

SOLS Health

Jom Sembang Frequently Asked Questions (FAQs)

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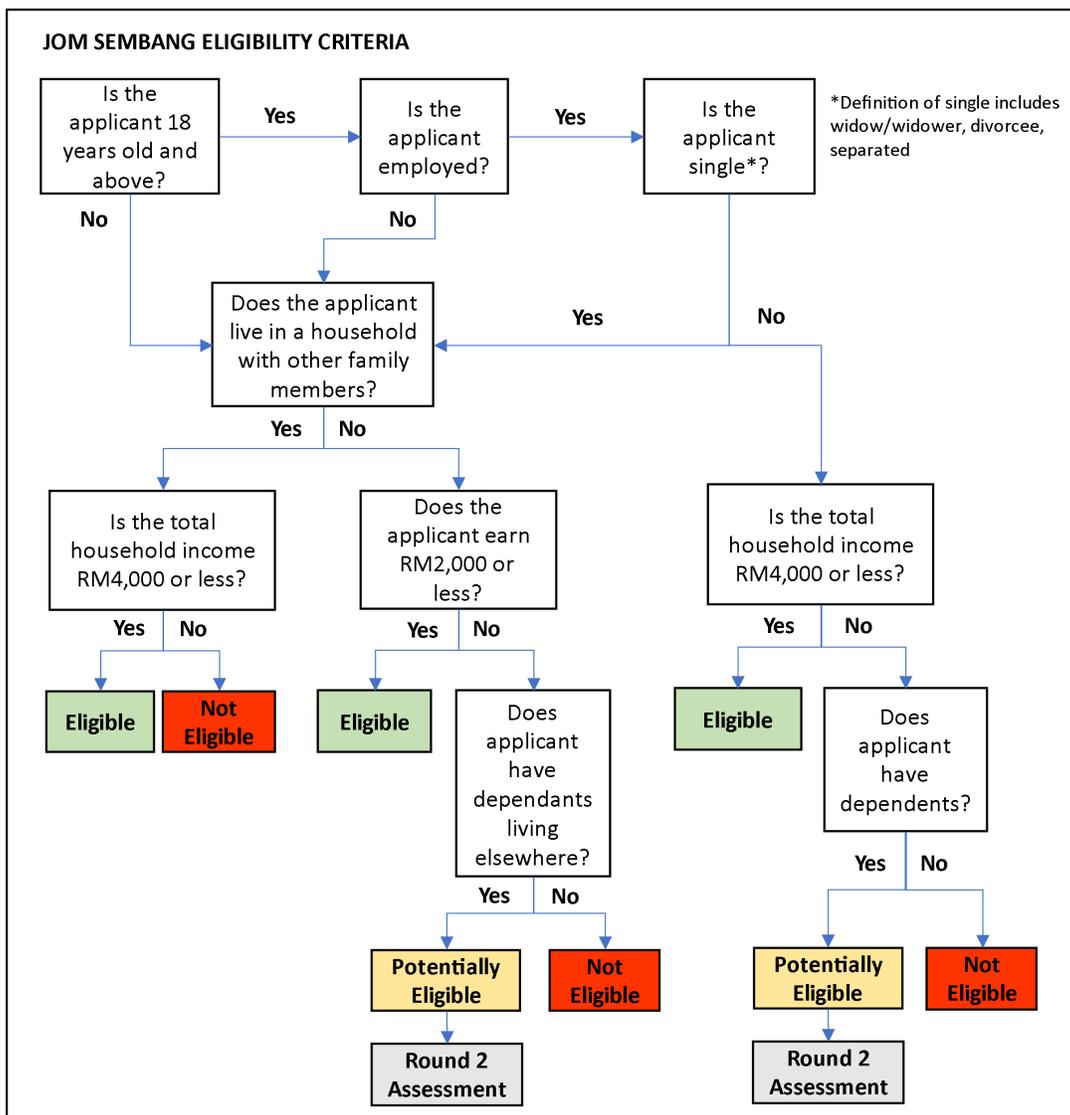
A. Background, Criteria, Key Terms & Definitions

1. What is the Jom Sembang project?

Jom Sembang is a project by SOLS Health in partnership with Yayasan Hasanah and the Ministry of Finance to help provide accessible mental health and psychosocial support (MHPSS) to financially disadvantaged B40 communities. The first phase of the project is from November 2020 to March 2021.

2. Who qualifies for Jom Sembang?

The following chart shows the eligibility criteria for Jom Sembang. Please use this chart to determine if you may be eligible for Jom Sembang before going through the remainder of this document.



