



Kaagapay, ng Komunidad sa Maginhawang Pamumuhay



MEMORANDUM

**FOR : POLICY DETERMINATION, COMPLIANCE ENFORCEMENT,
RISK MANAGEMENT & RE-ENFORCED OPERATIONS**

FROM : THE INTERNAL AUDIT DEPARTMENT

**SUBJECT : SHFC JANUARY TO DECEMBER 2017
ACCOMPLISHMENT REPORT**

REFERENCE : IAD 2018_002

DATE : 27 FEBRUARY 2018

2/27/18
Ang. Tisdan

We are transmitting herewith the audited Updated Status of SHFC Accomplishment based on the GCG Performance Scorecard (January – December 2017) and the supporting documents for each indicator.

Lou P. Panaligan
LOURDES P. PANALIGAN
OIC-Vice President

cc: Planning and Research Division
2/27/18
M. Myra

**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE
PERFORMANCE SCORECARD AS APPROVED BY THE GCG (AUGUST 29, 2017)
(January –December 2017)**

Performance Indicator (as stated in GCG Scorecard for 2017)	Weight	2017 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SOCIAL IMPACT					
SM 1: Utilization of Housing Subsidies for Community Mortgage Program (CMP) and High Density (HDH) Program	10%	14,431 <i>CMP-14,231 HDH-200</i>	10,468 <i>CMP – 7,108 HDHP – 3,360</i>	72.54%	0%
Sub-Total	10%				0%
STAKEHOLDERS					
SM 2: Number of Families Assisted through CMP CISFA and HDH	10%	17,422 <i>CMP-17,222 HDH-200</i>	19,176 <i>CMP –15,693 HDHP – 3,483</i>	110.06%	7.5%
SM 3: Number of Partnerships Developed and Institutions Capacitated	6%	117 partners (Cumulative) <i>(14 partners)</i>	119 partners (Cumulative) <i>(16 partners)</i>	101.71%	6.0%
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>	19,507 <i>CMP – 16,046 HDHP – 3,461</i>	67.33%	4.04%
SM 5: Satisfaction Rating Based on a Survey Conducted by a Third Party	3%	Achieved 85% Satisfaction Rating on Four (4) Drivers of Satisfaction	SHFC achieved a rating of 85.70% for Pre Take Out Services and 91.90% for Post Take Out Services, as certified by UP-NCPAG last January 12, 2018.	Satisfactory rating on all eight (8) Drivers of Satisfaction (Pre Take Out and Post Take Out)	3.0%
Sub-Total	25%				20.54%
FINANCE					
SM 6: Collection Efficiency Rate	10%	84%	68.70% <i>(Jan - Dec 2017)</i>	81.79%	0%
SM 7: EBITDA Margin	10%	28%	42.08% <i>(Jan - Dec 2017)</i>	100.00%	10%
SM 8: Conceptual Frameworks/Schemes for Accessing Non-Traditional Funds	5%	Proposed MC submitted to HLURB on the issuance of SHFC Certification on	Submission of proposed Memorandum Circular subject to revised HLURB Implementing Rules and Regulations (IRR) on Balanced	-	-

Performance Indicator (as stated in GCG Scorecard for 2017)	Weight	2017 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
		the developers' participation for CMP under the balanced housing scheme	<i>Housing Development Program</i>		
SM 9: Issuance of CMP Asset Backed Securities	5%	Issue a Memorandum of Circular on the CMP Asset Backed Securities as mode of compliance	<i>Submission of proposed Memorandum Circular is subject to revised HLURB Implementing Rules and Regulations (IRR) on Balanced Housing Development Program</i>	-	-
Sub-Total	30%				10.0%
INTERNAL PROCESS					
SM 10: Develop New Rights-Based Instrument	5%	IRR for Rental Housing Signed and Board Approved	<i>Guidelines on Rental Housing was signed on May 31, 2017 (Corporate Circular HDH No. 17-015)</i>	100.0%	5.0%
SM 11: Develop New Framework for Financing Schemes	5%	One Culturally Sensitive Socialized Housing Project Piloted	<i>Multi-Tribal HOA, the pilot project for Culturally sensitive socialized housing, was taken out on May 4, 2017.</i>	100.0%	5.0%
SM 12: Automation of System Processes through ISSP	5%	Updated Information System Strategic Plan (ISSP) approved by the Board and submitted to the DICT	<i>The updated ISSP Plan is with the Executive Vice President, subject to review and approval of the Board on February 2018.</i>	-	-
SM 13: Average number of Days to Process Loan Applications for CMP and HDH	10%	90% of HDH applications processed within 100 working days	<i>100% (14 out of 14 projects processed within 100 days)</i>	111.11%	5.0%
		90% of CMP applications processed within 50 working days	<i>98.33% (59 out of 60 projects were processed within 50 days)</i>	109.26%	5.0%
Sub-Total	25%				20.0%


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Performance Indicator (as stated in GCG Scorecard for 2017)	Weight	2017 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
LEARNING AND GROWTH					
SM 14: ISO Certification for SHFC frontline services	5%	Readiness Certificate for ISO 9001:2015	<i>The original target was to complete trainings that would be essential in attaining ISO Certification based on the 9001:2015 standards by FY 2018. Hence, the GCG-modified target is irreconcilable with the approved schedule of activities.</i>	-	-
SM 15: Comprehensive Performance Management System (PMS) Established and Implemented	5%	Improvement on the Technical Competencies. 90% of the employees under Beginner level are moved to Developing level by the end of 2017	<i>100% of the identified competency gaps were addressed through conduct of thirteen (13) trainings.</i>	-	-
Sub-Total	10%				0%
TOTAL	100%				50.54%

Prepared by:


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