

**SOCIAL HOUSING FINANCE CORPORATION (SHFC)
Validation of 2023 Performance Scorecard**

Component					SHFC Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SO 1 Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance											
SOCIAL IMPACT	SM 1	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	35%	(Actual / Target) x Weight	28,000	30,812	35.00%	Unverifiable	0.00%	<ul style="list-style-type: none"> • Accomplishment Report (January to December 2023) • List of Projects • Summary and Detailed Recalibrated Target and Accomplishment <p>Based on the examination of the supporting documents provided, the GCG validated that for Phase 1 on Lot Acquisition, the samples provided were consistent with SHFC's report. However, for Phases 2 and 3, on Site Development and Building Construction, it was confirmed that based on the actual progress of the projects, the samples provided refer to the cumulative number of ISFs as of the end of 2023. This denotes that the reported 20,342 ISFs accomplished for 2023 include ISFS already accounted for as accomplishments in prior years under Phases 2 and 3.</p> <p>Given that SHFC failed to provide supporting documents that will confirm the actual 2023 performance per project and since the samples provided could not be used to determine the isolated number of ISFs being provided financial assistance in 2023, this measure is deemed unverifiable since an objective validation could not be made.</p> <p>SHFC is rated zero for this measure</p>
	Sub-total				35%				35.00%		0.00%

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SO 2 Ensure Customer Satisfaction Through the Provision of Quality Service																														
STAKEHOLDERS	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	90%	92% Overall Satisfaction Rate for SHFC's External Services	10.00%	92.02%	10.00%	<ul style="list-style-type: none"> Results of 2023 Harmonized Client Satisfaction Measurement transmitted by ARTA 	ARTA confirmed SHFC's Client Satisfaction Measurement (CSM) as compliant with the JMC and was submitted on time.																		
	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	90%					<ul style="list-style-type: none"> Results of 2023 Harmonized Client Satisfaction Measurement transmitted by ARTA 																			
SO 3 Enhance Financial Viability																														
FINANCE	SM 3	Improve Collection Efficiency Rating of SHFC Program Loans	Cumulative Collections (P+I+MRI) / Cumulative Billings (P+I+MRI)	10%	(Actual / Target) x Weight	65% Cumulative CER	64.98%	9.99%	64.98%	9.99%	<ul style="list-style-type: none"> Database Collection Billing of and Samples Collection Billing of and 	<table border="1"> <thead> <tr> <th>Particulars</th> <th>Billing (in billions)</th> <th>Collection</th> </tr> </thead> <tbody> <tr> <td>Mortgage Redemption Insurance</td> <td>₱1.006</td> <td>₱0.629</td> </tr> <tr> <td>Principal</td> <td>9.007</td> <td>6.251</td> </tr> <tr> <td>Non-Interest-Bearing Principal</td> <td>0.291</td> <td>0.222</td> </tr> <tr> <td>Interest</td> <td>9.392</td> <td>5.696</td> </tr> <tr> <td>Total</td> <td>₱19.696</td> <td>₱12.798</td> </tr> </tbody> </table>	Particulars	Billing (in billions)	Collection	Mortgage Redemption Insurance	₱1.006	₱0.629	Principal	9.007	6.251	Non-Interest-Bearing Principal	0.291	0.222	Interest	9.392	5.696	Total	₱19.696	₱12.798
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<p>CER = 12.798 ÷ 19.696 CER = 64.98%</p>																														

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SM 4a	Improve Status of Problematic Accounts (2021 and previous years)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	3% reduction of problematic accounts	6.42% improvement of accounts as of December 2023	2.50%	11.41% reduction of problematic accounts	2.50%	<ul style="list-style-type: none"> List of Improved Accounts Samples of Improved Accounts 	Acceptable.
SM 4b	Improve Status of Problematic Accounts (2022 and 2023)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	3% reduction of problematic accounts	-45.09% improvement of accounts as of December 2023	0.00%	45.09% increase in problematic accounts	0.00%	<ul style="list-style-type: none"> List of Improved Accounts Samples of Improved Accounts 	6,013 new problematic accounts were added during the year, bringing the yearend cumulative number to 14,374 which is a 45.09% increase instead of a reduction.
SM 5	Improve the Financial Bottomline	Total Revenues – Total Expenses	5%	(Actual / Target) x Weight	₱74 million	₱74.44 million	5.00%	₱74.44 million	5.00%	<ul style="list-style-type: none"> Budget Utilization Report as of 31 December 2023 	Acceptable.

