



Annual Project Progress Report

January – December **2015** Date Submitted: 2/22/2016

“Strengthening Capacity of Viet Nam Volunteer Information and Resource Center (VVIRC)”

Project ID (Award): UNV10.00051097 **Vietnam**

1. Project Information

Focal point at UNV HQs: Rafael Martinez, Portfolio Manager

Project Manager: Fiammetta Mancini, UNV Programme Officer Viet Nam

Project Start Date: 11/5/2013 Original End Date: 4/30/2015 Extended to: 12/31/2015

Management Arrangement¹: Stand-alone project

Implementation Modality: NIM

Funding Modality: *Choose an item. (applicable to joint projects only)*

Implementing Partner: Ho Chi Minh Communist Youth Union (HCYU), Vietnam Volunteer Center (VVC) (hereinafter also called VVIRC),
62 Ba Trieu, Hoan Kiem, Hanoi, Viet Nam
Tel: +84 42631999

2. Relevance

Country-level Outcomes/Outputs (UNDAF/CPAP/Gov't Strategy): Social and economic development policies, plans and laws support equitable and inclusive growth and conform to the values and goals of the Millennium Declarations and other relevant international agreements and conventions

Strategic Framework 2014-2017 Outcome: Outcome 2: Countries more effectively integrate volunteerism within national frameworks enabling better engagement of people in development processes

Global Programme: (Volunteer Infrastructure)

3. Progress

Project aimed to achieve

<p>Project Output</p> <p>Output 1: VVIRC achieves a well-developed capacity that is able to ensure successful and sustainable implementation of activities</p> <p>Output Number: Output 1 of Results and Resources Framework</p> <p>Baseline: VVC office in Hanoi in place since 2012; VVC in Da Nang and HCMC not active</p> <p>Targets:</p>	<p>Global Programme Outcome: UNV_Outcome_12_VI National and sub-national capacities are enhanced for the set up and implementation of volunteer infrastructure in support of the domestic objectives and the SDGs</p> <p>Project Outcome: 1. VVIRC capacity to promote and support volunteerism is strengthened through a comprehensive information and knowledge sharing platform</p> <p>Achieved Results (UNV Specific)</p> <ul style="list-style-type: none"> Fully equipped and staffed VVC office (Director and Deputy) maintained operational. Two National UN Volunteers (NUNV) (one male, one female) retained until July 2015 to provide support to ICT and Communications: VVC website maintained and upgraded. Technical guidance note to support VVC staff on website administration, maintenance and management in use. Two NUNVs (one male, one female) recruited and located in Ho Chi Minh City (March 2015) and Da Nang (April 2015), and providing support to Communications and Network in Central and Southern regions. One NUNV Reporting Officer (male) operational for 2 months (Sept-Oct 2015) and providing support to the annual progress report for the period of May - December 2015. One International UN volunteer (IUNV) recruited (June 2015) and placed in the VVC office providing support to Communications and Network. 	<p>Status:</p> <p><input type="checkbox"/> Achieved <input checked="" type="checkbox"/> Partially Achieved <input type="checkbox"/> Not Achieved</p> <p>Percentage % <i>insert If applicable</i></p> <p>Beneficiaries Reached: 2 national VVC staff (VVC Director and Deputy-Director) (direct beneficiaries); about 300 volunteer organizations/clubs provided with services (indirect beneficiaries); about 1,500 volunteers (indirect, estimate as average 5 volunteer times 300 clubs).</p>
--	---	---



<p>1. VVIRC office and its facilities are sufficient 2. VVIRC ICT staff are able to implement activities successfully Indicators: 1. Fully-fledged VVC office within HCYU central office 2. Well-functioning ICT component of VVC</p>	<ul style="list-style-type: none"> Plans made for VVC Hanoi to recruit one KOICA volunteer in 2016. Inputs provided to final drafting of Policy on Youth Involvement in Volunteer Activities, which was issued in November 2015 as Prime Minister Decision 	
<p>Project Output</p> <p>Output 2: Make information available and approachable to help promote volunteerism for development in Vietnam Output Number: Output 2 of Results and Resources Framework</p> <p>Baseline: VVC Website developed but not yet functioning as well-known information platform Targets: 1. VVIRC website is updated continuously and serves the volunteer community efficiently 2. Database of VIOs and volunteers developed; volunteer activities are connected and supported through online tools Indicators: 1. User friendly, interactive, and frequently</p>	<p>Global Programme Outcome: UNV_Outcome_12_VI National and sub-national capacities are enhanced for the set up and implementation of volunteer infrastructure in support of the domestic objectives and the SDGs</p> <p>Project Outcome: 3. Existing volunteer and VIO database is increased and a net-based volunteer matching system is in place to efficiently sustain connections</p> <p>Achieved Results (UNV Specific)</p> <ul style="list-style-type: none"> Frequently updated volunteer news and opportunities on VVC website and fan-page: approximately 2 volunteer opportunities and 10 volunteer opportunities daily updated and spread among volunteers. User friendly and interactive website timely updated and received high volume of visitors and is widely known in the country as the official volunteer channel: approximately 500 visitors per day. VVC fan-page effectively functioning and updating photos and videos featured volunteer activities and opportunities in Vietnam: 20,000 subscribers counted in 2015. Net-based matching platform developed in December 2015 for individualized volunteering opportunities based on location, time, skills required, field of volunteering: the technical requirements focused on (a) an identical user directory system; (b) an automatic linkage system, which is similar to the online UNV system; and (c) the volunteer map whose sample map. Instruction for users planned to be promoted through volunteer clubs, news articles on websites of HCYU and Youth Federation as well as other related online communication channels. Public Event to celebrate IVD 2015 organized in partnership with Blood Donation Institute, with 8,000 estimated participants and 1,613 units of blood donated. National Volunteer Awards 2015 conducted with new SDG Awards, for volunteer organizations and individual volunteers. 	<p>Status:</p> <p><input checked="" type="checkbox"/> Achieved <input type="checkbox"/> Partially Achieved <input type="checkbox"/> Not Achieved</p> <p>Percentage % <i>insert if applicable</i></p> <p>Beneficiaries Reached: 10 volunteer organizations/projects/day; 500 visitors/day; 20,000 subscribers of VVC fan-page; 8,000 participants of IVD public event; 10 volunteer organizations and 10 individual volunteers recognized through National Volunteer Awards.</p>



