

**EMPLOYEES' COMPENSATION COMMISSION
2015 Performance Scorecard**

EMPLOYEES' COMPENSATION COMMISSION												
Component			Agreed				ECC Submission		Validation		Supporting Documents	Remarks
	Objective / Measure	Formula	Weight	Rating Scale	2015 Target	2015 Accomplishment	Rating	GCG Evaluation	Rating			
STAKEHOLDERS	SO 1	Empowered Stakeholders										
	SM 1	Customer Satisfaction based on Third Party Survey	All or Nothing	5%	Number of respondents with satisfactory rating ÷ total number of respondents to the third party survey	Developed and Implemented the Survey. Baseline Established.	Grand average of 2.31 - Satisfied	5%	Grand average of 2.31 - Satisfied	5%	Customer Satisfaction Measurement Survey Final Report	Scale: 1.00-1.49 = Very satisfied 1.50-2.49 = Satisfied 2.50-3.49 = Somewhat satisfied 3.50-4.49 = Somewhat dissatisfied 4.50-5.49 = Dissatisfied 5.50-6.00 = Very dissatisfied The survey focuses on 5 major services offered by ECC: Free Rehabilitation, Skills/Entrepreneurial Training, Quick Response, Advocacy and Case Disposition. All services obtained a satisfactory rating.

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SO 2	Enhanced Benefits											
SM 2	Improved services and enhanced benefits	Absolute Number	15%	Actual number of policies approved ÷ Number of policies targeted to be approved	10	11	15%	11	15%	Certified True Copy of Board Resolutions on the approval of 13 policy and guidelines issuances duly signed by the Board Secretary	Board Resolution Nos. 15-01-01 and 15-09-42 were counted as one, since both issuances deal with the 10% across-the-board increase in EC pension for public sector workers. Board Resolutions related to Kentex Fire and Mamasapano incidents were also considered as one policy issuance since it concerns the processing of EC benefits for victims of work-related contingencies.	

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SM 3	PWRDs reintegrated into the economic mainstream through rehabilitation services (PT/OT, Prosthesis and Skills & entrepreneurial training)	Absolute Rate	10%	Percentage of PWRDs with gainful employment + PWRDs provided with rehabilitation services	28%	29%	10%	22.26%	7.95%	List of PWRDs reintegrated into the economic mainstream through various rehabilitation services, signed by Management and Executive Director	Rating was revised after changing the denominator from 415 to 539. The 415 is just a target (see SM6) while the 539 is the actual total. It is recommended that the measure be revised because the total depends only on the number of home visit conducted by ECC and the members of Occupationally-Disabled Workers Association of the Philippines, Inc. (ODWAPI) Respondents were validated through random sampling.	
	Sub-Total		30%				30%		28%			

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FINANCE	SO 3	Maximized Budget Utilization										
	SM 4	90% Utilization of COB	All or Nothing	3%	Percent of budget utilized ÷ total budget approved	90%	90%	3%	90%	3%	Approved CY 2015 COB and Status of Funds as of December 31, 2015, signed by the Budget Officer and Executive Director	Adopt
	SO 4	Increased Share of Budget for Services										

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SM 5	Increased Budget for Services	All or Nothing	2%	Percent of Budget for Services ÷ Total COB	10.24%	9.68%	1.89%	9.68%	1.89%	Approved CY 2015 COB	Adopt. Budget allotted to services excludes expenses for entrepreneurial trainings of PWRDs, which came from DOLE.	
	Sub-Total		5%				4.89%		4.89%			

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INTERNAL PROCESS	SO 5	Increased Availment of Rehabilitation Services for PWRDs									
	SM 6	PWRDs provided with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Absolute Rate	15%	No. of PWRDs provided with various rehabilitation services + targeted number of PWRDs to be provided with various rehabilitation services	100% 415 PWRDs provided with various rehabilitation services	130% 539 PWRDs provided with various rehabilitation services	15%	130% 539 PWRDs provided with various rehabilitation services	15%	List of beneficiaries of PT/OT, prosthesis and skills & entrepreneurial training, signed by Management and Executive Director. Sample medical records, referral letters to hospitals, certificate of completion for trainings, attendance records and liquidation reports