- 3. What do you mean by household? What is the difference between single household and family household?**
- i. **Single household:** Someone who lives in one household alone.
 - ii. **Family Household:** A person or group of related or unrelated persons who live in one/the same house and make common provision of food and other living essentials.
 1. Group of related persons: e.g. children, siblings, family members, extended family members
 2. Group of unrelated persons: e.g., unmarried couples
- 4. Dependants:**
- i. Individuals who are financially supported by immediate or extended family members; and
 - ii. Who may or may not live in the same household.
- 5. Financially Independent:** Individuals without financial support from immediate or extended family members.
- 6. How are therapy sessions taking place during MCO?**
Where clients have access to a stable internet connection in a quiet and private environment, therapy may take place online. If clients are unable to undertake online therapy, mental health support sessions can be done via phone call or a limited number of in-person sessions can be done at the SOLS Health centre. If these three options are not possible for you, please describe your situation in Question no. 20 in the application form for us to follow up with.
- 7. I am currently not in the Klang Valley, am I still eligible for *Jom Sembang*?**
If you satisfy the criteria for *Jom Sembang*, and are able to undertake therapy sessions online, please submit an application describing your situation in Question no.20 in the application form to be considered for this program.
- 8. If I qualify for *Jom Sembang*, how much do I have to pay for the therapy sessions?**
A commitment fee of RM10 is required to be paid upfront before your first session. Payment for the subsequent sessions are at the same rate, and will also be required upfront.

Upon completion of 5 sessions (6 sessions for new clients) by 10th April 2021, clients will receive a partial refund of RM30. The refunds will be processed after successful completion of the sessions, and refund payment will be made in May 2021.

9. How many sessions am I entitled to under *Jom Sembang*?

New clients of SOLS Health are entitled to a total of 6 sessions. The first intake session takes approx. 1.5 hours, the subsequent 5 therapy sessions are approx. 1 hour each. The intake session is the first session for the therapist to understand your background and current situation. The therapy sessions will be the counseling sessions that take place after the intake session has taken place. This allocation of 6 sessions will need to be exhausted before 31 March 2021.

10. Where do I go to apply?

Submit an application using one of the forms below, along with necessary documents. You will be notified of the outcome of your application within 3 to 5 business days. If you do not meet the requirements for *Jom Sembang*, there may be other subsidies available to you.

Link to application form in English : <https://forms.gle/tTXDqgY8oMCNQVBdA>

Laman borang permohonan Bahasa Melayu: <https://forms.gle/j2TzjQzM5j2y271E9>

B. General Information

- 11. I need help and meet the criteria for eligibility of *Jom Sembang*. However, I am unable to afford the RM10 fee as I am barely able to make ends meet. What can I do?**

Please describe your situation in the space provided under item No.19 in the application form. Please state how much you are able to afford and we will review your application and needs on a case-by-case basis.

- 12. My gross household income is less than RM 4,000, will I automatically qualify for this program?**

Applicants from a household with more than one other family members (i.e. applicant + one or more immediate and extended family members) with a gross household income of less than RM4,000 qualifies for this program. However, your application will still be subject to approval and spaces are limited on a first come first served basis.

- 13. I live in a single household, am I eligible for this program?**

If your gross income is RM 2,000 or less per month, you are eligible for this program. However, your application will still be subject to approval and spaces are limited on a first come first served basis.

- 14. My monthly income / household monthly income is above the income criteria set, however we are experiencing financial difficulties preventing me / my family members accessing therapy services. Is there any additional consideration for people in my situation?**

We encourage you to apply and submit all the necessary supporting documents. Please provide a detailed description of your circumstances in Question no. 20 in the application form. If you do not qualify, there may be other subsidies available to you.

- 15. I live alone but I have people relying on me for financial support, do I qualify for the program?**

If your gross household income is RM 2,000 or less, you will be considered for this program. If you do not qualify because your income is above RM 2,000 but you require financial assistance, kindly submit an application. There may be other subsidies available to you.

- 16. I would like to see a therapist but I'm unemployed and cannot afford to pay for therapy sessions. Do I qualify?**

You may qualify under any of the following conditions:

- i. If your last salary received amounted to RM 2,000 or less **OR**
- ii. If your gross monthly family household (you live in the same house) income amounts to RM 4,000 or less **OR**
- iii. If you have dependants under the same household - last gross family household income amounts to RM 4,000 or less **OR**

- iv. If you have dependants living in a separate household - last single household income amounts to RM 2,000 or less.

17. I have been unemployed/retrenched for a long time, and only recently managed to secure a job offer. Can I still apply?

Please submit your application form along with supporting documents. If your application does not meet the criteria for *Jom Sembang*, there may be other subsidies available to you.

