

**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE  
PERFORMANCE SCORECARD AS APPROVED BY THE GCG  
(January to December 2018)**

Performance Indicator (as stated in GCG Scorecard for 2018)	Weight	2018 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SM 1: Utilization of Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality	35%	52,600 ISFs	15,201 ISFs	28.90%	0.00%
<b>Sub-Total</b>	<b>35%</b>				<b>0.00%</b>
<b>STAKEHOLDERS</b>					
SM 2: Percentage of Satisfied Customers	10%	90%	Survey will be completed by first week of March 2019. Initial results will be released on the second week of March 2019.	60.00%	0.00%
<b>Sub-Total</b>	<b>10%</b>				<b>0.00%</b>
<b>FINANCE</b>					
SM 3: Improve Collection Efficiency	10%	84%	69.05% <i>(Jan to Dec 2018)</i>	82.20%	0.00%
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	₱120 Million	₱221.33 Million <i>(Jan to Dec 2018)</i>	184.44%	10.00%
SM 5: Improve Budget Utilization Rate	10%	Not Less Than 90% But not More Than 100% <i>(All or Nothing)</i>	67.74% <i>(Jan to Dec 2018)</i>	75.27%	0.00%
<b>Sub-Total</b>	<b>30%</b>				<b>10.00%</b>
<b>INTERNAL PROCESS</b>					
SM 6: Improve Support Systems for Effective and Efficient Processes	10%	DICT-approved ISSP  Implementation of Phase 1 of DICT-approved ISSP	SHFC's Information System Strategic Plan (ISSP) was approved by DICT last November 16, 2018.  ISSP Phase I was fully implemented.	100.00%	10.00%
<b>Sub-Total</b>	<b>10%</b>				<b>10.00%</b>

Performance Indicator (as stated in GCG Scorecard for 2018)	Weight	2018 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
<b>LEARNING AND GROWTH</b>					
SM 7: Attain Quality Management Certification	10%	Attain ISO 9001:2015 Certification <i>(All or Nothing)</i>	The SHFC ISO 9001:2015 Certification was issued by AJA Registrar last August 6, 2018.	100%	10.00%
SM 8: Percentage of Employees Meeting Required Competencies	5%	100% Completion of all Competency Based Job Description (Note: Set Competency Baseline by 2019) <i>(All or Nothing)</i>	SHFC completed all (211 out of 211 position titles) it's Competency Based Job Description	100.00%	5.00%
<b>Sub-Total</b>	<b>15%</b>				<b>15.00%</b>
<b>TOTAL</b>	<b>100%</b>				<b>35.00%</b>

Prepared by:

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**LOURDES P. PANALIGAN**  
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UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE  
PERFORMANCE SCORECARD AS APPROVED BY THE GCG  
(January to December 2018)


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*3/5/19*  
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Performance Indicator (as stated in GCG Scorecard for 2018)	Weight	2018 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SM 1: Utilization of Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality	35%	24,000 ISFs	15,201 ISFs	63.34%	22.17%
<b>Sub-Total</b>	<b>35%</b>				<b>22.17%</b>
<b>STAKEHOLDERS</b>					
SM 2: Percentage of Satisfied Customers	10%	90%	Survey will be completed by first week of March 2019. Initial results will be released on the second week of March 2019.	60.00%	0.00%
<b>Sub-Total</b>	<b>10%</b>				<b>0.00%</b>
<b>FINANCE</b>					
SM 3: Improve Collection Efficiency	10%	84%	69.05% <i>(Jan to Dec 2018)</i>	82.20%	0.00%
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	₱120 Million	₱221.33 Million <i>(Jan to Dec 2018)</i>	184.44%	10.00%
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<b>Sub-Total</b>	<b>30%</b>				<b>10.00%</b>
<b>INTERNAL PROCESS</b>					
SM 6: Improve Support Systems for Effective and Efficient Processes	10%	DICT-approved ISSP  Implementation of Phase 1 of DICT-approved ISSP	SHFC's Information System Strategic Plan (ISSP) was approved by DICT on November 16, 2018.  ISSP Phase I fully implemented.	100.00%	10.00%
<b>Sub-Total</b>	<b>10%</b>				<b>10.00%</b>




Performance Indicator (as stated in GCG Scorecard for 2018)	Weight	2018 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
<b>LEARNING AND GROWTH</b>					
SM 7: Attain Quality Management Certification	10%	Attain ISO 9001:2015 Certification <i>(All or Nothing)</i>	The SHFC ISO 9001:2015 Certification was issued by AJA Registrar on August 6, 2018.	100%	10.00%
SM 8: Percentage of Employees Meeting Required Competencies	5%	100% Completion of all Competency Based Job Description (Note: Set Competency Baseline by 2019) <i>(All or Nothing)</i>	SHFC completed all (211 out of 211 position titles) it's Competency Based Job Description	100.00%	5.00%
<b>Sub-Total</b>	<b>15%</b>				<b>15.00%</b>
<b>TOTAL</b>	<b>100%</b>				<b>57.17%</b>

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