

# **Navigating the Department of Health & Community Services**

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**Helping individuals with Autism and their  
families navigate the Department of Health  
& Community Services support and funding  
programs in Newfoundland & Labrador.**

# Navigating DHCS | Acknowledgments

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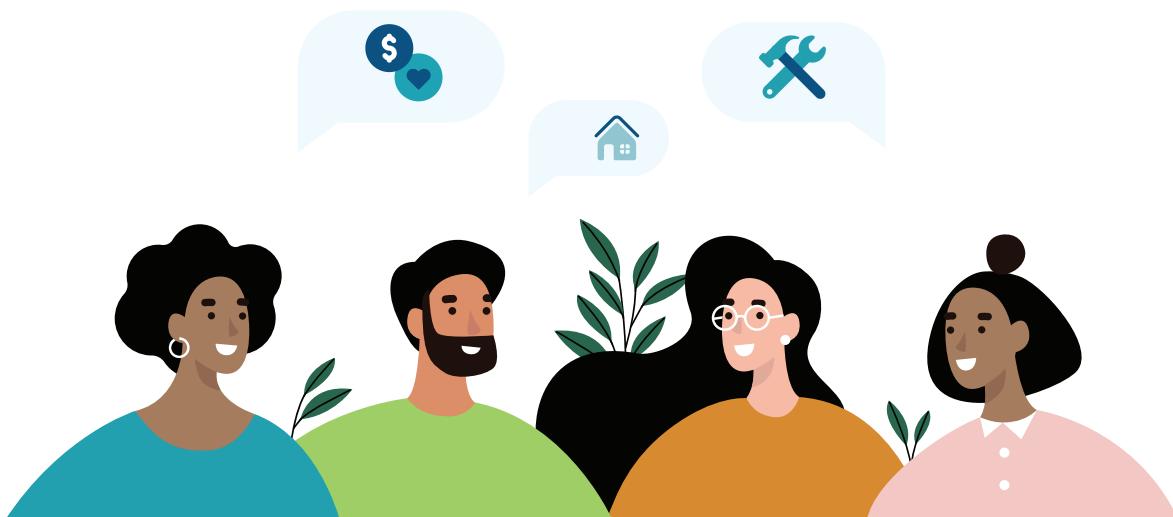
# Navigating DHCS | Where to start?

## Navigating DHCS

The Department of Health and Community Services (DHCS) provides support and funding for families and individuals in need of assistance.

### This booklet will explain:

- The Department of Health and Community Services
- Who to reach out to for help
- How to reach out for help
- How an individual qualifies for help
- DHCS programs



## Newfoundland & Labrador-Zones

There are four regionals zones that are in charge of support for persons with disabilities. The number for each zone is below:

