ANNUAL REPORT 2016
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About LIN

LIN envisions local people and organizations leading successful efforts to reduce poverty and increase opportunities for all in Vietnam (irrespective of age, race, gender, ethnicity, origin, etc.). Our mission is “to help local NPOs, skilled volunteers, and donors to develop their potential as vehicles for sustainable development, poverty alleviation, and citizen participation in Vietnam”.

LIN plays an intermediary role providing supports of knowledge, network, information, and finance to help local individuals and organizations effectively lead the development of Vietnam.

Our services are categorized in three key areas:

1. Information Sharing and Networking
2. Capacity Building
3. Resources Mobilization
Message from Chairwoman

Dear LIN’s friends, partners, and supporters,

For 7 years now, LIN has pursued its journey of “helping local people meet local needs”. 2016 has been a year of consolidating LIN’s gains and growing the impact of our work in the community.

As a pro bono Chairwoman of LIN from the first day, I cannot be more honored seeing the impact LIN has been creating in Vietnam. In 2016 alone, 376,244 people, 66% of whom are under 25 years old, have benefited from the services delivered by LIN’s broad range of social and environment focused partners. This has involved a remarkable effort on the part of the nonprofit community and partnering philanthropists and volunteers, who share a commitment to improving the quality of life in Vietnam. LIN is proud to be the facilitator behind this significant impact!

LIN has developed a four-year strategy for the period of 2017 – 2020. We envision local people and organizations leading successful efforts to reduce poverty and increase opportunities for all in Vietnam (irrespective of age, race, gender, ethnicity, place of origin, etc.). To achieve LIN’s mission of “Helping local NPOs, skilled volunteers, and donors to fulfill their potential as vehicles for sustainable development, poverty alleviation, and citizen participation in Vietnam”, over the next four years, LIN’s priorities include:

1. Consolidating existing services provided to nonprofit organizations and volunteers, and growing services to assist individuals and companies with strategic giving/corporate social responsibilities (CSR),
2. Growing online services,
3. Facilitating and building public-private partnerships,
4. Strengthening the in-house capacity and investing in the development of impact measurement to ensure the organization is capable of delivering the services planned for the period of the strategic plan,
5. Improving external marketing and communications to optimally reflect LIN’s mission, what LIN does, and LIN’s impact,
6. Diversifying funding sources by building domestic support for LIN’s work.

On behalf of the Board of Directors and Advisors, and the internal team, I would like to send heartfelt thanks to all of you for being with and supporting LIN throughout this year. As we move further along, we look forward with great optimism to working more closely with you in all of our efforts to reduce poverty and increase opportunities for people in Vietnam.

Thank you,
Dear friends, supporters, and partners,

2016 has gone by fast for us at LIN with delivering our services, reviewing our work, as well as developing a strategy for four years ahead.

Our network of partners, from both not-for-profit and for-profit sectors, continues to grow. As of end of the year, we have served 218 nonprofit organizations (NPOs), and connected 400+ volunteers and donors to social and environmental causes and local grassroots NPOs. Together, these individuals and organizations have been making various positive changes in education, poverty, environment, health care, gender, etc.

We have also actively participated in many local and international forums and networks of colleagues, who share the same passion on social impact, community-led development, such as Asian Venture Philanthropy Network (AVPN), Global Pro Bono Network, TechSoup, iNGOs Discussion Group in Ho Chi Minh City, Global Summit on Community Philanthropy, etc. These networks and events have kept us up-to-date on the global context, trends, and aspirations to design our development strategies.

Over the past two years, the value of foreign contributions to LIN was significant compared with the value of local contributions, even though most of the donations came from Vietnamese people and companies. In 2016, ~70% of our funding came from international development aids and from foreign development agencies/NGOs, while ~70% of our donors are local individuals and companies. It has become more challenging for us to receive funding from outside of Vietnam; we have therefore started to explore opportunities for building domestic support.

With support from Global Fund for Community Foundation (GFCF), we have conducted a research, called “Building Community Philanthropy in Vietnam” to present a case study on the relationships between one community philanthropy organization and the donors that support its efforts to build local capacity, connect local resources and promote trust in local not-for-profit organizations. The study has informed us that LIN’s friends and supporters wish to see and hear more about LIN’s impact to the community.

