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Dear Friends,

Thank you for coming together to help improve lives for many people in our community!

On September 15, you joined **over 300** members of HCMC Community at the Narrow the Gap Event 2013 to learn about three projects helping disadvantaged children in our city and neighboring areas, and to vote for the project you liked most. Your vote determined how much support each project received from the Narrow the Gap Fund. **Today, we celebrate and thank you for helping make these projects possible:**

First Place (Grant of VND 150,000,000): Local not-for-profit organization (NPO) Ceporer Hoc Mon will use these funds to build a clean water tower that will help improve the quality of life for 161 children from 80 families living in Long Thuan (Long An), where the existing water source has been contaminated by alum. [Click here](#) to read the original project proposal.

Second Place (Grant of VND 100,000,000): Nhan Ai Social Work Club will offer life skills training and psychological counseling to disadvantaged children in poverty stricken areas of HCMC. [Click here](#) to read the original project proposal.

Third Place (Grant of VND 50,000,000): The Center for Multilanguage Database Kim Tu Dien will use these funds to produce a "Let's Learn" E-book for visually impaired children at shelters, clubs and schools in HCMC. [Click here](#) to read the original project proposal.

The event guests also determined that the topic for the next round of **Narrow the Gap Fund 2014 will be Education.**

And make sure you check out our [Facebook](#) page where the event photos are being uploaded.

Last Sunday's event was only one of the ways in which you and our community participated. This summer, **over 80 individuals and over 30 companies** came together to contribute over **VND 300 million** to the Narrow the Gap Fund. In June, **14 local nonprofit organizations** proposed projects to address the needs of disadvantaged children in HCMC. A committee of ten volunteers selected five projects and, in August, **over 2,500 people** took part in an online vote to narrow those five down to three projects, which were presented at the 15 September community event. And all of these steps were supported by **over 52** volunteers!

A report, with feedback from our participants, final tally of contributions to the Narrow the Gap Fund and next steps will be shared in the coming weeks. In the meantime, we invite you to stay in touch via [LIN's Newsletter](#), [Blog](#), and [Facebook](#) to follow the outcomes of the three projects and preparations for Narrow the Gap Fund 2014. In addition, if you are interested to join a site visit to one or more of the organizations that received support via Narrow the Gap Fund 2013, please email to info@linvn.org.

Once again, we thank you for your support and for believing that together we can change lives and bring hope to many people in our city!

Sincerely,
LIN Team



Pictures from the Narrow The Gap Event 2013



Booths at the Event (from left to right): 1. Corner of Photo Contest; (2) Sculpture Painting Station; (3) Games Corner organized by LIN NPO partners



Aden Services Representative awarded second prize (valued VND 100,000,000) to Nhân Ái Social Work Club



Blah Blah Film Production Representative awarded third prize (valued 50,000,000) to Kim Tu Dien Center



LIN team and Volunteers who contributed their efforts to make a successful Narrow The Gap Event 2013: Children Issues

LIN Updates



NPO Morning Coffee



On the morning of 19 September 2013, LIN organized a new format for NPO networking through a casual and welcoming gathering called NPO Morning Coffee, specifically targeted to local NPOs participating in the Irish Aid funded project, "VNGO Capacity Building System". The very first topic for the morning coffee was centered around "Development of NPOs in HCMC". With more than 25 NPO staff from the project attending, LIN introduced this new concept and emphasized the need for NPO networking opportunities beyond project activities such as workshops, Meet the Experts, NGO Happy Hour and other events. As LIN observed that NPOs in the Project needed another space to meet and share successes and challenges in a friendly atmosphere as well as find opportunities to collaborate with other NPOs, this new format was a way to address this need and proved to be highly welcomed by the NPOs.

After providing an update on the Project to participants and introducing the new activity with NPOs, LIN posed a question to participants in the Project on how they would spend a small grant for NPO capacity building. Some ideas floated around by NPOs included trainings for staff (i.e. Audit/Financial Management, Case management, Strategic Planning), systems development (Accounting software), and other ideas for bringing in expert support to help reach capacity goals under the Project. One of the most exciting discussion points came from a local shelter suggesting that other NPOs working in the same areas/fields collaborate to combine project ideas for the small grants on capacity building. An example given was that NPOs working with children's issues or with shelters for children can combine efforts, write one proposal to LIN to seek a higher grant amount to support development of several NPOs rather than spread thinly with one small grant to many NPOs working under the same challenges.

