

## REPORT

### LIN INTERNATIONAL VOLUNTEER DAY EVENT: I VOLUNTEER!

04 December, 2012



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## I. Summary

On 04 December 2012, the LIN Center for Community Development organized, “I Volunteer: The People Who Made A Difference” to recognize all skilled volunteers who contributed their skills set to support local NPOs, and to highlight the impact they made to the community in 2012.

Over 70 people attended the event at Kim Do Hotel in District 1, including representatives from local NPOs and skilled volunteers. Many new volunteers came to learn about the concept of skilled volunteerism and how they could contribute their skills set to help NPOs grow.

The presentation “Working with skilled volunteers” by Ms. Nguyen Thi Thanh Truc, LIN Volunteer Coordinator, provided an overview of skilled volunteerism and its benefits to the NPOs.

The Panel Discussion “Skilled Volunteers Help NPOs Grow”, with the participation of two pairs of NPOs – Skilled Volunteers matched by LIN, helped the guests gain more insight into the process of cooperation from different perspectives. The two pairs were DRD & Ms. Pham Thanh Thuy Vy, social media volunteer and Ceperer Hoc Mon & Brand Maker (winner of LIN Volunteer Corporate Challenge). Their stories showed how skilled volunteers could help NPOs achieve their project objectives.

The speed matching during the break helped to attract potential volunteers to NPOs who were in need of skilled volunteers. Seven NPOs set up their recruitment tables at the event to welcome all the candidates who came to seek volunteer opportunities. The volunteer job descriptions were listed in the handout which was given out at the beginning of the event.

The appreciation ceremony started with a brief video in which featured skilled volunteers shared their reasons to volunteer and how volunteering made an impact on themselves. Each skilled volunteer was awarded with a certificate and a small gift (a pot of plant) to appreciate their efforts. The two games played at the event were well received by our guests.

We owe a HUGE thank you to The Asia Foundation for sponsoring the event, and the UN Volunteers Vietnam for sponsoring gifts to skilled volunteers.

### **Highlights of LIN Volunteer Services 2012**

- **28** individual Skilled Volunteers matched to 9 NPO partners. The volunteers helped the NPOs with website design, marketing and communications strategy, translation, fundraising, and accounting enabling the NPOs provide better services to more people in need
- **22** professionals presented at LIN’s workshops/events for NPOs pro-bono
- **4** corporate teams of volunteers participated in LIN Corporate Volunteer Challenge to train **5** NPOs on ways to design better marketing materials and thus be able to gain new support and expand their programs
- **3** networking events for Skilled Volunteers that helped volunteers exchange advice and experience and spread further the concept of skilled volunteering

## II. Event Marketing

- Facebook: <http://www.facebook.com/events/476769545706618/>
- Citynetevents: <http://www.citynetevents.com/saigon/events/i-am-volunteer-december-4th-2012>
- Email invitation: Invitation was sent to over 90 NPO partners and 70 selected volunteers. Each NPO was invited to bring 2 representatives and submit at least 1 volunteer job descriptions, while each volunteer was invited to bring 1 friend who wanted to volunteer.



**LIN**  
Center for Community Development

**The Asia Foundation**

**UN Volunteers**  
Inspiration in action

# TÔI TÌNH NGUYỆN!

*Câu chuyện của những người tạo ra sự thay đổi*

**Cơ hội để các tổ chức PLN**

- Gặp gỡ những TNV giàu chuyên môn (cá nhân và công ty)
- Tìm hiểu sự thay đổi ở những tổ chức từng sử dụng TNV chuyên môn
- Cùng LIN tri ân những TNV xuất sắc trong năm 2012

**Cơ hội để các TNV**

- Kết nối với những người tạo ra tác động
- Tìm kiếm cơ hội tình nguyện tại các tổ chức
- Biểu cảm hứng thành hành động

