

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

	COMPONENT				BASELINE DATA					TARGET	
	OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024	
SOCIAL IMPACT	SO 1	Improve the Quality of Life of the Formal and Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance									
	SM 1	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	20.0%	(Actual / Target) x Weight	8,810	20,331 ISFs	14,693	7,094	28,000	8,139 Low-Income Families Assisted
				15.0%							14,304 Completed Units
	Sub-total			35.0%							
SO 2	Ensure Customer Satisfaction through the Provision of Quality Service										
STAKEHOLDERS	SM 2	Percentage of Satisfied Customers	Number of stakeholders who gave a rating of at least Satisfactory / Total number of respondents	10.0%	(Actual / Target) x Weight If Less Than 80% = 0%	Pre-Takeout: Result not acceptable	Pre-Takeout: Results Not acceptable	Pre-Takeout: Results Not acceptable	Pre-Takeout: 78.10% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	90.0%	90.0%
						Post-Takeout: Survey not conducted	Post-Takeout: Results Not Acceptable	Post-Takeout: Results Not Acceptable	Post-Takeout: 85.70% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating		
Sub-total			10.0%								

FINANCE	COMPONENT				BASELINE DATA					TARGET	
	OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024	
	SO 3	Enhance Financial Viability									
SM 3	Improve Collection Efficiency Rating of SHFC Program Loans										
SM 3a	For Receivables Within 90 days	Cumulative Collections (P+I+MRI) ¹ / Cumulative Billings (P+I+MRI)	5.0%	(Actual / Target) x Weight	74%	70.74% ²	Unverifiable ³	91.57% CER ⁴	65% Cumulative CER ⁵	100.0% Cumulative CER ⁵	
SM 3b	For Receivables Beyond 90 days		5.0%		36.35% Cumulative CER ⁷						
SM 4	Improve Status of Problematic Accounts	Actual Accomplishment	5.0%	(Actual / Target) x Weight	N/A	N/A	3.09% reduction in problematic accounts	-	3% reduction of problematic accounts	3% reduction of problematic accounts	
SM 5	Improve the Financial Bottomline ⁸	Total Revenues – Total Expenses	5.0%	(Actual / Target) x Weight	₱224.20 Million	Measure Excluded	N/A	N/A	₱74 Million	₱177.57 Million	

AMS

¹ Principal + Interest + Mortgage Redemption Insurance.

² Whole Loan Portfolio.

³ Current and Delinquent Accounts Only.

⁴ Current and Delinquent Accounts Only.

⁵ Includes a) Fully Paid Accounts, b) Aged 0 to 60 Months, c) Highly Delinquent Accounts with Above 60 months in arrears, and d) Under Remedial and Legal Management.

⁶ Includes Fully Paid Accounts and Current Accounts (within 90 days).

⁷ Includes Delinquent Accounts (> 90 days but ≤60 months) and Problematic Accounts (>60 months, uncategorized, and under Remedial and Legal Management).

⁸ Net Income before Tax and National Government Subsidy.

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024	
SM 6	Budget Utilization Rate (BUR)									
SM 6a	Obligations BUR	Total Obligations / DBM-Approved Corporate Operating Budget (both net of PS Cost)	5.0%	(Actual / Target) x Weight	N/A	0% ⁹	No reported accomplishment ¹⁰	53.00%	90.0%	90.0%
SM 6b	Disbursements BUR	Total Disbursement / Total Obligations (both net of PS)	5.0%	(Actual / Target) x Weight	N/A			80.96%	90.0%	90.0%
SM 6c		Total Disbursement / DBM-Approved COB (both net of PS)	5.0%	(Actual / Target) x Weight	99.71%			42.91%	90.0%	90.0%
Sub-total			35.0%							
INTERNAL PROCESS	SO 4	Enhance Internal Process								
	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	5.0%	(Actual / Target) x Weight	N/A	Cannot Be Validated	Unverifiable	No reported accomplishment	100% Loan Applications Processed Within the Prescribed Time ¹¹

⁹ Total Disbursement / Total GAA Allocation for SHFC Program.

¹⁰ Total Disbursement / Total GAA Allocation for SHFC Program.

¹¹ Based on the Community Guided Financing (CGF) Guidelines.

¹² Based on SHFC Corporate Circular No. 23-062, Series of 2023 (Amended Implementing Guidelines for Community Guided Financing Framework).

LEARNING AND GROWTH	COMPONENT				BASELINE DATA				TARGET	
	OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024
		Applications Received								
SM 8	Enhance Support Systems Effective Efficient Process for and	Number of Deliverables Attained / Total Number of Deliverables	5.0%	(Actual / Target) x Weight	100% Implementation of Phase II of the ISSP	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	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)	100% Implementation of Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT
Sub-total			10.0%							
SO 5	Implement Quality Management System									
SM 9	Attain Quality Management Certification	Actual Accomplishment	5.0%	(Actual / Target) x Weight	ISO 9001:2015 Certification attained	No 1st Surveillance Audit for the Head Office and ISO 9001:2015 Certification Audit for the Regional Branch was Conducted	-	-	Pass ISO Certification (Head Office only)	Attain ISO 9001:2015 Certification (Head Office)

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024	
SO 6	Elevate Personnel Competency									
SM 10	Improvement in the Competency Baseline ¹³ of the Organization	Actual Accomplishment	2.5%	All or Nothing	Competency Gap Closed for 134 out of 180 employees or 74.44%	Cannot Be Validated	Unverifiable	0.39 improvement in the competency level	Improvement in the Competency Level	Improvement in the Competency Level
Sub-total			10.0%							
TOTAL			100.0%							

For GCG:



HON. MARIUS P. CORPUS
 Chairperson

For SHFC:



HON. FEDERICO A. LAXA
 President

¹³ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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