

2022 PERFORMANCE SCORECARD (Annex B)

NATIONAL HOME MORTGAGE FINANCE CORPORATION

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
SOCIAL IMPACT	SO 1	Increase the Availability of Affordable Housing by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market							
	SM 1	Number of Bond Issuance	Number of Issuance of Mortgage-Backed Securities	15%	All or Nothing	One (1) Bond Issuance	One (1) Bond Issuance (BALAI Bonds 2)	Two (2) Bond Issuances	One (1) Bond Issuance
	SM 2	Value of Funds Provided to Low Income and Marginalized Sector	Total Amount or Value of Housing Receivables / Takeout Purchased from Originators ¹	15%	(Actual/Target) x Weight	₱2.186 Billion	₱1.102 Billion	₱1.5 Billion	₱2 Billion
		Sub-total		30%					
FINANCE	SO 2	Maintain Profitability and Ensure Financial Sustainability of NHMFC Operations							
	SM 3	Net Income before NG Subsidy	Total Income (Net of NG Subsidy) – Total Expenses	10%	(Actual/Target) x Weight	₱480.20 Million	₱19.46 Million	₱198.045 Million	₱299 Million

¹ The gross amount of the take-out, as reflected in the Disbursement Vouchers, shall be the basis of the accomplishment.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
SM 4	Improve Collection Efficiency Rate	Cumulative Collection (Principal + Interest) / Cumulative Billing (Principal + Interest) ²	10%	(Actual/Target) x Weight	54.97%	N/A	54%	54%
SM 5	Reduction of Non-Performing Assets (NPAs)	Absolute Value	10%	(Actual/Target) x Weight	₱203.49 Million	N/A	₱40 Million Reduction in NPAs	₱60 Million reduction in NPAs
SM 6	Budget Utilization Rate:							
SM 6a	Obligations BUR	Total Obligations / DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
SM 6b	Disbursements BUR	Total Disbursements / Total Obligations (both net of PS Cost)	1.25%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
SM 6c		Total Disbursement / DBM-approved Corporate Operating Budget (both net of PS Cost)	1.25%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
	Sub-total		35%					

² Covers all accounts aside from foreclosed properties.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
STAKEHOLDERS	SO 3 Generate Feedback and Address Concerns of the Stakeholders								
	SM 7a	Percentage of Satisfied Customers (Individual Customers)	Number of Individual Customers who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	(Actual/Target) x Weight If Less Than 80% = 0%	95%	85.1%	93%	90%
	SM 7b	Percentage of Satisfied Customers (Originators)	Number of Originators who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	Actual/Target) x Weight If Less Than 80% = 0%	N/A	87.5%	93%	90%
	Sub-total			10%					
INTERNAL PROCESS	SO 4 Streamline Policies and Procedures for Core Processes								
	SM 8	Number of Asset Pool for Securitization	Absolute Number	5%	(Actual / Target) x Weight	1 Asset Pool Created for Bond Issuance by 2020 Approved by the Board	1 Asset Pool Approved by the Executive Committee	2 Asset Pools Created for Bond Issuance by 2022 Approved by the Executive Committee	One (1) Asset Pool Created for Bond Issuance by 2023 Approved by the Executive Committee
	SM 9	Percentage of Application for the Provision of Housing Finance Processed Within the Applicable Turnaround Time	Number of Applications for Housing Finance Processed within the Applicable Processing	5%	(Actual / Target) x Weight	99%	97.93% of Applications Processed Within 11 Working Days	100% of Applications Processed within the Prescribed Turnaround Time	100% of Applications Processed within the Prescribed Turnaround Time

LEARNING & ORGANIZATION	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
		Time ³ / Total Number of Applications						
SM 9	Attain Certification on Quality Management System and Information Security Management System	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Recertified	ISO 9001:2015 Certificate Maintained	ISO 9001:2015 Recertification and Third-Party Readiness Certification to ISO 27001:2013	ISO 9001:2015 Re-certification
SM 10	Percentage of Completion of the ISSP	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Completed	67% Attainment of 2020 Deliverables	100% Attainment of 2021 Deliverables (based on DICT-endorsed/approved ISSP 2021-2023)	100% attainment of 2022 deliverables ⁴ (based on DICT endorsed / approved ISSP 2021-2023)
	Sub-total		20%					
SO 5	Provide Quality Public Service by Enhancing Employee Competencies and Ensuring Consistent Quality of Service Delivery							
SM 11	Improved Competency Level of the Organization	Competency Baseline 2022 ⁵ – Competency Baseline 2021	5%	All or Nothing	95.54%	Competency Baseline of the Organization Improved	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
	Sub-total		5%					
	Total		100%					

³ Applicable processing time based on NHMFC's compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, as reflected in NHMFC's Citizen's Charter.

⁴ Deliverables refer to systems (applications).

⁵ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})_a}{A} \right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled