



## Special Services at Home (SSAH) Fund Management Guidelines

Resources for Exceptional Children and Youth is pleased to support families who choose to have their SSAH funds managed by an agency. We currently provide this service free of charge to families residing in Durham Region, to help reduce the financial and administrative burden of managing funds.

### Our Role

We manage SSAH funds on behalf of families by:

- Paying approved respite workers, day camps, programs, and services directly whenever possible. This approach helps reduce the administrative burden on families and ensures timely, accurate payments for supports and services.
- Reimbursing families for eligible purchases that support their child's needs and daily routines (e.g. sensory tools, adaptive items, or activity supplies) when direct payment is not possible.

We encourage families to use direct payment whenever feasible, as it simplifies fund tracking, reduces delays, and ensures families do not need to pay costs upfront.

### Hiring and Purchasing

Families are responsible for:

- Selecting and hiring their own respite workers or service providers.
  - Respite workers must be at least 18 years of age.
  - If an independent worker is used, funds will be flowed only after they have registered with our office. Any new worker must register with our office before submitting invoices by using one of the following ways:
    - Visit our office located at 865 Westney Rd, South, Ajax, ON L1S 3M4 during the office hours of 9:00 to 5:00 Monday to Friday, and bring a valid Social Insurance Card and void cheque or direct deposit document
    - Email [invoices@rfecydurham.com](mailto:invoices@rfecydurham.com) with a scanned image photo of their valid Social Insurance Card (SIN) and void cheque or direct deposit document.
    - If using an agency to provide respite services, family must contact them directly and make these arrangements. Families are expected to follow through with the expectations and processes of the chosen agency. Please have the agency bill us directly. **Families will not be reimbursed for funds paid directly to a worker/business.**
- Finding and registering for camps or programs.
  - Please have the camp/program bill us directly when possible.
- Identifying and purchasing eligible items that support their child's needs.
  - Receipts must be submitted, debit and credit card receipts are not acceptable receipts, acceptable receipts include:
    - adequate details to identify what was purchased
    - total cost (with HST if applicable) and date of purchase



## Submitting Invoices and Receipts

To ensure timely and accurate processing, please follow these guidelines:

- Submissions are due every other Sunday by 5:00 pm as per the “Cheque Run Schedule”
  - Payments will be processed and deposited by the following Friday if received by Sunday at 5:00.
- Respite workers, camps, and businesses should send one invoice covering the two-week period rather than separate invoices for each date of service.
  - Independent workers can use Resources’ Invoice Form to record their services provided if they do not have their own formal invoice, the form can be found [here](#).
    - Our invoices are a fillable PDF and can be completed on any device with a free Adobe application. We prefer for invoices to not be hand written.
  - To provide verification of independent worker’s hours, both the parent/guardian and the worker must sign each invoice submitted.
  - **REMEMBER:** Independent workers must be registered with our office before submitting an invoice as per instructions noted in “Hiring and Purchasing” section above.
- When purchasing items to support child’s needs and daily routines, parents/guardians must:
  - Complete the Resources SSAH Other Expenses Form, found [here](#).
  - Attach receipts in the same order as listed on the form and number as per the numbering on the form (e.g. item in line 1 should have 1 written/typed on the receipt).
  - Combine all items for that payment cycle into a single submission. Do not send multiple submissions throughout the two-week period.
    - Receipts can be combined in a single PDF by using methods found [here](#) or added as individual attachments to the emails but please ensure they include the item number that will match the expense form.

## Tracking Your Funding

Families are responsible for tracking how much of their SSAH allocation has been used.

If spending exceeds the amount allocated by MCCSS, Resources for Exceptional Children and Youth cannot issue payment or reimbursement. Any costs that exceed your SSAH allocation will be your responsibility.

- If you have lost track of your spending, you can ask your Resources worker if you have one, or submit a request to [invoices@rfecydurham.com](mailto:invoices@rfecydurham.com)

## Eligible Expenses

Families are responsible for ensuring that all expenses submitted are eligible under SSAH guidelines, which can be found [here](#). If you are unsure whether a service or item qualifies, please contact your Special Agreements Officer at MCCSS before making a purchase or submitting an invoice.