



FAMILY SERVICE TORONTO
For People. For Change.

**Passport Program
Information Package
New Clients
2017**

Welcome!

This package contains important information and helpful hints about the Passport program. Family Service Toronto (FST) is here to help guide you through the processes and forms we use in Passport. Please read through this package carefully.

If you have any questions after reading this package, please contact the Passport office at:

Telephone: 416-780-1106

Email: passport@familyservicetoronto.org

Web: www.familyservicetoronto.org/programs/passport

Inside the package:

Section 1: The Passport Coordinator Team

Section 2: What Does Passport Funding Cover?

Section 3: Direct Funding

- A. Submitting Expenses
- B. Payment Processing
- C. Keeping Track of Your Expenses

Section 4: Transfer Payment Agency (TPA)

- A. Choosing your TPA
- B. TPA Notification form
- C. Working with your TPA

Section 5: Frequently Asked Questions

Section 1: The Passport Coordinator Team

Our team of Passport Coordinators is here to provide you with ongoing information and support. We provide support to develop a plan and budget for your Passport funding, help link you to services in your community, and will follow up with you about program forms.

You will always have one Coordinator assigned to you as your main contact person. You may contact your Coordinator over the phone, by email, or by scheduled appointment.

Your Coordinator is here for...

- Support or information about how to use your Passport funds.
- Support in developing a budget for your funds.
- Help coming up with ideas and goals for yourself within the program.
- Help understanding any Passport documents.
- Help completing Passport forms.
- Answering your questions about what is and is not covered by the program.

Be sure to call your Coordinator if there are any changes to your:

- Name
- Phone number
- Mailing address
- Email address
- Banking information
- Caregiver
- Person managing funds
- Services or supports
- Power of Attorney/Substitute Decision maker
- Public Guardian and Trustee

You must also inform the Developmental Service Ontario (DSO) if there are any changes to your name, phone number, mailing address, caregiver, needs, and services or supports that you receive. The DSO is the central access point for developmental services for adults.

To contact the DSO in Toronto Region:

Phone: 1-855-372-3858
TTY: 416-925-0295
Email: DSOTR@surreyplace.on.ca
Website: www.dsontario.ca

Section 2: What Does Passport Funding Cover?

The Passport Program is funded through the Ministry of Community and Social Services (MCSS). MCSS provides guidelines on what the program's funding does and does not cover. Please refer to the Passport Funding Tip Sheet provided in your package by MCSS, or check out their website:

<http://www.mcss.gov.on.ca/en/mcss/programs/developmental/serviceSupport/passport.aspx>

The following list of examples is based on the MCSS guidelines. All expenses should reflect your individual interests and choices.

- Art classes
- Cooking classes
- Support workers
- Activities of daily living
- Transportation to and from activities
- Life skill development like learning to ride the TTC or buy groceries
- Swimming lessons
- Gym memberships
- Day programs
- Parks and recreation programs
- Camps
- Respite
- Person-directed planning
- Administration of Passport funds

If you have any questions about what may be covered by your Passport funding, contact your Coordinator.

Section 3: Direct Funding

If you choose to manage your Passport funds directly, you are responsible for:

- Selecting the services and support you want to purchase;
- Selecting the service provider(s);
- Agreeing on wages and work schedules with the service provider(s);
- Submitting expenses for the services to Passport; and
- Paying the service providers directly.

The following section contains information about:

- The forms you'll use to submit expenses to the Passport program
- Guidelines for submitting the forms
- Payment processing
- Keeping track of your expenses

PASSPORT TIP

Did you know you can use up to 10% of your Passport funds to hire someone to manage your direct funding? For more information about hiring someone, speak to your Passport Coordinator.

A. Submitting Expenses


Purchase of Service (POS) Form – TO BE COMPLETED BY YOU

This form must be submitted with all expenses. All receipts and invoices must be attached to this form. It is like a cover sheet for all of your expenses.

Only **four** items need to be completed on this form **as circled in red** below.

They are: the number of receipts/invoices attached, the total amount of expenses being claimed, your signature, and the date.

Example of POS form:

	FAMILY SERVICE TORONTO For People. For Change.	1
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Passport Purchase of Service Form

Family Service Toronto
498 – 700 Lawrence Ave. West., Toronto, ON. M6A 3B4
416-780-1106
www.familyserVICEToronto.org/programs/passport
FAX: 416-977-6110

Client information:

Name:	
Family code:	

Payable to:

Payee name:	
Payee address:	
Payee phone number:	

REMINDERS

- Only **one** Purchase of Service (POS) form may be submitted each month.
- Incomplete POS forms cannot be processed and will delay payment.
- Attach official receipts / invoices for proof of payment.
- Allow 30 business days for payment from the date received in our office.