### 1. Eastern Regional Health Authority Numbers:

St. John's: (709) 777-6300

Rural Avalon: (709) 945-5111

Bonavista, Clarenville: (709) 468-5243

Burin: (709) 891-5025

### 2. Central Regional Health Authority Numbers:

Gander: (709) 256-2500

Grand Falls-Windsor: (709) 292-2500

Central Health Corporate Office: (709) 292-2138

### 3. Western Regional Health Authority Numbers:

Corner Brook: (709) 637-5000

Stephenville: (709) 643-8700

### 4. Labrador-Grenfell Regional Health Authority Numbers:

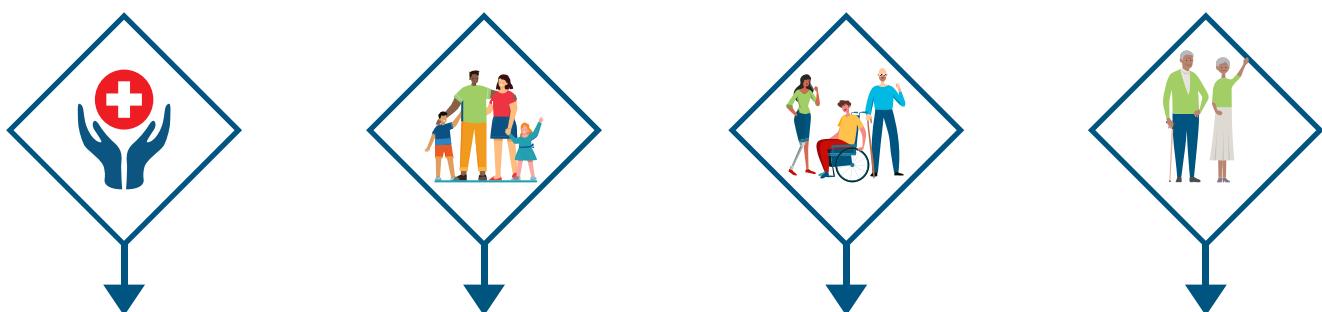
St. Anthony: (709) 454-3333

Happy Valley-Goose Bay: (709) 897-2000

Labrador City: (709) 944-2632

The Department of Health & Community Services (DHCS) is part of the Government of Newfoundland & Labrador. DHCS helps individuals and families through services broken into 4 silos.

### Department of Health & Community Services



Health Services	Child, Youth & Family	Person with Disabilities	Seniors
<ul style="list-style-type: none"><li>• Aboriginal Health.</li><li>• Dental Services.</li><li>• Public Health.</li><li>• Health Promotion &amp; Wellness.</li><li>• Medical Care Plan.</li><li>• Mental Health.</li></ul>	<ul style="list-style-type: none"><li>• Eye See Eye Learn.</li><li>• Prescription Drug Plan.</li><li>Visit the Dpt. of Children, Seniors &amp; Social Development and Dpt. of Education &amp; Early Childhood Development for more resources and services.</li></ul>	<ul style="list-style-type: none"><li>• Special Child Allowance Welfare Program.</li><li>• Special Assistance &amp; Drug Program.</li><li>• Intervention Services.</li><li>• Provincial Home Support Program.</li><li>• Therapeutic and Professional Services.</li></ul>	<ul style="list-style-type: none"><li>• Housing.</li><li>• Nursing Homes and Personal Care Homes.</li><li>• Health Services.</li><li>• Community Support Services.</li></ul>

# Navigating DHCS | When to apply for support?

## When to apply for help:

It is important to start early when applying to the Department of Health & Community Services (DHCS) for support.

### Under 18:

- Families looking for support for their child should reach out to their local regional health authority office regarding funding and support under the Persons with Disabilities program under DHCS.
- A child who is receiving Persons with Disabilities funds will need to apply to the program to receive funding for when they turn 19.

### Over 19:

- It is recommended to start the application at 18.5 years of age so once an individual turns 19 they will be eligible to start receiving support.

