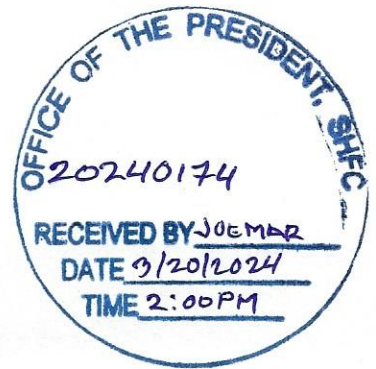




15 March 2024

HON. JOSE RIZALINO L. ACUZAR
Chairperson and DHSUD Secretary
HON. FEDERICO A. LAXA
President
SOCIAL HOUSING FINANCE CORPORATION (SHFC)
BDO Plaza, 8737 Paseo de Roxas
Salcedo Village, Makati City



RE: TRANSMITTAL OF 2024 PERFORMANCE SCORECARD

Dear Secretary Acuzar and President Laxa,


This is to formally transmit the 2024 Charter Statement and Strategy Map (**Annex A**) and 2024 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 (M.C.) No. 2012-07.¹

The SHFC-proposed Charter Statement, Strategy Map and Performance Scorecard submitted through letter dated 12 December 2023² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 11 January 2024, evaluation of revised documents submitted through its correspondence dated on 26 January 2024,³ 16 February 2024,⁴ 08 March 2024,⁵ and 13 March 2024.⁶ The scorecard was then finalized during the Performance Target Conference (PTC) held on 15 March 2024.

We remind SHFC that Item 6 of GCG M.C. No. 2023-01⁷ mandates GOCCs to submit its Quarterly Targets within 15 calendar days from receipt of the GCG-approved Performance Scorecard. Moreover, Item 7 of the same Circular directs GOCCs to accomplish the requisite Quarterly Monitoring Reports detailing its progress in accomplishing its performance targets. The Quarterly Monitoring Reports should disclose substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of targets.

FOR SHFC'S INFORMATION AND COMPLIANCE.