**Thời gian:** 17:15 – 20:00, 4/12/2012 (Thứ ba)  
**Địa điểm:** Sẽ thông báo cho các anh/chị đăng ký  
**Đăng kí:** Ms. Truc Nguyen | [truc@linvn.org](mailto:truc@linvn.org) | 08- 38246 091

**Có gì tại sự kiện?**

Tọa đàm: “TNV chuyên môn giúp tổ chức phát triển”  
Khách mời: Cơ sở BTXH Học Môn & Công ty Brand Maker  
Tổ chức DRD & Chị Phạm Thanh Thủy Vy (TNV chuyên môn)

Kết nối nhanh tổ chức PLN & TNV chuyên môn  
Lễ tôn vinh Tình nguyện viên xuất sắc  
Trò chơi vui nhộn, thức ăn nhẹ và nước uống

**Tình nguyện viên:** Hãy dẫn theo một người bạn muốn tình nguyện

**Tổ chức:** Đem theo bản mô tả công việc TNV (gửi cho LIN trước 01/12)



### III. Event Agenda

#### **“I Volunteer!”**

Time: 5:30- 8:00pm, December, 2012

Venue: Kim Do Hotel, 133 Nguyen Hue, D1, HCMC

Time	Activities	PIC
<b>Part 1: Seminar on skilled volunteerism</b>		
5:30 –5:45 pm	Presentation: “Working with skilled volunteers”	Ms. Nguyen Thi Thanh Truc – LIN Volunteer Coordinator
5:45 – 6:30 pm	Panel Discussion: “Skilled volunteers help NPOs grow”	<ol style="list-style-type: none"><li>1. Ms. Ha Thi Thu Ngan, Representative of Brand Maker</li><li>2. Ms. Pham Thanh Thuy Vy – Lecturer at HCMC Economics University</li><li>3. Ms. Tu Manh Ky, representative of DRD</li><li>4. Ms. Hong To Hue Lan, representative of Ceporer Hoc Mon</li></ol>
<b>Part 2: Volunteer Appreciation Ceremony</b>		
6:30-7:00 pm	Volunteer Matching	Please find list of volunteer job descriptions attached
7:00 –7:05 pm	Welcome remark	Ms. Dana Doan, LIN pro bono strategic consultant
7:05 – 7:30 pm	Games	
7:30 – 8:00 pm	Volunteer appreciation	

#### IV. Event Attendance

Attendance: Around 80 participants (including representatives from NPOs, skilled volunteers, potential volunteers and LIN staff).

##### **a) List of local not-for-profit organizations attending the event:**

- |  |   |
|--|---|
| 1. Pham Thanh Nhon – 5 gio sang            | 18. Phan Nguyen Luu - Ceporer Hoc Mon       |
| 2. Nguyen Hoang Le Vu – A new day          | 19. La Hong Phuong Mai - Ceporer Hoc Mon    |
| 3. Huynh Kim Phung – A new day             | 20. La Hong Anh Thu - Ceporer Hoc Mon       |
| 4. Pham Thai Duong – Dong hanh uoc mo      | 21. Bui Le Hang – Khanh Hoi orphanage       |
| 5. Tran Tuyet Minh – Dong hanh uoc mo      | 22. Savio Minh Tam – Hoa Hong shelter       |
| 6. Tu Manh Ky – DRD                        | 23. Nguyen Thi Thao – Thien An free school  |
| 7. Nguyen Diem Thuong Thuong – DRD         | 24. Nguyen Thi Hang Nga – Smile Group       |
| 8. Vu – DRD                                | 25. Nguyen Thi Minh Phuong – Smile Group    |
| 9. Tung – DRD                              | 26. Huynh Tan Bao – Thao Dan                |
| 10. Ta My Duyen – ENACTUS UEL              | 27. Nguyen Thanh Duoc – Thao Dan            |
| 11. Thao - ENACTUS UEL                     | 28. Nong Thi Bich Chuyen – Anh Duong Center |
| 12. Thuy Trang - ENACTUS UEL               | 29. Dung – Anh Duong Center                 |
| 13. Van - Hoa Hong Nho shelter             | 30. Tieu Kim Thuan – WOCA                   |
| 14. Oanh - Hoa Hong Nho shelter            | 31. Nguyen Quoc Phong – MATA                |
| 15. Frederic Tertrais - Ceporer Hoc Mon    | 32. Tran Thi Thanh Hai – MATA               |
| 16. Nguyen Phuc Van Khau - Ceporer Hoc Mon | 33. Dao Tien Dung - SCC                     |
| 17. Hong To Hue Lan - Ceporer Hoc Mon      |   |