We hope this report gives you comprehensive updates and understanding of our work. There are many more stories that this report may not have captured fully. We therefore wish to welcome you to LIN’s upcoming events, and to meet many of you in person in 2017 so we could share about the landscape for community philanthropy in Vietnam, as well as how LIN’s work transforms lives.

It has also been my full first year in service at LIN and I find it much inspired and rewarded to work with and receive valuable support from many of you. Even though I have fortunately met or worked with many of you throughout 2016, there are many that I have not met yet. I therefore very much look forward to getting to know you and working closely together in 2017 and beyond.

Thank you for all your trust, collaboration, and support!

Tran Vu Ngan Giang
PART 1: LIN’s 2016 Snapshot

376,244 people benefited from the social and environmental services delivered by LIN’s partners; of which, 66% were under 25 years old.

LIN’s network of nonprofit organizations (NPO) consisted of 218 partners working in education, development, poverty, environment, healthcare, disability, disaster relief, arts and culture, and others including abuse/violence, gender, wildlife, etc.

More than 400 volunteers were served and connected to NPOs by LIN.

PART II: LIN’s Core Services

1 - INFORMATION SHARING AND NETWORKING: online platforms, workshop/events available for LIN’s stakeholders to learn, exchange information and knowledge, and build the network of like-minded people committed to addressing social and environmental causes.

“The support services from LIN Center helped my group not only with current projects, but also with thinking about growing in the future to neighbor provinces and universities. We always try to participate in workshops hosted by LIN; after every workshop, we could understand more about the issues and the sustainable objectives, and connecting to other organizations in LIN’s network. We have to say that Vuon Thuoc Nam (Herb Garden) has made significant change in positive way, we are more professional because LIN has changed our mind and made us aware more of the organization’s governance, communications and staff capability.” - Võ Quốc Lập (Vuon Thuoc Nam community based group, University of Can Tho)
Workshops

Four workshops including: Ethical Fundraising for NPOs; Fundraising Working Group; Organizational Governance and Defining Charity – Volunteer – Social Work – Community Development.

LIN Research

By 2016, it had become critical for the LIN team to explore opportunities for expanding and enhancing its relationships with local donors. Over the previous two years, the value of foreign contributions to LIN increased exponentially compared with the value of local contributions, even though most of the donations came from Vietnamese people and companies. Therefore, in 2016, with support from Global Fund for Community Foundation (GFCF), LIN conducted a research to present a case study on the relationships between one community philanthropy organization and the donors that support its efforts to build local capacity, connect local resources and promote trust in local not-for-profit organizations. Click here to read the full report of “Building Community Philanthropy in Vietnam”.

NPO Forum

The NPO Forum was run on FaceBook and became an easy accessible platform for non-profits and philanthropists to exchange information and interest in community development topics, and get connected to each other. As of end 2016, the forum had 300+ followers.

Mandala Nights: networking event to connect skilled volunteers with non-profits:

10 Mandala events were organized for with ~400 participants; the topics varied from board matching to fail matching stories that inspired and provided guidance for individuals to contribute their skills and time to join NPOs’ journey in making social and environmental impacts.

Mandala event in March 2016 on how to bring up the volunteer spirit in corporations. The program was organized in collaboration with UN Volunteers.  
Mandala Night in June 2016 “Speed Dating with NPOs”
**NPO Morning Coffee**: monthly coffee talk between NPOs to exchange knowledge and experience in delivering community work.

10 **sessions** were organized with topics ranged from sharing the expectations of donors on how to engage beneficiaries in transparency and accountability; to understanding needs of beneficiaries; and sustainable livelihoods, etc.

“LIN mentioned about using local resources to help local people for years, but once again, I learned about this from Giang and Dana, and get deeper understanding about this. I was impressed about how we divided the resources in 5 types: Social resource, ethical resource, knowledge resource, honor resource, financial resource. I reflected on my organization, I realized that we have all those resources, however with the social, knowledge, and financial resources, we can build up, but the ethical and honor resources cannot be strengthened by days. Because they are related to the values inside each person and the organization itself. If the values the organization, or a person pursuit is not humanity, the other resources can be collapsed. I like the question Giang and Dana asked: How can we mobilize those resources? Resources can be built up by many ways, but the core values are how we do it” Đào Thị Minh Lệ (Nguyệt) Y Tâm shared after NPO Morning Coffee “Mobilizing local resources”
**2 - CAPACITY BUILDING:** workshop, training, consultation sessions to empower NPOs, volunteers, and donors with in-depth knowledge, and technical skills to effectively deliver their community work.