18. I'm a non-Malaysian/I'm a refugee, will I be able to be a part of this program if I meet any of the criteria?

Your application will be taken into consideration if you meet any of the following conditions:

- i. Your gross family household income is RM 4,000 or less **OR**
- ii. If you have dependants in separate households, and your income is RM 2,000 or less **OR**
- iii. If you are single and living alone, and your income is RM 2,000 or less.

If, after we have assessed your application and find that you do not meet the requirements for *Jom Sembang*, there may be other subsidies available to you.

19. How long will it take for my application to be approved?

To allow us to thoroughly review every application and supporting documentation, please allow at least 5 working days.

20. What if I don't need 5 therapy sessions? Will I still qualify?

Unfortunately, no. However, if you do need to have therapy sessions at a reduced rate, you can discuss your situation with our Centre Services who will then send you an application form to fill for their review.

21. I need financial assistance for therapy but I can't commit to 5 therapy sessions by March 2021, will I still qualify?

Do I need to commit to this program? What are the terms?

In general, a commitment of at least 5 therapy sessions (i.e., 5 hours of therapy) before the end of March 2021 should be made, after your first session.

They are allowed to withdraw from the program after the first session (i.e., intake only) should they decide not to continue, but once they've committed to finishing at least 5 therapy sessions, they must be completed before the end of March 2021.

22. If I need more sessions, will the reduced rate still apply?

After you have exhausted your allocation of therapy sessions under *Jom Sembang*, the rates will fall back to either standard, subsidised or commitment fee. To apply for subsidised or commitment fee, a request needs to be put in by you or your therapist for

approval.

23. Do psychological assessments also fall under this program?

Unfortunately, no. However, if you need a psychological assessment conducted, please discuss with your therapist or Centre Services about subsidised rates.

24. If I'm part of the program and my other family members from the same household would like to receive therapy at a reduced rate, can they participate in the program?

If you provide supporting documents to demonstrate your gross family household income is RM4,000 or less, other family members in your household can participate in the program.

25. Does family therapy / couple counselling / parent management training also fall under this program?

Unfortunately, it is not part of this program. However, if you need to have these sessions at a reduced rate, you can discuss with your therapist or Centre Services about subsidised rates.

26. What happens to the information I provided in the application form? Where does it go?

The information submitted in your application form will be stored in your individual client file. Your client file can only be accessed by Centre Services and your therapist. Your income details can only be accessed for admin purposes.

Selected anonymised information will also be made accessible to the Research Team, solely for research purposes.

C. For SOLS Health's Existing Clients

**27. What is the minimum number of therapy sessions covered by *Jom Sembang*?
What is the maximum?**

As an existing client, a commitment to a minimum of 3 therapy sessions (i.e., 3 hours of therapy) is required. A maximum of 5 therapy sessions is covered under *Jom Sembang*.

28. As an existing client, do I need to submit any supporting documents to be eligible?

Yes, you still need to submit supporting documents.

29. I paid for block sessions and still have a few more sessions remaining. If I qualify for the program, will I get a refund for the payment I made?

If you qualify for the program, we will deduct the commitment fee required for this program from the remaining block sessions you have paid for.

D. For Students

30. I'm a student, am I eligible?

- a. If you live with your family under the same household and your gross family household income is above RM 4,000, you will not be eligible for this program. However, if you are paying for your sessions on your own without assistance from your parents, please speak to your therapist about accessing the subsidised rates.
- b. If you live with your family under the same household and your gross family household income is RM 4,000 or less, and you are able to provide us with supporting documentation to prove this, you will be taken into consideration for *Jom Sembang*.

31. What if I'm self-supporting (financially independent)?

- a. If you do not have dependants (i.e., people relying on you for financial support), and earn RM 2,000 or less, you will be considered for *Jom Sembang*. Proof of income is required. This includes most recent payslip or any other supporting documentation (including resignation letter, if applicable).
- b. If you have dependants (i.e., people relying on you for financial support, incl. spouse), and earn RM 4,000 or less, you will be considered for *Jom Sembang*. Proof of income is required. This includes most recent payslip or any other supporting documentation (including resignation letter, if applicable).

E. Supporting documentation

The following documents are required to be submitted with your application.