Number of receipts / invoices attached:	
Total amount of receipts / invoices:	\$

Payee Signature _____ Date _____

By signing this form, I acknowledge I have not previously submitted the attached expenses.

OFFICE USE ONLY			
Expense account:	Total \$:	POS Admin Initials:	
		Coordinator Initials:	
		Manager Initials:	

Date Received:

How to submit your expenses:

- Ensure the forms are **complete** – incomplete forms will delay payment.
- **Attach as many invoices and receipts** as you have to one POS form.
- Submit your forms at **any time of the month.**
- Allow **30 business days** for payment from the date the expenses are received in our office.
- Do not submit more than **once per month** (less often is okay).
- Do not send the same forms more than once.

Please note we can accept your invoice submission by email only.

Email your forms to:

PassportInvoices@familyservicetoronto.org

B: Payment processing

Reimbursing Funds

Our fiscal year is April 1st to March 31

All invoices and receipts will be reimbursed from the fiscal year budget that matches the service period (start date and end date).

For example, a payment for summer camp is made March 1st of this year: if summer camp will occur June 1st to June 30th in the same calendar year, the payment gets reimbursed from fiscal year budget that matches June 1st to June 30th (which would be the next year's fiscal budget), not March 1st.

All funds will be reimbursed directly into your bank account through an Electronic Fund Transfer (EFT). All clients must submit a void cheque or Direct Deposit form by mail, fax, or email to their Coordinator to set up EFT.

Please note the name on the cheque must match the name of the person responsible for managing funds as listed on the Funding Agreement. Differences in the names will delay payment.

If your banking information or the person responsible for managing your funds changes, you must tell your Coordinator as soon as possible.

Processing Time

Please allow 30 business days for payment from the time your POS form is received. To ensure payment is not delayed, be sure that:

- The POS form is complete
- All receipts are attached
- Invoices (if needed) are attached, complete, and without mistakes
- All items listed are covered by the Passport guidelines
- Your name, address, and banking information are up to date with our office
- You have signed up for payment through EFT

Processing Errors

If an error is made while processing your expenses, please inform your Coordinator immediately. Depending on the type of error, you can expect the following outcomes:

- **Under payment** – if the payment you receive is less than it was supposed to be, an additional payment for the dollar amount missing will be issued.

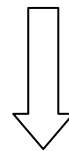
- **Over payment** – if the payment you receive is more than it was supposed to be, you will discuss options for repayment with your Coordinator. Your options are: to submit a refund for the dollar amount that was over paid or, to have a deduction from your next payment for the dollar amount that was over paid.
- **Mis-payment** – if you’ve received a payment in error, you’ll be asked to refund the full amount of the payment immediately. If that amount is not refunded, a deduction from your next payment will be made, for the dollar amount that was mis-paid.

All questions regarding payment processing may be directed to your Coordinator.

C: Keeping Track of Your Expenses

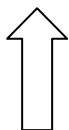
- It is important to budget the funds you receive and to track your expenses.
- If you’d like support in making a budget, your Coordinator can meet with you and help you do this.
- You may choose to use this tracking form to keep a record of your spending so that you do not spend more than your approved amount of funding.

At the beginning of the funding year write the total amount of approved funding in the grey box at the top of the chart.

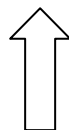


EXAMPLE:

		Total \$ of approved funding:		\$ 1000.00
Date submitted:	Details:	Total submitted:	Balance:	
April 1	Art class -- \$100 Personal support worker -- \$75	\$ 175.00	\$ 825.00	



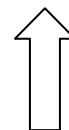
1. Write the date you fax or mail your forms.



2. Write the details of the receipts or invoices you are submitting.



3. Write the total of everything for that month.



4. Subtract the total submitted from your balance.

Section 4: Transfer Payment Agencies (TPA)

If you choose to have a TPA manage your funds, you are responsible for:

- Selecting the TPA
- Choosing how much of your Passport funds the TPA receives
- Working with your TPA to select support and services

The TPA is responsible for:

- Submitting monthly invoices for services and supports to Passport

The following section contains information about:

- Choosing your TPA
- The TPA Notification form
- Working with your TPA
- Changing your TPA

PASSPORT TIP

Did you know you select the amount of Passport funding your TPA receives? You may choose to ask your TPA to manage all or only a portion of your Passport funding. For more information on funding options, speak with your Passport Coordinator.

A: Choosing your TPA

The following is a list of MCSS approved TPAs in the Toronto region. You decide which agency you'd like to flow your Passport funds through depending on the services and supports you need to meet your goals. Please note that some of the agencies listed below may not provide TPA services unless you attend their program(s). If you'd like help to think through your options please speak with your Passport Coordinator.

