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*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



14 May 2019

OCD-2019-001

**SAMUEL G. DAGPIN, JR.**  
Chairman  
Governance Commission for GOCCs

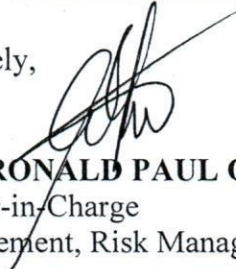
SUBJECT : **SUBMISSION OF SHFC's 1<sup>st</sup> QUARTER REPORT**

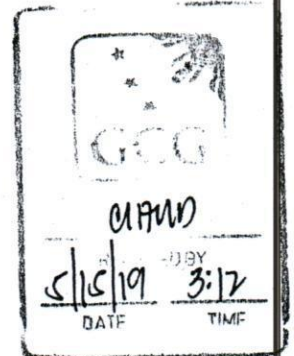
Dear Chairman Dagpin,

Greetings!

This Office respectfully submits the audited updated status of SHFC accomplishment based on the performance scorecard as modified by GCG (January to March 2019).

Sincerely,

  
**Atty. RONALD PAUL O. CAJUCOM**  
Officer-in-Charge  
Enforcement, Risk Management and Compliance Department





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



## MEMORANDUM

FOR : OFFICE OF THE LEGAL AFFAIRS DEPT. – COMPLIANCE UNIT  
FROM : THE INTERNAL AUDIT DEPARTMENT  
SUBJECT : SHFC JANUARY TO MARCH 2019  
ACCOMPLISHMENT REPORT  
REFERENCE : IAD 2019\_011  
DATE : 06 MAY 2019

We are transmitting herewith the audited Updated Status of SHFC Accomplishment based on the Performance Scorecard as Modified by the CGC (January to March 2019).

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

cc: Planning & Policy Department

05/06/19  
4:29 PM



**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE  
PERFORMANCE SCORECARD AS MODIFIED BY THE GCG  
(January to March 2019)**

Performance Indicator (as stated in GCG Scorecard for 2019)	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
SM 1: Increase Number of ISFs Provided with Housing Finance Assistance	35%	25,000 ISFs	4,008 ISFs	16.03%	0.00%
<b>Sub-Total</b>	<b>35%</b>				<b>0.00%</b>
<b>STAKEHOLDERS</b>					
SM 2: Percentage of Satisfied Customers	10%	90%	Terms of Reference for the Procurement of Consulting Services of the 2019 Client Satisfaction Survey was approved on April 1, 2019	0.00%	0.00%
<b>Sub-Total</b>	<b>10%</b>				<b>0.00%</b>
<b>FINANCE</b>					
SM 3: Improve Collection Efficiency Rate	10%	84%	74.05% (January 2019)	88.15%	0.00%
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	₱140 Million	₱23.37 Million (January 2019)	16.69%	0.00%
SM 5: Improve Budget Utilization Rate	10%	Not Less Than 90% But not More Than 100% of the DBM-Approved COB (All or Nothing)	1.63% (January to February 2019)	1.81%	0.00%
<b>Sub-Total</b>	<b>30%</b>				<b>0.00%</b>

GCGQR-PD2019-03

Performance Indicator (as stated in GCG Scorecard for 2019)	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
<b>INTERNAL PROCESS</b>					
SM 6: Improve Support Systems for Effective and Efficient Processes	10%	100% Implementation of Phase II of the ISSP (All or Nothing)	As of March 2019, two (2) out of five (5) systems (SHFC Portal and Kiosk) were already implemented while the remaining three (3) systems (Financial Management System, Inventory Management System and Document/Knowledge Management System) are already in the development stage.	0.00%	0.00%
<b>Sub-Total</b>	<b>10%</b>				<b>0.00%</b>
<b>LEARNING AND GROWTH</b>					
SM 7: Attain Quality Management Certification	10%	Attain ISO 9001:2015 Re- Certification (All or Nothing)	The SHFC ISO Team has undergone ISO 9001:2015 Trainings (Course Awareness and Internal Quality Audit) in preparation for the ISO 9001:2015 Internal Audit and Re-Certification in June and July 2019, respectively.	0.00%	0.00%
SM 8: Percentage of Identified Employees with Competency Gaps Addressed	5%	At Least One (1) Competency Gap Closed for 100% of Employees with Competency Gaps (Based on the 2017 Competency Assessment)	A. Two (2) [25%] out of eight (8) employees with competency gaps in Records Administration attended the training on MS Access for Records Management and Records Management 101 in March 2019.  B. One (1) employee who has a competency gap in Corporate Image Management attended the training on Reputation and Crisis Management in March 2019.	0.00%	0.00%

Performance Indicator (as stated in GCG Scorecard for 2019)	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	Weighted Rating
			<i>* The said employees are due for their first quarter evaluation in June 2019 to assess if their corresponding competency gaps have been addressed and/or closed.</i>		
<b>Sub-Total</b>	<b>15%</b>				<b>0.00%</b>
<b>TOTAL</b>	<b>100%</b>				<b>0.00%</b>

Prepared by:

*Florence R. Carandang*  
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 Concurrent Manager  
 Planning and Research Division

Reviewed by:

*Loures P. Panaligan*  
**LOURDES P. PANALIGAN**  
 OIC-Vice President  
 Internal Audit Department