



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

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
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	13,186	8,810	35,000	60,000
		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%	Result not acceptable	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%	Result not acceptable	Survey not conducted	90%	90%
		Sub-total		10%					

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
FINANCE	SO 3	Enhance Financial Viability							
	SM 3	Improve Collection Efficiency Rate	Cumulative Collection / Cumulative Billing (Current and Delinquent Accounts Only)	10%	(Actual / Target) x Weight	84.62% ¹	84.81% ²	N/A	90% Collection Efficiency on Current and Delinquent Accounts
	SM 4	Improve Status of Problematic Accounts	[(Current Year's Number of Problematic Accounts – Prior Year's Number of Problematic Account) / Prior Year's Number of Problematic Accounts] x 100%	10%	(Actual / Target) x Weight	N/A	N/A	N/A	10% Reduction of Problematic Accounts
	SM 5	Increase Gross Revenue	Total Revenues	5%	(Actual / Target) x Weight	₱718.28 Million ³	₱846.78 Million ⁴	N/A	₱787.48 Million
	SM 6	Improve Budget Utilization Rate	Total Disbursement / Total GAA Allocation for SHFC Program	10%	All or Nothing	80.09%	99.71%	Not Less Than 90% But Not More Than 100% of the GAA Allocation for SHFC Program	Not Less Than 90% But Not More Than 100% of the GAA Allocation for SHFC's Programs
		Sub-total			35%				

¹ Computed based on data provided by SHFC.

² Ibid.

³ Based on COA Annual Audit Report

⁴ Ibid.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
INTERNAL PROCESS	SO 4	Integrate and Update Support Systems and Processes							
	SM 7	Percentage of Loan Applications Processed Within Prescribed Period	Number of Loan Applications Processed Within Prescribed Period ⁵ / Total Number of Applications	5%	(Actual / Target) x Weight	N/A	N/A	100%	100%
	SM 8	Enhance Support Systems for the Effective and Efficient Processes	Actual Accomplishment	5%	100% Attainment of the ISSP Deliverables in the DICT-Approved ISSP 2018-2020 or ISSP 2022-2024 Approved by/Submitted to DICT = 2.5% 100% Attainment of the ISSP Deliverables in the DICT-Approved ISSP 2018-2020 and ISSP 2022-2024 Approved by/Submitted to DICT = 5%	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 ⁶	100% Attainment of the ISSP Deliverables in the DICT-Approved ISSP 2018-2020 ISSP 2022-2024 Approved by/Submitted to DICT
		Sub-total		10%					

⁵ The prescribed period for the processing of loans should be consistent and in compliance with the Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

⁶ 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	2018	2019	2020	2021	
ORGANIZATION / LEARNING & GROWTH	SO 5	Implement Quality Management System							
	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	Pass ISO Surveillance Audit (Head Office and 1 Regional Office) or Attain ISO Certification for 2 Regional Branches = 2.5% Pass ISO Surveillance Audit (Head Office and 1 Regional Office) and Attain ISO Certification for 2 Regional Branches = 5%	ISO 9001:2015 Certified	ISO 9001:2015 Certification Attained	Pass ISO Surveillance Audit for the Head Office and ISO 9001:2015 Certification for One (1) Regional Branch	Pass ISO Surveillance Audit (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches
	SO 6	Elevate Personnel Competency							
	SM 10	Improvement of the Competency of the Organization	Competency Baseline 2021 – Competency Baseline 2020	5%	All or Nothing	211 out of 211 Position Titles with Competency Based Job Descriptions	Competency Gap Closed for 134 out of 180 employees or 74.44%	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline ⁷ of the Organization
		Sub-total		10%					
		TOTAL		100%					

⁷ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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