

Fall 2009 Nursing Graduate Guarantee Reporting Frequently Asked Questions (FAQs)

Q. How do I print a hard copy of my report for the Nursing Secretariat and where should I sign the report?

A. Please follow these steps on the Nursing Graduate Guarantee Management Module (NGGMM) to print your submitted NG Report:

1. Log on to the NGGMM, accessible at <http://www.hfojobs.ca> ;
2. Click “Manage”;
3. Click “Manage Nursing Graduate Postings”;
4. Click “Manage Nursing Graduate Reports”
5. Click the red PDF icon which reads “View Nursing Graduate Report” located to the far right of the submitted NG report. A PDF version of the report will open. (NOTE: You will need Adobe Acrobat reader to view the document. The reader may be downloaded for free at www.adobe.com).
6. Save a copy for your records and print the report.
7. **Have either the Senior Nursing Leader or Organization/Employer Signatory (Senior Administrator) sign the last page of the printed report.** Please also print their names and titles on the last page.
8. Either send a fax, scan (e-mail) or mail a copy of the report to the Nursing Secretariat at 416-327-1878, nursingsecretariat.moh@ontario.ca, or: Nursing Secretariat, Ministry of Health and Long-Term Care, 56 Wellesley St West, 12th Floor, Toronto, ON M5S 2S3 by **December 1, 2009 at 5:00 PM EST.**



Q. Why do I receive an error message prior to submitting the Nursing Graduate report that states that the “reinvestment funds are not equal to or greater than the amount available for reinvestment”?

A. On the last page prior to Nursing Graduate (NG) report submission, the Ministry is asking Employers to provide a breakdown of how the Actual Reinvestment funds were spent based on the 4 eligible reinvestment initiatives: Mentorship, 80/20 for Staff Nurses, Internship for Experienced Nurses, Initiatives to Support Internationally Educated Nurses (IENs). See Appendix ‘B’ of the Participation Guidelines (available on the HealthForceOntario website) for more information on reinvestment initiatives.

The amount available for reinvestment is the total of what was reported under “Actual Reinvestment Amount” for *all* nursing grads included in the report. This includes grads from the 2008/09 and 2009/10 fiscal years (Apr-Mar).

You can only claim reinvestment funds if your grad was bridged to a permanent, full-time position earlier than the 26 weeks Ministry-funded period and a portion of the allocated budget is remaining.

To ensure that you do not receive an error message, you must identify how your organization spent (or will spend by March 31, 2009 for 2008/09, or March 31, 2010 for 2009/10) funds reported as “Actual Reinvestment Amount” among the 4 eligible reinvestment initiatives. If you have not actually spent this amount, go back and edit your individual nursing graduates to reflect the correct “Actual Reinvestment Amount” total.

Q. Why does the Report list my Active nursing grads as being subject to a “Recovery,” considering that they have not yet completed the program?

A. For those nursing graduates with an Active status, the NG Reporting Tool shows a potential Recovery amount. The Ministry will only recover an actual amount once your nursing graduates have completed the program and unspent funds still remain.

Q. How do I re-send Signature Codes for my Organization / Employer (OE), Senior Nursing Leader (SNL) or Union Signatories?

A. The Nursing Secretariat does not have the ability to re-send Signature Codes. OE Administrators have the ability to do so by following these steps:

- 1) Click “Manage” from the OE Admin main page;
- 2) Select “Manage Nursing Graduate Postings”;
- 3) Select “Manage Contact Info”;
- 4) Beside the individuals contact information, click button that reads “Cancel Signature Code”;
- 5) A new Signature Code will be sent to that person’s e-mail address.

If the signatory has not received the Signature Code, ensure that the e-mail address is correct. If it is not correct, update the e-mail address on the “Manage Contact Info” page and press “Update.” Press “Clear” if it is an entirely different person. A change to the OE or SNL contact information will need to be made by the Nursing Secretariat (see p.6).

If the e-mail address is correct, check the signatory’s email system “Junk” folder. If it is in that folder, ask your organization’s IT representative to mark messages coming from the domain “@hfojobs.ca” as “Safe.” If the Signature Code still cannot be located, please call the HFOJobs Support Office (see page 6).

Q. Where are my OE, SNL or Union Signatories login credentials (username / password) and how do I get them back?

A. Login credentials are sent to the signatories’ e-mail address as soon as an OE Admin or Nursing Secretariat (MOH) Admin input their contact information on the “Manage Contact Info” page.

If your signatories do not have their login credentials, contact the HFOJobs Support Office. Remember to ensure that their contact information (especially e-mail address) is correct in the “Manage Contact Info” page. Changes to OE or SNL signatory information must be made by the Nursing Secretariat.

Login credentials may be retrieved by typing in their e-mail address in the “Forget Password” tool on the home page of the HFOJobs website (<http://www.hfojobs.ca>).