##### **b) List of volunteers attending the event:**

- |                             |                            |                          |
|-----------------------------|----------------------------|--------------------------|
| 1 Nguyen Quynh Anh          | 15 Ha Thi Thu Ngan         | 30 Nguyen Ngoc Thuy      |
| 2 Duong Van Anh             | 16 Ngo Tu Nghi             | 31 Nguyen Luu Bich Tram  |
| 3 Anya Kuznetsova           | 17 Tran Bao Ngoc           | 32 Nguyen Ngoc Dai Trang |
| 4 Nguyen Thi Ngoc Bich      | 18 Le Ngoc Nguyen          | 33 Cao Do Xuan Uyen      |
| 5 Diane Nguyen              | 19 Nguyen Thi Hong         | 34 Do Quang Vu           |
| 6 Vu Thi Quynh Giao         | 20 Nguyen Thi Bao Nhung    | 35 Lai Hong Vy           |
| 7 Greg Gardner              | 21 Ta Minh Nhut            | 36 Pham Thanh Thuy Vy    |
| 8 Nguyen Thi Hong Ha        | 23 Nguyen Hong Ngoc Quy    | 41 Doan Thi Le An        |
| 9 Phan Thanh Hai            | 24 Nguyen Thanh Truc Quyen | 38 Truong Thi Thuy Nhi   |
| 10 Nguyen Thi Ngoc Huyen    | 25 Thai Thanh Son          | 39 Khoa                  |
| 11 Nguyen Phu Ngoc Huyen    | 26 Pham Hoang Dang Thanh   | 40 Thao Nguyen           |
| 12 Huynh Nguyen Thai Phuong | 27 Luong Ngoc Thao         | 41 Doan Thi Le An        |
| 13 Tran Hai Linh            | 28 Nguyen Anh Thu          |                          |
| 14 Tran Thi Phuong Ly       | 29 Nguyen Minh Thu         |                          |



## V. Event activities

### 1. Panel Discussion: “Skilled Volunteers help NPOs grow”



In this panel discussion, we invited two pairs of skilled volunteer & NPO to share their experience. One pair featured corporate volunteers (Brand Maker) and one pair featured individual volunteer (Ms. Pham Thanh Thuy Vy).

Brand Maker and Ceporer Hoc Mon were the winners of LIN Corporate Volunteer Challenge 2012. Their story showed how a company could involve and make a difference in the community by encouraging its staff to donate their time and skills set to help an NPO. The result they achieved in just eight weeks was amazing: Brand Maker volunteering staff worked with Ceporer Hoc Mon to create their corporate identity and a website, as well as building a communication strategy.

Ms. Pham Thanh Thuy Vy was the social media consultant at DRD for one year, helping to promote the “Accessibility Map” campaign. The volunteer and NPO shared how they worked together as a team to achieve the project objectives.

\* Please find the full notes from the panel discussion in Appendix 1.

### 2. Volunteer Matching



*Mr. Phong, founder of MATA (sitting) talked to a volunteer during the volunteer matching process.*

Prior to the event, LIN invited its NPO partners to submit job descriptions for volunteers, and received 12 requests from 7 organizations. LIN set up 7 tables for these NPOs at the event to recruit volunteers. Although only one position was filled at the event (translator at Khanh Hoi orphanage), the NPOs appreciated the chance to meet with potential volunteers and talk about their organization. At the same time, it helped volunteers to understand about the need of the NPOs.

