

2023 PERFORMANCE SCORECARD (Annex B)

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

Component					Baseline Data			Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023		
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	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	35%	(Actual / Target) x Weight	20,331	14,693	60,000	28,000	
		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	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	Result not acceptable	Result Not Acceptable	90%	90%	
FINANCE	SO 3 Enhance Financial Viability									
	SM 3	Improve Collection Efficiency Rating of SHFC Program Loans	Cumulative Collections (P+I+MRI) / Cumulative Billings (P+I+MRI)	10%	(Actual / Target) x Weight	70.74%	Unverifiable	91% Collection Efficiency on Current and Delinquent Accounts	65% Cumulative CER	

Component					Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2020	2021	2022	2023
SM 4a	Improve Status of Problematic Accounts (2021 and previous years)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	N/A	3.09% reduction in problematic accounts	10% Reduction of Problematic Accounts	3% reduction of problematic accounts ¹
SM 4b	Improve Status of Problematic Accounts (2022 and 2023)	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	3% reduction of problematic accounts
SM 5	Improve the Financial Bottomline ²	Total Revenues – Total Expenses	5%	(Actual / Target) x Weight	N/A	N/A	N/A	₱ 74 Million
SM 6	Budget Utilization Rate (BUR)							
SM 6	Obligations BUR	Total obligations / DBM Approved or Board Approved Corporate Operating Budget (bots net of PS Cost)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%
SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%

¹ Based on the actual problematic accounts as of 31 December 2021 (108,551 accounts)
² Net Income before taxes and NG Subsidy.

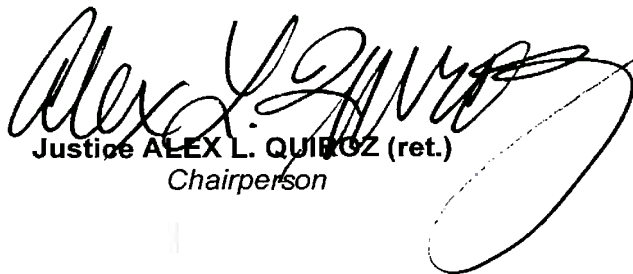
Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SM 6c	Total Disbursement / DBM-Approved COB (both net of PS)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%	
Sub-total		45%						
SO 4	Enhance Internal Process							
SM 7	Turnaround Time of Process as Prescribed in the Ease of Doing Business Act	Total Number of Loan Applications Processed Within the Prescribed Period / Total Number of Loan Applications Received	5%	(Actual / Target) x Weight	Cannot be validated	Unverifiable	100%	100% Loan Applications Processed Within the Prescribed Time ³
SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Attained/ Total Number of Deliverables	5%	(Actual / Target) x Weight	2020 Deliverables under the DICT- Approved ISSP 2018-2020 Not Attained Within the Year	100% Attainment of the ISSP Deliverables in the DICT Approved 2018-2020 ISSP 2022-2024 Approved by/Submitted to DICT	100% Implementation of the Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT
Sub-total		10%						

³ Based on the Community Guided Financing Guidelines

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SO 5 Implement Quality Management System								
SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	All or Nothing	No 1st 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 Two (2) Regional Branches	Pass ISO Certification (Head Office only)
Sub-total			5%					
SO 6 Elevate Personnel Competency								
SM 10	Improvement of the Competency Baseline of the Organization	Competency Baseline 2023 - Competency Baseline 2022	5%	(Actual / Target) x Weight	Cannot be validated	Unverifiable	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Level
Sub-Total			5%					
TOTAL			100%					

ORGANIZATION

For GCG:


Justice ALEX L. QUIROZ (ret.)
Chairperson

For SHFC:


Mr. FEDERICO A. LAXA
President and CEO