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**MINUTES OF THE 02-2023 BOARD MEETING  
OF THE SOCIAL HOUSING FINANCE CORPORATION  
27 February 2023  
Forum and Videoconference<sup>1</sup>**

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**ATTENDANCE OF BOARD DIRECTORS:**

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USEC. LYLE FILOMEO C. PASCO	-	DHSUD Representative <i>Chairperson</i>
ASEC. GLENDA R. RUMOHR- FIGUEROA	-	DOF Representative

*Private Sector Representatives:*

ATTY. EMILIANO C. REYES  
MR. LYNDON B. CATULONG, SR.  
MR. RONALD R. BARCENA

*Other Officers/Attendees:*

Usec. Henry L. Yap	-	DHSUD
Dir. Baby Catherine Cruz	-	DHSUD
Dir. Charina De Vera Yap	-	BSP
Atty. Junefe G. Payot	-	SHFC Executive Vice President
Atty. Karoline J. Abello-Tordecilla	-	SHFC Compliance Officer/ Acting Board Secretary

Other SHFC Vice-Presidents and Managers

**A. CALL TO ORDER**

The Department of Human Settlements and Urban Development (DHSUD) Undersecretary Lyle Filomeo C. Pasco called the 02-2023 Board Meeting to order at 1:48 p.m on behalf of Secretary Acuzar.

**B. DETERMINATION OF QUORUM**

At the onset, the Acting Board Secretary Atty. Abello-Tordecilla, announced that out of the eleven (11) Members with three (3) vacancies, five (5) were present; thus, there was a quorum to conduct business. The following Directors physically attended the meeting at 9<sup>th</sup> floor, DHSUD Board Room, DHSUD Building, Kalayaan Avenue, Quezon City:

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<sup>1</sup> Zoom videoconference platform

- 1) Usec. Lyle Filemeo C. Pasco;
- 2) Atty. Emiliano C. Reyes;
- 3) Dir. Lyndon B. Catulong; and
- 4) Dir. Ronald R. Barcena

The following Director attended the meeting through Zoom Videoconference:

- 5) Asec. Glenda R. Rumohr - Figueroa

**C. DELIBERATION / APPROVAL OF THE AGENDA OF THE 02-2023 BOARD MEETING**

**The Members of the Board approved the Agenda for the 02-2023 Board Meeting.**

Atty. Abello-Tordecilla asked the Board whether they would like to proceed with the Board Resolutions or to present the materials first as it is, since these matters were already presented in the Joint Executive and Governance, Policy and Nomination Committee Meeting. Dir. Barcena answered that it would be more acceptable to proceed with the presentation because there were many revisions to the presentation.

Usec. Pasco recommended to focus more on the recommendations during the said meeting to save time.

**1) FOR DELIBERATION**

**1. PRIORITIZATION IN THE UTILIZATION OF MODIFIED FUNDS**

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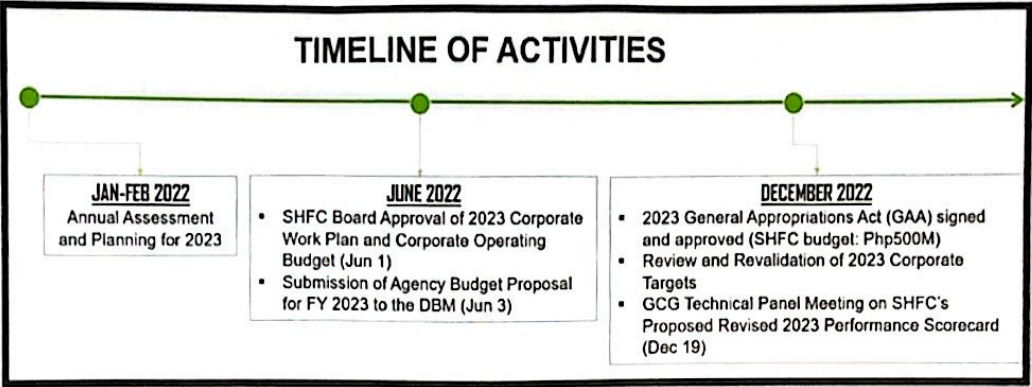
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**2. REVISED SHFC PERFORMANCE SCORECARD FOR CY 2023**

The Management, through Mr. Florencio Carandang Jr., OIC-VP for Planning and Strategic Communications Group, presented before the Board the proposed revised SHFC Performance Scorecard for CY 2023 and PES Forms reflecting the Strategy Map for 2019 to 2023, Vision, Mission, and Core Values.

