

November 2, 2017

MEMORANDUM TO: Passport Clients – Central Region

FROM: Michelina Longo
 Community Programs Manager
 Central Region

 Ann-Carol Hargreaves
 Community Programs Manager
 Central Region

RE: PassportONE Implementation

Dear Passport Client,

As part of the Ontario government's efforts to transform the developmental services system and improve the client experience, the Ministry of Community and Social Services (MCSS) is making a number of changes to Passport aimed at improving customer service and making the process for filing and receiving reimbursements easier and faster.

These changes include modernizing the Passport payment process, which will make submitting invoices as well as the review and reimbursement of expenditures much faster and more efficient. This new approach to payment processing will also enable your current passport agency to spend more time on helping you to find the services and supports you need.

The back-office financial functions currently occurring in all Passport agencies are going to be consolidated and delegated to occur within one newly created agency, named PassportONE. Payment processing by PassportONE will be phased in through a carefully managed transition process that will occur in cooperation with all Passport agencies, beginning in 2018 and ending in 2019.

Your current passport agency will continue to remain your single point of contact regarding all elements of the Passport program. As this process continues you will be contacted and informed well in advance about where to redirect your Passport invoices.

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Additional Resources for You and Your Family

To take full advantage of the changes to the Passport payment process, families are encouraged to utilize the MyDirectPlan application that is being made available free of charge to Passport recipients.

MyDirectPlan (MDP) is an online, expense management application designed to help you manage your direct funding. The MDP application allows you to develop and track budgets, track support worker hours, and submit invoices from your tablet or computer and is available to families now.

Once you transition to PassportONE the MDP application will automatically file your invoice electronically with PassportONE and your payment will be issued to your bank account in as little as 24 hours.

We strongly encourage you to sign up for MDP as you prepare to transition to PassportONE. The MDP application is free for all Passport clients and can be accessed by going to www.MyDirectPlan.com or by phone toll free at 1-844-637-6371 (1-844-637-MDP1).

As stated, your current agency will continue to be your Passport agency and will continue to provide you with all of the services you are used to receiving. We remain committed to on-going communication with you regarding the coming changes. However, if you have any questions about the coming changes or how to sign up for MDP, please do not hesitate to contact your Passport coordinator.

Sincerely,

Original signed by

Original signed by

Michelina Longo
Community Programs Manager
Central Region

Ann-Carol Hargreaves
Community Programs Manager
Central Region