

ILIPPINE CHARITY SWEEPSTAKES OFFICE
5 Performance Scorecard

Component			Target	PCSO Submission		GCG Validation		Supporting Documents	Remarks	
Objective / Measures	Weight	Rating Scale		Actual	Rating	Actual	Rating			
SO 1										
Responsive and Efficient Delivery of Health & Charitable Services										
SM 1	Amount allocated for Medical Assistance and Service Program and Health and Welfare Program	15.00%	Actual / Target x Weight	₱4.8 Billion	₱6.9 Billion	15.00%	₱8.04 Billion	15.00%	Guaranty Letters issued	The GLs issued for the year amounted to ₱8.04 Billion based on the updated FS submitted to COA. Revised the actual score accordingly.
SM 2	Shorter processing time of requests for IMAP	5.00%	Actual / Target x Weight	100% within relevant processing time: For Discharge-same day, Below P100,000 -3 working days, ₱100,000 and above - 4 working days	For Discharge-100% same day, Below P100,000 - 98.13% within 3 working days, ₱100,000 and above - 98.46% within 4 working days	4.94%	Average 96.29% within relevant processing time: For discharge - 100% same day Below ₱100,000 - 150,901 cases processed within 3 working days or 95% of 158,896 cases	4.81%	Guaranty Letters issued	Acceptable

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							P100,000 and above - 5,170 cases processed within 4 working days or 93.88% of 5,507 cases			
SM 3	Completion of all inventory but not less than 550	8.00%	Actual / Target x Weight	100%	678 units distributed	8.00%	678 units distributed	8.00%	Copy of MOA or donation List of Ambulances Distributed	Acceptable
SM 4	Completion of a nationwide study on the strategic distribution of ambulance	2.00%	Actual / Target x Weight	Board approved new program on the optimal distribution of ambulances	PCSO Board Resolution No. 35 and 310, s. 2015	2.00%	Report on the study conducted List of Ambulance distributed from 2005 to March 2016	2.00%		Acceptable
SM 5	Raising AFP and PNP Hospitals to DOH Standard on Equipment	5.00%	Actual / Target x Weight	30% implementation a) Three (3) hospitals under Philippine Air Force b) Three (3) hospitals under Philippine Navy c) Five (5) hospitals under	12 out of 13 Hospitals a). Hospital under Philippine Air Force: 1. Air Force General Hospital	5.00%	0% implemented a) Hospitals under Philippine Air Force - 0; Air Force General Hospital is for 2014 b) Hospitals under	0.38%	PCSO letter to DOH dated 21 October 2014 and DOH letter to PCSO dated 09 November 2015	Based on the Implementation Plan (Annex A) and transcript of the recording of the 2015 renegotiation the endorsement letter that the PCSO gave to DOH dated 21 October 2014

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				AFP Wide Support Service Units and General Headquarters d) Philippine Security Group Hospitals e) PNP General Hospital (Equipment for Department of Anesthesia, Maternal Intensive Care Unit and Surgical Intensive Care Unit)	b). Hospital under PNP 1. PNP General Hospital ER and ICU		Philippine Navy – 0 c) Hospitals under AFP Wide Support Service Units and General Headquarters - 0 d). Hospital under PNP - 1 - PNP ICU letter to DOH dated 24 September 2015			were 2014 and 2016 targets which were the basis of DOH endorsement letter dated 09 November 2015. Moreover, the Summary of Agreements for the 2015 Renegotiation of targets have remarks "PCSO to provide documentation that request was made to the DOH on the items provided as target".
SO 2	Efficient Charity Services									
SM 6	Customer Satisfaction survey (3rd Party)	5.00%	Below 75% = 0% 2.5% = MOA with DAP 5% = if actual survey was conducted with	Satisfactory rating or its equivalent	Conducted Satisfaction survey, initial result = 86.51%	5.00%	Over-all satisfaction rating of 4.05 or Very Satisfactory 86.74% of survey respondent stated that they are	5.00%	Survey Result	Notable in the survey result are the responses in terms of facilities, staff and timeliness and responsiveness where respondents' concern are mainly the long waiting time in

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			satisfactory rating or its equivalent				satisfied with PCSO Service			<p>uncomfortable facilities and experience with the staff.</p> <p>PCSO received the lowest in the following dimension: timeliness and responsiveness, outcome and quality and reliability. In the Satisfaction-Importance Matrix, timeliness and responsiveness and quality and reliability are dimensions that are highly important and will drive the highest satisfaction for the clients.</p> <p>For 2016 survey, it is recommended to include all PCSO stakeholders and not only IMAP clients</p>

