

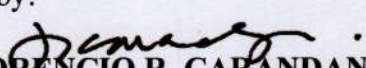
**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE GCG
PERFORMANCE SCORECARD
(January to June 2020)**

Performance Indicator	Weight	2020 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SOCIAL IMPACT					
SM 1: Increase Number of ISFs Provided with Housing Finance Assistance	35%	35,000 number of ISFs provided with housing finance assistance	5,761 ISFs	16.46%	5.76%
Sub-Total	35%				5.76%
STAKEHOLDERS					
SM 2a: Percentage of Satisfied Customers (Pre-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating	The Terms of Reference for the Procurement of Consulting Services of the 2020 Client Satisfaction Survey was approved and signed on June 15, 2020.	0.00%	0.00%
SM 2b: Percentage of Satisfied Customers (Post-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating		0.00%	0.00%
Sub-Total	10%				0.00%
FINANCE					
SM 3: Improve Collection Efficiency Rate	10%	73% Cumulative CER	71.61% Cumulative CER (as of May 2020)	98.10%	9.81%
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	PhP 165 Million	(PhP 20.70 Million)	0.00%	0.00%
SM 5: Improve Budget Utilization Rate	10%	Not Less Than 90 % But Not More Than 100% of the GAA Allocation for SHFC Program	35.10% Budget Utilization Rate	39.00%	0.00%
Sub-Total	30%				9.81%

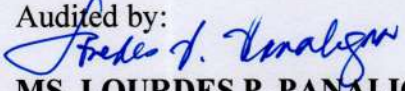
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Performance Indicator	Weight	2020 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
INTERNAL PROCESS					
SM 6: Percentage of Loan Applications Processed Within Prescribed Period	10%	100% Loan Applications Processed Within Prescribed Time	100% Loan Applications Processed Within Prescribed Time (25 out of 25 projects were processed within 20 days)	100.00%	10.00%
SM 7: Improve Support Systems for Effective and Efficient Processes	5%	100% Attainment of the 2020 Deliverables based on SHFC's DICT-Approved ISSP 2018-2020	As of June 2020, the seven (7) systems (Remedial Management System, Notification System, Budget Management System, GL and Cost Center, Reportwriter Tool, Check Writer, and Property Plant and Equipment) are already in the development stage.	0.00%	0.00%
Sub-Total	15%				10.00%
LEARNING AND GROWTH					
SM 8: Attain Quality Management Certification	5%	Pass ISO Surveillance Audit for the Head Office ISO Certification for one (1) Regional Branch	The 1 st Surveillance Audit for the Head Office and ISO 9001:2015 Certification Audit for the Regional Branch will be conducted on the 3 rd to 4 th quarter of 2020.	0.00%	0.00%
SM 9: Improvement of the Competency of the Organization	5%	Improvement in the Competency Base of the Organization	Competency Baseline will be computed by the last quarter of 2020.	0.00%	0.00%
Sub-Total	10%				0.00%
TOTAL	100%				25.57%

Prepared by:


MR. FLORENCIO R. CARANDANG, JR.
 OIC-VP, Corporate Planning Department

Audited by:


MS. LOURDES P. PANALIGAN
 OIC-VP, Internal Audit Department



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SM 1. Increase Number of ISFs Provided with Housing Finance Assistance
Community Mortgage Program
 January to June 2020

A. LOT ACQUISITION

NO.	REGION	MODALITY	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	TAKE-OUT DATE	LOAN AMOUNT, Php
1	NCR	On-site	Santiago Ville HOA, Inc.	2365 Kapatiran St., Litex Road, Brgy. Commonwealth Q.C.	LGU-Quezon City	23	01/08/20	2,226,533.80
2	VIII	LGU	Meriville HOA, Inc.	Brgy. Lamanoc, Merida, Leyte	Resilient Homereach of the Philippines, Inc.	239	01/16/20	22,500,000.00
3	VIII	LGU	Villa de Tacloban HOA, Inc.	Brgy. Cabalawan, Tacloban City	LGU-Tacloban City	350	01/20/20	11,219,520.00
4	VII	On-site	Sitio Mabelo Basak Urban Poor HOA, Inc.	Brgy. Basak, Mandaue City	Atong Pinoy-anan, Inc.	63	01/20/20	5,670,000.00
5	VI	On-site	Mabini Altavas Urban HOA, Inc.	Arnaldo Blvd., Brgy. Baybay, Roxas City	Makawili Jay C Foundation	142	01/22/20	7,958,169.24
6	VII	On-site	San Isidro Asturias HOA, Inc.	Brgy. San Isidro, Asturias, Cebu	LGU-Asturias	169	01/22/20	13,600,400.00
7	IV-B	On-site	Maria Corazon HOA, Inc.	Brgy. San Luis, Occidental Mindoro	Foundation for the Development Alternative	115	02/19/20	14,751,000.00
8	XII	LGU	Abrea HOA, Inc.	Cannery Road, Polomolok, South Cotabato	ZAMPEN Urban Poor Alliance, Inc.	228	02/19/20	14,074,119.67
9	VI	On-Site	BMP Village HOA, Inc.	Barangay Cabug, Bacolod City	Negros Urban Rural Housing, Inc. (NURHI)	94	02/20/20	6,637,400.00
10	XI	LGU	San Juan HOA, Inc.	Brgy. Manambulan, Tugbok District, Davao City	LGU-Davao City	130	02/21/20	12,099,600.00
11	XI	LGU	Mandaya, Muslim, Bisaya - I HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	256	03/02/20	14,000,000.00
12	XI	LGU	Mandaya, Muslim, Bisaya - II HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	247	03/02/20	14,000,000.00

13	XI	LGU	Mandaya, Muslim, Bisaya - III HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	240	03/02/20	14,000,000.00
14	VI	On-site	Petals HOA, Inc.	Roxas City	Roxas City Urban Poor Federation, Inc.	200	03/02/20	19,946,380.03
15	IV-B	On-site	Virginia's Project 1 HOA, Inc.	Purok Anonang, Brgy. Sicsican, Puerto Princesa City, Palawan	Habitares and Resources Foundation, Inc.	183	03/09/20	12,524,933.26
16	II	LGU CMP	Dofia Anastacia Homes HOA, Inc.	Quezon, San Isidro, Isabela	Helping One People Empowerment (HOPE) and Bamboo Promotion Movement, Inc.	135	03/12/20	15,297,300.00
17	XI	LGU	Green Heights of Toril HOA, Inc. Phase 1	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	167	03/20/20	12,000,000.00
18	XI	LGU	Green Heights of Toril HOA, Inc. Phase 2	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	165	03/20/20	12,000,000.00
19		On-Site	Green Heights HOA, Inc.	Sitio Partida, Brgy. Muzon, San Jose del Monte, Bulacan	Makawili Jay C Foundation	180	03/20/20	7,252,680.00
20	XI	LGU	Sto. Niño Riverside I HOAI	Davao City, Davao del Sur	LGU-Davao City	179	06/15/20	13,206,600.00
21	XI	LGU	Sto. Niño Riverside II HOAI	Davao City, Davao del Sur	LGU-Davao City	173	06/15/20	13,207,150.00
22	NCR	On-site	Brilliant Stone Ville HOA, Inc.	Bagumbong Dulo, Brgy. 171, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	377	06/19/20	34,426,003.04
22	TOTAL (A) LOT ACQUISITION					4,055		292,597,789.04

