

**NATIONAL HOUSING AUTHORITY**  
**Recalibrated 2020 Performance Scorecard**  
**Accomplishment as of 30 September 2020**

Component		Weight	Rating System	2020 Recalibrated Target	Accomplishment	Rating
Description	Measure Formula					
<b>STAKEHOLDERS / SOCIAL IMPACT</b>						
<b>SO 1: Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector</b>						
<b>SM 1:</b> Percent of Housing Units Started	Total number of housing units started through Notice to Proceed (NTP) / Total Board-Approved Target Starts	10%	(Actual/Target) x Weight	100% of Total Board-Approved Target Starts	33% (16,790 / 51,543)	<b>3.26%</b>
<b>SM 2:</b> Percent of Housing Units Completed within the Project Duration	Total number of fully completed units in 2020 / Total number of completions target less number of units re-scheduled/deferred as a result of granted time extensions and/or termination of contracts	10%	(Actual/Target) x Weight	90% of Total Board-Approved Target Starts	21% (14,009 / 68,095)	<b>2.29%</b>
<b>SM 3:</b> Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites / Total number of unaccomplished community facilities as of end of 2019	5%	(Actual/Target) x Weight	30% of the Remaining Community Facilities/Works Completed (3 Community Facilities Completed)	100% (3 / 3)	<b>5.00%</b>
<b>SM 4:</b> Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of Inventory for disposition as of December 2019	10%	(Actual/Target) x Weight	62.80% Housing Units Disposed (16,220 units)	32% (8,306 / 25,793)	<b>5.13%</b>
<b>SM 5:</b> Percent of Housing Units that Remain Unoccupied	Number of unoccupied units / Total number of houses built as of 31 December 2019	5%	(Target/Actual) x Weight	20% of Housing Units Built as of 31 December 2019 (148,578 / 742,891)	176% (148,578/84,272)	<b>5.00%</b>
<b>SO 2: Strengthen Strategic Partnerships with Stakeholders</b>						
<b>SM 6:</b> Number of Beneficiary-Families Below Poverty Threshold provided Access to Livelihood Trainings & Other Income-Generating Interventions	Actual number of beneficiary families in NHA-Administered projects provided livelihood training and other income generating interventions	5%	(Actual/Target) x Weight	19,295 Beneficiary Families	66% (12,749 / 19,295)	<b>3.30%</b>
<b>SO 3: Improve Stakeholder Satisfaction</b>						
<b>SM 7:</b> Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual/Target) x Weight <i>0% = If less than 80%</i>	90% (450 / 500 )		<b>0.00%</b>
<b>Sub-total</b>		<b>50%</b>				<b>23.98%</b>
<b>FINANCIAL</b>						
<b>SO 4: Efficient Budget Management</b>						
<b>SM 8:</b> Budget Utilization Rate	Actual Disbursements / Total Cash-Based Corporate Operating Budget for the Year (both net of Personal Services Cost)	10%	(Actual/Target) x Weight	60% (P35.901B / 59.836B)	18% (P10.672B / P59.836B)	<b>2.97%</b>
<b>SO 5: Efficient Asset Management</b>						
<b>SM 9:</b> Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight	19% (P0.678B / P3.566B)	14% (P0.497B / P3.566B)	<b>7.34%</b>
<b>Sub-total</b>		<b>20%</b>				<b>10.31%</b>

Component				2020 Recalibrated Target	Accomplishment	Rating
Description	Measure	Weight	Rating System			
Formula						
<b>INTERNAL PROCESSES</b>						
<b>SO 6: Established Quality Management System</b>						
SM 10: ISO Certification	Actual accomplishment	0%	All or Nothing	N/A		0%
<b>SO 7: Optimum Utilization of Information and Communication Technology</b>						
SM 11: Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	0%	All or Nothing	N/A		0.00%
		5%	(Actual/Target) x Weight	Completed 5 of 7 of 2020 deliverables Based on 2019-2021 ISSP		0.00%
<b>Sub-total</b>		<b>5%</b>				<b>0.00%</b>
<b>LEARNING AND GROWTH</b>						
<b>SO 8: Established Competency-Based Framework</b>						
SM 12: Improvement on the Competency Level of the Organization	Actual accomplishment	10%	All or Nothing	a. Management-Approved Competency- Based Position Profiles and Job Descriptions b. Establish Baseline on the Competency Level of Executive and Managerial Incumbents		0.00%
<b>SO 9: Improved Organization and Management</b>						
SM 13: Established Succession Plan	Actual accomplishment	5%	All or Nothing	Succession Plan approved by Management		0.00%
<b>Sub-total</b>		<b>15%</b>				<b>0.00%</b>
<b>Total</b>		<b>90%</b>				<b>34.29%</b>