Very truly yours,


ATTY. MARIUS P. CORPUS
Chairperson


ATTY. BRIAN KEITH F. HOSAKA
Commissioner

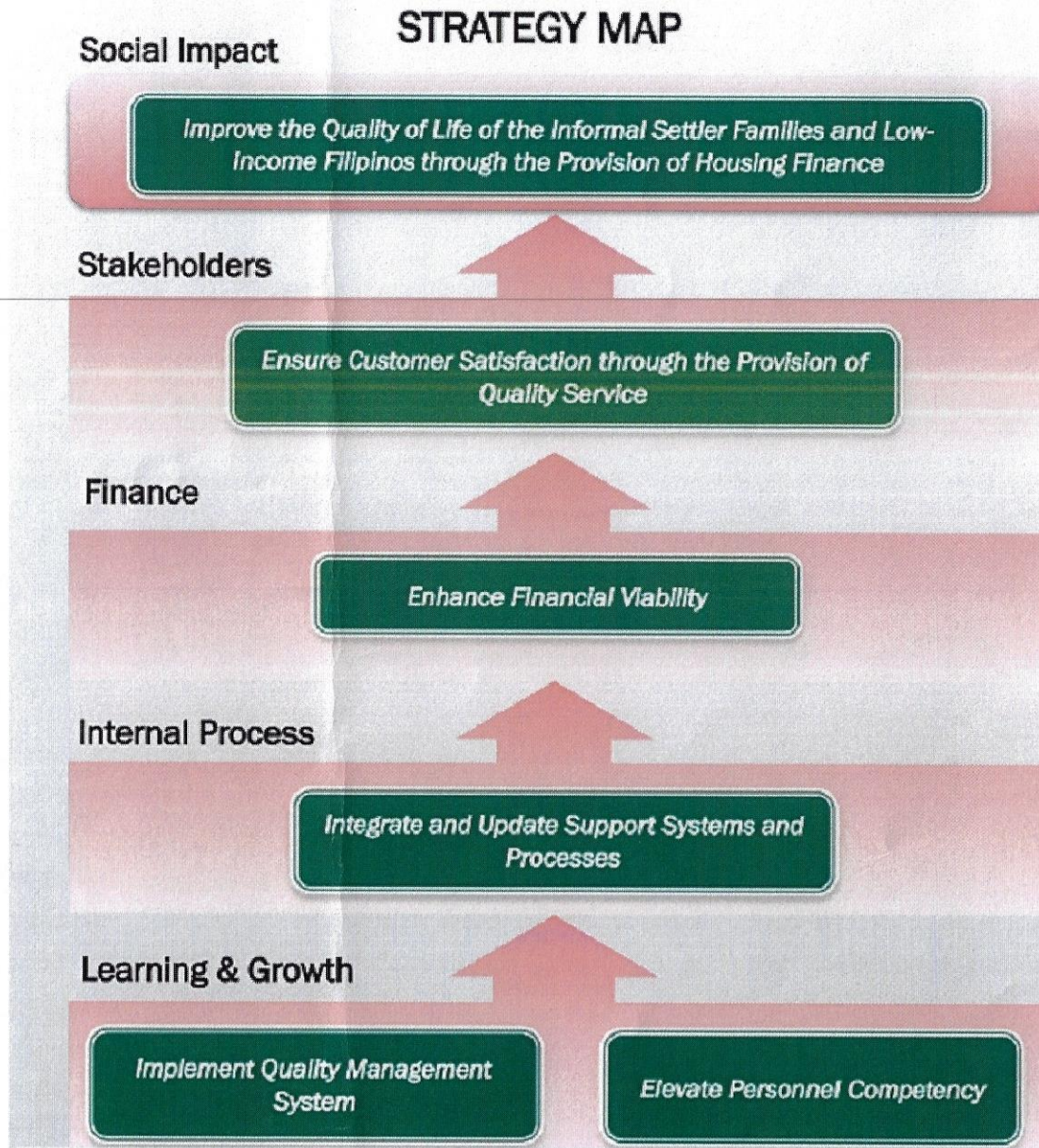

ATTY. GERALDINE MARIE B.
BERBERABE-MARTINEZ
Commissioner

cc: NHMFC PCEO RENATO L. TOBIAS

- ¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.
² Officially received by the Governance Commission on 15 December 2023.
³ Officially received by the Governance Commission on 26 January 2024.
⁴ Officially received by the Governance Commission on 16 February 2024.
⁵ Officially received by the Governance Commission on 11 March 2024.
⁶ Officially received by the Governance Commission on 13 March 2024.
⁷ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 19 January 2023.



*Franklyn
March 15, 2024*



* Interim



VISION*

By 2028, SHFC shall have significantly contributed to the Pambansang Pabahay Para sa Pilipino (4PH) Program through flexible, affordable, innovative, and responsive shelter solutions.

MISSION*

We empower and uplift the living conditions of underprivileged communities by providing adequate, livable, affordable, and inclusive shelter security to 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

MD

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

Component					Baseline Data				Target		
	Objective / Measure	Formula	Weight	Rating System	2019	2020	2021	2022	2023	2024	
SOCIAL IMPACT	SO 1	Improve the Quality of Life of the Formal and Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance									
										8,139	
	SM 1	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	20.0%	(Actual / Target) x Weight	8,810	20,331 ISFs	14,693	7,094	28,000	Low-Income Families Assisted
				15.0%							14,304 Completed Units
	Sub-total			35.0%							
STAKEHOLDERS	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	10.0%	(Actual / Target) x Weight	Pre-Takeout: Result not acceptable	Pre-Takeout: Results Not acceptable	Pre-Takeout: Results Not acceptable	Pre-Takeout: 78.10% of the respondents gave SHFC either a “very satisfied” or “satisfied” rating	90.0%	90.0%
					If Less Than 80% = 0%	Post-Takeout: Survey not conducted	Post-Takeout: Results Not Acceptable	Post-Takeout: Results Not Acceptable	Post-Takeout: 85.70% of the respondents gave SHFC either a “very satisfied” or “satisfied” rating		
	Sub-total			10.0%							

Component					Baseline Data				Target		
	Objective / Measure		Formula	Weight	Rating System	2019	2020	2021	2022	2023	2024
FINANCE	SO 3	Enhance Financial Viability									
	SM 3	Improve Collection Efficiency Rating of SHFC Program Loans									
	SM 3a	For Receivables Within 90 days	Cumulative Collections (P+I+MRI) ¹ / Cumulative Billings (P+I+MRI)	5.0%	(Actual / Target) x Weight	74%	70.74% ²	Unverifiable ³	91.57% CER ⁴	65% Cumulative CER ⁵	100.0% Cumulative CER ⁶
	SM 3b	For Receivables Beyond 90 days		5.0%							36.35% Cumulative CER ⁷
	SM 4	Improve Status of Problematic Accounts	Actual Accomplishment	5.0%	(Actual / Target) x Weight	N/A	N/A	3.09% reduction in problematic accounts	-	3% reduction of problematic accounts	3% reduction of problematic accounts
	SM 5	Improve the Financial Bottomline ⁸	Total Revenues – Total Expenses	5.0%	(Actual / Target) x Weight	₱224.20 Million	Measure Excluded	N/A	N/A	₱74 Million	₱177.57 Million

