

QUESTIONS AND ANSWERS**More accessible and flexible ComCare**

- 1. How many Singaporeans under Quarantine or Stay-Home Notice (SHN) have SSOs reached out to? How many of them received ComCare assistance?**

To date, we have reached out to more than 6,400 Persons under Quarantine/Persons under SHN via text, including over 360 who are current or former ComCare clients over phone, to better understand their circumstances. Of the approximately 6,400 people, 50 applied for and were placed on ComCare assistance. The rest did not require financial assistance for various reasons, such as already having family support from other employed household members, savings, and/or financial support from their employers.

- 2. MSF mentioned that Short Term to Medium Term Assistance (SMTA) duration will be at least 6 months during this COVID-19 period. What is the existing or typical duration and quantum of ComCare SMTA?**

As the needs, profile, and size of each household are different, the quantum and duration of SMTA varies across households.

In 2019, the median monthly assistance quantum that a household on SMTA received was about \$450, and the median duration of assistance per tranche of assistance was about 4 months. These figures exclude assistance on rental, utilities and services and conservancy charges, as well as other forms of government assistance and subsidies that households could be receiving, such as assistance for medical expenses, subsidised rental housing, financial assistance for school fees, or childcare subsidies.

3. How does the MSF help ComCare clients achieve stability in the long term?

Our SSOs develop a joint action plan with families receiving ComCare SMTA, and encourage them to take steps towards self-reliance. For example, if there are work-capable members in the household who are unemployed, SSOs could link them up with Workforce Singapore or the Employment and Employability Institute for employment assistance.

For families with more complex needs, such as financial difficulties compounded by family and health issues, our SSOs also work closely with Family Service Centres, other government agencies and community partners to provide holistic support, to help individuals and their families to bounce back. The assistance may include case management and counselling by social workers, and help from local community schemes.

Temporary Relief Fund

4. Why is the Temporary Relief Fund only for April 2020?

The Temporary Relief Fund is an interim measure for Singaporeans who are affected by COVID-19's economic impact and who need immediate financial help with their basic living expenses.

The COVID-19 Support Grant, which will be available starting May 2020 after system enhancements, will provide more comprehensive support to those who have lost their jobs due to COVID-19.

The Ministry of Manpower and National Trades Union Congress will also roll out the Self-employed Person Income Relief Scheme to help affected self-employed persons.

5. How is the Temporary Relief Fund different from ComCare Interim Assistance?

ComCare Interim Assistance provides support to low-income households who need urgent and immediate financial assistance. To help Singaporeans tide through the COVID-19 situation, the Temporary Relief Fund will provide one-off support to lower- and middle-income who lost their jobs or a substantial proportion of income due to the economic impact of COVID-19.

6. Will all Temporary Relief Fund beneficiaries be automatically covered under COVID-19 Support Grant on 1 May 2020? Or do they have to re-apply with MSF?

The SSOs will make the application for COVID-19 Support Grant more seamless for recipients of the Temporary Relief Fund, so that they do not have to submit the same supporting documents multiple times. Applicants for the COVID-19 Support Grant will need to undertake that they will participate actively in job search and / or retraining programmes under WSG or e2i. SSOs will also link them up with WSG or e2i.

COVID-19 Support Grant

7. How does the Government help COVID-19 Support Grant beneficiaries achieve stability in the long term?

Recipients of the Support Grant must agree to actively participate in job search and / or attend training programme under WSG or e2i.

SSOs will coordinate with WSG and e2i to provide grant recipients with support in job search or retraining.

8. Are applicants assessed as a household or individual? Can more than one family member in a household get help from the COVID-19 Support Grant?

While we consider household income as part of the eligibility criteria, each individual who fulfills the eligibility criteria can receive support under the COVID-19 Support Grant.

9. Why are ComCare clients not eligible for the Temporary Relief Fund or COVID-19 Support Grant?

ComCare clients currently receive comprehensive support for their basic living expenses, including cash assistance, assistance with household bills, and assistance with medical bills. If ComCare clients require more assistance due to changes in financial circumstances, SSO will work with them to review their assistance package.

LIST OF COVID-19 SUPPORT SCHEMES

Scheme/initiative	Target Beneficiary and Eligibility criteria	Assistance provided
<p>Temporary Relief Fund</p> <p>Applications open from 1 Apr – 30 Apr 2020 at all 24 SSOs and 108 Community Centres</p>	<p>Lower- and middle-income Singaporeans affected by the economic impact of COVID-19 who need immediate financial help with basic living expenses.</p> <p>These are Singapore Citizens or Permanent Residents who:</p> <ul style="list-style-type: none"> • Have lost their jobs or faced a personal income loss of at least 30% due to COVID-19 • Have a household income of ≤\$10,000, or per capita household income of ≤\$3,100, before their employment or income was affected. • Not currently receiving ComCare assistance 	<p>One-off \$500 cash assistance in April.</p>
<p>COVID-19 Support Grant</p>	<p>Singapore Citizens or Permanent Residents, aged 16 years and above, who are presently unemployed due to retrenchment or contract termination as a result of the economic impact of COVID-19. They should:</p>	<p>A monthly cash grant of \$800, for 3 months.</p> <p>Job and training support by Workforce Singapore or the</p>

<p>Applications open from 1 May 2020 at all 24 SSOs</p>	<ul style="list-style-type: none"> • Have had a household income of ≤\$10,000, or per capita household income of ≤\$3,100, prior to unemployment; • Live in a property with annual value of ≤\$21,000; and • Not currently receiving ComCare assistance <p>Recipients of the support grant must:</p> <ul style="list-style-type: none"> • Have been employed as a full-time or part-time permanent or contract staff prior to unemployment; and • Agree to actively participate in job search or attend a training programme under Workforce Singapore or the Employment and Employability Institute. 	<p>Employment and Employability Institute.</p>
<p>The Courage Fund</p>	<p>The Courage Fund will help affected lower-income households whose family member(s) have contracted COVID-19 or are on Stay-Home Notice, Leave of Absence or Home Quarantine Order¹. They should have:</p>	<p>One-time lump sum of up to \$1,000</p>

¹ Besides lower-income households whose family member(s) have contracted COVID-19 or are on Stay-Home Notice, Leave of Absence or Home Quarantine Order, the Courage Fund will also support (i) dependents of those who succumb to the virus (ii) healthcare workers, frontline workers and community volunteers who contract the virus in the course of duty. More details on eligibility criteria, application details and the quantum of assistance for these groups will be released.

<p>Applications open from 6 April 2020 at all 24 SSOs.</p> <p>More details on eligibility criteria and application will be made available on NCSS website.</p>	<ul style="list-style-type: none"> • Experienced a complete or partial (of at least 10%) loss of household income due to COVID-19; and • A household income of ≤\$3,900, or per capita household income of ≤\$1,350, prior to being affected by COVID-19. <p>ComCare clients can apply.</p>	
<p>Self-employed Person Income Relief Scheme</p> <p>(by Ministry of Manpower and the National Trades Union Congress)</p>	<p>For eligible self-employed persons, including self-employed drivers.</p> <p>More details will be released by MOM.</p>	<p>\$1,000 per month for 9 months</p>