



Recent events of the LIN Center for Community Development

**Workshop on
“Measuring your organization’s performance”**



Ms. Gail answers questions from NPO staff members.

Measuring an organization’s performance is important work, critical to ensuring that the programs and activities are achieving the desired goals and objectives. Nevertheless, it is an activity that is often overlooked by well-meaning NPOs, who have limited resources. During our August 5 workshop for NPO partners, the rationale, definitions and methods for implementing performance measurement for an NPO was presented by Ms. Gail Nordheim with in-kind

support from Xu Restaurant, in HCMC.

40 NPO representatives, including directors and program managers, participated in this workshop, which challenged each of them to design a measurement strategy for their own organization. At the outset of the workshop, Ms. Nordheim explained that performance measurement helps organizations to see if their programs are achieving the desired outcomes. She stressed the importance of carefully choosing measurable goals that are quantifiable and directly relevant to the organization’s mission. “Choosing a measurable goal,” Gail explained to the group, “is about the people you serve. It is not about your organization or its activities. Instead, it is about the change that you are trying to make for them. It is about the outcomes for your clients.”

Once an organization has selected its measurement goals, it is possible to set out some process measures, which help an organization to evaluate activities that are introduced to achieve those goals. Many useful examples from Gail and from members in the audience helped participants to have a better understanding about what are, and what are not, possible process measures.

The workshop also revealed to participants how performance measurement can help an organization to know when it is necessary and how to change or implement new program activities in order to ensure that the desired goals are being achieved.

Throughout the workshop, Gail helped to answer many difficult questions, such as strategies for quantifying seemingly unquantifiable measures. In addition, participants were given opportunities to share their individual challenges and experiences related to measuring performance, setting goals, process measures and related activities.

Following Gail's presentation, Dr. Nguyen Anh Thuan, an experienced NPO trainer and Founder of An Toan Song Company (a social enterprise), shared his ideas and experiences with monitoring and evaluation (M&E) of projects in Vietnam, with a focus on projects relating to health and HIV/AIDS. Dr. Thuan focused on the importance of M&E to help organizations stay true to their mission.

By the end of the workshop, several participants suggested a follow-up workshop on this topic to help build their performance measurement skills. One particular area of interest was to learn how to quantify more subjective measures.

LIN Center



LIN Center would like to send a great big thank you to our two Summer Interns from the SEO-IIV 2010 program:

**Phat Nguyen
&
Hoang Tuan Nghia**

Phat said this of his experience working with the LIN Center, "Working with the LIN Center has really changed me, it has helped me to become more focused, more organised, better able to manage my time and, most importantly, it has enriched my point of view about what a working life would be like."

Thanks again Phat and Nghia. We wish you well in your studies and future career pursuits!



LIN Center celebrated the 65th anniversary of Vietnam National Day on 2 September 2010 by closing down the office.

We hope that all of our friends and partners had a happy and relaxing day. Hope you all got some rest and renewed energy so that you can continue to make a positive impact on our community!

Roundtable workshop on “How to run an effective meeting”

On Saturday, 7 August 2010, in the conference room at Horizon Capital Advisors office, Ms. Gail Nordheim once again shared her skills and experiences, this time focusing on how to run effective meetings. 20 NPO representatives participated in this roundtable event, which addressed different types of meetings such as staff meetings and meetings with strategic partners and/or stakeholders, whether these meetings are designed to keep people informed, brainstorm, make decisions and/or discuss a specific issue.



Ms. Gail is presenting exercise

Checking-in, checking-out and multi-voting were some of the techniques Gail shared, which NPOs can use to help run more effective meetings. During the meeting, Ms. Gail stressed the importance of establishing an environment where ideas can be expressed. Particularly for the purpose of brainstorming sessions, Gail talked about ways to ensure that all ideas are given equal respect, even in a meeting where both managers and staff are present. Using an experienced meeting facilitator helps to keep meetings on track, particularly when there is a lot of ground to cover, and it helps when there is a lot of sharing and discussion.

Selecting the facilitator depends on the purpose of the meeting and the roles of each meeting participant. If a person does not need to participate in the discussion but has sufficient knowledge of the topic, he/she would make for a good facilitator and can help to encourage participation by all members. A good facilitator will be able to stimulate group discussion, summarize points that are raised, help to break the ice and/or avoid heated discussions. In some cases, it was recommended that an outside facilitator be involved.

