



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE
PERFORMANCE SCORECARD AS MODIFIED BY THE GCG
(January to March 2019)**

Performance Indicator (as stated in GCG Scorecard for 2019)	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SM 1: Increase Number of ISFs Provided with Housing Finance Assistance	35%	25,000 ISFs	4,008 ISFs	16.03%	0.00%
Sub-Total	35%				0.00%
STAKEHOLDERS					
SM 2: Percentage of Satisfied Customers	10%	90%	Terms of Reference for the Procurement of Consulting Services of the 2019 Client Satisfaction Survey was approved on April 1, 2019	0.00%	0.00%
Sub-Total	10%				0.00%
FINANCE					
SM 3: Improve Collection Efficiency Rate	10%	84%	74.05% (January 2019)	88.15%	0.00%
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	₱140 Million	₱23.37 Million (January 2019)	16.69%	0.00%
SM 5: Improve Budget Utilization Rate	10%	Not Less Than 90% But not More Than 100% of the DBM-Approved COB (All or Nothing)	1.63% (January to February 2019)	1.81%	0.00%
Sub-Total	30%				0.00%

GCGQR-PD2019-03

Performance Indicator (as stated in GCG Scorecard for 2019)	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
INTERNAL PROCESS					
SM 6: Improve Support Systems for Effective and Efficient Processes	10%	100% Implementation of Phase II of the ISSP <i>(All or Nothing)</i>	As of March 2019, two (2) out of five (5) systems (SHFC Portal and Kiosk) were already implemented while the remaining three (3) systems (Financial Management System, Inventory Management System and Document/Knowledge Management System) are already in the development stage.	0.00%	0.00%
Sub-Total	10%				0.00%
LEARNING AND GROWTH					
SM 7: Attain Quality Management Certification	10%	Attain ISO 9001:2015 Re-Certification <i>(All or Nothing)</i>	The SHFC ISO Team has undergone ISO 9001:2015 Trainings (Course Awareness and Internal Quality Audit) in preparation for the ISO 9001:2015 Internal Audit and Re-Certification in June and July 2019, respectively.	0.00%	0.00%
SM 8: Percentage of Identified Employees with Competency Gaps Addressed	5%	At Least One (1) Competency Gap Closed for 100% of Employees with Competency Gaps (Based on the 2017 Competency Assessment)	A. Two (2) [25%] out of eight (8) employees with competency gaps in Records Administration attended the training on MS Access for Records Management and Records Management 101 in March 2019. B. One (1) employee who has a competency gap in Corporate Image Management attended the training on Reputation and Crisis Management in March 2019.	0.00%	0.00%

y *Omni*

Performance Indicator (as stated in GCG Scorecard for 2019)	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
			* The said employees are due for their first quarter evaluation in June 2019 to assess if their corresponding competency gaps have been addressed and/or closed.		
Sub-Total	15%				0.00%
TOTAL	100%				0.00%

Prepared by:

Florence
FLORENCIO R. CARANDANG, JR.
 OIC-Vice President, PPRM /
 Concurrent Manager
 Planning and Research Division

Reviewed by:

Loures P. Panaligan
LOURDES P. PANALIGAN
 OIC-Vice President
 Internal Audit Department