B. SITE DEVELOPMENT

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	TAKE-OUT DATE	SITE DEV LOAN AMOUNT RELEASED, Php
	IV-A	CMP Vertical	Ciudad de Strike HOA, Inc. <i>1st Drawdown</i>	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation, Inc.		03/05/20	63,735,804.47
1	IV-B	LGU	Guadalupe HOA, Inc. <i>15% Mobilization Fee</i>	Puerto Princesa City, Palawan	Puerto Princesa City, Palawan	143	03/12/20	
1	TOTAL (B) SITE DEVELOPMENT					143		63,735,804.47

C. HOUSE CONSTRUCTION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	TAKE-OUT DATE	HOUSE CONST. LOAN AMOUNT RELEASED, Php
	IV-A	on-site Usufruct	Mother of Eucharist HOA, Inc. <i>2nd Tranche</i>	Brgy. Silangang Mayao, Lucena City	Center for Urban Poor Services, Inc.		18/02/2020	18,798,304.46
	TOTAL (C) HOUSE CONSTRUCTION					0		18,798,304.46
23	GRAND TOTAL (A + B + C)					4,198		375,131,897.97



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SM 1. Increase Number of ISFs Provided with Housing Finance Assistance
High Density Housing Program
January to June 2020

A. PHASE 1

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	TOD
1	HDH Luzon	Near-City	People's Plan Community Teamwork Homeowners Association, Inc. (PEPCOTEK HOAI)	Sitio Planas, Brgy. San Juan, San Jose, Antipolo City	Lupang Kalinga Mobilizer	1,158	86,179,200.00	01/10/20
1 TOTAL (A) LOT ACQUISITION						1,158	86,179,200.00	

B. PHASE 2 AND 3

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT RELEASED, Php	TOD
	NCR	Near-City Usufruct	UPCA VILLE Housing Cooperative 4th Drawdown	Camarin, Caloocan City	Kilos Maralita, Inc.		9,777,529.79	01/24/2020
	NCR	In-city Usufruct	Balikatan Samahan Mapulang Lupa (BSML) 6th Drawdown	Brgy. Viente Reales, Malanday, Valenzuela	Lupang Kalinga Development, Inc.		64,676,441.69	02/14/2020
	NCR	In-city Usufruct	Marangal Village HOAI 5th Drawdown	#9 Rosal St., Brgy. Longos, Malabon City	Foundation for Development Alternatives, Inc. (FDA)		16,003,916.32	03/03/2020

	NCR	In-city Usufruct	Samahang Magkakapitbahay ng Nagkakaisa (SAMGBANAI) HOAI <i>2nd Drawdown</i>	Bethzaida St., Clemente Subdivision, Brgy. San Agustin, Novaliches, Quezon City	Center for Urban Poor Services, Inc. (CUPS)		3,816,684.42	06/30/2020
	IV-A	Near-City Usufruct	Ciudad de Strike HOA, Inc. 2 <i>Final Drawdown - Partial</i>	Molino Road, Molino 1, Bacoor City, Cavite	Isabela Faithful Servants Foundation Inc.		31,308,019.76	
	TOTAL (B) SITE DEVELOPMENT					0	125,582,591.98	

C. REFINANCING

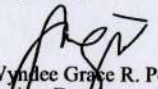
NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT RELEASED, Php	TOD
0	TOTAL (C) REFINANCING					0	0.00	
1	GRAND TOTAL (A + B + C)					1,158	211,761,791.98	



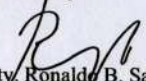
NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	TOD
1	BARMM	Usufruct	Marawi Shelter Project Phase II <i>15% Mobilization Fee</i>	Brgy. West Dulay, Marawi City	Marawi City LGU and UN Habitat	405		28/01/2020
	BARMM	Usufruct	Marawi Shelter Project Phase I (Ampuan Prop) <i>1st Drawdown</i>	Brgy. West Dulay, Marawi City	Marawi City LGU and UN Habitat		28,389,185.68	03/02/2020

1	TOTAL (B) SITE DEVELOPMENT	405	28,389,185.68	
1	GRAND TOTAL (A + B)	405	28,389,185.68	

Prepared by:


Wynlee Grace R. Pena
Project Development Officer, OSVP for Operations Group

Checked by:


Atty. Ronald B. Saco
OIC-Senior Vice President, OSVP for Operations Group

**TERMS OF REFERENCE
FOR THE PROCUREMENT OF CONSULTING SERVICES FOR THE
DEVELOPMENT AND IMPLEMENTATION
OF THE 2020 CLIENT SATISFACTION SURVEY**

Background

The Social Housing Finance Corporation (SHFC) is a government-owned and controlled corporation created in 2004 through Executive Order No. 272 and operationalized in 2006.

It is mandated to develop and implement social housing programs for the low-income families in the informal and formal sector through the provision of a financing scheme that will assist and enable the informal settler families (ISFs) to own the lots they occupy, or where they choose to relocate to.

The SHFC envisions achieving its development agenda of uplifting the lives of the ISFs by Building Adequate, Livable, Affordable, and Inclusive (BALAI) Filipino Communities through its Flexible, Affordable, Innovative, and Responsive (FAIR) shelter solutions, namely, the Community Mortgage Program (CMP), High Density Housing (HDH) Program, and other social housing programs.

In its desire to provide the highest ethical standards in dealing with its clientele, SHFC would like to engage the services of a research/survey provider to conduct a transparent and objective Customer Satisfaction Survey (CSS) of its clients nationwide. The CSS is a valuable tool to gather information pertaining to customer satisfaction levels, and will definitely enable SHFC in identifying areas where it does well and/or areas to improve in order to meet the needs of all its stakeholders.

The CSS is also in compliance with a requirement of the Governance Commission for GOCCs (GCG) for all government-owned and controlled corporations (GOCCs). Likewise, it is one of the targets of SHFC's 2020 Performance Scorecard.

For 2020 CSS, the Enhanced Standard Methodology on the Conduct of Customer Satisfaction Survey, together with the transmitted questionnaires as provided by the GCG shall be utilized.

Objectives

The conduct of the customer satisfaction survey is intended to determine stakeholder satisfaction on SHFC's program processes as follows:

- a. Project application processes or the pre-take out processes, which include background investigation, site inspection, appraisal, title validation, loan examination, and mortgage examination.
- b. The loan administration processes or the post-take-out management, which include loan amortization payment, individualization, substitution, and release of Transfer Certificate of Title (TCT).