In addition to the great ideas generated by the lively discussion on organizational development, there were NPOs that managed to raise ideas about possibly collaborating on upcoming activities for their NPOs. Once the morning coffee wrapped up, participants provided positive initial feedback on this casual and friendly format. As such, LIN plans to continue with these morning coffee gatherings monthly as part of the Irish Aid funded Project activities giving opportunities for NPOs to meet, share and find ways to learn and collaborate from one another.

These morning coffee events will be opened to volunteer experts joining to observe, learn about local NPOs as well as participate in the discussion as a way to interact and support NPOs in the Project. LIN will announce the next NPO Morning Coffee in early October.



BBDO Vietnam & Happier won first prize in LIN CPI 2013

HCMC, 14 September, 2013 – With an impressive identity package and a comprehensive social media strategy, team [BBDO Vietnam and Happier](#) won first prize in LIN Community Partnership Initiative (CPI) 2013.



Happier members took photo with a representative of Intel Products Vietnam at the Award Ceremony on 13 September, 2013.

Team BBDO and Happier were selected for their simple yet vibrant design, a cheerful slogan (Inspiring kids to smile) and a clear communication plan.

Ms. Ta Mai Anh, a member of Happier, spoke at the Award Ceremony: "Before LIN CPI, Happier did not invest in communications. We realized the importance of communications after we participated in LIN CPI, especially after the workshop on Basic Communications. We are thankful that LIN has provided a great opportunity for not-for-profit organizations like ours to improve our communications skills and utilize communication tools with the mentorship provided by communications experts."

Ms. Ho Thi Thu Uyen, Vietnam Corporate Affairs Manager at

Intel Products Vietnam, one of the panel of judges, commented: "I find most tools created by CPI teams creative and meaningful. The agencies who participated were enthusiastic about their community service. Although each team has a different target audience and different beneficiaries such as; children with disabilities; children with visual impairments; or street children, they all showed great love and care."

Commenting on the quality of the tools, Mr. TrungNghia, a renowned journalist and member of the judging panel, said: "Creativity and practicality were two elements found in most of the tools. It was a tough choice for the judge panel. Looking at the achievement of the teams, I strongly believe that the not-for-profit organizations would be able to apply what they learned from the agencies to raise public awareness about their great work."

In addition to a 21 million VND prize for the winner, LIN offered 4 other prizes (of 6 to 8 million VND each) and 5 incentive awards (of 3 million VND each) for the 9 runners up. The program ended with the Award Ceremony, but it opened doors to meaningful future connections between the non-profit and for-profit sector to build a better community for all of us.

The result:

Initiative of the Year – 21 million VND: [BBDO Vietnam and Happier](#)

Most Effective Communications – 8 million VND: MindCaster and Nhan Ai Social Work Club

Best Campaign – 6 million VND: LOWE Vietnam and Smile Group

Community's Choice – 6 million VND: Hand in Hand and SPI

Most Unique Idea – 6 million VND: Green Hat and MATA

Incentive Award – 3 million VND each:

eBrand and GFOC

Blue Scarf and A new day

River Orchid and Cau Han Project

KERMIT & Thiện Tâm Hương

Day Break & Tương lai project

LIN's CPI is a call to companies and skilled professionals in HCMC to apply their professional skills and experience over a six-week period to benefit the community by volunteering to be placed with a local NPO. The program is generously sponsored by Intel. For more information, please visit: www.tinyurl.com/CPI2013.

This short video clip summarizes all activities of CPI 2013: <https://www.youtube.com/watch?v=qpIQ9M3iGDC>

LIN Center

Donors' Corner

With the help of over 80 amazing individuals and 20 generous companies, over VND 300 million was donated to the Narrow the Gap Community Fund! LIN team would like to thank again all the amazing people who came together to improve lives of disadvantaged children in our city!