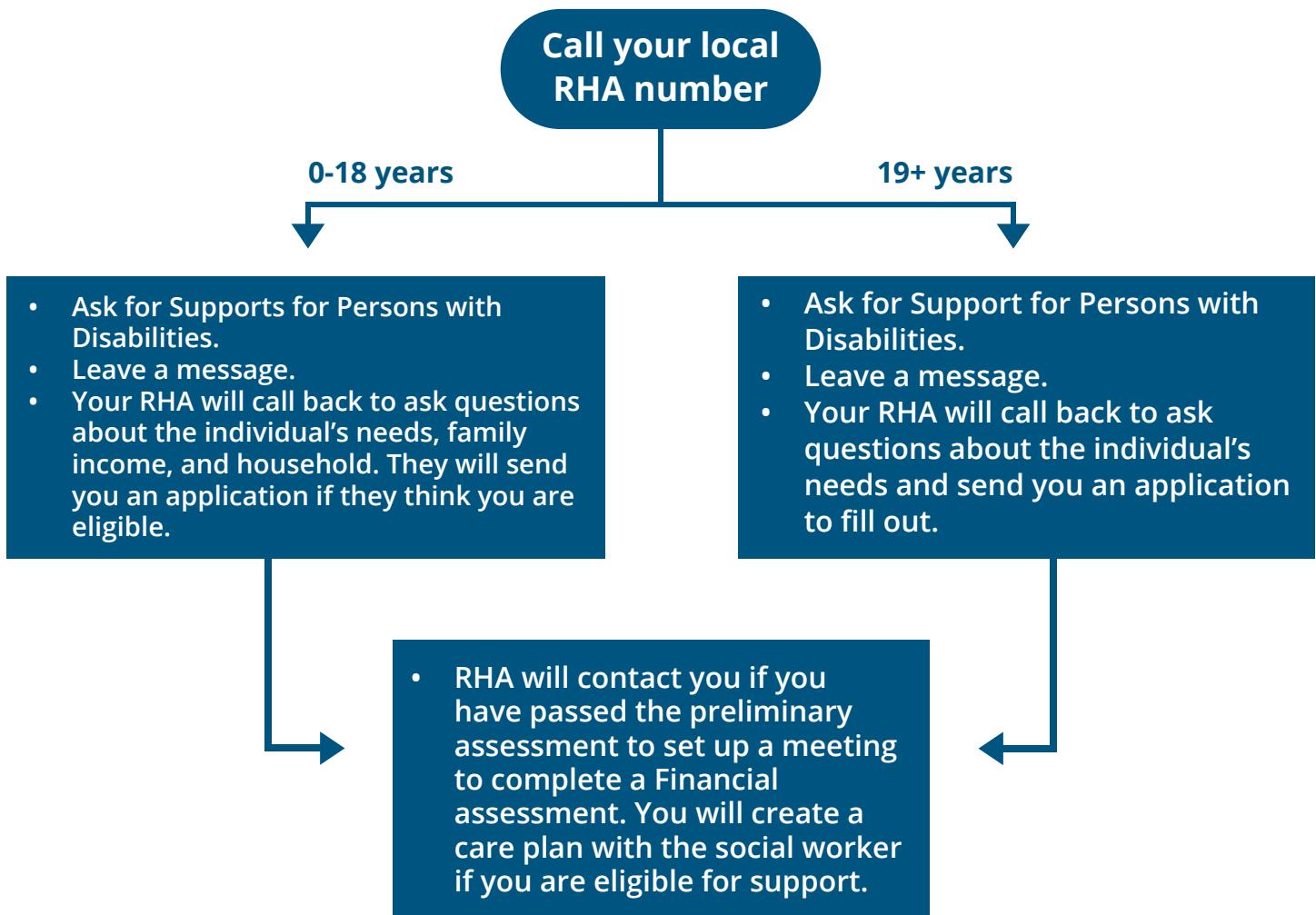


# Navigating DHCS | Who to contact?

When determining an individual's eligibility they must contact their Regional Health Authority (RHA) for an intake appointment to determine the individual's care plan moving forward.

## Department of Health & Community Services

Learn how to contact the Department of Health & Community Services (DHCS) for help:



## Person with Disabilities Financial Contribution

Families and individuals must complete a Financial Assessment when applying for Persons with Disabilities Support.