1. If you are single, unemployed and financially dependent on family
 - a. Living alone (monthly income of RM 2,000 or less)
 1. Termination letter **OR**
 2. Acknowledgement of resignation from previous employer **OR**
 3. Letter of employment/contract for new job **OR**
 4. Registered with E-Kasih **OR**
 5. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
 - b. Living with family (monthly gross household main source of income of RM 4,000 or less)
 1. EPF Statement(s) **OR** Pay Slip(s) **OR** Bank Statement (1 month) **OR**
 2. Acknowledgement of resignation from previous employer **OR**
 3. Termination letter **OR**
 4. Registered with E-Kasih **OR**
 5. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
2. If you are single, unemployed, financially independent of family, and/or earned RM 2,000 or less in the last month of your employment
 - i. EPF Statement(s) **OR** Pay Slip(s) **OR** Bank Statement (1 month) **OR**
 - ii. Termination letter **OR**
 - iii. Acknowledgement of resignation from previous employer **OR**
 - iv. Letter of employment/contract for new job **OR**
 - v. Registered with E-Kasih **OR**
 - vi. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
3. If you are single, unemployed, and with dependants, and/or earned RM 2,000 or less in the last month of your employment
 - a. EPF Statement(s) **OR** Pay Slip(s) **OR** Bank Statement (1 month) **OR**
 - b. Termination letter **OR**
 - c. Acknowledgement of resignation from previous employer **OR**
 - d. Letter of employment/contract for new job **OR**
 - e. Registered with E-Kasih **OR**

- f. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
4. If you are single, employed, and with dependants, earning a monthly income of RM 2,000 or less
- a. EPF Statement(s) **OR** Pay Slip(s) **OR** Bank Statement (1 month) **OR**
 - b. Registered with E-Kasih **OR**
 - c. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
5. If you are single, employed, financially independent, and without dependants, earning a monthly income of RM 2,000 or less
- a. EPF Statement(s) **OR** Pay Slip(s) **OR** Bank Statement (1 month) **OR**
 - b. Registered with E-Kasih **OR**
 - c. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
6. If you are married, employed, with dependants (e.g., parents/children/spouse)
- a. Monthly Gross Family Household income of RM 4,000 or less
 - 1. EPF Statement(s)* **OR**
 - 2. Pay Slip(s)* **OR**
 - 3. Bank Statement(s)*
 - 4. Registered with E-Kasih **OR**
 - 5. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)
7. If you are married, unemployed, with dependants (e.g., parents/children/spouse)
- Monthly Gross Family Household income of RM 4,000 or less
- i. EPF Statement(s)* **OR**
 - ii. Pay Slip(s)* **OR**
 - iii. Bank Statement(s)*
 - iv. Registered with E-Kasih **OR**
 - v. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)

**1 month worth - most recent monthly statement*

8. If you are a student

- a. Monthly gross family household income of RM 4,000 or less
Last EPF Statement(s)* **OR**
 1. Last payslip(s)* **OR**
 2. Last Bank Statement(s)* **AND**
 3. Student Acceptance Letter/Student ID
 4. Acknowledgement of resignation from previous employer (parents)
OR
 5. Termination letter (parents) **OR**
 6. Registered with E-Kasih **OR**
 7. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)

**1 month worth - most recent monthly statement*

- b. Monthly gross family household income of RM 4,000 and above
 1. Not eligible for this program, but will qualify for subsidised rates
 - a. Submit a copy of student ID to centre team

- c. Financially independent and self-supporting, earning a monthly income of RM 2,000 or less

1. Last EPF Statement(s)* **OR**
2. Last payslip(s)* **OR**
3. Last Bank Statement(s)* **AND**
4. Student Acceptance Letter/Student ID
5. Acknowledgement of resignation from previous employer **OR**
6. Termination letter **OR**
7. Registered with E-Kasih **OR**
8. Relevant documents (authorities/ketua kampung/ketua blok/pesuruhjaya sumpah)

**1 month worth - most recent monthly statement*

9. If you are a Refugee/Stateless

- a. Monthly Gross Family Household Income of RM 4,000 or less
 1. Pay Slip(s) **OR**
 2. Bank Statement(s) **OR**
 3. Acknowledgement of resignation from previous employer **OR**
 4. Termination letter
- b. Monthly Single Income of RM 2,000 or less
 1. Pay Slip(s) **OR**
 2. Bank Statement(s) **OR**

3. Acknowledgement of resignation from previous employer **OR**
 4. Termination letter
 - c. UNHCR registration number **OR**
 - d. Referral letter from NGO

10. If you are Non-Malaysians
 - a. Monthly Gross Family Household Income of RM 4,000 or less
 1. EPF Statement(s) **OR**
 2. Pay Slip(s) **OR**
 3. Acknowledgement of resignation from previous employer **OR**
 4. Termination letter
 - b. Monthly Single Income of RM 2,000 or less
 1. EPF Statement(s) **OR**
 2. Pay Slip(s) **OR**
 3. Acknowledgement of resignation from previous employer **OR**
 4. Termination letter

END OF DOCUMENT