses	10%	(Actual / Target) x Weight Below ₱41.24 Million = 0%	₱120 Million	₱221.33 Million	10%	<u>₱76.01 Million</u>	<u>6.33%</u>	<ul style="list-style-type: none"> <li>COA Annual Audit Report</li> </ul>	<u>Based on the 2018 COA AAR, SHFC's accomplishment is below the target.</u>

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Component					SHFC Submission		GCG Revalidation		Supporting Documents	GCG Remarks		
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Score			Rating	
	SM 5	Improve Budget Utilization Rate	Total Disbursement (net of PS) / Total DBM Approved Corporate Operating Budget (net of PS)	10%	All or Nothing	Not Less Than 90% But Not More Than 100%	67.74%	0%	80.09%	0%	<ul style="list-style-type: none"> <li>Internally Generated Budget Utilization Report</li> <li>DBM-Approved 2018 COB</li> <li>Batch Lists of Housing Projects</li> <li><i>Capital Outlay General Ledger</i></li> <li><i>COA Annual Audit Report</i></li> </ul>	The actual validated accomplishment is below the target.
		<b>Sub-total</b>		<b>30%</b>				<b>10%</b>		<b>6.33%</b>		
INTERNAL PROCESS	SO 4	Integrate and Upgrade Support Systems										
	SM 6	Improve Support Systems for Effective and Efficient Processes	Actual Accomplishment	10%	DICT-approved ISSP = 5% Implementation of Phase I of the DICT-approved ISSP = 5%	DICT-approved ISSP Implementation of Phase I of the DICT-approved ISSP	SHFC's ISSP Approved by DICT ISSP Phase I Fully Implemented	10%	<i>SHFC's ISSP Approved by DICT ISSP Phase I Fully Implemented</i>	10%	<ul style="list-style-type: none"> <li>Endorsement Letter from DICT</li> <li>Copy of Certificate of Compliance from DOST-ASTI</li> <li>Copies of Document Acceptance and Release Notice</li> <li><i>Internal Memorandum dated 21 February 2019</i></li> </ul>	<i>Request for reconsideration GRANTED. The actual revalidated accomplishment is in line with the target.</i>
		<b>Sub-total</b>		<b>10%</b>				<b>10%</b>		<b>10%</b>		
LE AR	SO 5	Implement Quality Management System										

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Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating		
SM 7	Attain Quality Management Certification	Actual Accomplishment	10%	All or Nothing	Attain ISO 9001:2015 Certification	ISO 9001:2015 Certified	10%	ISO 9001:2015 Certified	10%	<ul style="list-style-type: none"> <li>ISO 9001:2015 Registration Certificate</li> <li>2018 Surveillance Audit Report</li> </ul>	The actual validated accomplishment is in line with the target.
SO 12	Elevate Personnel Competency										
SM 8	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	100% Completion of all Competency Based Description (Note: Set Competency Baseline by 2019)	211 out of 211 Position Titles with Competency Based Job Description	5%	<u>211 out of 211 Position Titles with Competency Based Job Descriptions</u>	<u>5%</u>	<ul style="list-style-type: none"> <li>Certification from Human Resources Department</li> <li>Summary of Position Titles</li> <li>Copies of Job Descriptions</li> <li><u>Current Table of Organization</u></li> </ul>	<u>Request for reconsideration GRANTED.</u> <u>The actual revalidated accomplishment is in line with the target.</u>
		<b>Sub-total</b>	<b>15%</b>				<b>15%</b>		<b>15%</b>		
		<b>TOTAL</b>	<b>100%</b>				<b>35%</b>		<b>50.56%</b>		