



Family Support Options

Working in partnership with families

NEWSLETTER—SUMMER 2021 EDITION

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

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Hello SSAH Families,

We hope you are all keeping well! It has been a long, hard year and we want to thank you all for your patience and flexibility during the pandemic.

Last year, the Ministry made temporary allowances as to how families can use their SSAH funds as a result of the pandemic. The Ministry has made the decision to allow the exceptions to continue, until further notice. As such, we are making some changes to the way families submit their invoices. **These changes are effective June 1, 2021. Invoices that do not meet the new requirements will be sent back to you.** Please review the changes carefully, and as always, contact your Coordinator if you have further questions.

Invoices with Receipts:

- All receipts that accompany SSAH/MFTD/Seasonal Support invoices must have the following information on them in order to be processed by Finance at CMHA WW:
 - Date of purchase
 - Name of item(s) purchased
 - Confirmation of payment for items
 - How items were paid for (e.g. debit, credit card, paypal, cash, etc.)
- Should any of this above information be missing - your receipts will not be forwarded to Finance for processing and will be returned.
- For invoices with **5 receipts or more** (in one processing interval), families will now have to print or copy the receipts and attach to a **completed and signed CMHA invoice** and drop off in person at your CMHA office OR fax (see invoice for office locations/fax number).
- Please provide a **COPY** of your receipt(s) rather than the original(s).
- If you are submitting for an item on a receipt that has multiple purchases on it, you must mark that item on the receipt (ie: highlight, underline) to clearly show which item(s) you are seeking reimbursement for.
- On the CMHA invoice, you must provide details of your purchase(s) on Line 5. It's okay to list more than one purchase on an invoice. You would then add all your purchases together and write the total for reimbursement on Line 6. Please see the example on the next page.



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INVOICE EXAMPLE:

5.		
A. Dates Services Provided	B. Number of Hours/Kilometres	C. Hourly/Kilometre Rate
1) May 30, 2021	1) iPad-Best Buy	1) \$550.00
2) June 3, 2021	2) Board Game- Walmart	2) \$20.00
3) June 5, 2021	3) Bike-Canadian Tire	3) \$300.00

6. TOTAL B _____ x TOTAL C _____ = D TOTAL \$ **\$870.00**
 HOURS/KILOMETRES RATE TO BE REIMBURSED

List **ALL** of your purchases on Line 5

Add up all of your purchases for a **TOTAL** on Line 6

Emailing Invoices:

- Families are still welcome to use the email option, as long as you have **less than 5 receipts** you are submitting for (in the same processing interval).
- Please list each item you are submitting for on the CMHA invoice, just like the example provided above.
- For more tips on how to submit an email invoice, please visit our website page at <https://cmhaww.ca/programs-services/childrens-services/family-support-options/ssah/>

Please note that any invoice discrepancies may result in a delay for processing/reimbursement.

We must have a parent’s signature to process invoices. Invoices without signatures will be returned to the parent for correction. Remember to have workers sign the invoice only if the parent has already paid them.

We always encourage families to submit their invoices on an ongoing basis throughout the year, to help us reimburse you more quickly!

If you need more help completing your invoice, please contact your Coordinator.



This fiscal year ends on March 31, 2022. You must have all of your invoices & receipts submitted no later than April 7, 2022 for reimbursement.