Agency	Website	Phone Number
Addus	www.addus.org	416-544-8847
Bob Rumball Center for the Deaf	www2.bobrumball.org	416-449-9651
CARD	www.card.ca	416-667-8600
Christian Horizons	www.christian-horizons.org	416-630-3646
Common Ground Cooperative	www.commongroundco-op.ca	416-421-7117
Community Association for the Riding Disabled	www.card.ca	416-667-8600
Community Living Toronto	www.cltoronto.ca	416.968.0650
Corbrook	www.corbrook.com	416-245-5565
CORE	www.core-toronto.ca	416.340.7929
Durham Association for Family Respite Services	www.dafrs.com	905-436-2500
Frontier College	www.frontiercollege.ca	1-800-555-6523
Geneva Centre	www.autism.net	416-322-7877
Goodwill	www.goodwill.on.ca	416-362-4711
Griffin Centre	www.griffin-centre.org	416-222-1153
Harmony Place	www.harmonyplace.on.ca	416- 510-3351

Agency	Website	Phone Number
JVS Toronto	www.jvstoronto.org	416-787-1151
Kerry's Place Autism Services	www.kerrysplace.org	905-841-6611
L'Arche Toronto	www.larchetoronto.org	416-406-2869
Mary Centre	www.marycentre.com	416-630-5533
Meta Centre	www.metacentre.ca	416-736-0199
Montage	www.montagesupport.ca	416 780 9630
Muki Baum Treatment Centres	www.mukibaum.com	416-633-5775
New Leaf	www.newleaf.ca	905-478-1418
New Visions Toronto	www.newvisionstoronto.com	416-868-1493
Operation Springboard	www.springboardservices.ca	416-977-0089
Participation House	www.participationhouse.net	905-513-2756
Pegasus	www.pegasustoronto.ca	416-691-6835
Reena	www.reena.org	905-889-6484
Salvation Army Booth	www.salvationarmy.ca	1-800-725-2769
Salvation Army Broadview Village	www.salvationarmy.ca	1-800-725-2769
Society of St. Vincent DePaul	www.svdptoronto.org	416 364-5577
Surex Community Services	www.surexcs.com	416-469-4109
Unison Health and Community Services	www.unisonhcs.or	647-436-0385
Vita Community Living Services	www.vitacls.org	416-749-6234

Agency	Website	Phone Number
Woodgreen Community Services	www.woodgreen.org	416-645-6000

B. TPA Notification Form

Your Passport Coordinator will ask you and your TPA agency to complete this form once a year. This form confirms the agency you choose, how much of your Passport funds the agency will receive, the administrative charge of the agency, and the supports and services you'll receive from the agency.

If you'd like support to complete this form please speak with your Passport Coordinator.



FAMILY SERVICE TORONTO
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Passport Notification of Transfer Payment form

Family Service Toronto
498 – 700 Lawrence Ave. West., Toronto, ON. M6A 3B4
Tel: 416-780-1106 Email: passport@familyservicetoronto.org Fax: 416-977-6110

Client information:

Name:	
Family code:	

Transfer payment agency information:

Agency name:	
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Details of transfer payments:

Start date:	
Fiscal funding amount approved for transfer:	
Administrative charge (up to 10%):	
Description of services and supports to be provided:	

D. Changing your TPA

Passport funding is designed to be flexible to meet your needs. You can change your funding option from direct to TPA or vice versa, at any time throughout the fiscal year. You can also choose to change the agency that you are working with provided that you give the agency and the Passport office at least one month's notice.

If you change your Transfer Payment Agency, a new TPA Notification form will be required for the new TPA. If you have any questions about this process please speak with your Passport Coordinator.

PASSPORT TIP

Your Passport Coordinator is available to help you budget your Passport funding and connect you to supports. Please do not hesitate to call us with any questions!

416-780-1106

Section 5: Frequently Asked Questions

1. How is the amount funding determined for each person?
MCSS provides all Passport Agencies in Ontario with a standardized tool to determine the amount of eligible funding based on each person's behavioral needs, medical needs, current supports, and if applicable the caregiver's concerns and needs.
2. If I do not use all of my Passport funding this year can it be carried forward?
No. Passport funding cannot be carried over or saved for another year.
3. Do I need to renew my funding each year?
No. Passport funding does not require you to renew annually.
4. How do I apply for an increase in Passport funding?
All requests for new or increased funding are processed through Developmental Services Ontario (DSO). You can reach them at 416-925-4930.
5. Can someone help me find services in my community?
Yes. Your Passport Coordinator can help you connect with services and supports related to your Passport funding.
6. If I choose direct funding, do I have to submit invoices every month?
No. You cannot submit more than once per month but less often is okay.
7. How do I receive reimbursement for a Person-Directed Plan?
You must submit a copy of the invoice and a copy of the completed Person-Directed Plan.
8. Can I receive Passport service in a language other than English?
Yes! The Passport office provides service in French as well as additional languages depending on our staff team. Currently we also offer service in Portuguese, Spanish, Greek, and Italian.