

**SOCIAL HOUSING FINANCE CORPORATION (SHFC)
Validation of 2023 Performance Scorecard**

Component					SHFC Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating				
SO 1 Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance												
SOCIAL IMPACT	SM 1	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	35%	(Actual / Target) x Weight	28,000	30,812	35.00%	9,829	12.29%	<ul style="list-style-type: none"> Accomplishment Report (January to December 2023) List of Projects Summary and Detailed Target and Accomplishment Disbursement Vouchers, Official Receipts, Check Numbers, Check Release Forms and Project Accomplishment Reports 	<p>The request for reconsideration is hereby GRANTED. SHFC is awarded a partial score based on the remaining 9,829 ISFs with supporting documents.</p> <p>Phase 1: 5,571 Phase 2: 1,870 Phase 3: 2,388 Total: 9,829</p> <p>Upon review of the summary report with supporting documents vis-à-vis prior years' accomplishments, there were projects already accounted for as accomplishments in prior years. Hence, the same should not be included in the 2023 accomplishment. The details of the validation are attached as Appendix A and Appendix B.</p>
			Sub-total		35%				35.00%		12.29%	

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STAKEHOLDERS	SO 2	Ensure Customer Satisfaction Through the Provision of Quality Service																											
	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	90%	92% Overall Satisfaction Rate for SHFC's External Services	10.00%	92.02%	10.00%	<ul style="list-style-type: none"> Results of 2023 Harmonized Client Satisfaction Measurement transmitted by ARTA Results of 2023 Harmonized Client Satisfaction Measurement transmitted by ARTA 	ARTA confirmed SHFC's Client Satisfaction Measurement (CSM) as compliant with the JMC and was submitted on time.																	
	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	90%																							
			Sub-total	10%				10.00%		10.00%																			
FINANCE	SO 3	Enhance Financial Viability																											
	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	65% Cumulative CER	64.98%	9.99%	64.98%	9.99%	<ul style="list-style-type: none"> Database of Collection and Billing Samples of Collection and Billing 	<table border="1"> <thead> <tr> <th>Particulars</th> <th>Billing (in billions)</th> <th>Collection</th> </tr> </thead> <tbody> <tr> <td>Mortgage Redemption Insurance</td> <td>₱1.006</td> <td>₱0.629</td> </tr> <tr> <td>Principal</td> <td>9.007</td> <td>6.251</td> </tr> <tr> <td>Non-Interest-Bearing Principal</td> <td>0.291</td> <td>0.222</td> </tr> <tr> <td>Interest</td> <td>9.392</td> <td>5.696</td> </tr> <tr> <td>Total</td> <td>₱19.696</td> <td>₱12.798</td> </tr> </tbody> </table>	Particulars	Billing (in billions)	Collection	Mortgage Redemption Insurance	₱1.006	₱0.629	Principal	9.007	6.251	Non-Interest-Bearing Principal	0.291	0.222	Interest	9.392	5.696	Total	₱19.696
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Total	₱19.696	₱12.798																											
											<p>CER = 12.798 ÷ 19.696</p> <p>CER = 64.98%</p>																		

for

Result of the Revalidation of the 2023 Performance Scorecard (**Annex A**)

Component					SHFC Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating				
FINANCE	SM 4a	Improve Status of Problematic Accounts (2021 and previous years)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	3% reduction of problematic accounts	6.42% improvement of accounts as of December 2023	2.50%	11.41% reduction of problematic accounts	2.50%	<ul style="list-style-type: none"> List of Improved Accounts Samples of Improved Accounts 	Acceptable.
	SM 4b	Improve Status of Problematic Accounts (2022 and 2023)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	3% reduction of problematic accounts	-45.09% improvement of accounts as of December 2023	0.00%	45.09% increase in problematic accounts	0.00%	<ul style="list-style-type: none"> List of Improved Accounts Samples of Improved Accounts 	6,013 new problematic accounts were also added during the year, bringing the yearend cumulative number to 14,374 which is a 45.09% increase instead of a reduction.
	SM 5	Improve the Financial Bottomline	Total Revenues – Total Expenses	5%	(Actual / Target) x Weight	₱74 million	₱74.44 million	5.00%	₱74.44 million	5.00%	<ul style="list-style-type: none"> Budget Utilization Report as of 31 December 2023 	Acceptable.

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating																																				
SM 6	Budget Utilization Rate																																											
FINANCE	SM 6a	Obligation BUR	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	49%	2.72%	47.73%	2.65%	<ul style="list-style-type: none"> COA Annual Audit Report (AAR) 																																	
	<table border="1"> <thead> <tr> <th>Item</th> <th>DBM-approved COB</th> <th>Obligations</th> </tr> </thead> <tbody> <tr> <td>Maintenance and Other Operating Expenses (MOOE)</td> <td>1,012.72</td> <td>437.79</td> </tr> <tr> <td>Capital Outlay</td> <td>151.56</td> <td>46.00</td> </tr> <tr> <td>Loan Outlay</td> <td>7,188.62</td> <td>3,635.31</td> </tr> <tr> <td>Sub-total</td> <td>8,352.90</td> <td>4,119.10</td> </tr> <tr> <td>Less: Reconciling Items</td> <td>253.50</td> <td>253.50</td> </tr> <tr> <td>Total</td> <td>8,099.40</td> <td>3,865.60</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Item</th> <th>BUR</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>43.23%</td> </tr> <tr> <td>CO</td> <td>30.35%</td> </tr> <tr> <td>Loan Outlay</td> <td>50.57%</td> </tr> <tr> <td>Sub-total</td> <td>49.31%</td> </tr> <tr> <td>Less: Reconciling Items</td> <td></td> </tr> <tr> <td>Total</td> <td>47.73%</td> </tr> </tbody> </table>										Item	DBM-approved COB	Obligations	Maintenance and Other Operating Expenses (MOOE)	1,012.72	437.79	Capital Outlay	151.56	46.00	Loan Outlay	7,188.62	3,635.31	Sub-total	8,352.90	4,119.10	Less: Reconciling Items	253.50	253.50	Total	8,099.40	3,865.60	Item	BUR	MOOE	43.23%	CO	30.35%	Loan Outlay	50.57%	Sub-total	49.31%	Less: Reconciling Items		Total
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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
FINANCE	SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS)	5%	(Actual / Target) x Weight	90%	91%	5.00%	96.59%	5.00%	

