

NATIONAL HOUSING AUTHORITY  
2021 PERFORMANCE SCORECARD ACCOMPLISHMENT

PES Form 4  
3rd Quarter Monitoring Report

Component					Target	Accomplishment	% to Target	Rating	
Objective / Measure / Description	Formula	Weight	Rating Scale						
<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>									
STAKEHOLDERS / SOCIAL IMPACT	SM 1	Percent of Housing Units Started	Total number of housing units started through Notice to Proceed (NTP) / Total Board-approved target Starts less number of units affected by external factors	10%	(Actual/Target)x Weight	100% of Total Board-Approved Target Starts	28% (23,765 / 85,099)	28%	2.79%
	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 result of granted time extensions and/or termination of contracts	10%	(Actual/Target)x Weight	90% of total Completions Target (96,684/107,427)	29% (31,353/107,427)	32%	3.24%
	SM 3	Provision of Menu of Designs	Actual Accomplishment	5%	All or Nothing	Board-Approved Menu of Options & Plans/Technical Specifications (11 Various Designs)	45% (5/11)	45%	2.27%
	SM 4a	Percentage of calamity-stricken families provided with Emergency Housing Assistance	Percentage of calamity-stricken families provided assistance / Total number of beneficiaries based on the approved masterlist	5%	(Actual/Target)x Weight	100%			0.00%
	SM 4b	Percentage of Emergency Housing Assistance Processed within the applicable processing time	Total Number of Emergency Housing Assistance processed within the applicable processing time / Total number of Emergency Housing Assistance Processed based on Masterlist	5%	(Actual/Target)x Weight	100%			0.00%
	SM 5	Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of inventory for disposition as of December 2020.	10%	(Actual/Target)x Weight	70%	54% (11,138/20,667)	77%	7.70%

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SM 6	Percent of Housing Units that Remain Unoccupied	Number of unoccupied units (or unawarded units) / Total number of houses built as of end of December 2020	5%	(Target/Actual)x Weight	20% of Housing Units Built (158,612/793,060)	6% <sup>1/</sup> (48,682/793,060)	326% <sup>2/</sup>	5.00% <sup>3/</sup>
SM 7	Percent of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing resettlement sites / Total number of unaccomplished community facilities as of end of 2020	5%	(Actual/Target)x Weight	100% of the Remaining Community Facilities (7 Community Facilities)	100% (7/7)	100%	5.00%
<b>SO 2: Strengthen Strategic Partnerships with Stakeholders</b>								
SM 8	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)x Weight	100% (20,260)	112% (22,790/20,260)	112%	5.00%
<b>SO 3: Improve Stakeholder Satisfaction</b>								
SM 9	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% Satisfactory rating of surveyed respondents			0.00%
<b>Sub-Total</b>			<b>65%</b>					<b>31.01%</b>
<b>SO 4: Efficient Budget Management</b>								
SM 10	Budget Utilization Rate	Total Actual disbursements / Total Cash-Based Corporate Operating Budget for the year (both net of Personal Services Cost)	10%	(Actual/Target)x Weight	90% (P52.352B/P58.169B)	31% (P17.839B/P58.169B)	34%	3.41%
<b>SO 5: Efficient Asset Management</b>								
SM 11	Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target)x Weight	50% (P1.979B/P3.958B)	21% (P0.828B/P3.958B)	42%	4.18%
<b>Sub-Total</b>			<b>20%</b>					<b>7.59%</b>

<sup>1/</sup> Pertains to Actual Unoccupied Units/Total Housing Units Built as of December 2020

<sup>2/</sup> Computed using the following formula: (1/% of accomplishment) / (1/% of target)

<sup>3/</sup> Computed using the following formula: % of Target x Weight

FINANCIAL

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<b>INTERNAL PROCESSES</b>	<b>SO 6: Established Quality Management System</b>								
	SM 12	ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Certification			<b>0.00%</b>
	<b>SO 7: Optimum Utilization of Information and Communication Technology</b>								
	SM 13	Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	2%	All or Nothing	Board-Approved 2021-2023 ISSP Submitted to DICT	Completed		<b>2.00%</b>
			Number of projects completed based on the deliverables per ISSP / Total number of 2021 deliverables per 2019 - 2021 ISSP submitted to DICT	3%	(Actual/Target)x Weight	Completed 100% of 2021 Deliverables based on 2019-2021 ISSP			<b>2.00%</b>
			a. ICT Projects						1.00%
			• Geographical Information System (GIS)			Completed			0.50%
			• Data Center Migration and Network Rehabilitation of NHA Main Office			Completed			0.50%
			b. Information Systems						1.00%
			• Human Resource Information System (HRIS)			Completed			0.50%
	• Beneficiary Management Information System (BMIS)				Completed			0.50%	
	• Financial Management Information System (FMIS)								
	• Project Management Information System (PMIS)								
<b>Sub-Total</b>			<b>10%</b>					<b>4.00%</b>	

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LEARNING AND GROWTH	<b>SO 8: Established Competency-Based Framework</b>								
	SM 14	Improvement on the Competency Level of the Organization	Actual accomplishment	5%	All or Nothing	Establish Baseline on the Competency Level of the Organization			
	<b>Sub-Total</b>			<b>5%</b>					<b>0.00%</b>
	<b>Total</b>			<b>100%</b>					<b>42.60%</b>