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SM 7	ARTA Survey	-	Below 75% = 0%	100% of PCSO branches surveyed with rating of either excellent, outstanding, good or acceptable	Pending result with CSC	-	-	-	Letter from CSC	Acceptable
Sub-Total Weight		40%				39.94%		35.19%		
SO 3	Sustained Growth Revenue									
SM 8	Number of branches	5.00%	Actual / Target x Weight	+6 Branches or total of 48 Branches	+8 Branches or total of 50 Branches	5.00%	+8 Branches or total of 50 Branches	5.00%	Newspaper clippings	Acceptable
SM 9	Number of Lotto outlets	5.00%	Actual / Target x Weight	at least +700 outlets (assuming continuity of service of 2 providers) or 9,778 outlets	+1,822 outlets	5.00%	+939 outlets	5.00%	Summary and Copy of request and approval of On-line Order Issued	Request for monthly report on the outlets per region
SM 10	Gross sales	10.00%	Actual / Target x Weight	₱34.6 Billion	₱37.4 Billion	10.00%	₱37.4 Billion	10.00%	Unaudited Income Statement	Request for monthly sales report per region FS as received by COA
Sub-Total Weight		20.00%				20.00%		20.00%		

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SO 4	Research and Development of New Products and Enhancement of Existing Products and Channels									
SM 11	100% compliance within the PCSO Timetable (evaluation of new products)	2.50%	Actual / Target x Weight	Letter approving/ disapproving proposal sent within 30 working days for proposal received before September 15 and 55 working days for proposal received September 16 and later from receipt of complete documents	Accomplished	1.25%	3 out of 7 processed within the timeframe or 43%	1.08%	List of proposals	PCSO received 11 proposals for new products. Of the 11 proposals presented only 7 were considered – six received before September 15, 2015 with a required turnaround time (TAT) of 30 days, and 1 proposal received after September 16, 2015 with a TAT of 55 working days

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SM 12	Development of Marketing Plan for Existing Products and new Channels	2.50%	Actual / Target x Weight	<p>Board approved marketing plan</p> <p>9 - existing products</p> <p>1 study on creating/ enhancing new channel</p>	For award, documentation to be requested from BAC (FGD)	2.50%	Board approved Interim Marketing Plan - includes a historical review of the 9 existing products	2.25%	MOA with different LGUs for the Partner Tayo sweepstakes	The presented <i>Partner Tayo</i> program is not considered an accomplishment because no study was conducted and PCSO only presented the Board Resolution in 2014 allowing for the implementation in 2015. A study is necessary to ensure that new games/channels are viable before these are launched by PCSO. Moreover, the target is to look into the viability of using internet or SMS as a new channel. Original validated score is retained

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SO 5	Decentralized Access of Charitable Services								
SM 13	Number of Metro Manila hospitals with PCSO desk	10.00%	Actual / Target x Weight	25	27 hospitals with signed MOA or MOA received by Partner hospitals	10.00%	21	8.40%	Copy of MOA Per validation with PCSO, PCSO desks are manned by hospital personnel who will be tasked to receive and conduct the evaluation of all requests for assistance. The PCSO desk becomes operational once the MOA has been signed by both parties. PCSO reported 27 accomplishment but per validation only 21 hospitals have signed MOA while the remaining 6 hospitals were able to receive the MOA within 2015. The objective of the measure is to

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									provide easy access to patients availing of PCSO services through decentralizing the charity services to the hospitals. Absent the formal MOA, no PCSO desk can be put up hence only 21 is credited to PCSO.	
Sub-Total Weight		15.00%			13.75%		11.73%			
SO 6	Equipped & Empowered Professional Workforce									
SM 14	Improvement in training	5.00%	Actual / Target x Weight	PCSO to submit to GCG Board Approved Capacity Enhancement/ Training Program/ Framework by end of 2014 and for implementation in 2015	85% - number of seminar actually held 69% - Number of employees who attended seminars actually attended	5.00%	43.83% (See Annex B)	3.65%	List of Trainings Conducted	The actual attendance versus the target attendees was used for the validation of the measure since the objective is to ensure that trainings to be conducted will address the competency gap or the required gap of the targeted attendees.

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SO 7	Establish Quality Management System									
SM 15	ISO Certification	10.00%	Actual / Target x Weight	ISO Certification Gaming Services	Recommended for Certification	10.00%	ISO Certification	10.00%	ISO Certificate	Acceptable
SO 8	Automation of Processes									
SM 16	Processes automated	5.00%	Actual / Target x Weight	Completion of Accounts Payables - Prize Fund and Charity Fund	CAS - Accounts Payable Module for Prize Claim went live on December 29, 2015 Charity Payment went live on January 27, 2016 HRIS delivered by Supplier on December 1, 2015 and rolled out at the main office	5.00%	CAS - Accounts Payable Module for Prize Claim went live on December 29, 2015 Charity Payment went live on January 27, 2016 HRIS delivered by Supplier on December 1, 2015 and rolled out at the main office	5.00%	Internal Memorandum Manuals Sample live test	Acceptable
Sub-Total Weight		20.00%				20.00%		18.65%		
Total Weight		95.00%				93.69%		85.57%		