Mr. Henry B. Nguyen and Ms. Nguyễn Thanh Phương
Jocelyn Tran and Toan Nguyen
Vinh Tran
Leann Luong
Jeffrey Emerson Carleton
Daniel Acosta
Phương Mỹ Chi
Na Sơn
Anonymous

Alexis Bidermann and Caroline Bidermann
Andrew Currie
Andrew Miller
Andy and Betsy Allen
Anh Thi Kim Ngo
Anh Tran Hoang Nguyen
Anonymous
Anonymous
Anonymous
Barbara Dong
Bien Nguyen, Elizabeth Fisher-Nguyen and Reynolds
Carol M Fox
Catherine Burns
Catherine Walter, Jan Walter and Zoe and Luna
Chau Ta
Chello W B Allen
Christine Nguyen
Christopher Butler
Colin Nayler
Dam Thuy Nga
Dana R.H. Doan
Doan Van Hung
Doug Ostertag
Dang Thi Ngoc Dung
Eli Mazur
Elizabeth Rose Daly
Elynn Walter
Emily Lam
Fancy Ku
Ha Thi Khanh Nguyen
Hoa B Thi Thanh Ta
Huu Phan
Jaclyn Luo
Jonathan Hwang
Kate Anderson
Kate Lam
Kimberly Hoang
Ksenia Dmitrieva
Landon Carnie

Laura Phan
Leah Raney
Linh Taylor
Margaret Shea
Mark Sidel
Mary Shea
Mdm. Le Thi Bang Tam
Mike Doan
Nancy Rubin
Ngoc Lan Nguyen Thi
Nguyen Khanh Minh Thuy
Nguyen Ngoc Thuong
Nguyen Quynh Anh
Nguyen Thi Tuyet Lan
Nhung Thi Tuyet Tran
Paul, Uyen and Om Finnes
Pham Bao Khanh Do
Pham Phuong Linh
Phan Thi My Hoa
Phuong Nguyen
Quynh Anh Dang Nguyen
Rachael Carson
Ray Nayler
Son Pham
Suzanne Shea
Suzy Hill
Thanyachat Auttanukune
Thao Thi Ngoc Dao
Thi Yen Huynh
Thinh Xuan Than
Thuy Dinh Ngoc Pham
Thuy Le
Thy Thi Anh Huynh
Tram M Nguyen
Tran Phuong Khanh Nguyen
Tran Thi Lien Hoa
Tri Pham
Trinh Nguyen
Vannie Ho

Platinum Sponsors



Gold Sponsors



Silver Sponsors



NPO Opportunities



Small Grants for Capacity Building

(for Irish Aid Project Participants only)

As part of the Irish Aid funded Project VNPO Capacity Building System, the next LIN grant round will be prioritizing capacity building activities for participating local NPOs in the Project. These capacity building grants are aimed at activities that strengthen a NPO's internal operating structure so that it can be more effective and/or more efficient in working toward fulfilling its mission. These grants are not meant for supporting project/charitable activities for beneficiaries. Local NPOs are encouraged to think about the ways their NPOs can make use of this flexible grant to help achieve the capacity development goals as committed in the Project. NPO goals are based on the key management areas: HR, Volunteer Management, Strategic Planning, Action Planning, Program Evaluation, Communications/IT, Fundraising, Financial Management, Governance and Legal Compliance.

*Capacity building can take many forms, including, but not limited to:

- Planning discussions/meeting facilitation
- Marketing and communications tools printing or website domain purchase
- Leadership capacity (board or executive) development
- Improved fundraising through expert support
- Staff training: accounting, HR, administration, financial management, project management, etc.

Your capacity building project should have an impact on your organization first, then on the programs or activities. In thinking about capacity building needs, an organization may ask:

1. Does this activity allow my whole organization to operate more effectively, or does it have a limited effect on a program or activity? For example: Improving fundraising skills affects the entire organization over a long period. But having a fundraising event for a program only affects that program for that fiscal year.
2. What are the major operational areas that need attention and will help the organization grow and achieve its mission? For example: There may be a need for financial management software, a donor database and upgraded communications materials. Not being able to do them all, an organization must select one that is going to move them forward strategically.
3. Is there a bottleneck in the organization that is stalling growth? For example: An organization may need to recruit new volunteers, but not have a way to reach the local community, such as a Facebook page. Your NPO may need help to set-up a page and start using it.

