



# Family Support Options

Working in partnership with families

NEWSLETTER—WINTER 2021 EDITION

**Want to get a hold of a Coordinator? Here's how - call 1-844-264-2993**

**Colleen Scott**—extension 7509 OR [cscott@cmhaww.ca](mailto:cscott@cmhaww.ca)

**Julie Bergwerff**—extension 2518 OR [jbergwerff@cmhaww.ca](mailto:jbergwerff@cmhaww.ca)

**Lisa Romeo**—extension 2507 OR [lromeo@cmhaww.ca](mailto:lromeo@cmhaww.ca)

## **END OF FISCAL YEAR COMING UP!!**

All invoices for this fiscal year ending March 31, 2021 must be submitted no later than **8:00 am on April 7, 2021**. Please ensure you are using CMHA WW invoices.

## **SSAH Invoices**

- Information on how to use and fill out the email invoice can be found at [www.cmhaww.ca/ssah](http://www.cmhaww.ca/ssah)
- This electronic invoice **does not work well** on Apple computers or tablets or most cell phones. You will also need to have the latest version of Adobe reader as well as Google Chrome OR Microsoft Edge on your computer for this electronic invoice to work.
- This invoice requires an “electronic signature”. For more instructions about how to do this visit the [www.cmhaww.ca/ssah](http://www.cmhaww.ca/ssah) website and look for the digital signature screen shots document located under the invoice and tipsheet. You can also contact your Coordinator to have this document emailed to you.
- It is important to save a blank copy of this electronic invoice form on your computer as once it is signed - it becomes locked and it can't be changed.
- Other options for submitting invoices include mail, fax, or drop off in person—refer to the invoice for drop off locations. **If you are dropping off your invoice in person, please put your invoice(s)/receipt(s) in an envelope in the mailbox marked SSAH located outside of the building. Handing it in at reception may result in items getting lost or misplaced.**
- To find a paper version of the invoice, visit <https://cmhaww.ca/programs/childrens-services/family-support-options/>
- Invoices are due by 8am on the 7th & 22nd of each month. It is recommended that invoices are submitted on a regular basis, rather than waiting until receipts are accumulated. This helps us to reimburse you quicker!!

## **Did you receive an Advance Payment in 2020?**

Some families received 25% of their approved funding for 2020/21 in advance to purchase items and services that may make it easier to stay at home during the pandemic. Recipients who made an expense claim in 2019/20 automatically received their funding advance in May 2020. **This advance MUST be accounted for through receipts & invoices.** Here is an example of how accounting for this advance cheque works: If you received an advance cheque of \$850 back in May 2020 – then submitted an SSAH invoice and receipts for \$500 – you would not get any reimbursement from CMHA – as you would still

need to account for the remaining \$350 (\$850 - \$500 = \$350 left to account for) from this advance cheque. Once you have accounted for the ENTIRE amount of your advance cheque – which in this example is \$850 - by submitting SSAH invoices and receipts to equal that amount – then you will start to receive SSAH reimbursement cheques from CMHA. To learn more about this, please contact your Coordinator.



**Have you moved recently?**

Don't forget to let your Coordinator know if you have moved or are planning to move.

**Has your contact information changed?**

Please let us know so we can update your file.

**MINISTRY UPDATES**

It will be important for families to pay close attention to any communication from the Ministry regarding the SSAH program. Please visit the Ministry website at <http://www.children.gov.on.ca/htdocs/English/specialneeds/specialservices.aspx> for the latest news and updates.

**Wage enhancement**

“COVID-19 has created pressures around the provision of safe and supportive care for vulnerable people. The Government of Ontario is implementing wage enhancements to help support a stable and growing workforce to provide the right services for these people. The goal of this temporary wage enhancement is to recognize that those providing personal support services play a vital part in the health and social services delivery in the province. Eligible workers can receive \$3 per hour worked on top of their existing hourly wages. [The ministry has posted information on their website about wage enhancements for direct support workers.](#) For detailed information please use the following link <http://www.children.gov.on.ca/htdocs/English/specialneeds/temp-wage-increase.aspx> . Temporary wage enhancements for support workers are effective as of, and retroactive to, October 1, 2020 until March 31, 2021.

**Is Your Child Turning 18 Soon?**

- To find out if your child is eligible for adult developmental services, you must apply through Developmental Services Ontario (DSO). You can contact DSO when your child is as young as 16 to have their eligibility confirmed. We encourage you to apply to DSO as soon as possible before your child's 18th birthday.
- For more information about community programs, services, and the application process for adult developmental services, contact DSO at **519-821-5716** or **1-888-941-1121**, or visit their website at [www.dsontario.ca](http://www.dsontario.ca)