**Peer Advisory Service**

On the last Friday of every month, the LIN team make themselves available to provide advisory services to volunteers and nonprofit organizations about skilled volunteerism, organizational management, fundraising, communications, finance management and legal issues.

In 2016, **100+** peer advisory sessions were provided!

**Travel Grants:**

In 2016, LIN provided **34 grants** to support travel cost for **25 NPOs** to attend workshops, conferences, and training sessions organized outside of their location.

**Training and Workshops for Non-Profits**

**The Community Partnership Initiative (CPI) and Leadership Circle** empowered 26 nonprofit leaders with leadership capacity.

The 12-month CPI developed leadership capacity for NPO leaders through training (provided by Dale Carnegie), peer sharing, and mentoring (provided pro bono experts)

“We recognize that independent capacity of the organization is the most important thing. No matter how many training courses and mentors you go through, if the capacity of the organization itself is weak, nothing can be successfully implemented. If the capacity of the organization itself is strong, we can spend less time meeting the advisers and actually create more changes in the organization.” Nguyễn Trường Bảo Khuyên & Nguyễn Phước Cát Phương, Huỳnh Tấn Phát Foundation
11 NPOs participated
25 volunteers = 550 volunteer hours

75% of NPOs established or adjusted their mission, vision and strategic plan

60% of volunteers committed to continue the support for NPOs after the program

87% of the NPO participants found the programs effective to help lead their organization and ways to inspire their staff and volunteers.

Community Partnership Initiatives 2016 figures

Leadership peer-sharing and training sessions throughout the year
Online Toolkits: on www.kyna.vn provided organizational development tools for NPOs:

- Human Resource
- Volunteer Management
- Fundraising
- Strategic Planning
- Action Planning
- Financial Management

In addition, the learners also had chance to meet with experts offline to discuss follow-up questions arisen as learning the online tools.

3 - RESOURCES MOBILIZATION

Narrow The Gap Community Fund

Narrow the Gap Community Fund (NTG) mobilizes local resources (financial, expertise, time) to support initiatives that tackle the most pressing problems in the South of Vietnam, delivered by nonprofit organizations. In 2016, with the theme “Community Development”, **VND1,750,436,000 (~US$ 77,797)** was raised from 209 individuals, 10 corporations and institutions and channeled to **13 projects**, supporting education, health care, disabilities, nonprofit organizational development. These projects benefited more than **22,000 people** living in Ho Chi Minh city and surrounding areas in the South of Vietnam.
LIN Oi, Where Are We Going?

A fun team building combined with CSR oriented activity designed to help the company’s staff members to get comprehensive understanding about the social issues in Ho Chi Minh City and the work that local not-for-profit organizations are doing to address those issues. The event also helps the company to identify strategic partners for CSR/philanthropy activities.

In 2016, LIN Center provided 4 “LIN Oi, Where Are We Going?” to SEO Vietnam, SIT Vietnam, and EXO Travel. 18 nonprofit organizations had chance to present themselves and made connections.

**BlueBees.org and VietnamCauses.org:** Online directory for volunteers and non-profits

400+ volunteers were matched with nonprofit organizations on www.Bluebees.org platform and other volunteer services by LIN.

251 non-profit organizations listed on the online NPO directory www.vietnamcauses.org.

At the end of 2016, LIN Center started to update the website www.VietnamCauses.org; the new website combines both functions of online NPOs directory and volunteer matching in order to accommodate various needs of users.
Co-Working Space

37% of NPO Respondents said they have no office. 27% of NPOs “borrow” their office space (not owned, no rental fee) and 33% own and/or rent their office space.

Therefore, LIN’s Community Center functions as a Home for nonprofits. In 2016, 500 hours of LIN’s Community Center were dedicated to 8 full-time organizations for use as office, and to many other organizations for holding meetings.