Grant amounts will average about 30 million VND (some NPOs may collaborate to submit one application for a higher amount). Be on the lookout for the Call for Proposals announcement from LIN in early October with further details.

*Taken from the website: http://www.neefusa.org/grants/every_day_grants/capacity_building.htm



Irish Aid
Government of Ireland
Rialtas na hÉireann



NPO Encouragement Small Grant

(for Irish Aid Project Participants only)

As announced at the launch of the Irish Aid funded Project, VNGO Capacity Building System, LIN will have an opportunity each year of the Project to award a small encouragement grant of about 21 million VND to a participating NPO. LIN staff will select a NPO using the criteria below:

- Attendance at Project activities
- Positive participation in Project activities/events
- Timely submission of Project forms and documents
- Active participation in online Project platforms (forum, Vietnam Causes)
- Other Project feedback and communications with LIN

The NPO will be selected by end of November 2013 and the grant will be announced publicly at a networking event with NPOs in December as a way to thank all NPOs involved in the Project this year.



Irish Aid
Government of Ireland
Rialtas na hÉireann



New member joins LIN team



Ms. Phan Thi Bao Thu, LIN Project Assistant.

With the passion on social work and volunteerism, Thu worked voluntarily for Operation Smile from 2011 as a non-medical volunteer where she supported to organize fundraising and awareness raising events.

Ms. Thu also would hope that she can contribute to a NPO/NGO that's why she has joined LIN Center from April 2013 as an administration intern. From this opportunity, she is currently Project Assistant of LIN Center and starts to work at the beginning of October 2013.

"LIN is not only wonderful working environment, but also gave me the opportunity to learn and develop myself. I learned how to support project implementation, and communicate effectively with local non-profit organizations. I am very glad to be accompanied with LIN in next time."
Ms. Phan Thi Bao Thu shared.



Training course on Development Project Evaluation from Social Development Training Center (SDTC)



TON DUC THANG UNIVERSITY
SOCIAL DEVELOPMENT TRAINING CENTER (SDTC)

TRAINING COURSE ON DEVELOPMENT PROJECT EVALUATION

1. COURSE INFORMATION

Time : 11 – 14 November 2013

Morning: 08h00 – 11h30; Afternoon: 13h30 – 17h00

Venue: Ton Duc Thang University

98 Ngo Tat To Street, Ward 19, Binh Thanh District, Ho Chi Minh City

Language: Vietnamese

Trainer: Mr. Le Dai Tri

2. TRAINING FEE

20 USD/ day (Including documents, study equipments; tea-break).

Certificate fee: **5 USD**

Local social staff will be discount 20% tuition (excluding certificate).

3. AIMS AND OBJECTIVES

After the training course, participants will be able to:

- Describe the definition of evaluation in the cycle project management and distinguish kinds of evaluation, methods and processes of evaluation
- Design an evaluation plan and practice to build evaluation tools
- Practice some skills: observation, interview, group discussion and ranking
- Describe how to process quantitative and qualitative data and structure an evaluation report



For enquiries and registration, please contact:

Social Development Training Center (SDTC)

Ton Duc Thang University

Room B009, 19 Nguyen Huu Tho Street, Tan Phong Ward, District 7, HCMC

Ms. Phuoc – 0937 137 654

Or Mr. Bao - 093 797 5445

Tel: (08) 2242 6789 – Fax: (08) 3775 5055

Email: sdtc@tdt.edu.vn or lahuynhphuoc@gmail.com

Website: <http://sdtc.tdt.edu.vn>

Deadline for registration: 28 October 2013

SOCIAL DEVELOPMENT TRAINING CENTER - TON DUC THANG UNIVERSITY

Nguyen Huu Tho St., Tan Phong Ward, Dist. 7, HCMC, Viet Nam
Tel: (+84 8) 2242 6789 - Fax: (+84 8) 3775 5055