Approach/Methodology

The nationwide survey will involve two approaches for the two groups of respondents, the Community Associations (CAs) and the Local Government Units (LGUs), both primary stakeholders of SHFC, as follows:

1. Enumeration for the Community Associations – the use of a questionnaire to achieve statistical/quantitative results;
2. Focus Group Discussions (FGDs) for the Local Government Units – the conduct of FGDs to achieve qualitative results.

For the 2018 and 2019 CSS, SHFC utilized the standard survey instrument prescribed by the GCG. For 2020, SHFC will make use of the Enhanced Standard Methodology on the conduct of the CSS and the transmitted questionnaires as directed by the GCG.

Another set of survey instrument that will be utilized is the stakeholder feedback mechanism to help identify improvement areas on SHFC's services to strengthen the organization's policies. The respondents of the stakeholder feedback mechanism are SHFC's program partners, i.e., CMP-Mobilizers (Non-Government Organizations and Civil Society Organizations) and landowners. Since the feedback mechanism is not part of the GCG requirements, its results will not affect SHFC's 2020 CSS ratings.

The feedback mechanism will use the questionnaire as data collection method with focus areas on (a) CMP-Mobilizer experience with SHFC, (b) landowner experience with SHFC, and (c) landowner experience with CMP-Mobilizers.

Scope of Work

Respondents of the survey will be the CAs and LGUs from all taken-out projects in 2020 and pipeline projects submitted in 2020, regardless of status of the projects.

For 2020, the CSS for post take-out accounts shall also be part of the target and shall include taken-out projects from 2015-2019.

Project Deliverables

1. Inception report
 - a. Affirmation or re-statement of the Consultant's understanding of the engagement and the expected output;
 - b. Affirmation of the approach and the methodology and/or amendments, if any, that will be followed and the project schedules and milestones.
2. Development of survey instrument
3. Field implementation plan
4. Survey results (preliminary report)
5. Final report

Project Timelines and Payment Schedule

This project is expected to commence in September 2020. The payment schedule is indicated herein.

The payment schedule is as follows:

Deliverables	Timeframe	Payment Schedule
1. Inception report	September 2020	10%
2. Survey instruments (Questionnaire and FGD Program)	October 2020	20%
3. Field Implementation	November-December 2020	30%
4. Survey results (preliminary report presentation)/ certification of rating	December 2020	30%
5. Final report (comprehensive report presentation)	January 2021	10%

Consultant Qualifications and Experience

The following are the minimum qualifications and experience expected of the Consultant:

1. Must have expertise and track record in developing client satisfaction surveys and high-quality statistical research studies;
2. Must show profile of experts in charge of the development and design of client satisfaction survey instruments;

3. Must have handled at least two (2) projects of this nature and scope within the past five (5) years with positive feedback from clients.

Working Arrangement

The Customer Relations and Complaints Division (CRCD) shall coordinate with the Consultant during the entire period of engagement. However, in order to arrive at an objective and unbiased survey implementation, the Consultant will conduct the survey free from interference of SHFC.

The following are the responsibilities of CRCD and the Consultant.

A. Client's Responsibility

As the client, SHFC, through the CRCD, shall provide all the available documents and information related to the project that may be needed by the Consultant in pursuing the tasks as indicated in the TOR.

B. Consultant's Responsibility

The Consultant is expected to:

1. Provide information that indicates experience, capacity and capability to undertake the project outlined in the TOR, within the specified timelines;
2. Conform with the work plan, scope of work and timelines, which should be supported by a project plan, indicating the activities and deliverables;
3. Be responsible in ensuring that SHFC strictly adheres to the standard guidelines under the GCG's Enhanced Standard Methodology on the Conduct of Customer Satisfaction Survey, and the use of transmitted questionnaires as prescribed;
4. Be responsible in ensuring that the project is properly staffed, and in case of changes among the team members, the Consultant shall accordingly inform SHFC in writing; and
5. In case of travel, the Consultant shall coordinate with the CRCD regarding the schedule and other arrangements with the Regional/Satellite Offices.

Duration/Terms of Contract

This project is intended to be undertaken over a period of four (4) months, to commence in September 2020 and end in January 2021.



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



Ownership of the Project

SHFC shall have full right, title and interest over all reports and data of the Consultant and its team members, together with the copyright, patent, trade secret and all other intellectual property rights of whatever nature in the materials development by the Consultant's team.

Approved:

ATTY. ARNOLFO RICARDO B. CABLING
President

Date of Approval:

15 June 2020

SOCIAL HOUSING FINANCE CORPORATION

Finance and Comptrollership Department - Corporate Accounting Division

NET OPERATING INCOME (Before Tax and Subsidies)

As of JUNE 30, 2020 (Tentative)

(In Philippine Peso)

Income

Service and Business Income	150,426,689.00
Financial Income	20,126,898.35
Total Income	170,553,587.35

Expenses

Personnel Services	125,480,469.95
Maintenance and Other Operating Expenses	56,931,425.40
Financial Expenses	1,560,933.04
Non-Cash Expenses	7,281,086.25
Total Expenses	191,253,914.64

NET OPERATING INCOME (Before Tax and Subsidies) (20,700,327.29)

Summary:

NET OPERATING INCOME (As of June 2020) (20,700,327.29)

2020 CORPORATE TARGET 165,000,000.00

Variance Over Target (185,700,327.29)

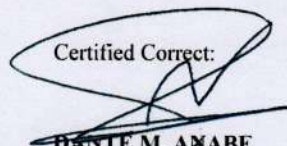
Note:

As of June 2020, the Corporate Target for SM 4 (Increase Net Operating Income Before Tax & Subsidies) is 12.55% underachieved.

Prepared by:


JULIETA N. GREGORIO
OIC - Manager
Corporate Accounting Division

Certified Correct:


DANTE M. ANABE
OIC - Vice President
Finance & Comptrollership Department

Social Housing Finance Corporation
Budget Utilization Report
2nd Quarter CY2020

<u>Program</u>	<u>GAA Allocation</u>	<u>Reduction in GAA Allocation*</u>	<u>Adjusted GAA Allocation</u>	<u>SARO issued by DBM</u>	<u>NCA released by DBM</u>	<u>Obligated</u>	<u>Disbursements</u>
Community Mortgage Program	500,000,000.00	175,000,000.00	325,000,000.00			659,021,190.23	318,713,236.35
High Density Housing Program	896,919,000.00	313,921,650.00	582,997,350.00			-	-
Totals	1,396,919,000.00	488,921,650.00	907,997,350.00	-	-	659,021,190.23	318,713,236.35

Notes:


Obligated is the total amount funded per Budget Utilization Requests

Disbursements is the amount of cash released per checks issued

*GAA Allocation is reduced by 35% in accordance to National Budget Circular 580 issued by the DBM

We hereby certify that SHFC's budget utilization rate for 2nd Quarter of CY2020 is 35.10%. Utilization rate is computed by dividing the actual disbursement by the adjusted GAA Allocation.