\* Please find the full list of volunteer job descriptions in Appendix 2

### 3. Volunteer Appreciation Ceremony

The ceremony was open with an inspiring speech by Ms. Dana Doan, LIN pro bono strategic consultant. It was followed by a video clip introducing prominent volunteers in 2012. ([Watch the clip here](#)). LIN then invited skilled volunteers who supported LIN and its NPO partners in 2012 to the stage. The NPO representatives awarded the certificate and a small gift (a pot of plant) to the volunteers supporting them.



### 4. Games

#### a. Jigsaw puzzle

The MC invited two teams, each team comprised of four guests, to play the jigsaw puzzle game. The puzzle was made out of the event logo. The team that finished it first won a hamper.

**Photo caption:** The winning team completed the puzzle in 20 minutes.



## b. Quiz

In this game, all members of audience were invited to answer quizzes about LIN volunteer matching service and International Volunteer Day. The questions were arranged into a 9 piece jigsaw puzzle, with the secret photo hidden beneath. For each correct answer, one jigsaw on the screen will be open, revealing one part of the secret photo. The photo was logo of the LIN Corporate Volunteer Challenge 2012. LIN explained about the challenge, and make introduction to the challenge in 2013.

## VI. Financial report

Income	Qty	Unit Price	Subtotal (Estimated)	Actual	Difference
Asia foundation contribution				16,387,857	
UNDP (UNV) Contribution				4,500,000	
<b>Total income</b>				<b>20,887,857</b>	
<b>Expenses</b>					
Venue	1	6,800,000	6,800,000	6,800,000	-
Food	60	85,000	5,100,000	5,100,000	-
Projector			0	1,000,000	(1,000,000)
Drink	4	80,000	320,000	320,000	-
Gift for Skilled Volunteers (pot of plant)	30	70,000	2,100,000	2,490,000	(390,000)
Pins and key rings for all volunteers	120	8,000	1,360,000	1,320,000	40,000
Volunteer Certificates	35	30,000	1,050,000	475,000	575,000
Gift for Speakers	4	100,000	400,000	100,000	300,000
Gift for games	1	200,000	200,000	209,000	(9,000)
Puzzle printing			0	286,000	(286,000)
Brochure printing			2,100,000	1,980,000	120,000
Printing backdrop	1	500,000	500,000	200,000	300,000
Taxi			50,000	-	50,000
Stationery			0	103,500	(103,500)
Mailing gifts and certificates to absent volunteers				50,000	(50,000)
<b>Total expenses</b>			<b>19,980,000</b>	<b>20,433,500</b>	<b>(403,500)</b>
<b>Balance</b>				<b>454,357</b>	
Staff time				8,715,000	
<b>Total (included staff time)</b>				<b>29,148,500</b>	



## VII. Feedback from Participants

LIN received a total of 17 completed surveys out of 74 participants - 22% response rate

"After listening to the stories shared during the panel discussion, I could understand why our organization has struggled to make progress. I realize that we could not cover so many tasks by ourselves. It's time we opened the door to the skilled volunteers. What's more important is that we need a volunteer coordinator. I will seek further advice from LIN for the way to connect with skilled volunteers."

- Ms. Nguyen Minh Phuong (Managing Director, Smile Group)

### 1. General feedback on the event (percentage)

	Poor	Average	Good	Excellent	No idea
Usefulness of information provided in the seminar		18	35	47	
Information meeting my demand and interest		24	35	41	
Information relevancy		18	53	29	
Handout and equipment		18	29	53	

### 1. Feedback on components of the event (percentage)

	Poor	Average	Good	Excellent	No idea
a. Ms. Nguyen Thi Thanh Truc's presentation		12	53	35	
b. Panel Discussion		12	35	53	
c. Volunteer Matching		18	35	47	
d. Game		6	35	53	6
e. Volunteer Appreciation Ceremony		12	35	47	6

### 2. Feedback on the organization of the event (percentage)

	Poor	Average	Good	Excellent	No idea
a. The organization of the event		12	53	47	
b. The venue		5	35	60	
c. The food & beverage		12	40	48	

### 3. On the scale of 1 to 10, how would you rate the event? (1:Poor, 5: Excellent)

8.4

## VIII. Post-event activities

Blog: [LIN vinh danh những người tạo sự thay đổi](#)

TV: [An Vien Television](#) (AVG) (The video clip was recorded by phone from AVG news. We are still waiting for the official video clip from AVG.)

