

Glossary

Certain technical terms and abbreviations used in charity analysis reports are explained here. This page will be continually updated as more terms and abbreviations are added to new reports.

Case Management	This is a client-centred service that involves identifying clients' needs, individualising care plans that meet his/her needs and coordinating a range of services to address the clients' goals and needs as stipulated in the care plan.
Centre of Specialisation	NCSS-appointed organisation which will build a body of knowledge and specialisation expertise in a sector, with the aim of transferring knowledge and expertise across that sector, research into standards and methods, improve on processes over time, document best practices and train other nonprofit organisations in the sector.
Guidance programmes	A pre-court diversionary programme for first-time juvenile offenders who have committed minor offences. Aims to help the juvenile develop better self-control, take responsibility for his/her actions and acquire life skills, with the active involvement of parents. Upon successful completion of the programme, the juvenile will not be charged, but let off with a police caution. Programme is typically supported by social work agencies.
IPC	Institution of a Public Character. Only organisations which are conferred approved IPC status are authorised to receive tax-deductible donations (i.e. donors are given tax-deduction for donations made to these organisations).
NYC	National Youth Council (www.nyc.pa.gov.sg). NYC advocates active youth citizenry, creates opportunities for youth to connect locally and overseas, and enables the development of youth and the youth sector through funding, training and capacity building.
NCSS	National Council of Social Service (www.ncss.org.sg). NCSS provides leadership and direction in social service, enhances the capabilities of social service organisations, and promotes strategic partnerships for social service.
NPO	Non-Profit Organisation. Includes charities and Institutions of a Public Character.
STEP-UP / Enhanced STEP-UP	School social work To Empower Pupils to Utilise Potential, an MCYS programme that started in 2004 to financially support school social work organisations in their delivery of services. Enhanced STEP-UP is a similar programme focused on individualised casework for students at risk of dropping out from school and out-of-school youth.
Streetwise Programme	A 6-month programme emphasizing life-skills and positive peer relationships for youth involved in street gangs or secret societies to help them leave the gangs. The programme is coordinated by the National Youth Council.
VWO	Voluntary Welfare Organisations. These are social service organisations that deploy voluntary resources such as volunteers and donors to help them achieve their mission. Most VWOs have charity and IPC status.