

STUDENTS CARE SERVICE

www.students.org.sg Tel: 6286 9905
463 Hougang Ave 10 #01-964 Singapore 530463



Students
Care Service

MISSION

“To be a leading social work organisation in enabling students to maximise their potential”

SERVICE MODEL

- Social services (e.g. counseling)
- Training and consultancy

CLIENT TYPE

No of Clients Served*	YE 2011	YE 2010
Students (Children , pre-teens, youths)	9,476	21,010
Others (Parents, teachers, professionals, etc)	2,840	3,024

*Numbers include multiple service users. The lower student number in YE2011 was due to SCS' adoption of a more targeted approach.

PROGRAMMES

- Provides social work services to students in mainstream schools and Institutes of Technical Education.
- Programmes include individual casework and counselling, educational psychology services for students with learning difficulties and programmes for at risk and delinquent youth.
- Provides training and consultancy services to share its expertise with other practitioners.

FINANCE

Year	YE 2011	YE 2010
Income (\$'000)	2,586 ^a	2,508
Expense (\$'000)	2,356	2,268
Surplus/Deficit (\$'000)	230	240
Surplus/Deficit % of Expense	10%	11%
Reserve Ratio ^b	14 months	13 months
Charitable Expense %	Ratio not reported. See charity's financial statements for detailed activity expense.	

GOVERNANCE/LEADERSHIP

ORGANISATION

Chairman	Mr Goh Chee Kong	Registered Charity	Yes
Chairman Tenure	2009 – Present (2 nd term)	Registered IPC	Yes
Board Size	11	Sector	Social Service
CEO/ED Name	Ms Morene Sim	Regulator	Charities Unit
No of Employees	44 (including 3 part-time) ^c	No of Years Operation	35
Salary Info Disclosure	Yes	Recognition/ Endorsement	Centre of Specialisation in School Social Work (2008).

^a Includes a \$375,000 donation for renovation works. Excluding this would result in a deficit for YE2011. Based on verbal update by SCS in Feb 2012.

^b Derived based on financial figures from SCS' 2010/2011 annual report.

^c Based on verbal update by SCS in Feb 2012.

IMPORTANT NOTICE

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Mission: Enabling students to maximise their potential

- First social work organisation dedicated to providing school social work services
- Provides over 21,000ⁱ service-users with emotional, social and learning support through 4 centres
- NCSS-appointed Centre of Specialisation that shares experience and expertise with others interested in school social work

Most Pressing Need:

- Additional funding for new preventive programmes to help students resist negative influences before behavioural problems begin.

Sector	Children/Youth	Model	<ul style="list-style-type: none"> • Services in schools and centres • Training for other NPOs, research 																			
Client Type	School-age students (Pre-primary, primary, secondary, vocational)	No. Of Clients	21,010 service users (students) 3,024 service users (non-students)																			
Financial Health	<table border="1"> <thead> <tr> <th>Year</th> <th>2007</th> <th>2008</th> <th>2009</th> </tr> </thead> <tbody> <tr> <td>Income</td> <td>\$2.72 m</td> <td>\$2.64 m</td> <td>\$2.51 m</td> </tr> <tr> <td>Expense</td> <td>\$2.24 m</td> <td>\$2.99 m</td> <td>\$2.39 m</td> </tr> <tr> <td></td> <td>\$0.48 m</td> <td>\$(0.35)m</td> <td>\$0.12 m</td> </tr> <tr> <td>Reserve Levels</td> <td>15 months</td> <td>11 months</td> <td>15 months</td> </tr> </tbody> </table>	Year	2007	2008	2009	Income	\$2.72 m	\$2.64 m	\$2.51 m	Expense	\$2.24 m	\$2.99 m	\$2.39 m		\$0.48 m	\$(0.35)m	\$0.12 m	Reserve Levels	15 months	11 months	15 months	See FINANCE section and GLOSSARY for important notes
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ANALYSIS SUMMARY

Programmes	Students in diverse schools are satisfied with programmes; parents and teachers give positive feedback on impact to student relationships.
Finance	Core funding is secure; additional programmes will need new funders.
Leadership	Leadership is focused on sustainable client benefits, while governance can be seen in established procedures and well-engaged leaders.
Organisation	SCS meets unique students' needs with centre-specific operations and consistent service standards.

