Families can choose to administer Special Services At Home (SSAH) funding in **one** of two ways:

1. **Self-administered funding:** Families/caregivers purchase services and supports on their own and submit expense claims directly to the Ministry for reimbursement.
2. **Agency administered funding:** An agency administers your funding on your behalf. For Wellington County, CMHA Waterloo Wellington (CMHA WW) is the agency who helps families manage their funds. CMHA WW does not take any fees from contract funds in order to administer them.

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| **QUESTION** | **SELF ADMINISTER** | **AGENCY ADMINISTER** |
| **How do I submit an invoice?** | You may choose to email, mail, or fax ORsubmit invoices electronically through MyDirectPlan. See <https://mydirectplan.com/ssah/> for more details. | You may choose to email, mail, or drop off your invoices off in person to CMHA WW.  |
| **How do I get reimbursed?** | The Ministry offers direct deposit. Families should allow 30 business days from the date your completed invoice is received by the Ministry for payment to be deposited into your bank account. | CMHA WW will send you a cheque in the mail. Cheques are issued shortly after invoices are processed. CMHA does not offer direct deposit.  |
| **How many times can I submit an invoice?** | The Ministry asks where possible please limit your invoices to one per month. | You can submit invoices on an ongoing basis. CMHA WW processes invoices every other Tuesday of each month. |
| **Can I have payment sent directly to a provider rather than paying up front?**  | The Ministry does not provide payment directly to providers. Families must pay for items or services provided and then submit an invoice to the Ministry for reimbursement.  | In some cases, CMHA WW can provide payment directly to a provider (eg: camp or recreational program). Please contact your Coordinator for more details. Any other purchases require payment up front from the family. CMHA WW will provide reimbursement after the family submits a receipt and completed CMHA invoice.  |
| **Who do I call if I have a question?** | Families need to contact the Special Agreements Officer who oversees the contract. This information is found in the documentation sent to you by the Ministry. | A Family Support Options (FSO) Coordinator is assigned to your child. Families receive their Coordinator’s contact information during the intake process.  |
| **What if I need an interpreter?** | The Ministry provides services in English and French. All other languages that require interpretation will be the responsibility of the family to seek out. Families may choose to have a family member or friend provide interpretation or, if a paid interpreter is needed, families who require this support will have to cover this cost on their own.  | CMHA WW will provide an interpreter free of charge to families who require this support.  |

For more information about the SSAH program, you can visit the Ministry’s website at <https://www.ontario.ca/page/special-services-home> Families who choose to self-administer their funding can download the SSAH application available on the website, and follow the directions provided in the “How to Apply” section.

For more information about how CMHA WW implements the SSAH program, you can visit [www.cmhaww/fso](http://www.cmhaww/fso) Families who choose to have agency administered funding will be contacted by an FSO Coordinator who will complete the SSAH application with the family.