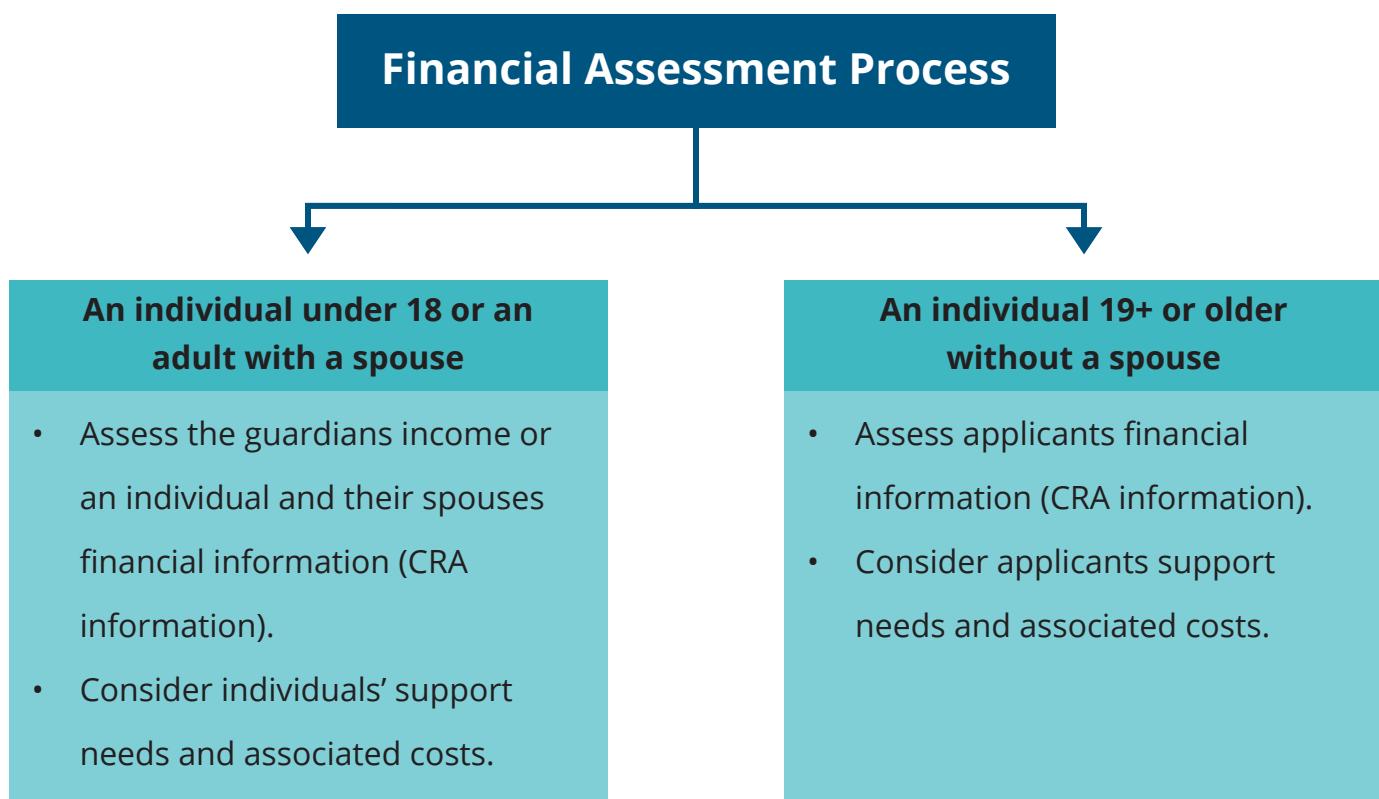
- Families must access all other services before DHCS support. (ex: Insurance coverage, health benefits.)
- The DHCS will look at an individual or families net income from the Canada Revenue Agency Notice of Assessment.
- The net income amount will determine the family or individuals expected contribution to receive support.



Note: Health authorities have some flexibility to adjust or waive the client contribution when clients show that significant financial hardship would occur due to the contribution calculated.

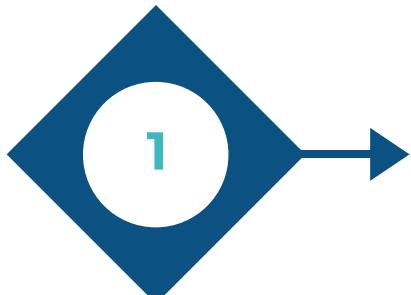
# Navigating DHCS | Financial Assessment

A financial assessment will be completed once an application has been submitted and accepted for an individual applying for support. If an individual is over 19 then only their income will be assessed unless they are living with their spouse. During a financial assessment for children (18 years and younger) their family/support network they are living with will be assessed.



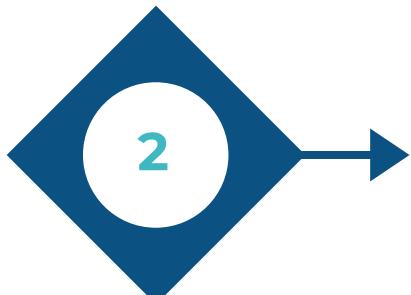
When determining a child's eligibility they must contact their local Regional Health Authority to set up an assessment. See Page 3 for your local phone number.

