

## REVISION OF INDICATORS

GROUP 1:

#	Indicators	Change/update of indicators	Progress (Ongoing/ Done/Not yet done)	Challenges
1	There is an unit/department being responsible for planning, monitoring, evaluation and reporting (PMER) for the NS; to identify PMER focal points for training and this position will initiate process of strengthening PMER skills for the whole system	Establishment of PMER Unit/focal point under the International department	Done	
		Terms of Reference for this PMER unit	Not yet done	
		PMER unit should be under the Administration departmet		
2	There is a two-way communication mechanism. There is a system supporting the revision as well as decision-making	Communication/reporting guideline/regulations between VNRC and community Communication/reporting guideline/regulation between VNRC and its partners		
3	Monitoring, reporting against the objectives of the Vietnam Red Cross strategic plan (what is the impact of the implemented activities impact on the strategic goals)	VNRC strategy is revised Regular review of the implementation of VNRC Strategy		
4	Development of plan with involvement of volunteers	Suggest to remove this indicator		Imppssible and costs a lot of money if involve volunteers in the plan development
		Development of plan with involvement of community members or staff who have working experience with community		
5	PMER is used for information collection, communication, resource mobilization (performing effective collection of data, making reports to become stories)	Regulation for sharing reports with stakeholders		
6		Having edequate number of staff	Done	

## REVISION OF INDICATORS

#	Indicators	Change/update of indicators	Progress (Ongoing/ Done/Not yet done)	Challenges
	The NS has adequate finance staff to meet national financial regulations and requirements, although there are occasional delays and mistakes.	Finance staff having refresher training on financial management requirement and regulations	Not yet done	
		Financial reporting templates for chapters for easy consolidation of income and expenditures (under main costing categories)		Limited capacity of financial staff at provincial level
7	Annual budgeting	Annual organizational budget	Done annually	
8	Improvement of the financial information system of the NS, toward a consolidated financial information system from branches to headquarter (the branches are focussing on horizontal reporting)			Limited capacity of financial staff at provincial level Donot have enough computers Chapters are not willing to share financial information on other funding sources which not supported by HQ
9	Improvement of filing procedures for financial supporting documents	Review and revision of procedure	Done	
10	Improvement of treasury management	Cash reconciliation guideline	On-going	
11	Attention on external auditing	Audited starting from 2009 as of 2015		Limited funding Governemt grant did not cover Funding for audit came from IFRC and AmCross May use from indirect cots however not yet applied

## REVISION OF INDICATORS

### GROUP 2

#	Indicators	Change/update of indicators	Progress (Ongoing/ Done/Not yet done)	Thách thức
12	Improvement of the financial information system of the NS, toward a consolidated financial information system from branches to headquarter (to assess on the VNRC's overall sustainability)	This indicator can be removed as group 1 already mentioned		
13	Policy making (mechanism and tools) for VNRC resource mobilization	RM policy and guideline Training on policy and guideline	On-going	Limited funding Capacity of staff
14	Organize trainings on mobilization of resources from NGOs, private sectors, individuals/public for the NS activities	Capacity building Training on staffs on Resource mobilisation		Capacity of staff
15	Strengthen the roles of members in fund raising (the network of VNRC ambassadors can contribute not only membership fee/funding, but also ideas for branch activities)	Wellfare for members of sponsor council		Cơ chế đãi ngộ đối với các thành viên hội đồng bảo trợ
16	Strengthen capacity for Human Resource Department on human resource management;	# of staffs in HR department and its respective job description Training of HR staffs on different HR issues	Not yet done	Limited funding Lack of HR documents Lack of interest from leadership
	Rapidly develop policy on human resource and guidance on implementation of the policy which focuses on improvement of recruitment process;	HR policy and recruitment guideline		Limited funding Technical support VNRC HR procedure may be not compliant with govertntment regulations
17	Develop mechanism for performance appraisal (development of job descriptions of each position which would facilitate the recruitment and human resource management);	Performance appraisal system (pay-raise) and its template		Capacity of staff

