Letter 1 (G): WMO Facilities

If you need assistance to continue living independently, the Social Support Act (Wmo) can provide you with help. To request assistance, you need to fill out a form. This form is called the "Social Services Notification Form." You can find this form by clicking on the "Request for Wmo Provision" button. You will need a DigiD to fill out the form. If you don't have a DigiD, you can call 0900 1234.

Your application will be assessed within 8 weeks. If your application is approved, a municipal employee will talk to you about your situation. The employee will assess whether you can do something yourself or if there are general provisions that can assist you. If that doesn't work, the employee will discuss personalized assistance with you. This is called a "customized provision," and you need the municipality's permission for this. If you receive this permission, the municipality will send you a letter about it.

There are two types of assistance you can receive: general assistance and personalized assistance. General assistance includes services like a meal service or a buddy program. Personalized assistance is tailored to your specific situation and may include care, aids, or modifications to your home. You can receive this personalized assistance through care in kind (ZIN) or a personal budget (PGB). If you choose care in kind, the municipality will handle everything for you. If you receive a PGB, you'll receive funds to purchase your own care. You can check the available care options on the Sociale Kaart Zilverdam website.

A personal budget (PGB) is a way to manage your care yourself. This means you are responsible for arranging the care you need. You'll have to procure care, handle administrative tasks, and establish care agreements. Before you receive a PGB, an employee will discuss if it's suitable for you.

If you are 18 years or older, you may need to pay a personal contribution for certain care and support, including aids (except wheelchairs), home modifications, transportation services (except collective Wmo transport), guidance, and support for structured households, individual guidance, day activities, and short-term stays. The amount of the personal contribution depends on your age and whether you have a partner or not. The CAK determines your personal contribution, and the maximum subscription fee for the personal contribution is €19 per month. You will pay this as long as you receive care or support or until the cost threshold is reached.

You will receive a monthly invoice from the CAK for your personal contribution and can pay it via direct debit or payment slip. If you need more information, you can visit the CAK's website or call the CAK at 0800-1925.

If your indication for services like day activities, individual guidance, or short-term stays is about to expire, it's important to contact your care provider 2 months before the expiration date. You won't need to fill out the application form on the website again in this case.

If you want more information about the municipality's social services, you can contact them by phone at 0900 1234. For general Wmo questions, you can visit the CAK's website or call the CAK at 0800 1925. If you have further questions, you can reach out to your casemanager.

Letter 2 (G): PGB Regulations

If you need assistance due to illness, a disability, or old age, you can receive support through the Social Support Act (Wmo) or the Youth Act. A personal budget (PGB) can help you arrange this support or assistance. With a PGB, you can decide who your caregiver will be and when and how you receive help.

You can choose to receive care from a caregiver with whom the municipality has a contract. If you require different youth care or support, you can also apply for a PGB and arrange your own care or support. However, there are some rules you must follow when using a PGB.

You can take charge of the support or assistance you need yourself or ask someone to help you with it. This means you are responsible for organizing and procuring the assistance, maintaining the records, and ensuring you receive the correct support. You must also assess whether the support meets your needs after a few months.

There are certain expenses for which you are not allowed to use a PGB, such as crisis assistance, emergency shelter or urgent care, home-based sheltered living, mediation or administration fees, holiday or holiday pay, travel expenses, or gifts.

If you wish to apply for a PGB, you must create an implementation plan outlining how you will organize the support or youth care, who the caregiver is, whether they have the necessary qualifications, and the costs involved. You must also draft a care agreement specifying the arrangements with the caregiver.

You are responsible for monitoring when your PGB ends. If you still require support after it expires, you must request a new meeting with the Neighborhood Team at least eight weeks before the end date. The Neighborhood Team checks for fraud or incorrect use of PGBs.

If you want to apply for a PGB, you can follow the step-by-step guide in the brochure.

The PGB amounts represent the money you receive when you arrange your own care and support. Your contact person at the Neighborhood Team can provide you with more information about the amount. If you have questions about your care agreement, its assessment, payment, the budget, or the cash payment option, you can contact the Social Insurance Bank via www.svb.nl or 030 264 8200. For questions regarding the content of your care agreement, you can contact the municipality at telephone number 14 033. If multiple family members have or are applying for a PGB, the municipality expects you to create a single plan that clearly outlines the support needs of all family members and their interrelation.

If you do not want a PGB, you can receive assistance from caregivers under contract with the municipality. This is called care in kind. For more information, you can call 14 033. If you have a PGB under the Wmo, you are required to pay a contribution of €19 per month per household. You can find more information on regelhulp.nl.

If you need support or assistance, you can contact various organizations in the city. If you're unsure where to turn, you can call the municipality at telephone number 14 033 or email info@zilverdam.nl. They will help you find suitable support as quickly as possible. If you prefer speaking with someone in person, you can visit an information desk of Indebuurt033. For specific health-related questions, you can consult your general practitioner, dentist, physiotherapist, or child health center.

Letter 3 (G): PGB Decision

Dear Mrs. Brons,

On September 13, 2022, you requested our assistance. Our Wmo consultant from the Care Team conducted an investigation into your issue and possible solutions. During the home visit on September 18, 2022, you submitted an application for a stairlift. In this letter, you will find our decision regarding your request and the associated conditions.

We have decided to grant you a Personal Budget (PGB) for the purchase of a stairlift and also an maintenance allowance for the stairlift under the Social Support Act (Wmo).

If there are any changes in your personal situation, such as moving, cohabitation, or changes in your disability, please inform the Care Team at your earliest convenience at telephone number 012-345 67 89.

If you disagree with (parts of) our decision, you have the right to file an objection. This must be done within six weeks of the date of dispatch of this decision. In your objection, please clearly state your name, address, telephone number, the date of the objection, the reason(s) for your objection, and the number of the decision. You can also submit your objection digitally through our website www.zilverdam.nl/bezwaar.

Finally, we offer free client support from social workers at Indebuurt if you require further assistance with your situation. You can reach them at telephone number 012-987 65 43, email them at info@indebuurt.nl, or visit an information desk in your area.

For questions or comments, please contact Mrs. Oudklomp at telephone number 012-345 67 89 on Mondays, Tuesdays, Wednesdays, or Thursdays.

Sincerely,

Zilverdam Municipality