

SOCIAL HOUSING FINANCE CORPORATION

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

Enhance Internal Process

Learning & Growth

Implement Quality Management System

Enhance Corporate Competency



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

2022 PERFORMANCE SCORECARD (Annex B)

SOCIAL HOUSING FINANCE CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
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 the Number of ISFs Provided with Housing Finance Assistance	Actual Accomplishment	35%	(Actual/Target) x Weight	8,810	20,331	60,000	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	Result not acceptable	90%	90%
	Sub-total			10%					

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
FINANCE	SO 3	Enhance Financial Viability							
	SM 3	Improve Collection Efficiency Rate	Cumulative Collections / Cumulative Billings (Current and Delinquent Accounts Only)	10%	(Actual/Target) x Weight	74.00%	70.74%	90% Collection Efficiency on Current and Delinquent Accounts	91% 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%	5%	(Actual/Target) x Weight	N/A	N/A	10% Reduction of Problematic Accounts	10% Reduction of Problematic Accounts
	SM 5	Increase Gross Revenues	Total Revenues	5%	(Actual/Target) x Weight	N/A	N/A	₱787.48 Million	₱1,147 Million
	SM 6	Budget Utilization Rate (BUR)							
	SM 6a	Obligations BUR	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
	SM 6b	Disbursements BUR	Total Disbursement / Total Obligations (Both Net of PS)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
	SM 6c		Total Disbursements/ DBM-Approved COB (Both Net of PS)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
	Sub-total		35%						
INTERNAL PROCESS	SO 4	Enhance Internal Process							
	SM 7	Percentage of Loan Application Processed within Prescribed Period	Total Number of Loan Applications Processed with Prescribed Period ¹ / Total Number of Loan Applications Received	5%	(Actual / Target) x Weight	N/A	Cannot be validated	100%	100%
	SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Accomplished / Total Number of Deliverables	5%	(Actual / Target) x Weight	N/A	N/A	N/A	100% Implementation of Targets under the ISSP as submitted to the DICT
	Sub-total		10%						

¹ The prescribed period for the processing of loan application shall be based on SHFC's compliance with Republic Act No. 11032 as reflected in SHFC's Citizen's Charter.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
ORGANIZATION	SO 5	Implement Quality Management System							
	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	(Actual / Target) x Weight	ISO 9001:2015 Certification Attained	No 1 st Surveillance Audit for the Head Office and ISO 9001:2015 Certification Audit for the Regional Branch was Conducted	Pass ISO Surveillance Audit (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches	Pass ISO Surveillance Audit (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches
	SO 6	Enhance Corporate Competency							
	SM 10	Improvement of the Competency of the Organization	Competency Baseline ² 2022 – Competency Baseline 2021	5%	All or Nothing	Competency Gap Closed for 134 out of 180 employees or 74.44%	Cannot be validated	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
		Sub-total		10%					
		Total		100%					

² The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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