Prepared by:


JASMIN V. LUYUN

OIC-Manager, Budget and Expense Management Division

Approved by:


DANTE M. ANABE

OIC-Vice President, Finance and Comptrollership Department



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



MFO 2: Financial 3: Collection Efficiency Rate (for CMP)

COLLECTION EFFICIENCY RATING (CORPORATE)
AS OF MAY 31, 2020

COLLECTION, PhP	BILLING, PhP	CER
9,193,591,747	12,838,911,369	71.61%

Prepared by:

NORMAN LARIOS
AE III

Certified Correct:

JULIETA N. GREGORIO
OIC-Manager, Corporate Accounting

Noted by:

DANTE M. ANABE
OIC-VP, Finance & Comptrollership



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SM 6. Percentage of Loan Applications Processed Within Prescribed Period

Community Mortgage Program

January to June 2020

A. LOT ACQUISITION

NO.	REGION	MODALITY	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE	TAKE-OUT DATE
1	NCR	On-site	Santiago Ville HOA, Inc.	2365 Kapatiran St., Litex Road, Brgy. Commonwealth Q.C.	LGU-Quezon City	23	2,226,533.80	2019121704338	Dec. 27, 2019	Jan. 08, 2020
2	VIII	LGU	Merville HOA, Inc.	Brgy. Lamanoc, Merida, Leyte	Resilient Homereach of the Philippines, Inc.	239	22,500,000.00	2019112603753	Jan. 08, 2020	Jan. 16, 2020
3	VIII	LGU	Villa de Tacloban HOA, Inc.	Brgy. Cabalawan, Tacloban City	LGU-Tacloban City	350	11,219,520.00	2019110403164	Jan. 16, 2020	Jan. 20, 2020
4	VII	On-site	Sitio Mabolo Basak Urban Poor HOA, Inc.	Brgy. Basak, Mandaue City	Atong Pinoy-anan, Inc.	63	5,670,000.00	2019121904388	Jan. 16, 2020	Jan. 20, 2020
5	VI	On-site	Mabini Altavas Urban HOA, Inc.	Arnaldo Blvd., Brgy. Baybay, Roxas City	Makawili Jay C Foundation	142	7,958,169.24	2019112003594	Jan. 17, 2020	Jan. 22, 2020
6	VII	On-site	San Isidro Asturias HOA, Inc.	Brgy. San Isidro, Asturias, Cebu	LGU-Asturias	169	13,600,400.00	2020011400209	Jan. 14, 2020	Jan. 22, 2020
7	IV-B	On-site	Maria Corazon HOA, Inc.	Brgy. San Luis, Occidental Mindoro	Foundation for the Development Alternative	115	14,751,000.00	2020020600850	Feb. 14, 2020	Feb. 19, 2020
8	XII	LGU	Abrea HOA, Inc.	Cannery Road, Polomolok, South Cotabato	ZAMPEN Urban Poor Alliance, Inc.	228	14,074,119.67	2019112703817	Feb. 10, 2020	Feb. 19, 2020
9	VI	On-Site	BMP Village HOA, Inc.	Barangay Cabug, Bacolod City	Negros Urban Rural Housing, Inc. (NURHI)	94	6,637,400.00	2020010900127	Feb. 19, 2020	Feb. 20, 2020
10	XI	LGU	San Juan HOA, Inc.	Brgy. Manambulan, Tugbok District, Davao City	LGU-Davao City	130	12,099,600.00	2020010800104	Feb. 18, 2020	Feb. 21, 2020
11	XI	LGU	Mandaya, Muslim, Bisaya - I HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	256	14,000,000.00	2019122004402	Feb. 27, 2020	Mar. 02, 2020
12	XI	LGU	Mandaya, Muslim, Bisaya - II HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	247	14,000,000.00	2019122004409	Feb. 27, 2020	Mar. 02, 2020
13	XI	LGU	Mandaya, Muslim, Bisaya - III HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	240	14,000,000.00	2019122004417	Feb. 27, 2020	Mar. 02, 2020
14	VI	On-site	Petals HOA, Inc.	Roxas City	Roxas City Urban Poor	200	19,946,380.03	2019112003598	Feb. 28, 2020	Mar. 02, 2020
15	IV-B	On-site	Virginia's Project I HOA, Inc.	Purok Anonang, Brgy. Siessican, Puerto Princesa City, Palawan	Habitares and Resources Foundation, Inc.	183	12,524,933.26	2019121304285	Mar. 03, 2020	Mar. 09, 2020
16	II	LGU CMP	Doña Anastacia Homes HOA, Inc.	Quezon, San Isidro, Isabela	Helping One People	135	15,297,300.00	2020021000909	Mar. 05, 2020	Mar. 12, 2020
17	XI	LGU	Green Heights of Toril HOA, Inc. Phase 1	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	167	12,000,000.00	2020021701073	Mar. 20, 2020	Mar. 20, 2020
18	XI	LGU	Green Heights of Toril HOA, Inc. Phase 2	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	165	12,000,000.00	2020021701076	Mar. 20, 2020	Mar. 20, 2020
19		On-Site	Green Heights HOA, Inc.	Sitio Partida, Brgy. Muzon, San Jose del Monte, Bulacan	Makawili Jay C Foundation	180	7,252,680.00	2020031101659	Mar. 13, 2020	Mar. 20, 2020
20	XI	LGU	Sio. Niño Riverside I HOAI	Davao City, Davao del Sur	LGU-Davao City	179	13,206,600.00	2020012100412	Jun. 02, 2020	Jun. 15, 2020
21	XI	LGU	Sio. Niño Riverside II HOAI	Davao City, Davao del Sur	LGU-Davao City	173	13,207,150.00	2020012100417	Jun. 02, 2020	Jun. 15, 2020
22	NCR	On-site	Brilliant Stone Ville HOA, Inc.	Bagumbong Dulo, Brgy. 171, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	377	34,426,003.04	2020060901955	Jun. 17, 2020	Jun. 19, 2020
22	TOTAL (A) LOT ACQUISITION					4,055	292,597,789.04			



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SM 6. Percentage of Loan Applications Processed Within Prescribed Period