**Rationale**

- There is a need for an updated revised scorecard in light of the 2023 GAA Fund Allocation for SHFC.
- Submission of SHFC’s 2023 Performance Scorecard to the Governance Commission for GOCCs (GCG).
- 2023 Performance Target Conference with the GCG is scheduled on 21 March 2023.



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## Revised 2023 Performance Targets

Approved by the SHFC Board on June 1, 2022. Based on BR #993, s. 2022		Proposed 2023 Revised Target	
SOCIAL IMPACT	Wt	SOCIAL IMPACT	Wt
<b>SM 1: Provision of Shelter Security and Improved Housing Quality</b> <ul style="list-style-type: none"> <li>55,554 Informal Settler Families (ISFs) provided with housing loans and grants.</li> </ul>	35%	<b>SM 1: Provision of Shelter Security and Improved Housing Quality</b> <ul style="list-style-type: none"> <li><b>27,681 Informal Settler Families (ISFs)</b> provided with housing loans and grants.</li> </ul>	35%
STAKEHOLDERS	Wt	STAKEHOLDERS	
<b>SM 2a: Percentage of Satisfied Customers (Pre-Takeout)</b> <ul style="list-style-type: none"> <li>90% of respondents of the Client Satisfaction Survey (based on GCG methodology) gave a Satisfactory rating for SHFC's Pre-takeout services</li> </ul>	5%	<i>Retained</i>	
<b>SM 2b: Percentage of Satisfied Customers (Post-Takeout)</b> <ul style="list-style-type: none"> <li>90% of respondents of the Client Satisfaction Survey (based on GCG methodology) gave a Satisfactory rating for SHFC's Post-takeout services</li> </ul>	5%	<i>Retained</i>	

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FINANCE	Wt	FINANCE	Wt
<b>SM 3: Improve Collection Efficiency Rating of SHFC Program Loans</b> <ul style="list-style-type: none"> <li>91% CER for Current and Past Due Accounts</li> </ul>	10%	<b>SM 3: Improve Collection Efficiency Rating of SHFC Program Loans</b> <ul style="list-style-type: none"> <li><b>64% cumulative CER</b></li> </ul>	10%
<b>SM 4: Improve status of problematic accounts</b> <ul style="list-style-type: none"> <li>5% reduction of problematic accounts</li> </ul>	5%	<i>Proposed to be restated as a different Strategic Measure (SM 6b)</i>	
<b>SM 5: Improve the Financial Bottomline</b> <ul style="list-style-type: none"> <li>Net Operating Income Php18.296 Million</li> </ul>	5%	<b>SM 4: Improve the Financial Bottomline</b> <ul style="list-style-type: none"> <li><i>Retained (subject to revised COB)</i></li> </ul>	5%
<b>SM 6: Improve Budget Utilization Rate</b> <ul style="list-style-type: none"> <li>Not Less Than 90% of GAA Allocation for SHFC Projects</li> </ul>	10%	<b>SM 5: Improve Budget Utilization Rate</b> <ul style="list-style-type: none"> <li><b>SM 5a: Obligations BUR</b>  <ul style="list-style-type: none"> <li>90% Total Obligations / DBM-Approved COB</li> </ul> </li> </ul>	5%
		<ul style="list-style-type: none"> <li><b>SM 5b: Disbursements BUR</b>  <ul style="list-style-type: none"> <li>90% Total Disbursement / Total Obligations</li> </ul> </li> </ul>	5%
		<ul style="list-style-type: none"> <li><b>SM 5c: Disbursements BUR</b>  <ul style="list-style-type: none"> <li>90% Total Disbursements / DBM-Approved COB</li> </ul> </li> </ul>	5%

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INTERNAL PROCESS	Wt	INTERNAL PROCESS	Wt
SM 7: Turnaround Time of Processes as Prescribed in the Ease of Doing Business Act • 100% of Loan Applications Processed Within the Prescribed Period	5%	SM 6: Turnaround Time of Processes as Prescribed in the Ease of Doing Business Act • SM 6a: 100% Loan Applications Processed within the Prescribed Time • SM 6b: Baseline figure established on revival of accounts under remedial management	5%
SM 8: Enhance Support Systems for Effective and Efficient Processes • 100% Implementation of ISSP Phase II Programs	5%	Retained.	
ORGANIZATION	Wt	ORGANIZATION	Wt
SM 9: Attain Quality Management Certification • Pass the ISO Surveillance Audit for the Head Office	10%	SM 8: Attain Quality Management Certification • Conduct and Completion of Internal Audit	5%
SM 10: Improve Competency Baseline of the Organization • Increase in competency baseline	5%	Retained.	