Item	Obligations	Disbursements
MOOE	437.79	355.78
CO	46.00	3,378.04
Loan Outlay	3,635.31	
Sub-total	4,119.10	3,733.82
Less: Reconciling Items	253.50	-
Total	3,865.60	3,733.82

Item	BUR
MOOE	81.27%
CO	91.76%
Loan Outlay	
Sub-total	90.65%
Less: Reconciling Items	
Total	96.59%

for

Component					SHFC Submission		GCG Validation		Supporting Documents	Remarks																																		
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating																																				
FINANCE SM 6c		Total Disbursement / DBM-approved COB (both net of PS)	5%	(Actual / Target) x Weight	90%	45%	2.50%	46.10%	2.56%		<table border="1"> <thead> <tr> <th>Item</th> <th>DBM-approved COB</th> <th>Disbursements</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>1,012.72</td> <td>355.78</td> </tr> <tr> <td>CO</td> <td>151.56</td> <td rowspan="2">3,378.04</td> </tr> <tr> <td>Loan Outlay</td> <td>7,188.62</td> </tr> <tr> <td>Sub-total</td> <td>8,352.90</td> <td>3,733.82</td> </tr> <tr> <td>Less: Reconciling Items</td> <td>253.50</td> <td>-</td> </tr> <tr> <td>Total</td> <td>8,099.40</td> <td>3,733.82</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Particulars</th> <th>BUR</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>35.13%</td> </tr> <tr> <td>CO</td> <td rowspan="2">46.02%</td> </tr> <tr> <td>Loan Outlay</td> </tr> <tr> <td>Sub-total</td> <td>44.70%</td> </tr> <tr> <td>Less: Reconciling Items</td> <td>-</td> </tr> <tr> <td>Total</td> <td>46.10%</td> </tr> </tbody> </table>	Item	DBM-approved COB	Disbursements	MOOE	1,012.72	355.78	CO	151.56	3,378.04	Loan Outlay	7,188.62	Sub-total	8,352.90	3,733.82	Less: Reconciling Items	253.50	-	Total	8,099.40	3,733.82	Particulars	BUR	MOOE	35.13%	CO	46.02%	Loan Outlay	Sub-total	44.70%	Less: Reconciling Items	-	Total	46.10%
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		Sub-total	35%				27.71%		27.70%																																			

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SO 4 Enhance Internal Process												
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 Applications Received	5%	(Actual / Target) x Weight	100% Loan Applications Processed Within the Prescribed Time	29% Loan Applications Processed Within the Prescribed Time	1.45%	12.50% Loan Applications Processed Within the Prescribed Time	0.63%	<ul style="list-style-type: none"> • Certificate of Compliance • Credit Committee Resolutions • Executive Committee Reports • Letter of Guaranty • Disbursement Voucher • Project Approval • Progression Report 	Only three (3) of the 7 loan applications were validated by the GCG as accomplishments for this measure.
	SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Attained / Total Number of Deliverables	5%	(Actual / Target) x Weight	100% Implementation of Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT	5.00%	75% Implementation of ISSP Targets	3.75%	<ul style="list-style-type: none"> • 2022-2024 ISSP as submitted to DICT • Screenshots of the System • Date of Release and Acceptance Report 	SHFC was only able to complete three (3) out of the four (4) deliverables/projects.
			Sub-total	10%				6.45%		4.38%		

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Result of the Revalidation of the 2023 Performance Scorecard (**Annex A**)

	Component				Target	SHFC Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Wt.	Rating System		Actual	Rating	Actual	Rating			
ORGANIZATION	SO 5 Implement Quality Management System											
	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	All or Nothing	Pass ISO Certification (Head Office only)	Completed Internal Quality Audit	0.00%	No ISO Certification	0.00%	<ul style="list-style-type: none"> Position Paper on their Request for Reconsideration for the ISO Measure 	SHFC failed to meet its target of attaining an ISO Certification in 2023.
	SO 6 Elevate Personnel Competency											
	SM 10	Improvement of the Competency Baseline of the Organization	Competency Baseline 2023 – Competency Baseline 2022	5%	(Actual / Target) x Weight	Improvement in the Competency Level	0.087% Increase in Corporate Competency Level as of October 2023	5.00%	0.64% improvement in the Competency Level	5.00%	<ul style="list-style-type: none"> Competency Assessment Final Report for 2022 and 2023 Excel file of the Competency Assessment Report for 2022 and 2023 Samples of the Accomplished Competency Forms 	Based on its reported accomplishments, SHFC attained a Corporate Competency Level (CCL) of 1.87150 among 216 employees assessed in 2023. This represents an increase of 0.64% or 0.011929 from 1.859571 in 2022.
			Sub-Total	10%				5.00%		5.00%		
	TOTAL			100%				84.16%		59.37%		

Annex A Reviewed and Certified Correct by:

JHON ARNOLD C. TALUSAN
Director III
 Corporate Governance Office – A

ATTY. LOVELY JOY A. AVISADO, CPA
Director IV
 Corporate Governance Office – A