## Appendix 1

### Panel Discussion Notes: “Skilled Volunteers help NPOs grow”

Event	International Volunteer Day
Time	5:30pm – 8:00pm, 4 December 2012
Place	Kim Do Hotel, 133 Nguyen Hue Street, District 1, HCMC
Organizer	LIN Center for Community Development
<b>PANEL DISCUSSION – NOTES</b>	
Moderator	Nguyen Thi Thanh Truc (LIN)
Panelists	Hong To Hue Lan (Hoc Mon Shelter)
	Ha Thi Thu Ngan (Brand Maker)
	Tu Manh Ky (DRD)
	Pham Thanh Thuy Vy (UEH – University of Economics of HCMC)
Notetaker	Vu Thi Quynh Giao (LIN)

#### 1) Identifying needs and looking for partners

- Truc/LIN: How did your NPO identify needs and look for skilled volunteers?

o Ky/DRD: At first DRD was looking for a volunteer skilled at social media communications. However, one of our projects at that time—*Assessability Map*—urgently needed help with regard to communications, so DRD assigned Vy/UEH to work on this project.

o Lan/Hoc Mon Shelter: We joined the *2012 Corporate Volunteer Challenge* organized by LIN, and part of the challenge was matching an NPO with a volunteer communication company. So right from the start we knew that we would work with communications volunteers and plan a communication strategy for our NPO.

- Truc/LIN: What do you think makes a volunteer position attractive?

o Vy/UEH: I'm most attracted to a volunteer position when it allows me to utilize my expertise. I'd always wanted to volunteer for NPOs, but before finding DRD, I'd only seen positions related to fundraising, translation, and other skills which I don't have. So when I knew that DRD was looking for help with their social media communication efforts, which fits well with my expertise, I was really happy.

o Ngan/Brand Maker: I feel most excited when volunteering for an NPO that is devoted and shows a real commitment to the common good. If I volunteer and the NPO involved has a profit motive, I'll be very disappointed. Besides, I expect my contribution to have a long-lasting impact on any NPO for which I volunteer.

#### 2) Process of collaboration

- Truc/LIN: How did you set up a schedule to work with each other?

o Vy/UEH: I volunteered for DRD and worked mainly with Ky, who coordinated the *Assessability Map* project. We used all types of communication – phone, email and face-to-face. Every week we had a different schedule, depending on our time availability and the project phase we were

in. Most of the time it was flexible, but the important thing to remember is that both sides must be proactive and maintain on-going communications.

○Ngan/Brand Maker: We had a fixed schedule and had a meeting every Thursday. Thus, no matter how busy we were, we had to set aside time to work with each other on Thursdays. From Brand Maker's side, we were able to maintain this schedule thanks to our boss's understanding. She knew that we were both volunteering for Hoc Mon Shelter and working with many corporate clients, so she let us have the full flexibility to set our own deadlines.

○Lan/Hoc Mon Shelter: I'd like to emphasize that a fixed schedule for meetings is only one thing. What's more important is that both the volunteer and the NPO must work independently before each meeting so that every time they meet, they've finished all the tasks previously agreed upon.

- Truc/LIN: Do you think it's better for the volunteer to do the work for the NPO, or teach its staff how to do it?

○Ngan/Brand Maker: Ideally, I'd love to transfer all my skills to the NPO. However, if you have tight deadlines to follow, as we did when volunteering for Hoc Mon Shelter, then the volunteer must do the work for the NPO. That said, the volunteer can teach the NPO basic skills and should always ask a staff member of that NPO to observe the steps involved in a task when the volunteer is actually implementing it for the NPO.

