

**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE PROPOSED
GCG PERFORMANCE SCORECARD AS APPROVED BY THE SHFC BOARD
(January – September 2017)**

Performance Indicator (as stated in GCG Scorecard for 2017)	Weight	2017 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
<i>SOCIAL IMPACT</i>					
SM 1: Number of Informal Settler Families (ISFs) provided with shelter security	10%	14,431 <i>CMP-14,231 HDH-200</i>	4,661 <i>CMP – 3,345 HDHP – 1,316</i>	32.30%	3.23%
Sub-Total	10%				3.23%
<i>STAKEHOLDERS</i>					
SM 2: Number of families assisted through CMP CISFA and HDH	10%	17,422 <i>CMP-17,222 HDH-200</i>	9,872 <i>CMP – 9,568 HDHP – 304</i>	56.66%	5.67%
SM 3: Number of partnerships developed and institutions capacitated	8%	14 partners <i>(117 partners Cumulative)</i>	4 partners <i>(107 partners Cumulative)</i>	28.57%	2.29%
SM 4: Number of families of legally organized associations assisted through project development process	6%	28,972 <i>CMP-18,972 HDH-10,000</i>	12,287 <i>CMP – 10,659 HDHP – 1,628</i>	42.41%	2.54%
SM 5: Client Satisfaction Survey	3%	Overall satisfaction rating of at least 90%	<i>UP-NCPAG committed to submit a summative report in November 2017, while the Certification from UP- NCPAG will be issued in December 2017.</i>	-	-
Sub-Total	27%				10.50%
<i>FINANCE</i>					
SM 6: Collection Efficiency Rate	10%	84%	58.29% <i>(Jan - Aug 2017)</i>	69.39%	6.94%
SM 7: EBITDA margin	8%	28%	<i>Accomplishment will be measured at the end of 2017</i>	-	-

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SM 8: Conceptual Frameworks/schemes for accessing non-traditional funds	3%	Proposed MC submitted to HLURB on the issuance of SHFC certification on the developers' participation for CMP under the balanced housing scheme	<i>Draft Memorandum Circular was submitted to the Office of the President, SHFC for review on May 19, 2017.</i>	-	-
SM 9: Issuance of CMP/Corporate Bonds	3%	Proposed MC submitted to HLURB that includes CMP Asset Backed Securities as mode of compliance	<i>On-going efforts.</i> <ul style="list-style-type: none"> <i>Kick-off meeting with 3rd Parties (Portfolio Auditor, Arranger, Special Purpose Trust Legal Counsel and Rater) last August 14, 2017;</i> <i>Due diligence was conducted for the entire Portfolio of 52,972 accounts from 1,441 Community Associations, to determine whether or not SHFC has the original copy of loan documents and other pertinent documents on file.</i> 	-	-
Sub-Total	24%				6.94%
INTERNAL PROCESS					
SM 10: Develop new rights based instruments	5%	IRR for rental housing signed	<i>Guidelines on Rental Housing was signed on May 31, 2017 (Corporate Circular HDH No. 17-015)</i>	100.0%	5.0%
SM 11: Piloting of innovations	5%	One culturally sensitive socialized housing project piloted	<i>Multi-Tribal HOA, a pilot project for Culturally sensitive socialized housing was taken out on May 4, 2017.</i>	100.0%	5.0%

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SM 12: Automation of system processes through ISSP	6%	Updated Information System Strategic Plan (ISSP) approved by the Board and submitted to DICT	<i>Presentation to the SHFC Board of Directors for approval is scheduled in November 2017.</i>	-	-
SM 13: Average number of days to process loan applications for CMP and HDH	3%	90% of HDH applications processed within 100 working days	100% (2 out of 2 projects processed within 100 days)	111.11%	3.0%
	3%	85% of CMP applications processed within 50 working days	100% (44 out of 44 projects were processed within 50 days)	117.65%	3.0%
Sub-Total	22%				16.0%
LEARNING AND GROWTH					
SM 14: ISO Certification for SHFC frontline services	6%	ISO training completed based on ISO 9001:2015 standards	<ul style="list-style-type: none"> <i>Contract for ISO Transition Training for QMS 9001:2015 Standard awarded to Development Academy of the Philippines (DAP)</i> <i>Training programs and workshops are set to start in October 2017.</i> 	-	-
SM 15: Comprehensive Performance Management System (PMS) established and implemented	5%	100% of new personnel are hired based on the Competency-Based System (CBS)	<i>As of September 30, 2017, there are 32 plantilla vacancies for 2017, 23 of which are being processed (with approved PRF sourcing promotion). Four (4)</i>	-	-

Performance Indicator (as stated in GCG Scorecard for 2017)	Weight	2017 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
			<i>employees are under probation</i>		
Sub-Total	11%				0%
TOTAL	94%				36.67%