¹ Principal + Interest + Mortgage Redemption Insurance.
² Whole Loan Portfolio.
³ Current and Delinquent Accounts Only.
⁴ Current and Delinquent Accounts Only.
⁵ Includes a) Fully Paid Accounts, b) Aged 0 to 60 Months, c) Highly Delinquent Accounts with Above 60 months in arrears, and d) Under Remedial and Legal Management.
⁶ Includes Fully Paid Accounts and Current Accounts (within 90 days).
⁷ Includes Delinquent Accounts (> 90 days but ≤60 months) and Problematic Accounts (>60 months, uncategorized, and under Remedial and Legal Management).
⁸ Net Income before Tax and National Government Subsidy.

Component					Baseline Data				Target		
	Objective / Measure		Formula	Weight	Rating System	2019	2020	2021	2022	2023	2024
	SM 6	Budget Utilization Rate (BUR)									
	SM 6a	Obligations BUR	Total Obligations / DBM-Approved Corporate Operating Budget (both net of PS Cost)	5.0%	(Actual / Target) x Weight	N/A	0% ⁹	No reported accomplishment ¹⁰	53.00%	90.0%	90.0%
	SM 6b	Disbursements BUR	Total Disbursement / Total Obligations (both net of PS)	5.0%	(Actual / Target) x Weight	N/A			80.96%	90.0%	90.0%
	SM 6c		Total Disbursement / DBM-Approved COB (both net of PS)	5.0%	(Actual / Target) x Weight	99.71%	42.91%	90.0%	90.0%		
	Sub-total			35.0%							
INTERNAL PROCESS	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	5.0%	(Actual / Target) x Weight	N/A	Cannot Be Validated	Unverifiable	No reported accomplishment	100% Loan Applications Processed Within the Prescribed Time ¹¹	100% Loan Applications Processed Within the Prescribed Time ¹²

⁹ Total Disbursement / Total GAA Allocation for SHFC Program.

¹⁰ Total Disbursement / Total GAA Allocation for SHFC Program.

¹¹ Based on the Community Guided Financing (CGF) Guidelines.

¹² Based on SHFC Corporate Circular No. 23-062, Series of 2023 (Amended Implementing Guidelines for Community Guided Financing Framework).

COMPONENT					BASELINE DATA				TARGET		
	OBJECTIVE / MEASURE		FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024
			Applications Received								
	SM 8	Enhance Support Systems for and Effective Efficient Process	Number of Deliverables Attained / Total Number of Deliverables	5.0%	(Actual / Target) x Weight	100% Implementation of Phase II of the ISSP	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	Three (3) out of the four (4) deliverables in the DICT-Approved ISSP 2022-2024 were already implemented. (Performance Monitoring System, Incident Handling System, Remedial Management System)	100% Implementation of Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT
	Sub-total			10.0%							
LEARNING AND GROWTH	SO 5	Implement Quality Management System									
	SM 9	Attain Quality Management Certification	Actual Accomplishment	5.0%	(Actual / Target) x Weight	ISO 9001:2015 Certification attained	No 1st Surveillance Audit for the Head Office and ISO 9001:2015 Certification Audit for the Regional Branch was Conducted	-	-	Pass ISO Certification (Head Office only)	Attain ISO 9001:2015 Cerification (Head Office)

Component					Baseline Data				Target		
	Objective / Measure		Formula	Weight	Rating System	2019	2020	2021	2022	2023	2024
	SO 6	Elevate Personnel Competency									
	SM 10	Improvement in the Competency Baseline ¹³ of the Organization	Actual Accomplishment	2.5%	All or Nothing	Competency Gap Closed for 134 out of 180 employees or 74.44%	Cannot Be Validated	Unverifiable	0.39 improvement in the competency level	Improvement in the Competency Level	Improvement in the Competency Level
	Sub-total			10.0%							
	TOTAL			100.0%							

For GCG:



HON. MARIUS P. CORPUS
Chairperson

For SHFC:

HON. FEDERICO A. LAXA
President

¹³ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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