



*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



**MEMORANDUM**

FOR : OFFICE OF THE BOARD SECRETARY - COMPLIANCE UNIT  
FROM : THE INTERNAL AUDIT DEPARTMENT  
SUBJECT : SHFC JANUARY TO MARCH 2018  
ACCOMPLISHMENT REPORT  
REFERENCE : IAD 2018\_038  
DATE : 24 OCTOBER 2018

**SHFC**  
**OFFICE OF THE BOARD SECRETARY**  
**RECEIVED**

BY : CLINE  
DATE: 9:19am 10-25-18

We are transmitting herewith the audited Updated Status of SHFC Accomplishment based on the Performance Scorecard as approved by the GCG (January – March 2018).

*Loures P. Panaligan*  
**LOURDES P. PANALIGAN**  
OIC-Vice President

cc: Planning, Policy and Risk Management Department

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

| Performance Indicator<br>(as stated in GCG Scorecard<br>for 2018)   | Weight     | 2018 Target  | Actual Accomplishment  | Accomplishment<br>Rate | Weighted<br>Rating |
|---|------------|--|--|------------------------|--------------------|
| <b>SOCIAL IMPACT</b>  |            |  |  |                        |                    |
| SM 1: Utilization of Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality | 35%        | 52,600* ISFs   | 2,706 ISFs   | 0.00%                  | 0.00%              |
| <b>Sub-Total</b>  | <b>35%</b> |  |  |                        | <b>0.00%</b>       |
| <b>STAKEHOLDERS</b>   |            |  |  |                        |                    |
| SM 2: Percentage of Satisfied Customers   | 10%        | 90%  | Preparatory activities conducted by the Public Relations Division in relation to the conduct of the CSS 2018 (Development of TOR and Office Order for the creation of the TWG) | 0.00%                  | 0.00%              |
| <b>Sub-Total</b>  | <b>10%</b> |  |  |                        | <b>0.00%</b>       |
| <b>FINANCE</b>  |            |  |  |                        |                    |
| SM 3: Improve Collection Efficiency   | 10%        | 84%  | 70.56%<br>(Jan to Mar 2018)  | 0.00%                  | 0.00%              |
| SM 4: Increase Net Operating Income (Before Tax and Subsidy)  | 10%        | ₱120 Million   | ₱35.97 Million<br>(Jan to Mar 2018)  | 0.00%                  | 0.00%              |
| SM 5: Improve Budget Utilization Rate   | 10%        | Not Less Than 90% But not More Than 100%<br>(All or Nothing) | 3.78%<br>(Jan to Mar 2018)   | 0.00%                  | 0.00%              |
| <b>Sub-Total</b>  | <b>30%</b> |  |  |                        | <b>0.00%</b>       |
| <b>INTERNAL PROCESS</b>   |            |  |  |                        |                    |
| SM 6: Improve Support Systems for Effective and Efficient Processes                                       | 10%        | DICT-approved ISSP<br><br>Implementation of Phase 1 of       | The ISSP was submitted to DICT on March 20, 2018 for their review and approval.  | 0.00%                  | 0.00%              |

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*Done*  
Oct 24, 2018

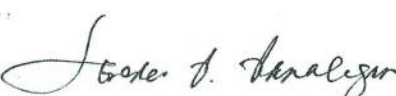
| Performance Indicator<br>(as stated in GCG Scorecard<br>for 2018) | Weight      | 2018 Target   | Actual Accomplishment  | Accomplishment<br>Rate | Weighted<br>Rating |
|---|-------------|---|--|------------------------|--------------------|
|   |             | DICT-approved<br>ISSP   |  |                        |                    |
| <b>Sub-Total</b>  | <b>10%</b>  |   |  |                        | <b>0.00%</b>       |
| <b>LEARNING AND GROWTH</b>  |             |   |  |                        |                    |
| SM 7: Attain Quality<br>Management Certification                  | <b>10%</b>  | Attain ISO<br>9001:2015<br>Certification<br>(All or Nothing)  | The SHFC ISO Core<br>Team attended the<br>Training Course on<br>Auditing Quality<br>Management System on<br>March 5-7, 2018. | 0.00%                  | 0.00%              |
| SM 8: Percentage of<br>Employees Meeting Required<br>Competencies | <b>5%</b>   | 100%<br>Completion of<br>all Competency<br>Based Job<br>Description<br>(Note: Set<br>Competency<br>Baseline by<br>2019)<br>(All or Nothing) | 71%<br>CBJDs submitted to<br>SHFC HRD<br>(138 out of 195 position<br>titles)   | 0.00%                  | 0.00%              |
| <b>Sub-Total</b>  | <b>15%</b>  |   |  |                        | <b>0.00%</b>       |
| <b>TOTAL</b>  | <b>100%</b> |   |  |                        | <b>0.00%</b>       |

\*SM1 Target with request to GCG for reconsideration from 52,600 to 24,000 ISFs

Prepared by:

  
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Reviewed by:

  
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