Email: sdtc@tdt.edu.vn
Website: www.sdtc.tdt.edu.vn



Training Courses in October 2013 from Tuong Lai Center



Trung tâm Giáo dục Sức khỏe & Phát triển Cộng đồng Tương Lai

Trung tâm Tương Lai
Phòng 2B – Tòa nhà Green House
184/1A Lê Văn Sỹ, P.10, Q. Phú Nhuận, TP.HCM

Hotline: 0903.616.494
Email: kynang@tuonglaicentre.org
Webiste: <http://tuonglaicentre.org>

LỊCH KHAI GIẢNG THÁNG 10/2013

Với đội ngũ giảng viên

- Năng lực chuyên môn cao
- Kinh nghiệm
- Tận tâm



LỚP CẮM HOA NGHỆ THUẬT
9h - 11h ngày 11/09 & 18/10 & 25/10/2013
Giá ưu đãi 350.000 đồng/ 01 buổi
(học phí, hoa tươi và phụ liệu trang trí).
Học phí trọn khóa 1,000,000 đồng/03 buổi



HÀNH VI TÀI CHÍNH CÁ NHÂN
9h- 16h các ngày 17 & 31/10/2013
500.000 đồng/ khóa học một ngày
(bao gồm: học phí, tài liệu, học cụ, giải lao)

KỸ NĂNG CHUẨN BỊ HỒ SƠ VÀ TRẢ LỜI PHÒNG VẤN

14h – 17h các ngày 12 & 13/10/2013
300.000 đồng/ 01 buổi.
Học phí trọn khóa 500.000 đồng/ 02 buổi
(bao gồm: học phí, tài liệu, học cụ, giải lao)



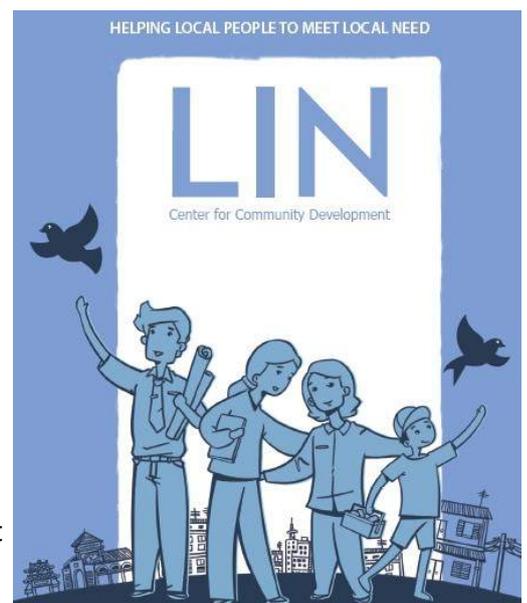
KỸ NĂNG TRÌNH BÀY THUYẾT PHỤC

14h - 17h các ngày 19 & 26/10/2013
300.000 đồng/ 01 buổi.
Học phí trọn khóa 500.000 đồng/ 02 buổi



Services at LIN Community Center

- If your NPO wants to raise capacity and share experience with experts in many fields of organization development, LIN Center for Community Development is a place you can trust in. Please contact volunteer@LINvn.org.
- If your NPO needs to organize a seminar/workshop/meeting/indoor exhibition..., you can borrow rent-free rooms or rented ones (outside working hours) with a low cost. LIN team hope that this new service will help NPOs reduce the burden of rental to do activities. Please read [Rooms borrow/rent rules](#) and send the registration to npo@LINvn.org or thu@LINvn.org.
- If your NPO is in progress of building and developing but has yet to get enough conditions to have a workplace as well as office equipment, NPO Incubator service is an accurate choice for you. **NPO Incubator service** is aimed to raise capacity for NPO, which will help the NPO improve the activities, accountability, popularity and recognition in this widely developing community. For more information, please read [Incubator Room](#) or contact npo@LINvn.org or son@LINvn.org.



NPO Resources



Listen to the people you serve

This week's edition of the *Chronicle of Philanthropy* explores some of the changes that are coming in the way that leading watchdog Charity Navigator is evaluating, and awarding its noted four-star system to, nonprofits. "Long lambasted for the way it focuses too much on financial criteria like how much an organization spends on overhead, Charity Navigator has thrown its weight behind a growing movement to get charities to be more 'results-oriented' and 'evidence-based,'" the *Chronicle* reports.