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SM 6	Budget Utilization Rate									
SM 6a	Obligation BUR	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	49%	2.72%	47.73%	2.65%	<ul style="list-style-type: none"> COA Audit (AAR) Annual Report

Item	DBM-approved COB	Obligations
Maintenance and Other Operating Expenses (MOOE)	1,012.72	437.79
Capital Outlay	151.56	46.00
Loan Outlay	7,188.62	3,635.31
Sub-total	8,352.90	4,119.10
Less: Reconciling Items	253.50	253.50
Total	8,099.40	3,865.60

Item	BUR
MOOE	43.23%
CO	30.35%
Loan Outlay	50.57%
Sub-total	49.31%
Less: Reconciling Items	
Total	47.73%

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SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS)	5%	(Actual / Target) x Weight	90%	91%	5.00%	96.59%	5.00%	<table border="1"> <thead> <tr> <th>Item</th> <th>Obligations</th> <th>Disbursements</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>437.79</td> <td>355.78</td> </tr> <tr> <td>CO</td> <td>46.00</td> <td rowspan="2">3,378.04</td> </tr> <tr> <td>Loan Outlay</td> <td>3,635.31</td> </tr> <tr> <td>Sub-total</td> <td>4,119.10</td> <td>3,733.82</td> </tr> <tr> <td>Less: Reconciling Items</td> <td>253.50</td> <td>-</td> </tr> <tr> <td>Total</td> <td>3,865.60</td> <td>3,733.82</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Item</th> <th>BUR</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>81.27%</td> </tr> <tr> <td>CO</td> <td rowspan="2">91.76%</td> </tr> <tr> <td>Loan Outlay</td> </tr> <tr> <td>Sub-total</td> <td>90.65%</td> </tr> <tr> <td>Less: Reconciling Items</td> <td>-</td> </tr> <tr> <td>Total</td> <td>96.59%</td> </tr> </tbody> </table>	Item	Obligations	Disbursements	MOOE	437.79	355.78	CO	46.00	3,378.04	Loan Outlay	3,635.31	Sub-total	4,119.10	3,733.82	Less: Reconciling Items	253.50	-	Total	3,865.60	3,733.82	Item	BUR	MOOE	81.27%	CO	91.76%	Loan Outlay	Sub-total	90.65%	Less: Reconciling Items	-	Total	96.59%
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INTERNAL PROCESS											
SO 4 Enhance Internal Process											
SM 7	Turnaround Time of Process as Prescribed in the Ease of Doing Business Act	Total Number of Loan Applications Processed Within the Prescribed Period / Total Number of Loan Applications Received	5%	(Actual / Target) x Weight	100% Loan Applications Processed Within the Prescribed Time	29% Loan Applications Processed Within the Prescribed Time	1.45%	12.50% Loan Applications Processed Within the Prescribed Time	0.63%	<ul style="list-style-type: none"> • Certificate of Compliance • Credit Committee Resolutions • Executive Committee Reports • Letter of Guaranty • Disbursement Voucher • Project Approval • Progression Report 	Only three (3) of the seven (7) loan applications were validated by the GCG as accomplishments for this measure.
SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Attained / Total Number of Deliverables	5%	(Actual / Target) x Weight	100% Implementation of Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT	5.00%	75% Implementation of ISSP Targets	3.75%	<ul style="list-style-type: none"> • 2022-2024 ISSP as submitted to DICT • Screenshots of the System • Date of Release and Acceptance Report 	SHFC was only able to complete three (3) out of the four (4) deliverables/projects.
		Sub-total	10%				6.45%		4.38%		
ORGANIZATION											
SO 5 Implement Quality Management System											
SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	All or Nothing	Pass ISO Certification (Head Office only)	Completed Internal Quality Audit	0.00%	No ISO Certification	0.00%	<ul style="list-style-type: none"> • Position Paper on their Request for Reconsideration for the ISO Measure 	SHFC failed to meet its target of attaining an ISO Certification in 2023.
		Sub-total	5%				0.00%		0.00%		

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual			Rating
SO 6 Elevate Personnel Competency										
SM 10	Improvement of the Competency Baseline of the Organization	Competency Baseline 2023 – Competency Baseline 2022	5%	(Actual / Target) x Weight	Improvement in the Competency Level	0.087% Increase in Corporate Competency Level as of October 2023	5.00%	0.64% improvement in the Competency Level	5.00%	<ul style="list-style-type: none"> Competency Assessment Final Report for 2022 and 2023 Excel file of the Competency Assessment Report for 2022 and 2023 Samples of the Accomplished Competency Forms
		Sub-Total	5%				5.00%		5.00%	
		TOTAL	100%				84.16%		47.08%	

Based on its reported accomplishments, SHFC attained a Corporate Competency Level (CCL) of 1.87150 among 216 employees assessed in 2023. This represents an increase of 0.64% or 0.011929 from 1.859571 in 2022.

Year	Competency Level	Total No. of Employees Assessed
2023	1.87150	216
2022	1.859571	218

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