○Ky/DRD: There're certain things that a talented volunteer should do for the NPO. For example, a social media volunteer can teach an NPO the skill of managing a blog. But making the blog's content attractive really depends on the "grace" of whoever writes for it. Vy, DRD's volunteer, taught us social media skills and also helped provide contents for our Wordpress blog and Facebook page. In the end, our social media campaign was successful partly because of the "gracefulness" embedded in the actual contents crafted by Vy herself.

○Vy/UEH: In order for an NPO to make the best use of their volunteers' skills, it must constantly learn about new knowledge relevant to their thematic area. When an NPO is confident about its knowledge of the area, it'll then be able to put the skills learned into effective use.

- Truc/LIN: How should we deal with problems arising out of the working process between NPOs and volunteers?

○Ky/DRD: Both sides would need to be persistent and openly discuss any problems involved. When the volunteer and NPO see that they're working towards a common goal, they're more likely to proactively find ways to solve any conflicts between them.

○Vy/UEH: From my experience, it's best to avoid problems by providing a detailed job description for the volunteer and state the NPO's expectations right from the start.

○Ngan/Brand Maker: Problems usually come from both sides. NPOs may not understand the skills/expertise that the volunteer is contributing, so they wouldn't know how to set expectations. Also, many NPOs have the "mentality" that volunteers are helping for free and they thus cannot be demanding. On the volunteers' side, many still think that helping NPOs is a side job and they don't need to be as responsible as when they do their full-time jobs.

- Truc/LIN: As volunteers, do you find working with NPOs different from working with companies? And from NPOs' side, how is working with volunteers different from working with your colleagues?

○Ngan/Brand Maker: We in fact treated Hoc Mon Shelter as a client. I was a bit worried that Hoc Mon Shelter's staff may find Brand Maker's corporate environment cold and uncomfortable, so I tried to listen to them and keep our promises so that the two sides could have trust and work effectively with each other.

○Vy/UEH: When I volunteered for DRD and other NPOs, I told myself that success would only come when I was to help the NPO achieve its goal, not my goal.



o Ky/DRD: Generally I find working with volunteers more “stressful” than working with my colleagues, because it virtually means I’m working with an external stakeholder on behalf of my NPO. My colleagues and I may have the same knowledge and skills; however, when I need a volunteer, it usually means I lack a certain skill, something that a volunteer can bring to my NPO. Then, in working with an “external stakeholder,” a volunteer, I must not only learn from the volunteer, but also be confident about my knowledge of the issues my NPO is trying to solve.

### 3) Skilled volunteers’ impact on NPOs

- Truc/LIN: What are the greatest values/insights you’ve got from the skilled volunteers?

o Lan/Hoc Mon Shelter: I learned from Brand Maker that in order for NPOs to do our job well, we would also need to think about competition, a kind of competition that helps us know where we’re standing and how well we’ve done with regard to solving a social problem.

### 4) Why few skilled volunteer requests

- Truc/LIN: LIN has a large number of skilled volunteers in its database, but has so far received few volunteer requests from local NPOs. What do you think is the reason behind this reality?

o Lan/Hoc Mon Shelter: I encountered a case where the leadership of an NPO was very weak, but the leaders refused to recruit volunteers for important positions like Accountant and HR Manager. We usually think that an organization’s important jobs must be done by its staff, not volunteers. That’s perhaps why LIN has received few requests for skilled volunteers.

o Ky/DRD: Another reason I can think of is that some NPOs couldn’t get committed volunteers, or even had conflicts with the volunteers, so they don’t want to reach out for skilled volunteers anymore.

