

SOCIAL HOUSING FINANCE CORPORATION (SHFC)
Validation Result of 2022 Performance Scorecard

Component					Target	Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Score	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	Increase Number of ISFs Provided with Housing Finance Assistance	Actual Accomplishment	35%	(Actual/Target) x Weight	17,639	7,094 ISFs provided with housing finance assistance	4.14%	7,094	14.08%	<ul style="list-style-type: none"> • For CMP: <ul style="list-style-type: none"> a. Lot Acquisition b. Site Development c. House Construction d. Loan Assistance • For HDH <ul style="list-style-type: none"> a. Lot Acquisition b. Site Development & Building Construction (Phase 2) c. Refinancing Scheme • For Intramuros Project <ul style="list-style-type: none"> a. Lot Acquisition (Phase 1) b. Site Development & Building/House Construction (Phase 2 and 3) • For North-South Commuter Railway Extension Project <ul style="list-style-type: none"> a. Lot Acquisition b. Site Development & Building/Housing Construction (Phase 2 and 3) • For Marawi: <ul style="list-style-type: none"> a. Phase 1 b. Phase 2 • Community-Driven Shelter Financing 	The request for reconsideration on the target from 60,000 ISFs to 17,639 ISFs is approved. The validated ISFs assisted for 2022 is 7,094 ISFs.

¹ The rating is based on the submission of SHFC.

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										Programs Accomplishment Report • Justification for non-attainment of the target • Copy of Disbursement Vouchers and Checks		
		Subtotal								35%	4.14%	14.08%
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%	90%	78.10% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	0%	78.10% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	0%	<ul style="list-style-type: none"> Sample of Accomplished Survey Forms CSS Final Report Data Collection Quality Control Report and Back-Checking Report 	Target not met. SHFC failed to meet the minimum 80% threshold.
	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%	90%	85.70% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	4.76%	85.70% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	4.77%		Acceptable.
			Subtotal								10%	4.76%

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FINANCE	SO 3	Enhance Financial Viability										
	SM 3	Improve Collection Efficiency Rate	Cumulative Collection / Cumulative Billing (Current and Delinquent Accounts Only)	10%	(Actual / Target) x Weight	91% Collection Efficiency on Current and Delinquent Accounts	91.57% CER	10%	91.57% CER	10%	<ul style="list-style-type: none"> Quarterly Status of Collection Efficiency Rating Modified Cumulative CER with Ageing Samples of Statement of Account 10 Samples of Billing Statement 	Target met.
	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	10% Reduction of Problematic Accounts	3.80% increase in problematic accounts	0%	-	0%	<ul style="list-style-type: none"> Quarterly Status of Problematic Accounts as of December 31, 2022 Excel file of Problematic Accounts 	Target not met. There was an increase in the total number of problematic accounts instead of a 10% reduction in the problematic accounts.
	SM 5	Increase Gross Revenue	Total Revenues	5%	(Actual / Target) x Weight	₱1,147 Million	₱734 Million Gross Revenue	3.2%	₱717.93 million	3.13%	<ul style="list-style-type: none"> Gross Revenue Report as of December 31, 2022 Financial Statement as of December 2022 DBM Approved COB 	Target not met.

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										• 2022 COA Annual Audit Report	
SM 6	Budget Utilization Rate (BUR)										
SM 6a	Obligation BUR	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	90%	53%	2.94%	53%	2.94%		Target not met.
SM 6b	Disbursements BUR	Total Disbursement / Total Obligations (Both Net of PS)	5%	(Actual / Target) x Weight	90%	75%	4.17%	80.96%	4.50%	<ul style="list-style-type: none"> • BUR Report as of December 31, 2022 • Financial Statement as of December 2022 • DBM Approved COB • SAAODB as of December 	Target not met.
SM 6c		Total Disbursement / DBM-Approved COB (Both Net of PS)	5%	(Actual / Target) x Weight	90%	39%	2.17%	42.91%	2.38%		Target not met.
	Subtotal		35%				22.48%		22.95%		

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INTERNAL PROCESS											
SO 4 Enhance Internal Process											
SM 7	Percentage of Loan Applications Processed Within Prescribed Period	Total Number of Loan Applications Processed Within Prescribed Period ² / Total Number of Applications	5%	(Actual / Target) x Weight	100%	Time and Motion Study (TMS) to be conducted for the revision and updating of the Citizen's Charter	0%	No reported accomplishment	0%	Memorandum re: Recommendation of the Committee on Anti-Red Tape to the Management Committee in relation to RA 11032 and other Issuances of the Anti-Red Tape Authority	No reported accomplishment.
SM 8	Enhance Support Systems for the Effective and Efficient Processes	Number of Deliverables Accomplished / Total Number of Deliverables	5%	(Actual / Target) x Weight	100% Implementation of Targets under the ISSP as submitted to the DICT	Three (3) out of the four (4) deliverables in the DICT-Approved ISSP 2022-2024 were already implemented. (Performance Monitoring System, Incident Handling System, Remedial Management System)	3.75%	Three (3) out of the four (4) deliverables in the DICT-Approved ISSP 2022-2024 were already implemented. (Performance Monitoring System, Incident Handling System, Remedial Management System)	3.75%	<ul style="list-style-type: none"> ISSP report as of December 2022 User Acceptance and Release Notice ISSP 2022-2024 Screenshot of the System 	Target not met. SHFC only accomplished three (3) out of the four (4) deliverables for this measure.
Subtotal			10%				3.75%		3.75%		

² The prescribed period for the processing of loans should be consistent and in compliance with the Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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	SO 5 Implement Quality Management Systems											
ORGANIZATION / LEARNING AND GROWTH	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	(Actual / Target) x Weight	Pass ISO Surveillance (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches	ISO 9001:2015 Certification in the Head Office will be conducted in CY 2023	0%	-	0%	Explanation on non-attainment of the target	Target not met.

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SO 6	Enhance Corporate Competency										
SM 10	Improvement of the Competency of the Organization	Competency Baseline 2022 - Competency Baseline 2021	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	Competency Baseline increased by 1.86% in 2022	5%	0.39 improvement in the competency level	5%	<ul style="list-style-type: none"> • Accomplishment Report for CY 2022 • 2021 Competency Assessment Report • 2022 Competency Assessment Report • Accomplished 2022 Competency Assessment Forms • Excel file on the 2022 Computation of Corporate Competency Assessment • List of Interventions Conducted • Sample Training Certificates 	<p>The request of SHFC for reconsideration on the target from "Improvement in the Competency Baseline of the Organization" to "Establishment of Competency Level" is Approved.</p> <p>There is a 0.39 improvement in the competency level of the organization, from a 1.47 overall competency level in 2021 to 1.86 competency level in 2022.</p>
	Sub-total		10%				5%		5%		
	Total		100%				50.28%		50.55%		

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