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Ms. Alison Ouellette  
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Dear Ms. Ouellette and Ms. Palmiere:

Thank you for your letter to the Honourable Todd Smith, Minister of Children, Community and Social Services, regarding Special Services at Home (SSAH) and Passport programs. Your letter has been forwarded to us for a response. We appreciate hearing your concerns and we are pleased to respond.

The Ministry of Children, Community and Social Services remains committed to ensuring families have the services and supports they need especially during the COVID-19 pandemic. We appreciate that this has been a challenging time for families who are caring for their family member(s) with disabilities at home.

In the March 2020 Economic and Fiscal Update on March 23, 2020, the government announced that resources would be made available in the 2020/21 fiscal year to support approximately 4,700 additional children with developmental and/or physical disabilities through the SSAH program. The implementation of this investment has begun and families who were assessed to have medium-high needs and who applied as of March 31, 2020 have been provided notice of approval including the SSAH Contract letter, copy of invoices and SSAH

Fact Sheet. Ministry regional offices are in the process of providing additional approvals for families with medium-high needs who applied as of August 31, 2020.

To help ease the financial challenges faced by families during this difficult time, recipients for both the SSAH and Passport programs were provided with advanced funding of up to \$1000 of their remaining 2019/20 authorization, and up to 25% of their 2020/21 approved funding (all SSAH recipients and self-administered Passport recipients). This was to ensure recipients and their families had immediate access to purchase services and supports without waiting to be reimbursed for a claim.

Adults with a developmental disability, who are confirmed eligible at their local Developmental Services Ontario (DSO) office, can access a minimum amount of direct funding through the Passport program. This includes youth turning 18 and transitioning to adult services. Once the recipient completes the application package at the DSO, they may receive additional Passport funding when financial resources become available. As of April 1, 2020, the Passport program supports approximately 52,000 adults with a developmental disability. In 2020/21, Passport agencies continue to offer approvals to applicants as they are referred by the local DSO.

Passport is a reimbursement program however, recipients who are in financial hardship and cannot pay for supports up front, can contact their local Passport agency to discuss and make alternate arrangements for payment.

As the situation in Ontario evolves, our government will continue to review our programs and services to see where we can provide additional assistance.

Please accept our apologies for the oversight of not including the SSAH and Passport statistics you requested in your previous letter. The information is attached to this letter.

Again, thank you for writing.

Sincerely,



Diane Wise  
Director  
Service Delivery and Supports Branch



Jane Cleve  
Director  
Specialized Services and Supports Branch

Attachment (1)

- SSAH Statistics for the fiscal year 2019/20

## **Special Services at Home (SSAH)**

### **Information as of March 31, 2020 (For the fiscal year 2019/20)**

**1. The amount of SSAH funding allocations of the Developmental Services Budget.**

The 2019/20 SSAH annual budget was \$71.27M.

**2. The total number of SSAH authorization contracts for children under 18 years.**

At the end of the 2019/20 fiscal year, the total number of SSAH authorization contracts were approximately 26,200 families/individuals.

**3. The breakdown of amounts of individual contracts.**

The following summarizes the breakdown of authorization contracts based on dollar amounts for fiscal year 2019/20:

Breakdown of Annual Amount for approved clients in 2019/20							
Annual Amount	Up to \$2,000	\$2,001-\$4,000	\$4,001-\$6,000	\$6001-\$8,000	\$8,001-\$10,000	Greater than \$10,001	Total contracts
Number of Approved contracts	4,286	13,809	6,301	1,147	424	226	26,193

**4. The total number of new SSAH applications.**

Approximately 5,000 new applications were received in 2019/20.

**5. The total number of denials of new SSAH applications.**

Of the 5,000 new applications received in 2019/20, approximately 330 applications were denied due to ineligibility.

**6. The total number of new SSAH applications on the 2019/20 waitlist.**

At the end of 2019/20 there were approximately 11,100 applications on the SSAH waitlist (service registry).

**7. The total number of applications for an increase in SSAH allotments on a waitlist.**

At the end of 2019/20, there were approximately 335 applications that were received by the regional offices and were found eligible for an increase in SSAH allocation.