### \* Q&A with the audience

- Mr. Phan Thanh Hai (volunteer): About volunteer recruitment, our NPO can write detailed job descriptions, but find it hard to advertise such positions. Could you give us suggestions on how to reach out to skilled volunteers? Any channels apart from LIN?

o Truc/LIN: NPOs can find volunteers by expanding their networks and actively participating in events. It’s also important that NPOs make it easy for prospective volunteers to get in touch with them. Prospective volunteers should be able to contact one person from your NPO and quickly get relevant information about the types of help that you need, instead of having to talk with a person and get referred to many departments.

o Lan/Hoc Mon Shelter: I agree that we NPOs should actively participate in networking events. We should know how to make short and interesting introductions about our organizations. In Hoc Mon Shelter’s case, I was able to find some volunteers for the organization through networking events, and the volunteers themselves have refer their friends to us.

## Appendix 2

### List of volunteer job descriptions (in Vietnamese)

STT	Vị trí tình nguyện	Số lượng	Tổ chức	Công việc chính
1	Quản trị mạng	1	Cơ sở BTXH Hóc Môn	Hỗ trợ biên tập hình ảnh, video clip, hoàn thiện website, hệ thống máy tính văn phòng
2	Viết dự án, viết báo cáo	1	Cơ sở BTXH Hóc Môn	Viết dự án, báo cáo 6 tháng, năm
3	Dạy tiếng Anh	3	Quỹ HB Huỳnh Tấn Phát	Dạy tiếng Anh cho sinh viên vào chiều thứ bảy hàng tuần
4	Phiên dịch tiếng Pháp	2	Trung tâm bảo trợ trẻ mồ côi Khánh Hội	Dịch tài liệu, thư từ của trẻ viết cho người đỡ đầu từ tiếng VIỆT sang tiếng PHÁP và ngược lại, tham gia các buổi đón tiếp khách Pháp qua thăm trẻ
5	Trợ giảng Anh văn	1-2	Nhóm Nụ Cười	Hỗ trợ TNV nước ngoài theo dõi lớp dạy Anh văn cho trẻ
6	Trợ giảng workshop	1-2	Nhóm Nụ Cười	Hỗ trợ TNV nước ngoài theo dõi lớp học workshop làm phim trên máy vi tính
7	Hỗ trợ hoạt động của tổ chức	1-2	Nhóm Nụ Cười	Dạy kèm văn hóa cho trẻ (Toán, Văn cấp 1, 2) Hỗ trợ nhóm trong những hoạt động lễ hội trong năm và sinh hoạt ngoài trời hàng tháng hoặc hoạt động thể thao (đá banh, bơi lội, bóng rổ)
8	Biên tập website	1	Cơ sở BTXH Thảo Đàn	Hỗ trợ biên tập hình ảnh, video clip, hoàn thiện website, hệ thống máy tính văn phòng
9	Dạy học Tổ chức sinh hoạt	4	Cơ sở BTXH Thảo Đàn	1. Tổ chức sự kiện văn nghệ, giao lưu, sinh hoạt trò chơi 2. Dạy kèm Toán lớp 7 3. Dạy kèm Toán, Tiếng việt (cấp 1)
10	Dạy tiếng Anh cho nhân viên trung tâm	2	Trung tâm Ánh Dương	Dạy văn phạm, ngữ pháp, giao tiếp, các kỹ năng: nghe, nói, đọc, viết
11	Thiết kế website	1	Mái ấm Thiên Ân	Kiểm tra lại trang <a href="http://www.maiamthienan.org">www.maiamthienan.org</a> , thảo luận với Mái ấm về việc thiết kế mới trang WEB sao cho cả người sáng mắt và người khiếm thị có thể tiếp cận. Thiết kế và chạy thử Hướng dẫn cho 2 thành viên khiếm thị của Thiên Ân có thể tự quản trị trang WEB.
12	Quảng cáo	1	Mái ấm Thiên Ân	Thảo luận với Mái ấm và lên kế hoạch quảng cáo Gây Xếp Thiên Ân trên mạng Internet. Hướng dẫn cho 2 thành viên khiếm thị của Thiên Ân có thể tự điều hành việc quảng cáo.

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