Careful and advance planning for a meeting is an important step to ensure effectiveness and success of any meeting. It not only helps the meeting facilitator to respect the time and topics as defined, but it also helps to bring out the best outcomes for a meeting. In addition, defining meeting topics and setting ground rules for a meeting can help maintain the focus of the discussion on the relevant topics, it can ensure that participants do not disagree and it can also help to promote proper respect for individuals attending and ideas expressed during a meeting.

Announcement of Volunteer Stories Competition to Volunteer groups in HCMC



Reps from HCMC volunteer groups participate in the meeting

With support from Blue Dreams Volunteer Group, the LIN team was invited to speak with representatives from seven different volunteer groups working in HCMC. The meeting offered LIN an opportunity to announce our Volunteer Stories competition and explain the process and answer participants' questions. There were many questions relating to the submission of stories and the prizes on offer.

Members of the volunteer groups suggested that LIN expand this competition into a multi stage process, to collect more inspiring stories from all over the country. . Stories from these volunteer group representatives were proof of amazing volunteer support right here within our community and we all agreed that sharing these stories will help to encourage others to do volunteer work and make a difference in our communities.

During the meeting, we also discussed the idea of building a network of volunteer groups/volunteer organizations who can share volunteer experiences and information and promote greater collaboration among different volunteer groups. While this not a new idea, it is an idea for which they are seeking professional support.

A month has sped by and the deadline for submissions of Volunteer Stories has arrived. At the close of business on Tuesday, 31 August, LIN stopped accepting applications. LIN received over 200 photographs and 100 inspiring stories from Volunteers of different ages from different parts of Vietnam, though most did originate in HCMC.

The LIN team is now busy supporting our Volunteer Judges for the competition, who have the difficult task of selecting the winning stories for each of the pre-selected prize categories.

You can help us pick some of the winners by voting for your favorite photo!

There are two photo categories: beautiful and inspiring. To vote, you can click on your favorite photos from our website at :

[Hhttp://bit.ly/volunteerstories](http://bit.ly/volunteerstories)

[Hhttp://bit.ly/volunteerstoriesvn](http://bit.ly/volunteerstoriesvn)

☑ Donor's corner

- **HCMC Grantmakers Forum**

On 21 October 2010, LIN will host the first HCMC Grantmakers Forum, a new initiative sponsored by Intel Vietnam and the US Consulate General in HCMC, which will bring together different organizations that are making grants in Ho Chi Minh City in order to impart knowledge, share experiences, identify common goals and possible synergies while building a better understanding about the communities we seek to serve.

If you are interested to attend the forum or you want to if you wish to volunteer to help us out, please send your name and email address to Donor@LINvn.org. Prospective participants will receive an application form. Participation is free of charge; however, space will be limited to organizations with some experience and a commitment to grantmaking in Ho Chi Minh City.

- **Gia Khanh company supported Phuoc Lam Health Volunteer Group**

Gia Khanh is a tour company which has charity tour to support NPOs and poor communities. After learning about the LIN Center and searching the Give/Request pages on our website, Gia Khanh decided to donate a computer set to Phuoc Lam Health Volunteer Group on August 19, 2010. On behalf of Phuoc Lam HVG, we would like to thank the Gia Khanh company for their donation and we hope your business will be successful in the future so that you may continue to support local NPOs.

NPO partners are encouraged to visit the LIN website for opportunities to receive in-kind contributions via our [HGIVE/REQUESTH](#) pages. You will be able to request and respond to in-kind donations from individuals, schools/universities and more.

There are currently many in-kind donations on offer, such as books in Vietnamese and English; clothes; plates and bowls... as well as a voluntary art teacher. Please contact us at:

Hnpo@LINvn.org
for more information.

- **SPARK: Call for Concept Notes**

“**SPARK**” is an initiative co-founded by SNV Netherlands Development Organization, the Vietnam Center for Community Support Development Studies (CECODES), PACT (USA) and the Center for Sustainable Rural Development (SRD Vietnam). The initiative is designed to help build the capacities of organizations and individuals who wish to scale up **innovative business solutions/models that have successfully addressed poverty-related issues** such as employment creation, income generation, health care, education, culture, and the environment.

The ‘Spark’ program offers the following support to beneficiaries:

- ✓ Tailor-made capacity building and expert advice (e.g. leadership, business management, technical, financial skill building).
- ✓ Operational seed funding, mainly for capacity development needs, up to VND 800,000,000 for upscale.
- ✓ Linking applicants to potential service providers.
- ✓ Linking sound proposals to international social investors.