BACKGROUND: School social work can help students have a positive school experience

Today's students face issues like truancy, cyber addiction, coping with relationships and more in their school experience. School social work (SSW), conducted in school and community settings, provide emotional, social and family support for a positive school experience to overcome these issues. Established in the 1970s, Students Care Service (SCS) is the first dedicated SSW NPOⁱⁱ in Singapore.

PROGRAMMES: Systemic programmes for diverse students achieve satisfactory results and positive feedback from parents and teachers

- SCS programmes include working with student groups; individual casework and counseling; educational psychology services, Guidance Programmesⁱⁱ, STEP-UP programmesⁱⁱ and public talks in schools.
- Programmes are delivered by each SCS centre independently to respond flexibly to unique student needs, under overall management and direction by headquarters.
- SCS programmes incorporate input from teachers, students, peers and families.
- Current services are mostly remedial, which address identified behavioural problems; SCS sees the need for more developmental/preventive programmes.
- Educational psychology services helps students with learning difficulties.
- SCS provides training and consultancy service to share its expertise with other practitioners.

RESULTS: Positive impact on Students, Parents, and Schools

- Over 21,000 service-users in Institutes of Technical Education and mainstream schools.
- Most students express they have learned key lessons taught and have above-average satisfaction levels with the programmes.
- Parents have given feedback that they have learned new ways to relate to their children.
- Funders and schools are generally positive on the programme quality and impact on students.

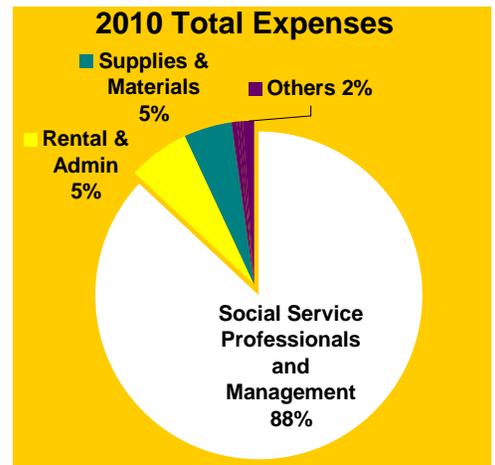


MONITORING: Rigorous and goal-based

- Quantitative and qualitative results are monitored rigorously based on defined programme goals.
- SCS can better show long-term impact by reporting changes in student behaviour and experience over multiple-session programmes.

FINANCE : Core funding sources secure, new preventive programmes need more funding

- ComChest funds 65% of SCS’ revenue; 24% of revenue is from student-based programme income, and 10% from donationsⁱⁱⁱ.
- Funds are mostly spent on programme delivery by social service professionals, like social workers, counselors, and psychologists.
- ComChest funds mainly support remedial programmes, other funding sources are needed for preventive programmes.



LEADERSHIP : Strong leadership focused on sustainable client benefits

- The Board is engaged with decisions that focus on programme sustainability and clients’ benefits.
- SCS has well-established internal procedures, covering programme reporting, finances and more.
- SCS’ staff pursues training in technical ability and management skills for career development and grooming the next generation of leaders.

ORGANISATION : Recognised leader impacting both students and SSW practitioners

- Ongoing funder support and opportunities to operate with more schools allow SCS to continue improving the school experience for students.
- SCS is recognized as a “Centre of Specialisationⁱⁱ in School Social Work” (by NCSS in 2008) and also in regional forums for its accomplishments in school social work and youth work.

ⁱ All figures based on financial year ending 2010 unless otherwise stated.

ⁱⁱ Please see glossary for definition.

ⁱⁱⁱ Does not include purpose-specific donations directly for reserve funds

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