### Support for Children with Disabilities Program Eligibility



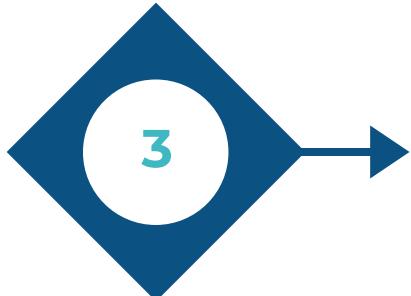
#### Have a diagnosis

- The child has a disability, a lifelong physical, sensory, cognitive or neurological condition or impairment which limits their ability to participate in activities of daily living.
- Must have at least one letter of support from a health professional that speaks to the child's limited ability to function in normal daily living.



#### Age & Residency Requirements

- Child must be under 19 years of age.
- Allowed to legally live in Canada.
- A resident of Newfoundland & Labrador.
- Have a healthcare Card.



#### Assessments & Forms

- Complete preliminary application forms.
- Complete application with Government of Newfoundland RHA worker.
- Complete a financial assessment.

The Department of Health & Community Services helps families in need through the Persons with Disability Support for Children program. See below for how they may be able to help you.

### Family Support for Children with Disabilities

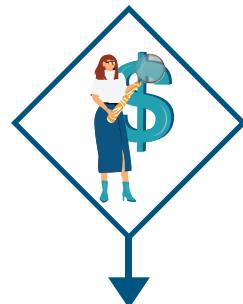
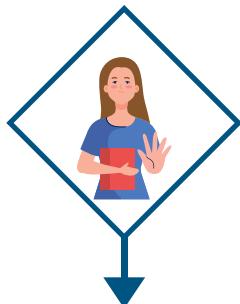


Health Services	Childcare Services	Housing Services
<ul style="list-style-type: none"><li>Special Assistance Program – Medical equipment and supplies.</li><li>Therapeutic and Professional Services.</li><li>Newfoundland and Labrador Prescription Drug Program.</li></ul>	<ul style="list-style-type: none"><li>Special Child Welfare Allowance Program.</li><li>Direct Home Services Program (IABA, CBSP).</li><li>Provincial Home Services Program (Respite Care).</li></ul>	<ul style="list-style-type: none"><li>Special Child Welfare Allowance Program.</li><li>Newfoundland and Labrador Housing Corporation (NLHC):<ul style="list-style-type: none"><li>Rental Housing Program.</li><li>Housing Assistance for Persons with Disabilities.</li></ul></li></ul>

# Navigating DHCS | Persons with Disabilities

Persons with Disabilities is a sector of the Department of Health & Community Services. They help individuals with disabilities who are eligible to access support and housing.

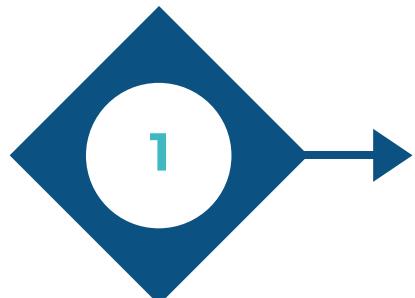
## Persons with Disabilities



Intervention Services	Residential Services	Employment Services	Financial Services
<ul style="list-style-type: none"><li>• Direct Home Services.</li><li>• Intensive Applied Behaviour Analysis (ABA).</li><li>• JASPER Intervention Summary.</li><li>• Community Behavioural Services.</li><li>• Provincial Home Support.</li><li>• Therapeutic &amp; Professional Services.</li></ul>	<ul style="list-style-type: none"><li>• Cooperative Apartment Program.</li><li>• Alternative Family Care Home Program.</li><li>• Board &amp; Lodging Supplement.</li><li>• Individualized Living Arrangements.</li><li>• Shared Living Arrangements.</li></ul>	<ul style="list-style-type: none"><li>• Job Trainer Support.</li><li>• Opening Doors Program.</li><li>• Career Development Initiative for Agencies, boards, Commissions &amp; Crown.</li><li>• Wage Subsidy Initiative.</li><li>• Student Summer Employment.</li></ul>	<ul style="list-style-type: none"><li>• Child Care Subsidy.</li><li>• Disability Tax Credit.</li><li>• Registered Disability Savings Plan.</li><li>• Child Disability Benefit.</li><li>• Special Child Welfare Allowance.</li></ul>

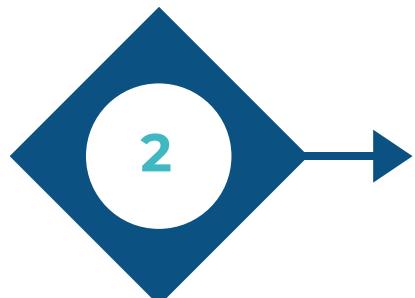
The Disability Support Program has eligibility criteria that must be met for an individual to be able to access support.