The deadline to submit a concept note is 5.00pm on 15 September 2010. For further information on the selection criteria, application form, selection process and contact details for current SPARK Ambassadors, please visit the following website:

<http://www.snvworld.org/en/countries/vietnam/Pages/default.aspx> or contact the SPARK Program Officer, **Mr. Nguyen Anh Thinh**, Tel: (84-4) 38436 791 (extension 106); Mobile: 0977 254 546 or Email: nguyenanh@snvworld.org.

LIN Small Grant Round – July/August 2010

LIN Center just completed our 3rd grant round in 2010, awarding the following five organizations a small grant:

- 1. SIFE University of Economic HCMC:** Environment education project for elementary students (Award Amount: VND 10,705,000).
- 2. Cau Ong Lanh ward Women Union:** scholarships for poor children (Award Amount: VND 27,000,000).
- 3. 5 A.M Group:** HOPE CUP football champion for disadvantage children (Award Amount: VND 10,000,000).
- 4. Women Charity Association:** Scholarship for poor and orphan children (Award Amount: VND 27,000,000).
- 5. Cau Han social center – HCWF:** scholarship for community children(Award Amount: VND 26,840,000).

Our next grant round will begin receiving applications from now through 19 November 2010. Please visit the following link for more information **and a new and improved proposal template:**

<http://www.linvn.org/?mod=content&act=view&cid=9§ion=npo&lang=vnH>
or directly contact LIN team at: Hnp@LINvn.org, or: (84 8) 38246091.

☑ Upcoming events

Fundraising Roundtable for LIN Partners (September 18, 2010)

On September 18th, LIN will be host a morning roundtable on the topic, "Collaborating with Board Members and Supporters to Fundraise for Your NPO". Learn how to work with existing supporters of your organization (e.g., donors, advisors and volunteers) to help raise funds and mobilize other forms of support for your programs. Find out how your team can best help these volunteers in this effort.

Mr. Richard C. Schmidt will be our visiting expert on this subject. Mr. Schmidt will be in Vietnam on behalf of the Landon Carter Schmidt Memorial Fund, a not-for-profit organization that both he and his wife founded, in memory of their son. During his time in Vietnam, Dick offered to share his experiences and insights in regards to fundraising in Vietnam, in the US and around the world. Mr. Schmidt currently serves on the boards of three not-for-profit organizations in the USA, including: Good Shephard Housing & Family Services, The National Child Research Center and the Children of the Americas. In the past, he also served on several other boards, both in the US and in Europe.

For further details, please contact LIN at: npo@LINvn.org or : (84 8) 3824-6091.

Volunteer Stories Prize Allocation Event (September 16, 2010)

Did you participate in our Volunteer Stories competition?
Are you a past or former volunteer of the LIN Center?

If so, then we would like to invite you to participate in the award ceremony for the winners of the Volunteer Stories Competition. The Judges are currently reading and selecting their favorite stories, which will be announced in mid-September.

The event will be organized from 7:00 p.m., Thursday, 16 September 2010 at DRD's Doi Rat Dep Clubhouse (91/6N Hoa Hung St, Ward 6, District 10, HCMC).

For further details, please contact LIN at volunteer@linvn.org or (84 8) 38246091.

Note: While this event is free of charge, we regret that we cannot provide support for transportation to and from the event (please refer to the competition Terms and Conditions). If you are a winner and are unable to attend the award ceremony, we will arrange to send you your prize.

Opportunities for NPO partners

Vietnam National Sexuality and Health Symposium

Through an attempt to promote a more socially positive view toward sexuality and to encourage responsible participation of the whole society in realization of sexual rights for all citizens, especially among the minority and vulnerable groups, the Institute for Social Development Studies (ISDS) in collaboration with the Center for Creative Initiatives in Health and Population (CCIHP) will host a National Symposium on “**Negotiating sexualities in moving spaces**”

The symposium will be held in **Hanoi from 28th to 29th of October, 2010**

For further information, please click on the link below, where you will be able to access the event announcement, presentation and application form:

[http://www.cihp.org.vn/Desktop.aspx/News-Events/Workshops/Vietnam National Sexuality and Health Symposium-NEGOTIATING SEXUALITIES IN MOVING SPACES/](http://www.cihp.org.vn/Desktop.aspx/News-Events/Workshops/Vietnam%20National%20Sexuality%20and%20Health%20Symposium-NEGOTIATING%20SEXUALITIES%20IN%20MOVING%20SPACES/)

Please fill out the application form and send it back to ISDS by **5:00 pm, September 15th, 2010**.