

2023 PERFORMANCE SCORECARD (Annex B)

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

		Component			Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023
SOCIAL IMPACT	SO 1	<b>Improve the Quality of Life of the Informal Settler Families and Low Income Filipinos through the Provision of Housing Finance</b>							
	SM 1	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	35%	(Actual / Target) x Weight	20,331	14,693	60,000	28,000
		<i>Sub-total</i>		<b>35%</b>					
STAKEHOLDERS	SO 2	<b>Ensure Customer Satisfaction through the Provision of Quality Service</b>							
	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	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	Result not acceptable	Result Not Acceptable	90%	90%
	SO 3	<b>Enhance Financial Viability</b>							
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	70.74%	Unverifiable	91% Collection Efficiency on Current and Delinquent Accounts	65% Cumulative CER

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SM 4a	Improve Status of Problematic Accounts (2021 and previous years)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	N/A	3.09% reduction in problematic accounts	10% Reduction of Problematic Accounts	3% reduction of problematic accounts <sup>1</sup>
SM 4b	Improve Status of Problematic Accounts (2022 and 2023)	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	3% reduction of problematic accounts
SM 5	Improve the Financial Bottomline <sup>2</sup>	Total Revenues – Total Expenses	5%	(Actual / Target) x Weight	N/A	N/A	N/A	₱ 74 Million
SM 6	Budget Utilization Rate (BUR)							
SM 6	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	90%	90%
SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%

<sup>1</sup>Based on the actual problematic accounts as of 31 December 2021 (108,551 accounts)  
Net Income before taxes and NG Subsidy.

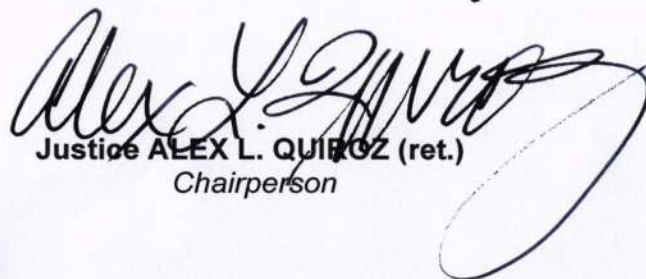
Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SM 6c	Total Disbursement / DBM-Approved COB (both net of PS)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%	
<b>Sub-total</b>		<b>45%</b>						
<b>SO 4 Enhance Internal Process</b>								
SM 7	Turnaround 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	Cannot be validated	Unverifiable	100%	100% Loan Applications Processed Within the Prescribed Time <sup>3</sup>
SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Attained/ Total Number of Deliverables	5%	(Actual / Target) x Weight	2020 Deliverables under the DICT- Approved ISSP 2018-2020 Not Attained Within the Year	100% Attainment of the ISSP Deliverables in the DICT Approved 2018-2020  ISSP 2022-2024 Approved by/Submitted to DICT	100% Implementation of the Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT
<b>Sub-total</b>		<b>10%</b>						

INTERNAL PROCESS

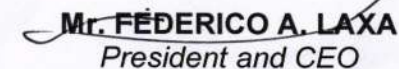
<sup>3</sup> Based on the Community Guided Financing Guidelines

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
<b>ORGANIZATION</b>								
<b>SO 5</b>	<b>Implement Quality Management System</b>							
SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	All or Nothing	No 1st 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 Two (2) Regional Branches	Pass ISO Certification (Head Office only)
	<b>Sub-total</b>		<b>5%</b>					
<b>SO 6</b>	<b>Elevate Personnel Competency</b>							
SM 10	Improvement of the Competency Baseline of the Organization	Competency Baseline 2023 - Competency Baseline 2022	5%	(Actual / Target) x Weight	Cannot be validated	Unverifiable	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Level
	<b>Sub-Total</b>		<b>5%</b>					
	<b>TOTAL</b>		<b>100%</b>					

For GCG:

  
Justice ALEX L. QUIROZ (ret.)  
Chairperson

For SHFC:

  
Mr. FEDERICO A. LAXA  
President and CEO