



SOCIAL HOUSING FINANCE CORPORATION

Enhancing People's Lives and Empowering Communities through FAIR Shelter Solutions

UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE GCG PERFORMANCE SCORECARD (January – December 2016)

Performance Indicator (as stated in GCG Scorecard for 2016)	Weight	2016 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SOCIAL IMPACT					
SM 1: Number of Informal Settler Families (ISFs) provided with shelter security	10%	12,550 <i>CMP-11,550 HDH-1,000</i>	23,702 <i>CMP – 10,476 HDHP – 13,226</i>	188.86%	10.0%
Sub-Total	10%				10.0%
STAKEHOLDERS					
SM 2: Number of families assisted through CMP CISFA and HDH	10%	18,382 <i>CMP-16,500 HDH-1,882</i>	23,202 <i>CMP – 11,233 HDHP – 11,969</i>	126.22%	10.0%
SM 3: Number of partnerships developed and institutions capacitated	8%	12 partners (97 partners Cumulative)	18 partners (103 partners Cumulative)	150.0%	8.0%
SM 4: Number of families of legally organized associations assisted through project development process	6%	20,000	22,456 <i>CMP – 11,811 HDHP – 10,645</i>	112.28%	6.0%
SM 5: Client Satisfaction Survey*	3%	Pre-take out: 92%; Post-take out: Satisfactory (All or nothing)	<i>Certification of Rating was submitted by UP-NCPAG on December 22, 2016. Results are as follows based on overall satisfaction rating: Pre-takeout survey - 90.10% (Very Satisfactory) Post-takeout survey - 91.60% (Very Satisfactory)</i>	100%	3.0%
Sub-Total	27%				27.0%
FINANCE					
SM 6: Collection Efficiency Rate	10%	84%	76.60% <i>(Jan. – Dec. 2016)</i>	91.19%	9.12%

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Performance Indicator (as stated in GCG Scorecard for 2016)	Weight	2016 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SM 7: EBITDA margin	8%	31%	36.76% <i>(Jan. – Dec. 2016)</i>	118.58%	8%
SM 8: Conceptual Frameworks/schemes for accessing non-traditional funds	3%	Guidelines crafted / Incentives identified for the developers' participation in the CMP as a mode of compliance to the 20% balanced housing (by June 2016) <i>(All or nothing)</i>	<i>Guidelines approved per Corporate Circular 16-043 on June 21, 2016</i>	100%	3.0%
SM 9: Issuance of CMP/Corporate Bonds	3%	Issuance of CMP Mortgages, applying the proceeds for the HDH program by June 2016 <i>(All or nothing)</i>	<i>The OGCC legal opinion stating that proceeds of the CMP ABS may be applied to the HDH program was obtained last August 1, 2016.</i> <i>Note: Amendment of the Balanced Housing requirements under RA 7279 lapsed into law in July 2016; Awaiting HLURB's IRR on bond issuance as a mode of compliance</i>	33.33%	1.0%
Sub-Total	24%				21.12%
INTERNAL PROCESS					
SM 10: Number of projects with usufruct arrangements financed	5%	2 HDH projects	5 HDH projects financed by the SHFC amounting to P286 M with 4,144 ISFs	250.0%	5.0%
SM 11: Number of MFI/LGU Partner accessing the wholesale lending scheme*	5%	1 MFI/LGU partner (pilot testing) <i>(All or nothing)</i>	<i>Submitted to the OGCC request for legal opinion on November 29, 2016.</i>	100%	5.0%
SM 12: Automation of system processes through ISSP*	6%	2 Modules (Loan Management)	<i>Board decision to review ISSP (per Board)</i>	100%	6.0%

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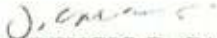
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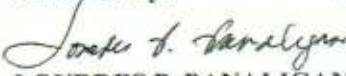
Performance Indicator (as stated in GCG Scorecard for 2016)	Weight	2016 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
		System and Financial Management Information System modules) commenced based on the TOR; NTP by 3 rd Quarter <i>(All or nothing)</i>	<i>Resolution No. 543 and minutes of the 118th Board meeting)</i> <i>The 3 year cycle ended in 2016. The "New Board" decided to undertake a review of the ISSP instead of pursuing the DRS & the development of the 2 modules on December 13, 2016.</i>		
SM 13: Average number of days to process loan applications for CMP and HDH	3%	90% of HDH applications processed within 120 working days	100% (19 out of 19 projects were processed within 120 days)	111.11%	3.0%
	3%	90% of CMP applications processed within 60 working days	97.87% (92 out of 94 projects were processed within 60 days)	108.74%	3.0%
Sub-Total	22%				22.0%
LEARNING AND GROWTH					
SM 14: ISO Certification for SHFC frontline services	6%	ISO certification for all processes secured <i>(All or Nothing)</i>	<i>The ISO Certification for all SHFC processes was issued by AJA Registrar last August 26, 2016.</i>	100%	6.0%
SM 15: ICT Group established based on Reorganization Plan*	6%	ICT Group established based on the Reorganization Plan <i>(All or Nothing)</i>	<ul style="list-style-type: none"> • <i>An ICT consultancy contract was signed on December 28, 2016 who will help in the review and the transition plan to the proposed ICT Group</i> • <i>On December 29, 2016, SHFC submitted Success</i> 	100%	6.0%

Performance Indicator (as stated in GCG Scorecard for 2016)	Weight	2016 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
			<i>Indicators and Financial Projections to GCG as part of the required documents for the approval of the Reorganization Plan.</i>		
SM 16: Comprehensive Performance Management System (PMS) established and implemented	5%	Results of the baseline assessment; HR policies on hiring and promotions revised in accordance with CBS Manual <i>(All or Nothing)</i>	<i>A new Merit Promotion Policy (MPP) and the revised Recruitment and Selection Policy based on the CBS Manual have been approved and signed by the SHFC Management on December 23, 2016.</i>	5.0%	5.0%
Sub-Total	17%				17.0%
TOTAL	100%				97.12%

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