### Disability Support Program Eligibility



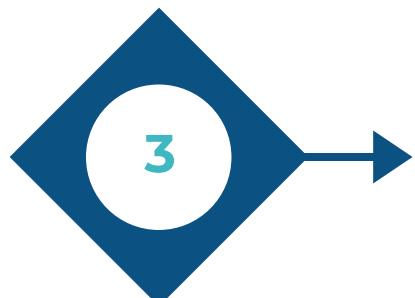
#### Have a diagnosis

- You have been diagnosed with a long term disability.



#### Age & Residency Requirements

- You are 19 - 64 years of age.
- Allowed to legally live in Canada.
- A resident of Newfoundland & Labrador.
- Have a healthcare card.



#### Assessments & Forms

- Complete a Financial Assessment.
- Complete an application form.
- Require disability support to address unmet needs.

# Navigating DHCS | Income Support

The Department of Advanced Education, Skills, & Labour (DAESL) will help individuals in need with financial support to pay for their basic needs. Other support may be provided depending on a person's situation.

## Income Support



### Non-Basic Benefits

1. Municipal Tax Payments.
2. Eye Exams and Prescription Glasses.
3. Housekeeper's Allowance.
4. Transportation.
5. Private Childcare.
6. Expenses for Burials.

May also obtain certain benefits from government depending on their situation:

- Prescription Drug Card.
- Medical Supplies & Equipment.
- Medical Transportation

### Basic Benefits

- Family and Individual Benefit (to assist with expenses of food, clothing, personal care, household maintenance and utilities).
- Shelter (Including rent and mortgage).

# Navigating DHCS | How to apply for Income Support

The Department of Advanced Education, Skills, & Labour provides individuals in need with financial support to pay for their basic needs. Below explains the process of applying for Income Assistance.

## Applying for Income Support

Learn how to contact the Department of Advanced Education, Skills, & Labour (DAESL) for help

**CALL YOUR LOCAL DAESL #**



- To be eligible for Income Assistance:
- 18 years of age.
- Resident of Newfoundland & Labrador.
- Submit an application for benefits.
- Be deemed eligible by your financial assessment.



- Call the Income Support Number.
- DAESL will ask for you to have:
- Names, MCP numbers and birth information for you, your spouse and children living with you.
- Social Insurance Numbers for you and your spouse.
- Financial information regarding assets such as your bank savings and RRSPs.
- Information about your family's living accommodations.
- All sources of income in the past 60 days.
- All sources of income to which you believe you and your family are entitled.
- Any special needs for you or your family.



- DAESL will call to let you know if you are eligible for Income Assistance and what amount you will receive.
- If you do not agree with the decision you have 15 days to appeal the decision.

If you are looking for more information, use this list of resources:

### **Department of Health & Community Services (DHCS)**

<https://www.gov.nl.ca/hcs/>

### **Persons with Disabilities-DHCS**

<https://www.gov.nl.ca/hcs/personsdisabilities/fundingprograms-hcs/#scwap>

### **Disability Support through other Departments or Agencies**

<https://www.gov.nl.ca/hcs/personsdisabilities/fundingprograms-other/>

### **Housing Support Programs**

<https://www.gov.nl.ca/hcs/personsdisabilities/fundingprograms-hcs/#ro>

### **Newfoundland and Labrador Housing Corporation (NLHC)**

<https://www.nlhc.nl.ca/housing-programs/rental-housing-program/>

### **Employment Opportunities for Persons with Disabilities**

<https://www.gov.nl.ca/hcs/personsdisabilities/fundingprograms-other/#et>

### **Income Support**

<https://www.gov.nl.ca/isl/income-support/>

### **Autism Society of Newfoundland & Labrador**

<https://www.autism.nf.net/>

### **Choices for Youth-Housing**

<https://www.choicesforyouth.ca/housing>