<p>updated VVIRC web-site visited by average 1000 users per month 2. Average of 100 volunteer placements facilitated through each volunteer opportunity published by VVIRC</p>		
<p>Project Output</p> <p>Output 3: The network of VVC is sustained and developed to support members' activities and contribute to the development of volunteerism in Vietnam</p> <p>Output Number: Output 3 of Results Framework Baseline: Network existing namely Targets: 200 new volunteer clubs – network maintained to enhance connectivity and coordination between clubs, teams, volunteer groups of the network members</p> <p>Indicators: Number of additional volunteer organizations, clubs, teams, groups in the VVIRC network</p>	<p>Global Programme Outcome: UNV_Outcome_12_VI National and sub-national capacities are enhanced for the set up and implementation of volunteer infrastructure in support of the domestic objectives and the SDGs</p> <p>Project Outcome: 1. VVIRC capacity to promote and support volunteerism is strengthened through a comprehensive information and knowledge sharing platform</p> <p>Achieved Results (UNV Specific)</p> <ul style="list-style-type: none"> • Extended volunteer network of VVC: 125 registered volunteer clubs and 170 non-registered, total 295, members counted in 2015. • Enhanced connectivity and coordination between volunteer clubs, teams and groups: monthly meetings of the regional network carried out to share and exchange volunteer experience: the Northern network in Hanoi; the Central network in Da Nang and the Southern network in HCMC. Review meeting of 2015 held on 14 January 2016 providing volunteer members with opportunities of capacity building and knowledge exchange. • Volunteer activities and operations of the 3 regional offices maintained and supported: <ul style="list-style-type: none"> - The Northern regions received support in organizing volunteer activities: (a) training in designing skills (Hanoi, 5 September 2015) implemented for 35 volunteer members; (b) workshop (Hanoi, 19 September 2015) held for 45 volunteer leaders and youth activists regarding: skills to prepare a proposal, skills to find and negotiate with sponsors, skills to mobilize resources in volunteer activities. Singing Contest (Hanoi, 5-22 March 2015) organized to strengthen volunteer network with 20 volunteer clubs' participation; (c) Warm winter for Children 2015 (Yen Bai province, 7-8 November 2015) organized for people in a poor remote region; and (d) International Volunteer Day 2015 (Hanoi, 5 December 2015) event supported with 5 booths to promote 17 UN's SDGs and to deliver the tagline, "Your world is changing! Are you? Volunteer!" - In the Central region (Da Nang) provided organizing volunteer activities: (a) Regional training workshop for volunteers in Disaster Risk Reduction (DRR) (Thua Thien Hue province, 7 – 8 November 2015) implemented with the theme: "Volunteerism - Networking to build a better community" for 46 participants who are leaders of volunteer clubs/organizations Central region and Central Highlands of Vietnam and (b) 5 outstanding volunteer initiatives/projects of volunteer clubs supported in Da Nang to implement project activities towards the Sustainable Development Goals (SDGs). – - In the Southern region (HCMC) implementing volunteer activities: (a) Regional training workshop (HCMC, 29 March – 14 June 2015) organized for 60 volunteer leaders in order to strengthen capacities of volunteer leaders and to share knowledge and experiences and (b) 10 outstanding volunteer initiatives and projects of volunteer 	<p>Status:</p> <p><input checked="" type="checkbox"/> Achieved <input type="checkbox"/> Partially Achieved <input type="checkbox"/> Not Achieved</p> <p>Percentage % <i>insert If applicable</i></p> <p>Beneficiaries Reached: 295 volunteer clubs; 1,500 volunteers (estimate)</p>