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SO 6	Improved Processing of Claims											
SM 7	Establishment of service level agreements with GSIS and SSS on processing of claims	All or Nothing	10%	N/A	SLAs with GSIS and SSS	SLAs with GSIS and SSS	10%	SLAs with GSIS and SSS	10%	Notarized Service Level Agreements with SSS and GSIS, signed by ECC Executive Director, PCEO of SSS and PGM of GSIS	<p>Salient points of SLA with GSIS:</p> <ul style="list-style-type: none"> - 60 working days PCT for EC benefits (sickness, disability, EC medical reimbursement, rehabilitation services, death pension) - 30 working days PCT for funeral benefit - EC claims data sharing <p>Salient points of SLA with SSS:</p> <ul style="list-style-type: none"> - 5 working days PCT for Sickness – temporary total disability (notification) and Funeral benefit - 12 working days PCT for Sickness – temporary total disability (reimbursement) and Rehabilitation services - 23 working days PCT 	

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												for Disability – Permanent Partial Disability or Permanent Total Disability - 25 working days PCT for EC medical reimbursement - 33 working days PCT for Death pension - EC claims data sharing

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SO 7	Prompt and Fair Resolution of Cases											
SM 8	Appealed cases disposed within the process cycle time of 20 working days	Absolute Rate	10%	Number of cases disposed within the process cycle time ÷ Number of cases disposed	80% of cases handled as of 20 November disposed within the PCT of 20 working days	100%	10%	79.57%	9.95%	List of cases handled and disposed. Sample case files for appeals with corresponding decision from the ECC Commission	Of 93 cases docketed after March 6, 2015 and qualified under the agreed PCT, , 74 were processed within 20 working days 9 cases were issued motions of deferment by the Commission, thereby deferring the PCT at a later date	
SO 8	Intensified ECP Information Dissemination											
SM 9	Increased number of companies and participants in ECP advocacy seminars	Absolute Number	7.5%	No. of companies covered in ECP advocacy seminars ÷ targeted number of companies	11,000 companies	111% 12,203 / 11,000 companies	7.5%	111% 12,203 / 11,000 companies	7.5%	List of participating companies in the ECP (In-house, Advocacy, On-site, BOSH, CST) seminars	Total of 608 ECP seminars conducted (in-house, advocacy, on-site, BOSH and CST). Seminars are in coordination with DOLE regional offices and ECC. Participants were called	

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			7.5%	No. of participants attended in ECP advocacy seminars + targeted number of participants	25,000 participants	101% 25,300 / 25,000 participants	7.5%	101% 25,300 / 25,000 participants	7.5%	List of participants in the ECP (In-house, Advocacy, On-site, BOSH, CST) seminars	and verified through random sampling.	
	Sub-Total		50%				50%		50%			
SO 9 Development and Implementation of a Quality Management System												
INTERNAL PROCESS	SM10	Maintain ISO Certification	All or Nothing	10%	Count of ISO 9001:2008 Surveillance Audit passed	1 surveillance audit passed	100% Surveillance audit passed ISO 9001:2008 certification maintained (Certificate Register No. 01 100 1432634 issued by TUV Rheinland Cert GmbH)	10%	100% Surveillance audit passed ISO 9001:2008 certification maintained (Certificate Register No. 01 100 1432634 issued by TUV Rheinland Cert GmbH)	10%	Surveillance report from TUV Rheinland	Adopt

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	SO 10	Development of Human Resources Capabilities										
	SM11	Percent of staff trained based on competency gaps identified under the Quality Management System	Absolute Rate	5%	Total number of staff with competency gaps trained ÷ total number of staff with competency gaps needed to be trained	80%	125%	5%	87%	5%	List of ECC employees with competency gaps and trainings provided, signed by Management and Executive Director	Based on the submitted document, only 87 employees were provided with at least 1 training out of the 100 employees who have identified competency gaps
		Sub-Total		15%				15%		15%		
		TOTAL		100%				99.89%		97.79%		