“LIN office is well-organized, professional, and thoughtful, by the clear and fair rules for all, even it’s a shared space, but things are in good conditions.” - Frogsleap Foundation

PART III: Finance Review

LIN’s finance was audited by Ernst & Young. Please see the full detailed Financial Statement [here](#).
PART IV: Donors and Sponsors

SPECIAL THANKS to friends and supporters for joining LIN’s mission to “Help Local People Meet Local Needs” in 2016

Hồ Thị Hải Nguyên
Hoàng Nhã Uyên
Khiều Tâm
Lê Thị Anh Thư
Lê Thúc Vinh
Mai Thanh Hiền
Nguyễn Hằng
Nguyễn Hoàng Minh Khang
Nguyễn Hữu Thuận
Nguyễn Linh Tầm
Nguyễn Ngân
Nguyễn Ngọc Bích
Nguyễn Phúc
Nguyễn Trần Hoàng Lan
Nguyễn Tuyễn
Phạm Trường Sơn
Thai Minh Trí
Trần Thị Phương Anh
Dana R.H Doan
Hà Thị Kim Đính
Jonathan Hwang
Lâm Quỳnh Anh
Nguyễn Thị Thanh Trúc
VEMBA 8 course, Shidler Business School, Hawaii University
France Volontaires
NGO Fontana
Cimigo
Công ty CP Giáo dục Thiên Hương
Dinh Thị Quỳnh Anh
Leslie Snyder
Tony Williams
Trần Thu Thắm
Mandala March 2016’s guests
Mandala January 2016’s guests
SIT Study Abroad
Happier
Chum
BCNV
Pieter & Linda Looise
Native shoes
McDonald’s
Next Good Things
Dale Carnergie
Vietnam Accountants
MMSoft
Rita & Phill
SEO Vietnam
The Loft Café
Isobar
Sunny Digital
An Lam
Anh Du
Anh Lưu
Murakani
Pandanus Resort
Luxury Spa
Suntory Pepsico
Tam Hà Noodle
Ticketbox
Uncle Jax
EXO Travel
Grain Studio
Hoa Sen University
Wake It Up
Wrap&Roll
Xu Restaurant
Carey Zesiger
Cynthia Le
Nguyễn Thiện Toàn
Nguyễn Diệu Hà Anh
Trần Thị Hồng Nhung
Bùi Đức Huy
Trần Hoài Thương
Nguyễn Nhật Huyền
Trần Phương Linh
Nguyễn Hoàng Yến

Ngô Quốc Cường
Bùi Quốc Việt
Angelique Masse Nguyen
Đầu Thị Hồng Anh
PACGO Fashion
Genuine Partner Group
TECHSOUP Global
Trần Thiện Hòa
Trần Thiện Thanh Ngọc
Trần Vũ Ngân Giang
Vinausteele
GIIBC
MSD
Anh Trần
Brian Millington
Chau Ta
Anonymous Donors
And our sincere thanks to all wonderful volunteers who made our work possible in 2016

Betsye Moon Park
Carey Zesiger
Dana R.H. Doan
Đặng Thị Ngọc Dung
Đoàn Mạnh Khâm
Graeme Alexander
Hà Xuân Trùng
Lê Thị Bằng Tâm
Linda Loose
Mark Sidel
Ngô Quỳnh Như
Nguyễn Bảo Ngọc
Nguyễn Hà Mi
Nguyễn Thị Minh Châu
Nguyễn Thị Thu Hà
Nguyễn Trần Hoàng Anh
P. Eli Angell MAZUR
Trần Bảo Ngọc
Trần Thị Phượng Anh
Phương Tri
Đỗ Thị Như Tâm
Đoàn Bảo Châu
Lê Minh Hạnh
Lê Quốc Thái
Lê Văn Khải
Linda Louise
Lý Thị Ngân Châu
Mark Jerome
Nguyễn Duy Liêm
Nguyễn Phương Thảo
Nguyễn Thái Thanh
Nguyễn Thanh Hòa
Nguyễn Thị Thanh Vân
Nguyễn Thị Thanh Vỹ
Nguyễn Thị Thùy Hương
Nhanh Rơ Chắm
Phạm Kiều Anh
Phan Hoàng Lê Hào
Quách Toàn Long
Nguyễn Bảo Ngọc
Trần Điều Thùy
Trần Thị Cẩm Thạch
Trần Thị Phương Anh
Trần Thị Thanh Hương
Trần Thị Thanh Thủy
Trần Thị Thúy Tiến
Trịnh Thị Thanh Thủy
SEO Việt Nam
Nguyễn Thị Bích Tâm
Nguyễn Liên Khả
Bailey Leopard
Lê Quang Bình
Leslie Snyder
Lý Thị Ngân Châu
Mạc Phương Tri
Marvin White
Nguyễn Anh Huy Vũ
Phạm Anh Tuấn
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# BOARD OF ADVISORS