Community Mortgage Program

January to June 2020

A. LOT ACQUISITION

NO.	REGION	MODALITY	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE	TAKE-OUT DATE
1	NCR	On-site	Santiago Ville HOA, Inc.	2365 Kapatiran St., Litex Road, Brgy. Commonwealth Q.C.	LGU-Quezon City	23	2,226,533.80	2019121704338	Dec. 27, 2019	Jan. 08, 2020
2	VIII	LGU	Merville HOA, Inc.	Brgy. Lamanoc, Merida, Leyte	Resilient Homereach of the Philippines, Inc.	239	22,500,000.00	2019112603753	Jan. 08, 2020	Jan. 16, 2020
3	VIII	LGU	Villa de Tacloban HOA, Inc.	Brgy. Cabalawan, Tacloban City	LGU-Tacloban City	350	11,219,520.00	2019110403164	Jan. 16, 2020	Jan. 20, 2020
4	VII	On-site	Sitio Mabolo Basak Urban Poor HOA, Inc.	Brgy. Basak, Mandaue City	Atong Pinoy-anan, Inc.	63	5,670,000.00	2019121904388	Jan. 16, 2020	Jan. 20, 2020
5	VI	On-site	Mabini Altavas Urban HOA, Inc.	Arnaldo Blvd., Brgy. Baybay, Roxas City	Makawili Jay C Foundation	142	7,958,169.24	2019112003594	Jan. 17, 2020	Jan. 22, 2020
6	VII	On-site	San Isidro Asturias HOA, Inc.	Brgy. San Isidro, Asturias, Cebu	LGU-Asturias	169	13,600,400.00	2020011400209	Jan. 14, 2020	Jan. 22, 2020
7	IV-B	On-site	Maria Corazon HOA, Inc.	Brgy. San Luis, Occidental Mindoro	Foundation for the Development Alternative	115	14,751,000.00	2020020600850	Feb. 14, 2020	Feb. 19, 2020
8	XII	LGU	Abrea HOA, Inc.	Cannery Road, Polomolok, South Cotabato	ZAMPEN Urban Poor Alliance, Inc.	228	14,074,119.67	2019112703817	Feb. 10, 2020	Feb. 19, 2020
9	VI	On-Site	BMP Village HOA, Inc.	Barangay Cabug, Bacolod City	Negros Urban Rural Housing, Inc. (NURHI)	94	6,637,400.00	2020010900127	Feb. 19, 2020	Feb. 20, 2020
10	XI	LGU	San Juan HOA, Inc.	Brgy. Manambulan, Tugbok District, Davao City	LGU-Davao City	130	12,099,600.00	2020010800104	Feb. 18, 2020	Feb. 21, 2020
11	XI	LGU	Mandaya, Muslim, Bisaya - I HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	256	14,000,000.00	2019122004402	Feb. 27, 2020	Mar. 02, 2020
12	XI	LGU	Mandaya, Muslim, Bisaya - II HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	247	14,000,000.00	2019122004409	Feb. 27, 2020	Mar. 02, 2020
13	XI	LGU	Mandaya, Muslim, Bisaya - III HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	240	14,000,000.00	2019122004417	Feb. 27, 2020	Mar. 02, 2020
14	VI	On-site	Petals HOA, Inc.	Roxas City	Roxas City Urban Poor	200	19,946,380.03	2019112003598	Feb. 28, 2020	Mar. 02, 2020
15	IV-B	On-site	Virginia's Project I HOA, Inc.	Purok Anonang, Brgy. Siessican, Puerto Princesa City, Palawan	Habitares and Resources Foundation, Inc.	183	12,524,933.26	2019121304285	Mar. 03, 2020	Mar. 09, 2020
16	II	LGU CMP	Doña Anastacia Homes HOA, Inc.	Quezon, San Isidro, Isabela	Helping One People	135	15,297,300.00	2020021000909	Mar. 05, 2020	Mar. 12, 2020
17	XI	LGU	Green Heights of Toril HOA, Inc. Phase 1	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	167	12,000,000.00	2020021701073	Mar. 20, 2020	Mar. 20, 2020
18	XI	LGU	Green Heights of Toril HOA, Inc. Phase 2	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	165	12,000,000.00	2020021701076	Mar. 20, 2020	Mar. 20, 2020
19		On-Site	Green Heights HOA, Inc.	Sitio Partida, Brgy. Muzon, San Jose del Monte, Bulacan	Makawili Jay C Foundation	180	7,252,680.00	2020031101659	Mar. 13, 2020	Mar. 20, 2020
20	XI	LGU	Sio. Niño Riverside I HOA I	Davao City, Davao del Sur	LGU-Davao City	179	13,206,600.00	2020012100412	Jun. 02, 2020	Jun. 15, 2020
21	XI	LGU	Sio. Niño Riverside II HOA I	Davao City, Davao del Sur	LGU-Davao City	173	13,207,150.00	2020012100417	Jun. 02, 2020	Jun. 15, 2020
22	NCR	On-site	Brilliant Stone Ville HOA, Inc.	Bagumbong Dulo, Brgy. 171, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	377	34,426,003.04	2020060901955	Jun. 17, 2020	Jun. 19, 2020
22	TOTAL (A) LOT ACQUISITION					4,055	292,597,789.04			

B. SITE DEVELOPMENT

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	SITE DEV LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE	TAKE-OUT DATE
1	IV-B	LGU	Guadalupe HOA, Inc.	Puerto Princesa City, Palawan	Puerto Princesa City, Palawan	143	63,735,804.47	2019110803295	Mar. 12, 2020	Mar. 12, 2020
1	TOTAL (B) SITE DEVELOPMENT					143	63,735,804.47			

C. HOUSE CONSTRUCTION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	HOUSE CONST. LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE	TAKE-OUT DATE
1	IV-A	Usufruct	Mother of Eucharist HOA, Inc. 2nd Tranche	Brgy. Silangang Mayao, Lucena City	Center for Urban Poor Services, Inc.		18,798,304.46	2020020300706	February 18, 2020	February 18, 2020
	TOTAL (C) HOUSE CONSTRUCTION						18,798,304.46			

GRAND TOTAL (A + B + C)						4,198	375,131,897.97			
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Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SM 6. Percentage of Loan Applications Processed Within Prescribed Period
High Density Housing Program
January to June 2020

A. LOT ACQUISITION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CSO Partner	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE	TOD
1	HDH Luzon	HDH	Pepotek HOA, Inc.	Sitio Pianas, Brgy. San Juan, San Jose, Antipolo City	Lupang Kalinga Mobilizer	1,158	86,179,200.00	2019122004439	Jan. 9, 2020	Jan. 10, 2020
1	TOTAL (A) LOT ACQUISITION					1,158	86,179,200.00			

B. SITE DEVELOPMENT AND HOUSE CONSTRUCTION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CSO Partner	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE	TOD
	TOTAL (B) SITE DEVELOPMENT					0	0.00			

C. REFINANCING

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CSO Partner	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE	TOD
	TOTAL (C) REFINANCING					0	0.00			

1	GRAND TOTAL (A + B + C)					1,158	86,179,200.00			
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Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SM 6. Percentage of Loan Applications Processed Within Prescribed Period
Marawi Shelter Project
January to June 2020

A. LOT ACQUISITION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE	TOD
TOTAL (A) LOT ACQUISITION						0	0.00			

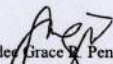
B. SITE DEVELOPMENT

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE	TOD*
1	BARMM	Usufruct	Marawi Shelter Project Phase II	Brgy. West Dulay, Marawi City	Marawi City LGU and UN Habitat	405		2020012100435	January 28, 2020	January 28, 2020
1	TOTAL (B) SITE DEVELOPMENT					405				


1	GRAND TOTAL (A + B)					405				
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Note:
*The Marawi Shelter Project is a joint project of SHFC and UN-Habitat for the 1,500 internally displaced families of the Marawi siege in 2017. Two properties were purchased and developed by the SHFC, while the UNH is in charge of the house construction. The target date of completion is March 2021

Prepared by:


Wyndee Grace R. Pena
Project Development Officer, OSVP for Operations Group

Checked by:

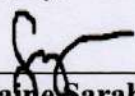

Atty. Ronaldo B. Saco
OIC-Senior Vice President, OSVP for Operations Group

INFORMATION COMMUNICATION TECHNOLOGY DIVISION (ICTD)
Information System Strategic Plan (ISSP)
GCG Target – Phase III
As of June 2020

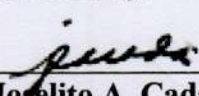
ZEUS Program	Actual Accomplishment	% of Completion
Remedial Management System	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - Coding and Integration - Testing (Unit and End-User) - Training and Implementation - On-going Sign-off 	90%
Notification System	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - On-going Coding and Integration 	60%
Checkwriter	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - Coding and Integration - Testing (Unit and End-User) - Training and Implementation - On-going Sign-off 	90%
Budget Management System	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - On-going Coding and Integration 	60%
GL and Cost Center	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - On-going Coding and Integration 	60%
Reportwriter Tool	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - On-going Coding and Integration 	30%
Property Plant and Equipment	<ul style="list-style-type: none"> - Planning and Elicitation - System Analysis and Design - Coding and Integration - Testing (Unit and End-User) - Training and Implementation - On-going Sign-off 	90%

***Note:** Change of system/program development priority due to pandemic (COVID-19)

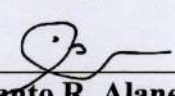
Prepared by:


Sharmaine Sarah J. Guiang
Technical Staff I

Checked by:


Joselito A. Cada
Division Chief III

Approved by:



Crisanto R. Alanes
OIC – Manager

DOCUMENT ACCEPTANCE and RELEASE NOTICE


This is releasing Version 0.1 of the ZEUS Cheque Module.

This is a managed document. For identification of amendments, each page contains a page number. Changes will only be issued when a new document version is executed and the superseded version shall be immediately destroyed.

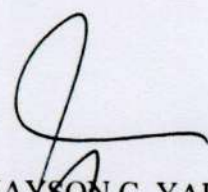
This document is authorized for release once all signatures have been obtained.

Approved by: 
CRISANTO R. ALANES / DATE: _____
ICTD OIC-Manager

Accepted by:


JOSELITO L. CABE /
Chief of Division, CMD

Date: 7/20/2020


JAYSON C. YAP
OIC VP Treasury Group
Date: JUL 20 2020



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



Acceptance Cheque Module

Information Communication Technology Division

1. BUILD STATUS:

Version	Date	Reason	Document Section(s)
0.1	May 29, 2019	Cheque Module	

2. AMENDMENTS IN THIS RELEASE:

Section Reference	Amendment Summary
	This is the first release of cheque module documents

3. DISTRIBUTION:

Version 0.1 was distributed on May 29, 2019 to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)
2	Joselito L. Cabe, Chief of Division- Cash Management Department (CMD) ✓

Table of Contents

1	Overview.....	5
1.1	Purpose.....	5
1.2	Scope.....	5
1.3	Methodology.....	5
2	Testing.....	6
1.1	General Approach.....	6
1.2	Responsibilities.....	6
1.3	Acceptance Testing Schedule.....	6
1.4	System Evaluation.....	9

1 Overview

1.1 Purpose

The purposes of this Cheque Module are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Cheque Module all SHFC personnel will be knowledgeable in using the system.

1.2 Scope

The User Acceptance Document (UAD) is exclusively for Cash Management Department (CMD) personnel.

1.3 Methodology

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.

2 Testing

2.1 General Approach

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Cheque Module will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on the Cheque Module.

2.2 Responsibilities

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Cash Management Department's (CMD) responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.

2.2.1 Acceptance Testing

Nominee: Joselito L. Cabe, Chief of Division – Cash Management Department (CMD)

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer

2.2.2 ICTD Development Team

Nominee: Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)

- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- Coordinate the testing activities with the Chief of Division – Cash Management Department (CMD);
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer; and

Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and

Nominee: Raymund M. Barameda, Programmer

- Administer and initialize the system configuration data;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.
- Design and develop the Cheque Module.
- Test system functions;
- Test the developed system;

2.2.3 Test Responsibility Matrix

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the CMD Chief of Division.

2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
Login			
View List of Created Cheques			
Create New Cheque			
Update/Edit Cheque			
Cancel/Spoil Created Cheque			
View DV Pending Receipt			
Print RFP, BUR, LR and DV			
Print Created Cheque			
Print Cheque Disbursement Report			
Print CMP Projects			
Print Daily Disbursement Report			
Print Spoiled Cheque			
Print Transmittal			
Print Cheque Disbursement Report			
Logout			

Table 1. Department/System Testing Schedule

2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem					✓
2. Data or information is always available for use					✓
3. Prevent unauthorized access to programs or data by username and password					✓
4. Data or information will not be altered by unauthorized user					✓
5. Provide user level access					✓
6. System is easy to learn.					✓
7. The environment is user friendly					✓
8. Navigation on the system is easy					✓
9. Easy to understand texts and tabular presentations					✓
10. Easy to operate and control					✓
11. Consistent use of terms throughout the system					✓
12. Informs the users of mandatory data					✓
13. Informs the users of incomplete data					✓
14. Error-free system functions					✓
15. Overall Assessment					✓

Conforme: _____

7/20/2020


Strategic Measure 9: Improvement of the Competency Base of the Organization

GROUP/DEPARTMENTAL COMMITTED KPIs	ACTUAL ACCOMPLISHMENT
Improvement in the Competency Baseline of the Organization	<p>For the 2nd Quarter, HRDD has facilitated 90 webinars (<i>attached is the list with the number of participants for each program</i>) most of which were free, and aimed to address and help cope with the “New Normal” both in corporate and work-from-home settings such as How to Manage and Develop Remote Teams; Dynamics of Working From Home: Develop Professionalism while Working Virtually; Crisis Communications: Communicating with Employees Through a Crisis; Optimizing Google Tools to Manage Employee Engagement During Covid-19; Procurement in the time of COVID-19; Achieving Work-Life Balance while at Work-From-Home; Managing Virtual Workers Today, among others.</p> <p>Out of the 90 webinars, 49 topics addressed competencies that may elevate skills/knowledge of our employees; 2 mandatory webinars were facilitated to update employees’ competencies in Data Privacy and Occupational Health and Safety; and the remaining webinars were intended to help participants adjust and cope up with the “new normal” ways of doing things, both personally and professionally.</p> <p>HRDD also partnered and assisted various departments in the conduct of internal webinars i.e Insurance Management Webinars by Insurance and Community Enhancement Division; ISO and QMS Orientation Webinar and Branding Webinars by Strategic Communications Division; and Loan Documents Writeshop by Legal Affairs Division. These webinars targeted the technical competency gaps on Insurance Management Services, Risk and Compliance Management, Corporate Communications Management, and Loan and Mortgage Review.</p>


Prepared by:

Rhom Aniceto
Maan Palattao
Paul Quizon
Training Team

Reviewed by:


Marla A. Vargas
OIC-Manager *agap*

Noted by:


Jessica B. Caraso
OIC-Vice President

The following are the FREE Live webinar programs outsourced and shared by HRDD for the 2nd quarter of 2020:

No.	Webinar Title	Provider	Date	Duration	Competency	Number of Participants
1.	Leadership in Time of Quarantine: How to Manage and Develop Remote Teams	ARIVA Academy	April 7, 2020	1 hour	LC 3. Leading Change	57
2.	Digital Learning Success	Philippine Society of Talent and Development	April 15, 2020	1 hour	OC 6. Technology Literacy	30
3.	KonMari Method: Declutter Your Space, Spark Joy in Your Life	ARIVA Academy	April 15, 2020	1.5 hours	N/A	25
4.	Social Security System Members Assistance on Covid-19 Impact	ARIVA Academy	April 16, 2020	1.5 hours	N/A	1
5.	HR in the New Business Normal	PMAP	April 17, 2020	3 hours	TC 28. Organizational Development	1
6.	Post Pandemic Challenge: Building a Purpose-Driven Business Organization	PMAP	April 17, 2020	3 hours	LC 5. Creating and Nurturing a High-Performing Organization	22
7.	Dynamics of Working From Home: Develop Professionalism while Working Virtually	ARIVA Academy	April 17, 2020	1 hour	CC 2. Exemplifying Professionalism and Excellence	41
8.	Preventing Isolation, Depression and Self-Harm	MENTALHEA LTHPH	April 20, 2020	1 hour	N/A	46
9.	Future Fluent Leader	PSTD	April 20, 2020	1 hour	LC 4. Thinking Strategically, Critically and Creatively	35
10.	Better Decision-Making and Understanding the Global Reactions to Covid-19 using Neuroscience	ARIVA Academy	April 20, 2020	1.5 hours	OC 4. Problem Solving and Decision-Making	19
11.	Designing and Administering Flexible Benefit Program	PMAP	April 21, 2020	3 hours	TC 29.2 Compensation, Benefits, and Welfare /Health Services Administration	8
12.	Crisis Communications: Communicating with Employees Through a Crisis	ARIVA Academy	April 21, 2020	1.5 hours	TC 27. Employee Relations	27
13.	Drivers of Employee Engagement	PMAP	April 23, 2020	3 hours	TC 27. Employee Relations	30
14.	Conflict Resolution Behavior	SAS Management Inc.	April 23, 2020	1 hour	TC 27. Employee Relations	17

15.	How to be Productive when you Work From Home	ARIVA Academy	April 24, 2020	1.5 hours	N/A	58
15.	Optimizing Google Tools to Manage Employee Engagement During Covid-19	PSTD	April 27, 2020	1 hour	OC 6. Technology Literacy	29
16.	Managing Employee Engagement During Covid-19 Pandemic	PSTD	April 28, 2020	1 hour	TC 27. Employee Relations	32
17.	Competency-Based Interviewing Techniques	PMAP	April 28, 2020	3 hours	TC 28.1 Career Development and Succession Planning TC 29.1 Recruitment, Selection and Placement	26
18.	Procurement in the time of COVID-19	iProcure	April 29, 2020	1 hour	TC 26. Procurement Management	5
19.	Optimizing Your Work at Home Using the LEAN Process	PSTD	April 29, 2020	1 hour	N/A	40
20.	Developing Digital Leader Skills	PSTD	May 4, 2020	1 hour	LC 3. Leading Change	42
21.	The V.U.C.A. Leadership	ARIVA Academy	May 4, 2020	1 hour	LC 4. Thinking Strategically, Critically and Creatively	15
22.	What do you include in an Interactive Webinar	PSTD	May 5, 2020	1.5 hours	N/A	24
23.	Achieving Work-Life Balance while at Work-From-Home by Jonathan Yabut	Galing Every Juan	May 6, 2020	1.5 hours	N/A	47
24.	Be More with Less: How to Stay Positive, Healthy & Productive During Tough Times	ARIVA Academy	May 6, 2020	3 hours	N/A	35
25.	Adapt & Rebuild to the New Normal	Ateneo CORD	May 7, 2020	3 hours	TC 15. Capacity Building	41
26.	Lead your Team Through Challenging Times	PSTD	May 8, 2020	1 hour	LC 5. Creating and Nurturing a High Performing Organization	9
27.	DON'T WASTE A GOOD CRISIS! How to THRIVE, Not Just SURVIVE, During a Global Pandemic"	ARIVA Academy	May 8, 2020	1 hour	N/A	34
28.	Data Privacy Concerns During A Pandemic	ARIVA Academy	May 11, 2020	1 hour	Mandatory	89
29.	Virtual Coaching and Mentoring	PMAP	May 12, 2020	1.5 hours	LC 2. Managing Performance and Coaching for Results	29

30.	Introduction to Occupational Health and Safety Management System - ISO 45001	SAS Management Inc.	May 12, 2020	3 hours	Mandatory	-
31.	A Discussion on Toxic Positivity and Dealing with our Difficult Emotions during a Pandemic	PMAP	May 13, 2020	1.5 hours	N/A	61
32.	What is DevOps?	SAS Management Inc.	May 13, 2020	1 hour	OC 6. Technology Literacy	-
33.	Find your Voice of Resiliency so that you Lead with Confidence	ARIVA Academy	May 15, 2020	1 hour	LC 4. Thinking Strategically, Critically, and Creatively	40
34.	Reinventing Yourself in Time of Quarantine: Learn, Improve and Pivot	ARIVA Academy	May 18, 2020	1.5 hours	TC 15. Capacity Building	49
35.	Guidepost for the Now of Work	ARIVA Academy	May 20, 2020	1 hour	N/A	28
36.	Conquering Your Fears During the Pandemic	PSTD	May 20, 2020	1 hour	N/A	54
37.	Going Beyond Coaching: Turn to Counseling Team Members in a Covid-19 Situation	ARIVA Academy	May 20, 2020	1.5 hours	TC 27. 1 Employee Counseling and Coaching	13
38.	Breakthrough in Times of Crisis: How to Maintain a Positive State of Mind During the Covid-19 Pandemic	ARIVA Academy	May 21, 2020	1.5 hours	N/A	42
39.	Preparing your People for the New Normal	PSTD	May 22, 2020	1 hour	TC 15. Capacity Building	18
40.	Streamlined Employee Engagement in the Time of Crisis	ARIVA Academy	May 22, 2020	1.5 hours	TC 27. Employee Relations	12
41.	Effective Stress Management and Mastery in Times of Crisis	Fame Leaders Academy	May 22, 2020	1 hour	N/A	4
42.	The Power of Success Attitude	ARIVA Academy	May 26, 2020	1.5 hours	N/A	-
43.	Knowing your Gender Rights in Times of Crisis	Fame Leaders Academy	May 27, 2020	1 hour	N/A	7
44.	Balik Alindog sa Trabaho	PSTD	May 27, 2020	1 hour	CC 2. Exemplifying Professionalism and Excellence	44
45.	Conflict Resolution Behavior	SAS management Inc.	May 28, 2020	1 hour	TC 27. Employee Relations	11
46.	Personal Branding Beyond the Pandemic	PSTD	May 28, 2020	1 hour	CC 2. Exemplifying Professionalism and Excellence	31
47.	An Astronaut's Perspective: Expand your Perspectives to Possibilities for Growth During COVID-19	ARIVA Academy	May 28, 2020	1.5 hours	N/A	27