## REVISION OF INDICATORS

#	Indicators	Change/update of indicators	Progress (Ongoing/ Done/Not yet done)	Thách thức
	Review and improve the staff compensation and benefit system	Staff compensation and benefit guideline		VNRC is applying the goveremtn salary scale and using government grant. If VNRC develop it own mechnism, it may be not comliant with the gverntment system
	Analyze training needs for core staff, results of which would help to design appropriate training agenda for the right staff	Need assesment on staff training Staff traning programs		Limited funding Technical support
	Establish process for evaluation of job satisfaction of VNRC staff rather than the current periodical dialogue	Staff reward guideline		Technical support
18	Finalize policy for volunteer and guideline on implementation of the policy (recruitment, maintenance, recognition and awarding, data management, training, safety, etc.)	Youth and volunteer recruitment and retention policy Volunteer record		Limited funding Capacity of staff Technical support
	Establish mechanism for promoting involvement of volunteer in planning and decision-making	This indicator is suggested to be posponed		Not applicable at this stage
19	Develop diversified volunteer force in order to increase the diversification of volunteer groups in the community where are lacking	Diversified programmes for diversified volunteers	Not yet done	Capacity of staff Technical support
20	Develop code of conduct for staff, members, volunteers	Code of conduct		Limited funding Technical support

## REVISION OF INDICATORS

### GROUP 3

#	Indicators	Change/update of indicators	Progress (Ongoing/Done/ Not yet done)	Thách thức
21	Develop filing procedures for electronic and non-electronic filing system that applies to all departments	Online-library for HQ		Capacity of staff Limited funding
22	Collaboration with Digital Divide Initiative (DDI) working group to propose appropriate solutions	Domain name for VNRC		Limited funding Synchronization between HQ and provincial is difficult due to limited capacity of staff
23	Develop rule/regulation together with guidelines on: fleet management, procurement, storage, goods delivery, inventory, documentation.	Logistics guideline (fleet management, procurement, storage, goods delivery, inventory, documentation)		Lack of firm direction from leadership
24	Strengthen warehouse management in order to ensure goods properly and safely stored	Warehouse record book and its updates		Unstable human resources
25	Ensure safety and well-being of volunteers by providing identification card, proper safety wears and insurance	Uniform for volunteers Volunteer ID Volunteer insurance Safety and security plan for volunteers		
26	Insurance for goods and cash of VNRC; vehicle maintenance			
27	Strengthen volunteer roles in collection of basic data at community with regard to vulnerable families, targeted groups	# volunteer actions/programmes at community level with clear recruitment criteria # needs assessments involving volunteers and community people # people reached in communities		
28	Organize orientation and induction trainings for members, volunteers, youth	Basic programs for volunteers		
29	Strengthen two way communication with beneficiaries (receive feedbacks on quality of	Beneficiary communication strategy/guideline		

## REVISION OF INDICATORS

#	Indicators	Change/update of indicators	Progress (Ongoing/Done/Not yet done)	Thách thức
	VNRC activities for adjustment and reinforcement; improve accountability of branches; utilize the feedbacks for humanitarian diplomacy)	Training on beneficiary communication		

### GROUP 4:

#	Indicators	Change/update of indicators	Progress (Ongoing/Done/Not yet done)	Thách thức
30	Provide more orientation trainings Governance Board at all levels, especially encourage involvement of staff, community in decision-making, in order to help them better making decisions on behalf of all members, volunteers.	Orientation training courses for Governance board at branches	On-going	
31	The Organizational Development, Volunteer-Youth Unit of IFRC in Bangkok and Kuala Lumpur can share successful experiences in strengthening governance of some NSs during trainings for VNRC to consider and select best solutions			Relevance of case studies Cultue difference and organizational strucuttrue defference
32	Assign more active roles to members to make them feel proud of the NS and contribute time, resources to the NS through mobilizing their participation in need assessments and development of plan of action			
33	Improve member management and database system	Member application form and database system		Limited staff capacity Perception on the participation of members
34	Diversify members, especially most vulnerable groups: people with disabilities, elderly,			

## REVISION OF INDICATORS

#	Indicators	Change/update of indicators	Progress (Ongoing/ Done/Not yet done)	Thách thức
	children, etc. to gather their opinions which would help the NS to introduce more appropriate policies, programs for better meeting community needs			
35	VNRC should conduct a study on resource mobilization and establish a mechanism for information sharing on good models	Overall assessment of resousce mobilization Focal point on resource mobilization to be established at provicial level		Capacity of staff
36	VNRC should develop policies, strategies and standards (regulations) on accountability and mechanism for ensuring transparency in order to build donor trust (auditing)	Donor Cooperation Policy/ strategy/regulation Database of individual donors and certification of donation to individual donors Appointment of Focal person on Donor management		
37	VNRC leaders and members should be trained, develop new skills, methods; exchange, share skills in order to improve their roles in local resource mobilization	Partnership workshops every two years		Limited funding Capacity of staff