Letter 1 (O): Wmo Facilities

Do you require care or support to continue living independently? The Social Support Act (Wmo) can assist you with this. Please report your request for assistance and fill out the form. You will need a DigiD for this.

Don't have a DigiD? Or does the person for whom you are applying for a Wmo provision not have a DigiD? Please contact us by phone at 0900 1234.

Button: Request for Wmo Facilities

How do I request care or support?

Do you need care or support to continue living independently? You can report this request by clicking on the 'Request for Wmo Facilities' button. Then, fill out the Social Service Provision notification form. Your request will be assessed within 8 weeks. Afterwards, a municipal employee will have a conversation with you about your situation.

Conversation with a municipal employee

The employee will first assess what you can do on your own or with the help of your neighbors or family. Perhaps there is someone who can assist you with household chores or take you to an activity. They will also check if there are general facilities that can assist you, such as a meal service or a buddy program. If that's not feasible, the employee will explore other solutions, such as tailor-made provisions. This is personal assistance for you, which could include care, a tool, or an adjustment to your residence. To receive tailor-made provisions, you will need permission from the municipality. The municipality will make this decision based on the Social Support Act (Wmo). You will receive a letter about this.

To fill out the notification form, you will need a DigiD. Are you married or living together? Then you will also need your partner's Citizen Service Number (BSN). For children under 18, parents (or those with parental authority) can submit the notification using their own DigiD.

What should I do if I only need personal care or nursing care (neighbourhood care)?

Do you only require personal care or nursing care? This type of care is called neighbourhood care. You can request this from your health insurance company.

What types of care or support can I receive?

You can avail of 2 types of care:

▪ General provision, such as a meal service or a buddy program

▪ Tailor-made provision, which is personal assistance specifically for your situation. You can receive this through care in kind (zin) or a personal budget (pgb).

Care in kind (zin)

With care in kind, the municipality handles everything for you. The municipality selects the most suitable care provider with whom they have a contract and manages the administration. Want to know which care has been procured by the municipality? You can look this up on the Social Map Zilverdam website.

A personal budget (pgb)

With a personal budget (pgb), you are responsible for arranging your care yourself. You purchase the care, handle the administration, draw up the care agreements, and fulfill other obligations that come with it. An employee will discuss with you whether a pgb is suitable for you. You can find more information about the personal budget on the pgb page.

For which care and support do I have to pay a personal contribution?

Are you 18 years or older? Then you will pay a personal contribution for these tailor-made provisions:

▪ All aids, except wheelchairs.  
▪ Home modifications.  
▪ Transportation services, such as a mobility scooter. An exception to this is collective Wmo transport (RegioRijder). The CAK does not impose a personal contribution for this. However, you will pay a rate equal to the regular public transportation rate.  
▪ Guidance and support for a structured household.  
▪ Individual guidance.  
▪ Daycare and transportation to and from daycare.  
▪ Short-term stays (for example, if you occasionally stay in a care facility).

How much personal contribution do I have to pay?

The personal contribution is a maximum of €19.00 per month. The amount of the personal contribution depends on your age and whether or not you have a partner. The CAK determines the amount of your personal contribution. You can read more about how the CAK determines the personal contribution on the CAK website. You can also calculate your personal contribution using the CAK's calculation tool. You pay the personal contribution as long as you receive care or support or until the cost limit is reached.

The Wmo personal contribution is also known as the 'subscription fee.' The reason for this is that the personal contribution is not based on the amount of care you receive. It works just like a subscription for a newspaper or gym. As long as you receive care or use an aid (such as a mobility scooter), you pay a monthly contribution for it. This also applies to periods when you decide not to use the care, for example, during a vacation.

The personal contribution for care purchased by the municipality (care in kind) and care via a personal budget (pgb) is the same. The personal contribution cannot be paid using the pgb. An exception is the personal contribution for social support. For this, you pay a rate set by the central municipality (Zilverstad).

To whom do I pay the personal contribution?

You will receive a monthly bill for your personal contribution from the CAK. You can pay this via direct debit or an acceptance giro. So, you do not pay the municipality directly.

Do you want more information? Or do you have a question about paying a bill from the CAK? Visit the CAK website or call the CAK (toll-free) at 0800 1925.

What should I do when my indication expires?

For instance, if you have an indication for daycare, individual guidance, or short-term stays, contact your care provider 2 months before your indication expires. You do not need to fill out the application form on this page.

Where can I find more information?

If you have a question about the municipality's social services, please contact us by phone at 0900 1234. For general questions about the Wmo, visit the CAK website or call the CAK (toll-free) at 0800 1925. Afterwards, if you still have questions, you can contact your case manager.

Letter 2 (O): Personal Budget (Pgb)

Do you require support due to illness, a disability, or old age under the Social Support Act (Wmo) or youth care under the Youth Act? Then, a personal budget can be a good way to arrange for this support or assistance. With a personal budget, you have the freedom to choose your own caregiver and determine when and how you receive help.

The municipality has contracts with many (care) providers. Do you need different youth care or support from the Wmo, for example, from a provider without a contract with the municipality? Or do you want to manage your own care or support? In such cases, a personal budget (pgb) can be used. With a pgb, you can personally purchase youth care, support, or aids. There are rules to follow when using a pgb.