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<tbody>
<tr>
<td>CAREY ZESIGER</td>
<td>Vice-Chairman, LIN Center</td>
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<tr>
<td></td>
<td>Business Development Manager, Golden Summer Fashion Co., Ltd.</td>
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<tr>
<td>TRAN PHUONG ANH</td>
<td>Head of HR, Mirae Asset Wealth Management Securities (Vietnam) JSC</td>
</tr>
<tr>
<td>DANA R. H. DOAN</td>
<td>Founder and Strategic Advisor, LIN Center for Community Development</td>
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<tr>
<td>BETSYE MOON PARK</td>
<td>General Manager, Asia Music and Performing Arts Education</td>
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<tr>
<td>P. ELI ANGEL MAZUR</td>
<td>Counsel, YKVN Lawyers</td>
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<tr>
<td>DOAN MANH KHAM &quot;TOM&quot;</td>
<td>Managing Director, Horizon Capital Group</td>
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<tr>
<td>MARK SIDEL</td>
<td>Doyle-Bascom Professor of Law and Public Policy, University of Wisconsin-Madison Consultant, CIDA</td>
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<tr>
<td>LE THI BANG TAM</td>
<td>Chair of the Board of Directors at HD Bank</td>
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<td>Chair of the Board of Directors at Vinamilk</td>
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<tr>
<td>HA XUAN TRUNG</td>
<td>Advisor for Policy and Business Development, The OPV Group; Board Member, Everest Education</td>
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# BOARD OF DIRECTORS

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<th>Name</th>
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<tbody>
<tr>
<td>Nguyễn Trần Hoàng Anh</td>
<td>Chairwoman, LIN Center</td>
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<td></td>
<td>Head of Strategic Planning, The Purpose Group</td>
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<td>Ngô Quỳnh Như</td>
<td>Legal Counsel, Horizon Capital Advisors</td>
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<td>Trần Thị Thanh Hương</td>
<td>Director, Service Learning Center, Hoa Sen University</td>
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<tr>
<td>Nguyễn Thị Thu Hà</td>
<td>HR &amp; Admin Manager, Horizon Capital Group</td>
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<tr>
<td>Nguyễn Thị Minh Châu</td>
<td>Former Finance Manager, World Wildlife Fund Vietnam</td>
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<tr>
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<tr>
<td>Ms. Trần Vũ Ngân Giang</td>
<td>Executive Director</td>
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<td>Mr. Phạm Trường Sơn</td>
<td>Director of NPO Partnership Deputy Director</td>
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<tr>
<td>Ms. Nguyễn Thị Thanh Trúc</td>
<td>Director of Programs</td>
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<tr>
<td>Ms. Đậu Thị Hồng Anh</td>
<td>Finance and Admin Manager</td>
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<tr>
<td>Ms. Lê Thị Thanh Púb</td>
<td>Volunteer Coordinator</td>
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<td>Ms. Vương Thảo Vy</td>
<td>Grant Coordinator</td>
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<tr>
<td>Ms. Đình Thị Quỳnh Anh</td>
<td>Project Assistant</td>
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<tr>
<td>Ms. Phạm Thị Trọng</td>
<td>NPO Services Coordinator</td>
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<td>Ms. Trần Thu Thắm</td>
<td>Communication Coordinator</td>
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<td>Mr. Võ Đình Thi</td>
<td>Donor Services Coordinator</td>
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<tr>
<td>Ms. Nguyễn Thị Cẩm Tiền</td>
<td>Community Engagement Coordinator</td>
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Appendix


3. List of LIN's NPO Partners in 2016 can be found [here](#)

Contact us

**General enquiries:**

LIN Center for Community Development  
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Ho Chi Minh City  
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+84 (0) 8 3512 0092  
info@linvn.org  
www.linvn.org  
https://www.facebook.com/LINCenter/

For **general context** of community philanthropy in Vietnam and **giving education**, contact Ms. Tran Vu Ngan Giang, Executive Director: giang@linvn.org

Interested in **NPOs**, contact Mr. Pham Truong Son, Director of NPO services: son@linvn.org

Interested to become **volunteers**, **corporate volunteers**, or LIN's **community grassroots projects**, contact Ms. Nguyen Thi Thanh Truc, Director of Programs: truc@linvn.org