	clubs/organizations in HCMC supported to implement their activities and projects towards the SDGs.	
<p>Project Output Promote international volunteerism</p> <p>Output Number: Output 4 of Results and Resources Framework</p> <p>Baseline: International networking and cooperation is weak</p> <p>Targets: Develop oncreased number of relationship with international organisations to promote international volunteerism in Viet Nam and abroad while searching and connecting resources from supporting parters to volunteerism in Vietnam</p> <p>Indicators: Increased relationships with international VIOs by joining volunteer conferences and other exchange activities with international partners</p>	<p>Global Programme Outcome: UNV_Outcome_12_VI National and sub-national capacities are enhanced for the set up and implementation of volunteer infrastructure in support of the domestic objectives and the SDGs</p> <p>Project Outcome: 2. Partnerships and cooperation with international volunteer organizations are strengthened for VVIRC and members</p> <p>Achieved Results (UNV Specific)</p> <p>Enhanced relationship between VVC and international VIOs to promote international volunteerism in Vietnam.</p> <ul style="list-style-type: none"> Strengthened VVC’s role as a bridge linking international volunteer organizations with the Vietnamese community through proactive participation in the International Association for Volunteer Effort (IAVE): meeting organized by VVC for 2015 IAVE in October 2015 with participation of representatives from IAVE member countries. 400 volunteers’ recruitment and participation in the 132nd Inter-parliamentary Union (IPU) in March 2015 supported by VVC VVC’s partnership with VIOs and private sector in Republic of Korea established and developed: Volunteering Korea , Deague Metropolitan Volunteer Center and corporations which conducted volunteer activities for CSR under the Korea Chamber of Commerce in 2015. 	<p>Status:</p> <p><input checked="" type="checkbox"/> Achieved <input type="checkbox"/> Partially Achieved <input type="checkbox"/> Not Achieved</p> <p>Percentage % <i>insert If applicable</i></p> <p>Beneficiaries Reached: IPU (direct)</p>
		<p><input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/></p>

4. Challenges/Risks and Mitigation (as identified by Implementing Partner)



Human resource management

During the project implementation, VVC encountered difficulties with unexpected early termination of contract of 3 volunteers due to their personal circumstances. Also, there was frequent employee turnover as VVC relied on short-term volunteers in order to complete its heavy workload.

5. Partnership and Resource Mobilization

Main partners: UNDP acted as formal Host Agency for 2 NUNVs and 1 IUNV recruited in 2015 in support of this Project

6. Volunteer Mobilization

National UN Volunteers	International UN Volunteers	Other Volunteers (if mobilization was attributed to UNV Support)
6 NUNVs (2 served below 2 months)	1 IUNV (FF Korea)	100-150 (estimate)

7. Knowledge

- Please refer to what shared here: <https://www.dropbox.com/sh/eq5fitl09ycuitv/AABpiYseg-Y6HpIDdAyVKq9Ca?dl=0> and to 3. Analysis of Socio-Economic Benefit of the attached Terminal Report
- VVC website with matching platform: <http://vvc.vn/index.php/en/>
- Policy on Youth involvement in Volunteer activities (translation into English in progress)

8. Lessons Learned (as identified by VVC)



Knowledge management

As VVC has confirmed its role as a national volunteer organization and its networks are extended, it needs to develop its capacities in knowledge management in order to:

1. manage the development, maintenance and sharing of knowledge and intelligence, to ensure VVC is informed and positioned to effectively generate and harness opportunities to meet its resource mobilization targets;
2. contribute to strengthening local colleagues' capacities and promote professional growth, learning opportunities and knowledge sharing on corporate fundraising; and
3. identify and formulate lessons learned and recommendations to be integrated into the organization knowledge management efforts.

Strategic partnerships building

In order to develop its capacity and secure its financial sustainability, VVC needs the strategic planning and coordination of its partnerships building as well as resource mobilization capacity as follows:

1. developing a partnership strategy and implement cooperate partnerships with bi-lateral and multi-lateral donors, private sector and civil society;
2. designing and executing innovative proposals to strengthen VVC's reputation and to generate greater financial resources;
3. determining programmatic areas of cooperation, based on strategic goals of VVC, country needs and donors' priorities; and
4. analysing information on donors, preparation of substantive briefs on possible areas of cooperation, identification of opportunities for cost-sharing

Based on the lessons learned during implementation, the following recommendations were drawn by VVC itself in order to promote the results, effectiveness and sustainability of the project.

- Develop and establish the "train-the-trainer" approach to provide effective HR management and risk management training for project management workforce
- Promote on-line trainings on human resource management risk management that allow project managers to gain training and knowledge without having to leave their offices at the stage of planning and implementing a project
- Recruit a HR specialist and a specialist who can support the strategic partnerships building and knowledge management.
- Promote governmental support and recognition of professional training development in HR management and risk management including regular technical seminars or workshops provided by experts from private firms

9. Financial Delivery

Output	Year Budget USD	Delivery (%)
00088183	52,275	100% (51,929 USD)

10. Annexes: VVIRC Project Terminal Report; VVIRC Project Substantive Revision; Results and Resources framework; AWP 2015; Total project expenditure table.