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SHFC PROPOSED Revised 2023 CORPORATE WORK PLAN			
SOCIAL IMPACT			Wt
SM 1: Provision of Shelter Security and Improved Housing Quality • 27,681 ISFs provided with housing loans and grants			35%
<b>Subtotal</b>			<b>35%</b>
STAKEHOLDERS	Wt	FINANCE	Wt
SM 2a: Percentage of Satisfied Customers (Pre-Takeout) • 90% of respondents of the Client Satisfaction Survey (based on GCG methodology) gave a Satisfactory rating for SHFC's Pre-takeout services	5%	SM 3: Improve Collection Efficiency Rating of SHFC Program Loans • 60% Cumulative CER (excluding remedial and legal accounts)	10%
SM 2b: Percentage of Satisfied Customers (Post-Takeout) • 90% of respondents of the Client Satisfaction Survey (based on GCG methodology) gave a Satisfactory rating for SHFC's Post-takeout services	5%	SM 4: Improve the Financial Bottomline • Net Operating Income Php18,296 Million (subject to revised COB)	5%
		SM 5a: Obligations BUR • 90% Total Obligations / DBM-Approved COB	5%
		SM 5b and 5c: Disbursements BUR • 90% Total Disbursement / Total Obligations • 90% Total Disbursements / DBM-Approved COB	5%
<b>Subtotal</b>	<b>10%</b>	<b>Subtotal</b>	<b>30%</b>
INTERNAL PROCESS	Wt	ORGANIZATION	Wt
SM 6: Turnaround Time of Processes as Prescribed in the Ease of Doing Business Act • SM 6a: 100% Loan Applications Processed within the Prescribed Time • SM 6b: Baseline figure established on revival of accounts under remedial management	5%	SM 8: Attain Quality Management Certification • Procurement of Third-Party Auditor to Conduct the ISO 9001:2015 Certification Audit of SHFC's Quality Management System	5%
SM 7: Enhance Support Systems for Effective and Efficient Processes • 100% Implementation of ISSP Phase II Programs	5%	SM 9: Improve Competency Baseline of the Organization • Increase in competency baseline	5%
<b>Subtotal</b>	<b>15%</b>	<b>Subtotal</b>	<b>10%</b>

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Usec. Yap confirmed that the revision made was 64% Cumulative CER which includes the remedial and legal accounts compared to what was discussed last 23 February 2023 which was 60% CER excluding remedial and legal accounts. With respect to Strategic Measure (SM) 8, he affirmed that the conduct and completion of Internal Audit was discussed during the last committee meeting.

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After thorough deliberation, the Board approved the following:

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- 1) Revised 2023 Performance Targets for the following Strategic Measures (SMs):
  - SM 1: 27,681 Informal Settler Families Assisted;
  - SM 3a: 64% Cumulative Collection Efficiency Rate (CER);
  - SM 4: Net Operating Income Php18.296 Million (subject to revised COB);

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- *SM 5a: 90% Obligations BUR;*
  - *SM 5b: 90% Disbursements BUR (Obligations);*
  - *SM 5c: 90% Disbursements BUR (DBM-Approved COB);*
  - *SM 6b: Baseline figure established on revival of accounts under remedial management; and*
  - *SM 8: Conduct and Completion of Internal Audit.*
- 2) Submission of the Board-approved Revised 2023 Corporate Work Plan (CWP) to the DBM and the GCG;
  - 3) Authority of the SHFC President to sign the documents to be submitted to GCG including the Performance Scorecard and PES Forms reflecting the Strategy Map for 2019-2023, Vision, Mission and Core Values;
  - 4) Authority of the SHFC President to represent the Corporation during the Performance Target Conference (PTC) to be held on 21 March 2023 for the setting of the final performance targets.

2) OTHER MATTERS

3) ADJOURNMENT

There being no additional other matters for discussion, SHFC's 02-2023 Board Meeting was adjourned at 2:21 p.m.

  
ATTY. KAROLINE J. ABELLO-TORDECILLA  
*Acting Board Secretary*