VISION:

By 2023, SHFC shall have provided 530,000 organized, homeless, and low-income families with Flexible, Affordable, Innovative, and Responsive (FAIR) shelter solutions to their housing needs.

MISSION:

We empower and uplift the living conditions of underprivileged communities by Building Adequate, Livable, Affordable and Inclusive (BALAI) Filipino Communities through strong partnerships with the national and local government, civil society organizations, and the private sector.

CORE VALUES

- ❏ Servant Leadership
- ❏ Professionalism
- ❏ Accountability
- ❏ Integrity
- ❏ Malasakit
- ❏ Excellence
- ❏ Solidarity

STRATEGY MAP

Social Impact

Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance

Stakeholders

Ensure Customer Satisfaction through the Provision of Quality Service

Finance

Enhance Financial Viability

Internal Process

Integrate and Upgrade Support Systems and Processes

Organization/Learning & Growth

Implement Quality Management System

Elevate Personnel Competency

Innovation

Sustainability

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017 (SHFC Reported)	2018 (GCG Validated)	2019	2020
SOCIAL IMPACT	SO 1	Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance							
	SM 1	Increase Number of ISFs Provided with Housing Finance Assistance	Actual Accomplishment	35%	(Actual / Target) x Weight	10,468	13,186	25,000	35,000
		Sub-total		35%					
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 If Less Than 80% = 0%	85.70%	Result not acceptable	90%	90%
	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 If Less Than 80% = 0%	91.90%	Result not acceptable		90%
		Sub-total		10%					

Component					Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017 (SHFC Reported)	2018 (GCG Validated)	2019	2020
FINANCE	SO 3	Enhance Financial Viability							
	SM 3	Improve Collection Efficiency Rate	Cumulative Collection / Cumulative Billing (whole loan portfolio)[1]	10%	(Actual / Target) x Weight	No Data	No Data	N/A	73%
	SM 4	Increase Net Operating Income (Before Tax and Subsidy)	Operating Revenues – Operating Expenses	10%	(Actual / Target) x Weight	₱177.60 Million *(based on COA AAR)*	₱76.01 Million	₱140 Million	₱165 Million
	SM 5	Improve Budget Utilization Rate	Total Disbursement / Total GAA Allocation for SHFC Program	10%	All or Nothing	No Data	No Data	Not Less Than 90% But Not More Than 100% of the DBM-Approved Corporate Operating Budget	Not Less Than 90% But Not More Than 100% of the GAA Allocation for SHFC Program
		Sub-total		30%					
INTERNAL PROCESS	SO 4	Integrate and Upgrade Support Systems and Processes							
	SM 6	Percentage of Loan Applications Processed Within Prescribed Period	Number of Loan Applications Processed Within Prescribed Period[2] / Total Number of Applications	10%	(Actual / Target) x Weight	No Data	No Data	N/A	100%

[1] Includes both performing and non-performing loans
[2] The prescribed period for the processing of loans should be consistent and in compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017 (SHFC Reported)	2018 (GCG Validated)	2019	2020
SM 7	Improve Support Systems for Effective and Efficient Processes	Number of Deliverables Attained / Total Number of Deliverables	5%	(Actual / Target) x Weight	ISSP for Board Review	SHFC's ISSP Approved by DICT ISSP Phase I Fully Implemented	100% Implementation of Phase II of the ISSP	100% Attainment of the 2020 Deliverables based on SHFC's DICT-Approved ISSP 2018-2020[3]
	Sub-total		*15%*					
SO 5	**Implement Quality Management System**							
SM 8	Attain Quality Management Certification	Actual Accomplishment	5%	Pass ISO Surveillance Audit for the Head Office **and** ISO 9001:2015 Certification for one (1) Regional Branch = 5% Pass ISO Surveillance Audit for the Head Office **or** ISO 9001:2015 Certification for one (1) Regional Branch = 2.5%	-	ISO 9001:2015 Certification	Attain ISO 9001:2015 Re-Certification	Pass ISO Surveillance Audit for the Head Office and ISO 9001:2015 Certification for one (1) Regional Branch
SO 6	**Elevate Personnel Competency**							

Left vertical label: ORGANIZATION / LEARNING & GROWTH

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[3] Based on the ISSP, the information systems due for implementation in 2020 are: (1) Financial Management System, (2) Management Information System, and (3) System Administration and Management.

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2017 (SHFC Reported)	2018 (GCG Validated)	2019	2020
SM 9 Improvement of the Competency of the Organization	2020 Competency Baseline – 2019 Competency Baseline	5%	All or Nothing	N/A	211 out of 211 Position Titles with Competency-Based Job Descriptions	At Least One (1) Competency Gap Closed for 100% of Employees with Competency Gaps *(Based on the 2017 Competency Assessment)*	Improvement in the Competency Baseline of the Organization[4]
Sub-total		10%					
Total		100%					

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

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

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