

**NATIONAL HOUSING AUTHORITY  
2021 PERFORMANCE SCORECARD ACCOMPLISHMENT  
AS OF MARCH 31, 2021**

Component		Weight	Rating Scale	Target	Accomplishment	% to Target	Rating
Objective / Measure / Description	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>							
SM 1: Percent of Housing Units Started	Total number of housing units started through NTP/Total Board-Approved target Starts less number of units affected by external factors	10%	(Actual/Target)xWeight	100% of total Board-Approved Target Starts	5% (4,215 / 85,099)	5%	0.50%
SM 2: Percent of housing units completed within the project duration	Total number of fully completed units in 2021/Total number of completions target less number of units re-scheduled/deferred as a	10%	(Actual/Target)xWeight	90% of total Completions Target	13% (14,192/107,427)	15%	1.47%
SM 3: provision of Menu of Design Options:  1) For Emerging Housing Programs (BALAI Rental Housing, Dormitory Housing for SUCs, and the Housing Projects of the Balik Probinsya, bagong Pag-Asa Program)	Actual accomplishment	2%	(Actual/Target)xWeight	Management-Approved Menu of Options & Plans/Technical Specifications			
2) For Standard Community Facilities for Mandamus, Danger Areas, & Infra Resettlement Projects (with complete detailed architectural and engineering design plans and technical specifications)		3%					
SM 4: Number of Calamity-Stricken families provided assistance through the Emergency Housing Assistance Program (EHAP)	Up to 200,000 Calamity-stricken families provided assistance according to standard time agreed upon	5%	(Actual/Target)xWeight	100%			
SM 5: Percent of Housing Units Disposed	Total number of units awarded or disposed/Total number of inventory for	10%	(Actual/Target)xWeight	100%	14% (2,878/20,667)	14%	1.39%
SM 6: Percent of housing units that remain unoccupied	Number of unoccupied units (or unawarded units)/Total number of housing units built as of end of December 2020	5%	(Target/Actual)xWeight	20% of Housing Units Built			
<b>SO 2: Strengthen Strategic Partnerships with Stakeholders</b>							
SM 7: 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 trainings and other income generating interventions.	5%	(Actual/Target)xWeight	20,260	6,930	34%	1.71%

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<b>SO 3: Improve Stakeholder Satisfaction</b>							
SM 8: Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory/Total number of survey respondents	5%	(Actual/Target)xWeight	90% Satisfactory rating of surveyed respondents			
<b>Sub-Total</b>		<b>55%</b>					<b>5.07%</b>
<b>FINANCIAL</b>							
<b>SO 4: Efficient Budget Management</b>							
SM 9: Budget Utilization Rate	Total actual disbursement/Total DBM-Approved Corporate Operating Budget (net of Personal Services Cost)	10%	(Actual/Target)xWeight	90%	7% (P3.978B/P58.169B)	8%	0.76%
<b>SO 5: Efficient Asset Management</b>							
SM 10: Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots/Total Amount Due	10%	(Actual/Target)xWeight	20%	7% (P0.293B/P3.958B)	37%	3.70%
<b>Sub-Total</b>		<b>20%</b>					<b>4.46%</b>
<b>INTERNAL PROCESSES</b>							
<b>SO 6: Established Quality Management System</b>							
SM 11: ISO Certification	Actual accomplishment	3%	All or Nothing	ISO 9001:2015 Certification			
<b>SO 7: Optimum Utilization of Information and Communication Technology</b>							
SM 12: Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	3%	All or Nothing	Board-Approved 2022-2024 ISSP Submitted to DICT			
	Milestone/s achieved	4%	(Actual/Target)xWeight	Completed 100% of 2021 Deliverables based on 2019-2021 ISSP			
<b>Sub-Total</b>		<b>10%</b>					

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<b>LEARNING AND GROWTH</b>							
<b>SO 8: Established Competency-Based Framework</b>							
SM 13: Improvement on the Competency Level of the Organization	Actual accomplishment	10%	All or Nothing	Establish baseline on the competency baseline of the organization			
			All or Nothing				
<b>SO 9: Improved Organization and Management</b>							
SM 14: Established Succession Plan	Actual accomplishment	5%	All or Nothing	100% Implementation of the Succession Management Plan identifying at least 1 successor for each Executive/Managerial Position			
<b>Sub-Total</b>		<b>15%</b>					
<b>Total</b>		<b>100%</b>					<b>9.53%</b>