49.	Customer Service Fundamentals	SAS management Inc.	May 29, 2020	1 hour	CC 2. Exemplifying Professionalism and Excellence	12
50.	The World of work in the New Normal	ECOP	May 29, 2020	3 hours	N/A	16
51.	Cultivate Psychology Safety for your Virtual Teams during Difficult Times	ARIVA Academy	June 1, 2020	1 hour	N/A	15
52.	Volunteerism in times of Pandemic	DSDS - UPLB	June 2, 2020	1 hour	CC 1.1 Servant Leadership	8
53.	Telemedicine: Your Doctor is In!	Galing ng Every Juan	June 2, 2020	1 hour	N/A	11
54.	Pushing the Reset Button: Are You Ready for the Next Normal?	PMAP	June 3, 2020	3 hours	N/A	17
55.	Transformations through Growth Mindset: Learning and Thriving through Challenges	ARIVA Academy	June 3, 2020	1.5 hours	N/A	15
56.	SDA (Service Desk Analyst) Awareness	SAS management Inc.	June 4, 2020	3 hours	CC 2. Exemplifying Professionalism and Excellence	2
57.	Emerging Trends Impacting Business and People	PSTD	June 4, 2020	1 hour	N/A	16
58.	Basics of Failure Mode and Effects Analysis (FMEA)	SAS management Inc.	June 5, 2020	1 hour	TC 35.1 Analysis and Study	2
59.	Remote Control? Privacy & Data Protection in the New Normal	Barrozo Law	June 5, 2020	1 hour	Mandatory	5
60.	Distance Learning: The New Normal	Galing ng Every Juan	June 5, 2020	1 hour	N/A	5
61.	First Indo-Japan Webinar Series on Geotechnics for Disaster Mitigation	Civilease	June 8, 2020	1 hour	TC 6. Knowledge Information	-
62.	Entering the New Normal: Emerging Office and Workplace and Workplace Trends in the Time of COVID-19 Pandemic	ARIVA Academy	June 8, 2020	1.5 hours	N/A	32
63.	Fuel Up! Motivation 101 and Financial Literacy	Lec Toribio and Kevin Patco	June 8, 2020	1 hour	N/A	4
64.	Conflict Resolution Behavior	SAS Management Inc.	June 9, 2020	1 hour	TC 27. Employee Relations	4
65.	Risk-Based Thinking in ISO 900:2015	SAS Management Inc.	June 9, 2020	1 hour	TC 9. Risk and Compliance Management	7
66.	Pushing the Reset Button: Are You Ready for the Next Normal?	PMAP	June 9, 2020	3 hours	N/A	17

67.	Coach with A.C.T.S.!	ARIVA Academy	June 9, 2020	1.5 hours	LC 2. Managing Performance and Coaching for Results	16
67.	How to Connect with Clarity and Confidence	ARIVA Academy	June 10, 2020	1.5 hours	TC 15. Capacity Building	19
68.	Lessons Learned from Managing a Corporate Open University	PSTD	June 10, 2020	1 hour	N/A	10
69.	Leadership Pipeline Development	PSTD	June 11, 2020	1 hour	LC 4. Thinking Strategically, Critically and Creatively	18
70.	In Focus: capturing Transparency in Budgeting and Public Procurement in the time of of COVID-19	GPPB-TSO	June 11, 2020	3 hours	TC 26. Procurement Management	5
71.	Cybersecurity for WFH	Workbank	June 11, 2020	1 hour	OC 6. Technology Literacy	-
72.	Office Ergonomics	College Management Family of Northwest Samar State University	June 15, 2020	3 hours	CC 2. Exemplifying Professionalism and Excellence	24
73.	Emotional Intelligence	SAS management Inc.	May 27, 2020	1 hour	N/A	-
74.	Rebounding from COVID-19: Mental Health Impacts on Employers and Employees	Philippine Business Coalition for Women Empowerment	June 17, 2020	1 hour	N/A	24
75.	The Brightness Amidst the Crisis: Maintaining the Right Attitude during COVID-19 Pandemic	ARIVA Academy	June 17, 2020	1.5 hours	CC 2. Exemplifying Professionalism and Excellence	31
76.	Staying On Track with your Goals Amidst the pandemic	Clock in BGC	June 18, 2020	1 hour	N/A	-
77.	Recruitment: New Normal	Monroe Consulting Group	June 18, 2020	1 hour	TC 29.1 Recruitment, Selection and Placement	1
78.	Reducing Anxiety & Promoting Healthy Lifestyle During Pandemic	Providence Hospital	June 19, 2020	1 hour	N/A	29
79.	Extraordinary Focus: Master the Secret Ingredient to Break Your Personal Records and Be World-class in What You Do	ARIVA Academy	June 22, 2020	1.5 hours	N/A	31
80.	On-screen Impression Management	ARIVA Academy	June 23, 2020	1 hour	CC 2. Exemplifying Professionalism and Excellence	-
81	Coaching in Times of Uncertainty	PSTD	June 23, 2020	1 hour	LC 2. Managing Performance and Coaching for Results	23

82	Unlock Your Creative Potential, Get Unstuck and Stay Productive in Turbulent Times	ARIVA Academy	June 23, 2020	1.5 hours	N/A	21
83	Managing Virtual Workers Today	ARIVA Academy	June 24, 2020	1.5 hours	LC 3. Leading Change	24
84	Reducing Fear & Anxiety in Children during these Challenging Times	Extraordinary Lives Foundation	June 25, 2020	1 hour	N/A	16
85	Engaging Online Interactions	Workbank Think Tank	June 25, 2020	1 hour	N/A	25
86	Quality of Life in Times of Crisis	Philippine Guidance and Counseling Association, Inc.	June 26, 2020	3 hours	N/A	14
87	Responsible and Sustainable Enterprises in Times of COVID-19	ECOP	June 29, 2020	1 hour	N/A	14
88	Work Ethics: Dealing with Complaints	College of Management Family	June 29, 2020	2 hours	CC 2. Exemplifying Professionalism and Excellence TC 27.2 Grievance Handling	10
89	Pandemic & HR in 2020: How Strategic should HR become during the COVID-19 Crisis	ARIVA Academy	June 29, 2020	1.5 hours	TC 28.2 Human Resource Planning	9
90	Responsible and Sustainable Enterprises in Times of COVID-19 by Employer's Confederation of the Philippines	ECOP	June 30, 2020	2 hours	N/A	14

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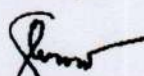
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