

February 16, 2021

Greetings Passport Recipients,

We are writing with important year-end information and updates. Please take a few minutes and read this information carefully.

YEAR END for 2020/2021

- The 2020/2021 fiscal year will end on March 31, 2021.
- All claims for goods and services used from April 1, 2020 through March 31, 2021 must be submitted to PassportONE no later than midnight on **Monday, April 19, 2021.**

FUNDING AMOUNTS for 2021/2022

- We are pleased to confirm that your funding amount for April 1/2021 – March 31/2022, will be the same as it was for April 1/2020 – March 31/2021.
- If there are any changes, our Passport office will contact you directly.
- You cannot carry over any unused 2020/2021 funding into the new fiscal year.

PAYMENT TIMING

- It is taking PassportONE about three weeks to reimburse claims. We will contact you if there are questions about your claims.

COVID-19 SUPPORTS:

A. PASSPORT FUNDING ADVANCES FOR 2020/2021

- Many Passport recipients received a funding advance in 2020/2021.
- All advances for 2020/2021 must be reconciled before more funding can be reimbursed.
- This means that you must keep sending in claim forms for your eligible Passport expenses until the money that was advanced has been accounted for.
- If you have any questions about your advance, please contact your Coordinator.

B. TEMPORARY \$3/HR WAGE INCREASE FOR PASSPORT SUPPORT WORKERS

- The Ontario Government is funding a temporary wage increase for Passport workers of \$3/hour for the period October 1, 2020 to March 31, 2021.
- The \$3/hour temporary wage increase does not come out of your regular Passport funding. This is additional funding to be provided to your support workers.
- There are steps that you need to follow to receive these funds and all claims for the temporary \$3/hour wage increase **must be submitted to PassportONE by March 22/21.**
- The [attached flyer](#) provides information on how to claim for these funds.
- You can also find information on our website news section at www.passporthn.ca

C. TEMPORARY EXPANSION OF PASSPORT FUNDING GUIDELINES

- During COVID-19, the Ontario government **temporarily** expanded the Passport guidelines so that Passport recipients could purchase items to help them stay at home and safe.

- At this time, the Ministry has not told Passport Agencies when these temporary guidelines will end. Our Passport Agency will update everyone once we have information to share.
- In the meantime, for information about the temporary expansion to the Passport funding guidelines, please visit our website: www.passporthn.ca

eCLAIM SERVICE

- A **free**, new service is available to all Passport recipients called eCLAIM.
- eCLAIM allows you to submit your expenses online and to track your past claims.
- Please see the [attached flyer](#) for more details and the weblink to sign up.
- Please call your Coordinator with any questions and we can assist you in signing up.

NEW INFORMATION:

A. UPDATED PASSPORT FUNDING GUIDELINES

- The Government of Ontario is updating the Passport Funding Guidelines. There will be a number of changes at that time.
- Our Passport Agency will update our website as soon as the new Passport Funding Guidelines are released and you will be able to read or download them from our website.
- Once the revised Passport Funding Guidelines are available, and you wish a hard copy, please let us know and we will send it to you.

B. PURCHASE OF SERVICE (POS) FORMS / CLAIM FORMS

- The POS forms that you use to submit your claims to PassportONE are being updated.
- Our Passport Agency will be sending you YOUR new, customized POS forms by the end of April 2021, once the changes have been made.
- The new POS forms must be used for all new claim submissions in 2021/2022.
- Until you receive your new claim forms, you can continue to use your current ones.
- Please check our website for updates.

HOW TO CONTACT US:

Our Passport Agency wants to be as helpful as possible to you. We look forward to continuing to answer your questions, help you find support and activity options, and to make sure your claims are reimbursed.

It is a very busy time of year for us with year-end quickly approaching, and with all of the new measures related to COVID-19. Please be patient with us – we WILL call you back and we WILL help you.

Contact Us: Phone: 1-866-288-9659 Fax: 1-844-777-6664
 Website: www.passporthn.ca Email: Passport@contacthamilton.ca

If your last name begins with	Your coordinator is	Dial 1-866-288-9659
A, E, F, J, K, O, R, V or Y	Viren Chauhan	x273
B, I, L, N,S, or U	Melissa Lattanzi	x202
C, H, P, W, or Z	Joanna Wojtecki	x265
D, G, M, Q, or T	Jessica Quinn	x287

One last thing: Please send us your email address if you have not provided it already. With your email we can quickly forward updates and information that you need. You can send your email address to passport@contacthamilton.ca Be sure to include your client code as well.

Thank you,

Your Hamilton-Niagara Passport Team



PASSPORT eCLAIM

YOU CAN NOW SUBMIT YOUR PASSPORT INVOICES ONLINE!



Introducing Passport eCLAIM, a new site where you can register an account, download a personalized eCLAIM form (fillable pdf) and submit all of your Passport claims online.

Your claims will be processed electronically and you will be able to view your submission history and claim status from your Passport eCLAIM account.

To learn more and to register please visit dsontario.ca/passport-program

PASSPORT FUNDING WAGE INCREASE FOR SUPPORT WORKERS



The Government of Ontario announced a temporary wage increase for Support Workers, which includes supporting Passport Funding recipients.

If you are using your Passport Funding to hire Support Workers, there is funding available to allow you to **pay the Support Worker an additional \$3 per hour**. This will help you maintain Support Workers that you have already hired and attract new ones.

The additional \$3 per hour is effective from **October 1, 2020 to March 31, 2021**. Any Support Worker hours claims for March 2021 need to be submitted by March 22, 2021.

Whether you have already or have not submitted claims from October 1, 2020, you can claim the additional \$3 per hour to pay your Support Worker.

For detailed information about how to claim the wage increase, please visit dsontario.ca/passport-program/important-information