



# Family Support Options

Working in partnership with families

SUMMER 2024



Canadian Mental  
Health Association  
Waterloo Wellington

Association canadienne  
pour la santé mentale  
Waterloo Wellington

## Coordinator Contact Info:

Call 1-844-264-2993

### ***Cheryl Van Every-Petty:***

extension 4083 OR  
cvanevery@cmhaww.ca

### ***Julie Bergwerff:***

extension 2518 OR  
jbergwerff@cmhaww.ca

### ***Lisa Romeo:***

extension 2507 OR  
lromeo@cmhaww.ca

Hello SSAH and MFTD families!

We hope this latest update finds you and your families all doing well!

The Ministry has made changes to their framework to determine what items are eligible for reimbursement. Please take some time to review this important information you received with your authorization letters, or if you prefer, you can visit the ministry website at <https://www.ontario.ca/page/special-services-home>

You are also welcome to visit our FSO web page at <https://cmhaww.ca/services/children-youth-families/family-support-options/>

Have a safe & wonderful summer!

Cheryl, Julie & Lisa ~ FSO Coordinators

## **\*\*FISCAL YEAR END UPDATE-IMPORTANT\*\***

The 2024/2025 fiscal year will come to an end on March 31, 2025.

**The last submission date for the 2024/2025 fiscal year is April 1, 2025 by 8AM.**

**Please do not wait until year end to submit all your invoices. This makes it incredibly difficult to sort through paperwork and follow up with claims where needed. We ask that you submit invoices on a regular basis throughout the fiscal year.**

## **\*\*NEW INVOICE\*\***

As a result of the Ministry changes, we created a new invoice. Please start using this immediately and recycle any other versions you may have.

**If you are using the email option to submit your invoice, all attachments must be sent in PDF format. We will no longer accept jpeg files, zip files, forwarded emails, etc...**

The new invoice can be found on our webpage at <https://cmhaww.ca/services/children-youth-families/family-support-options/> under the "Invoicing Information" tab.

If you need help filling out invoices, please contact your Coordinator.

**Please note that there is no Family Statement included with this mailout. We are in the process of transitioning to a new software program to better manage the contracts we help families administer. If you have questions about your child's funding amounts, please get in touch with your Coordinator.**



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For those of you who haven't already met her, Cheryl Van Every-Petty has taken over for Colleen Scott. Families can contact Cheryl at 1-844-264-299 extension 4083 or email her at [cvanevery@cmhaww.ca](mailto:cvanevery@cmhaww.ca)

## ITEM ELIGIBILITY

Please refer to the Ministry's website at <https://www.ontario.ca/page/special-services-home> and click on #3 – "What services you can get" for an updated list of eligible items.

If there is a specific item you are still wondering about, please contact your Coordinator before purchasing.

## OFFICE UPDATE – 737 Woolwich Street Site



Families who drop off invoices in person can now do so at the new CMHA WW office located at 737 Woolwich Street in Guelph.

The mailbox is located at the back of the building, to the left of the entrance. Families can continue to use the other designated drop off locations as well.

## My Direct Plan Information

When you receive your new authorization letter for the 2024/2025 fiscal year, **please DO NOT sign up for the My Direct Plan app.**

The My Direct Plan app is solely for families who are self-administering their funds and are dealing with the Ministry directly.



SKIC is up and running! The program is now full and no longer able to take registrations.

Contact Luis Sandoval, Supporting Kids in Camp Coordinator if you have any questions at [skic@cmhaww.ca](mailto:skic@cmhaww.ca)

Visit <https://cmhaww.ca/services/children-youth-families/skic/> for more program information and all the latest SKIC updates!



*Has your contact information changed? Let your Coordinator know! This includes change of address, phone number, or email address.*

*Planning to move? Let us know!*