Pgb Rules:

You can personally oversee the care or support you need, or you can have someone assist you with this. Overseeing care means:

• Organizing and procuring the necessary assistance.  
• Keeping records of the administration.  
• Ensuring that you receive the right support.  
• Evaluating whether the support meets your needs after a few months.

Certain things cannot be covered by a pgb, namely:

• Crisis assistance, emergency housing, or urgent care.  
• Sheltered living at home.  
• Mediation or administrative costs.  
• Vacation or holiday allowances.  
• Travel expenses or gifts.

You will create an implementation plan for the procurement of the required support or youth care. This plan should include:

• How you will organize the support or youth care.  
• Who will provide the youth care or support.  
• Whether the care provider has the required qualifications.  
• The costs of the support or youth care.

You will also create a care agreement, which outlines the agreements with the care provider.

You are responsible for keeping track of when your pgb ends. If you still require support after it expires, you should request a new meeting with the District Team at least eight weeks before the expiration date.

The District Team will check for any improper use or fraud regarding pgb.

Applying for a pgb:

Follow the steps outlined in the brochure.

• Personal Budget Brochure (pdf - 600 kb)

Pgb Amounts:

Pgb amounts are determined in the financial decision. Your contact person at the District Team can provide you with more information on this.

Questions about your pgb?

You can contact the Social Insurance Bank via www.svb.nl or at 030 264 8200 for inquiries regarding:

• Your care agreement  
• Status of the care agreement assessment  
• Payments  
• Budget amount  
• Authorization

For questions regarding the content of your care agreement, you can contact the municipality at telephone number 14 033. For example, you can inquire about what can or cannot be paid from your pgb.

For questions about the approval of your pgb, the calculation tool, or your support request, please contact your contact person at the District Team.

Multiple Family Members with a Pgb:

If others in your family also have a pgb or are applying for one, the municipality considers one family, one plan. This means that we assess your pgb application in the context of your entire family. We expect you to create a single plan, outlining the care needs of all family members requiring assistance in a clear and interconnected manner.

No Pgb, But Still Need Support:

You can choose to receive assistance from one of the care providers under contract with the municipality. This is called care in kind (zorg in natura). You can receive support without a pgb in this case. The municipality maintains a list of available care providers. Call 14 033 for information.

Own Contribution:

If you receive a pgb under the Wmo, you are required to pay an own contribution: €19 per month per household. You can find more information on regelhulp.nl.

Help, Care, and Support:

Do you need support or assistance?

There are various organizations in the city that can assist you. If you're unsure who to contact:

• Call the municipality at telephone number: 14033  
• Email the municipality at info@zilverdam.nl

We will assess how to provide you with suitable support as quickly as possible. If you prefer speaking to someone in person, you can visit an information center of Indebuurt033.

For specific questions about your health, you can consult your general practitioner, dentist, physiotherapist, or childcare center.

Letter 3 (O): Decision and support plan for the Social Support Act

Dear Mrs. Brons,

On September 13, 2022, you contacted the municipality with a support request. A Wmo consultant from the Care Team conducted an investigation into your issue and potential solutions. On September 18, 2022, during a home visit, you submitted an application for a stairlift. In this letter, you will find our decision regarding your application. Enclosed with this letter is the report of the investigation and our conversation with you. This is the support plan. In it, you will find information on how we reached our decision, what happens next, and the conditions associated with the decision.

Decision 1

We have decided to grant you a personal budget (pgb) for the purchase of a stairlift under the Social Support Act (Wmo).

Decision 2

We have decided to provide you with a maintenance amount for the stairlift under the Social Support Act (Wmo).

Changes

If your personal situation changes, please notify the Care Team as soon as possible. This includes changes such as moving, cohabitation, or an increase or decrease in your disability. You can contact the Zilverdam municipality on weekdays from 8:30 AM to 5:00 PM at telephone number 012-345 67 89 and ask for the Care Team.

The Wmo legislation or the policies may change. The Zilverdam municipality reserves the right to reassess your situation and potentially make a new decision based on such changes.

Objection

If you disagree with (parts of) this decision, you can file an objection. Please send it to: The College of Mayor and Aldermen of the Municipality of Zilverdam P.O. Box 0001 1234 AB Zilverdam

You must submit the objection within six weeks after the date of dispatch of this decision. The objection must:

- Be submitted on time  
- Be signed

It must include at least the following information:

• Your name, address, and telephone number  
• The date on which you wrote the objection  
• Clearly indicate which decision you are objecting to. Mention the decision number (if applicable)  
• The reason(s) for your objection

You can also submit the objection online. Instructions for doing so can be found on our website www.Zilverdam.nl, under the "loketten" section. To submit an objection digitally, you will need DigiD. More information on filing an objection or requesting interim relief can be found on our website www.zilverdam.nl/bezwaar.

Client Support

If you need further assistance with your situation that you cannot find from your family, friends, or acquaintances, a social worker from Indebuurt can help you. This assistance is called client support and is free of charge. You can call 012-987 65 43 or email info@indebuurt.nl. You can also visit an information center in your area. The addresses and opening hours of these information centers can be found at www.indebuurt.nl/over-indebuurt/informatiewinkels.

Do You Have Any Further Questions or Comments?

If you have any further questions or comments, please feel free to contact Mrs. Oudklomp at telephone number 012-345 67 89 on Mondays, Tuesdays, Wednesdays, or Thursdays.