This shift is hardly a surprise, given the growing drumbeat from virtually every side that nonprofits must do a significantly better job of defining, delivering, measuring, acting on, and communicating lasting impacts. What is somewhat unexpected, however, is a question from Charity Navigator on the extent that each organization seeks feedback on its work from the people it serves.

There are raging debates on whether a one-size-fits-all evaluation system like Charity Navigator's can possibly be appropriate to such a diverse range as the American nonprofit sector represents—with such a staggering range across the measures of size, audience served, nature of work, geography, industry, and so on. And of course there will continue to be passionate arguments made from within the sector about why measuring impact isn't feasible for every nonprofit.

But amid this complicated dialogue is a simple truth: few nonprofits have effective evaluation systems, and fewer yet include feedback from the people they serve on anything more than an anecdotal basis. You may frankly not care what trends will affect Charity Navigator's reports beginning in 2016, and that's fine, but you will never go wrong seeking more, listening more, and adjusting your practices accordingly in a spirit of continuous improvement.

Here are a few ideas.

1. **Hand out** self-addressed, postage paid (or stamped) postcards. Yes, Virginia, there really still is a delivery service for things called envelopes and letters, and some populations rely on it or prefer it.
2. **Put a link** on the landing page of your website to a four-question electronic survey. One agency mentioned in the *Chronicle* article puts the link in the email signature of every employee.
3. **Conduct** a short, consistent three-question live interview, designed or conducted by your staff and volunteers, and figure out how (and how often) to compile the results.
4. **Set up** a voicemail box in your system that is just for people to leave comments. Publicize the number or extension with the same rigor that you publicize your URL.
5. **Set up** an email address just for feedback, and because confidentiality likely matters, have a trusted third party (perhaps a former board member) monitor that mailbox and forward the messages to you while allowing the original sender to remain anonymous.
6. **Make it easy** for people to tell you what you need to know. Depending on your constituents, it may make sense to have a cell phone number that accepts text messages, with the same "intermediary" buffer as above to forward the content of messages only.
7. **Think** about how you could approach a subset of your customers for more intensive one-on-one interviews.
8. **Invite** those who have recently received your services to participate in a professionally facilitated, 90-minute focus group twice a year.
9. **Host** a real or virtual "town hall" type meeting. Publicize it vigorously.
10. **Designate** a staff person or volunteer to serve as an ombudsman or customer liaison. This person might have an open door or "office hours" each Thursday, or perhaps host an informal brown-bag lunch discussion each month.

Only you know which of the above, if any, would be a fit for your nonprofit. The goal isn't to hold out for some perfect, affordable way to improve your listening skills; the challenge is to start testing what works with whatever you've got

See more at: <http://richardmale.com/listen-to-the-people-you-serve/#sthash.Sp8pNh9u.dpuf>

About LIN

LIN serves grassroots not-for-profit organizations and individual and corporate philanthropists located in and around Ho Chi Minh City, Viet Nam. In addition to providing direct support to local not-for-profit organizations, LIN also serves as a vehicle through which donors can effectively contribute their knowledge, energy and resources to support these NPOs. In our effort to help local people to meet local needs, LIN aims to advance a more efficient and responsive philanthropic environment and strengthen the communities in which we live and work.



LIN's Vision

A Vietnamese society where all members are respected and supported to have equal access to opportunities.

LIN's Mission

To foster a culture of philanthropy and social responsibility by providing support services to local not-for-profit organizations, skilled volunteers and donors that are committed to building strong communities.

Contact Information

180/47 Nguyen Huu Canh, Ward 22, Binh Thanh District,

Ho Chi Minh City, Vietnam

Phone: 08-35120092

Email: info@LINvn.org

Like LIN on FB:
Facebook.com/LINCenter
and follow us at:
Twitter [@LINCenter](https://twitter.com/LINCenter)
[@Wordpress](https://www.wordpress.com)
[@Slideshare](https://www.slideshare.net)



Website

www.linvn.org



LIN

*Helping local people
to meet local needs*

