



Office of the President of the Philippines

GOVERNANCE COMMISSION

FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS

3/F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226



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18 December 2018

MR. EDUARDO D. DEL ROSARIO

Chairperson

MR. ARNULFO RICARDO B. CABLING

President

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

BDO Plaza, 8737 Paseo de Roxas,
Salcedo Village, Makati City

18004541

RECEIVED
DATE 12-28-18
TIME 11:27

RE : TRANSMITTAL OF 2019 PERFORMANCE SCORECARD

Dear Chairperson Del Rosario and President Cabling,

This is to formally transmit the 2019 Charter Statement and Strategy Map (**Annex A**) and 2019 Performance Scorecard (**Annex B**) of SHFC. The same is to be posted in SHFC's website, in accordance with Section 43 of GCG Memorandum Circular No. 2012-07.¹

The SHFC proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 28 September 2018² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 12 November 2018 and evaluation of revised documents submitted through its letter dated 27 November 2018³.

We take this opportunity to **REMIND** SHFC that Item 5 of GCG Memorandum Circular No. 2017-02⁴ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

FOR YOUR COMPLIANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.

Chairman

MICHAEL P. CLORIBEL

Commissioner

MARITES C. DORAL

Commissioner

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

² Officially received by the Governance Commission on 28 September 2018.

³ Officially received by the Governance Commission on 28 November 2018.

⁴ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

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

Organization/Learning & Growth

Implement Quality Management System

Elevate Personnel Competency

Innovation

Sustainability

VISION

By 2022, 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

2019 PERFORMANCE SCORECARD (ANNEX B)

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

Component		Baseline Data		Target				
Objective/Measure	Formula	Weight	Rating System	2016 (GCG Validated)	2017 (SHFC Submitted) ¹	2018	2019	
Improve the Quality of Life of the Informal Settler Families and Low Income Filipinos through the Provision of Housing Finance								
SO 1								
SM 1	Increase Number of ISFs Provided with Housing Finance Assistance	Absolute Number	35%	(Actual / Target) x Weight Less Than 19,438 = 0%	23,702	10,468	52,600	25,000 ²
	Sub-total		35%					
SO 2	Ensure Customer Satisfaction through the Provision of Quality Service							
SM 2	Percentage of Satisfied Customers	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondents	10%	(Actual / Target) x Weight If Less Than 80% = 0%	Pre-Take Out: 90.10% Post-Take Out: 91.60%	Pre-Take Out: 85.70% Post-Take Out: 91.90%	90%	90%
	Sub-total		10%					
Enhance Financial Viability								
SO 3								
SM 3	Improve Collection Efficiency Rate	Total Collection (Excluding Advances and Penalties) / Total Billing	10%	84% and Above = 10% 78% to 83% = 5% Lower than 78% = 0%	76.60%	68.70%	84%	84%

¹ The 2017 data may be inaccurate considering that SHFC has yet to submit documents supporting its reported accomplishments.

² Based on SHFC's representation that available funds for 2019 will amount to only ₱5 Billion, consistent with the 2019 National Expenditure Program (NEP) allotment of ₱800 Million for SHFC and the NEP Special Provision authorizing SHFC to utilize its subsidy released in 2017 and prior years.

Component			Baseline Data			Target		
Objective/Measure	Formula	Weight	Rating System	2016 (GCC Validated)	2017 (SHFC Submitted) ¹	2018	2019	
SM 4	Increase Net Operating Income (Before Tax and Subsidy)	Revenues - Expenses	10%	(Actual / Target) x Weight Below ₱106.38 Million = 0%	N/A	N/A	₱120 Million	₱140 Million
SM 5	Improve Budget Utilization Rate	Total Disbursement (net of PS) / Total DBM Approved Corporate Operating Budget (net of PS)	10%	All or Nothing	N/A	N/A	Not Less Than 90% But Not More Than 100%	Not Less Than 90% But Not More Than 100% of the DBM-Approved Corporate Operating Budget
	Sub-total		30%					
SO 4	Integrate and Upgrade Support Systems							
SM 6	Improve Support Systems for Effective and Efficient Processes	Actual Accomplishment	10%	All or Nothing	0 Modules Commenced	ISSP for Board Review	DICT-approved ISSP Implementation of Phase I of the DICT-approved ISSP	100% Implementation of Phase II of the ISSP ³
	Sub-total		10%					
INTERNAL PROCESS								

³ Includes the development and roll-out of the following systems: (a) Financial Management System (Phase 2); (b) Inventory Management System; (c) Document and Knowledge Management System; (d) SHFC Portal; and (e) Kiosk.

2019 Performance Scorecard (Annex B)

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2016 (GCC Validated)	2017 (SHFC Submitted) ¹	2018	2019	
LEARNING & GROWTH								
SO 5	Implement Quality Management System							
SM 7	Attain Quality Management Certification	Actual Accomplishment	10%	All or Nothing	ISO 9001:2008 Certified	-	Attain ISO 9001:2015 Certification	
SO 6	Elevate Personnel Competency							
SM 8	Percentage of Identified Employees with Competency Gaps Addressed	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	100% Completion of all Competency Based Job Description	
	Sub-total		15%					
	Total		100%					

⁴ Competency Assessment Report also to be submitted for 2019.