Q. What is the difference between “Actual Salary/Benefits—Ministry Portion” and “Actual Salary/Benefits—Employer Portion”?

A. “Actual Salary/Benefits—Ministry Portion” refers to the funds used for the graduate’s salary/benefits during the 26 week Ministry-funded period. It is the *actual* amount that the organization has paid to the Nursing Graduate. This amount should not exceed the allocated budget amount, which covers the grads salary/benefits for the entire 26 weeks. A special case where this amount might exceed the allocated budget amount could occur when an increase in the hourly wage due to a collective agreement is in effect. E-mail the Nursing Secretariat if you have questions about such cases.

The “Actual Salary/Benefits—Employer Portion” refers to the funds used for the additional six weeks of funding incurred at the employer’s expense (hence “Employer Portion”) if the nursing grad was not bridged to a position at the end of the 26 week Ministry-funded period. See the Participation Guidelines for more information on NGG bridging requirements.

Q. Why does the reporting tool calculate my “Potential Reinvestment Amount” even if my organization is not eligible to claim that amount?

A. If your organization is not eligible to claim a reinvestment amount, i.e. your nursing graduate has a status of anything except “Bridged—Full Time,” you cannot claim an Actual Reinvestment Amount.

The system automatically calculates *all* Potential Reinvestment Amounts, regardless if the graduate is eligible/ineligible. It does this by calculating the difference of the “Actual Salary/Benefits—Ministry Portion” from the “Allocated Budget.”

Q. Why do some of my nursing grads have an “Allocated Budget” while others do not?

A. If you do not have an Allocated Budget, this means that your budget request for that graduate has not been submitted. To submit a budget request for that nursing graduate, complete the following steps upon logging in to HFOJobs:

- 1) Click “Manage”;
- 2) Select “Manage Nursing Graduate Postings”;
- 3) Select “Manage Budget Requests”;
- 4) Select “Submit a New Budget Request” or if you have a “Pending” budget request, select “Edit Budget”;
- 5) Complete budget request form;
- 6) Select “Submit Budget Request”.

Your Budget Allocation should now be reflected on the NG Report draft.

Q. Some of my nursing graduates completed the program by last January and they were captured in the previous report (submitted in Winter 08/09). Do I need to change the information?

A. If your grads were reported to have *completed* their NGG positions (e.g. bridged to a position, terminated, completed not bridged) in the Winter 2009 Interim Report, ensure that the information is still correct. Do not report any information for the grad after their tenure in the NGG as they are considered regular staff of the organization and we do not require this information to be reported.

Q. Is this the same as the contract signing process that I completed in the past?

A. No. It is important to note that the NG Report is different from the Funding Agreement (Contract)/Budget Request Process, which is conducted to secure funding and enter into an agreement with the Ministry of Health and Long-Term Care to participate in the NGG Initiative.

Q. I am not participating in the Nursing Graduate Guarantee for 2009/10. Do I have to submit a Report?

A. Yes. The Nursing Secretariat is collecting a Final Report for all 2008/09 nursing graduates matched with your organization, which is why they are included on the new NG Reporting Tool.

We require information on nursing grads that were listed as having a status of “Active,” “Newly Hired” and “Other” on the Winter 2009 Interim Report. Please indicate the status of these nursing grads at the time of their completion of their NGG position in your Report.

Q. Will I have the opportunity to change my data after I have submitted the Report?

A. It is important to be as accurate as possible when submitting your Report, as any subsequent changes will only further delay the submission and compromise any reconciliation payments/recoveries.

If you have already submitted your Report and it has not been e-signed by any signatory, inform your SNL signatory. She or he will be able to reject the Report and the Report will be accessible once again to the OE Admin to make any changes. Click on “Create or Update Nursing Graduate Report” on the “Manage Nursing Graduate Reports” page to make the necessary changes once your SNL signatory has rejected the Report.

Once the Report has been e-signed by all parties, it is at the Ministry’s discretion to make changes to the Report.

Q. What are the steps of the e-signing process?

A. The following is the sequence of events to complete the e-signing process:

- 1) OE Admin completes and “Submits” Report;
- 2) SNL Signatory receives e-mail with a Signature Code;
- 3) SNL Signatory reviews Report and, if correct, enters Signature Code. SNL Signatory identifies the Union (RN/RPN) Signatory(ies) which are applicable to e-sign NG Report;
- 4) The applicable Union Signatory(ies) e-sign by using the Signature Code sent via e-mail: Firstly, the RN Union Signatory (if applicable), followed by the RPN Union Signatory;
- 5) E-mail with Signature Code sent to OE Signatory via e-mail for final approval. He or she e-signs the Report using the Signature Code.

The finalized Report has now been e-signed by all parties and is submitted to the Ministry electronically. Please print and have either the OE or SNL signatory sign the hard copy of the report and send it to the Ministry as per the instructions on page 1.

Q. My signatories are currently not available to e-sign the Report. What should I do?

A. Employers must ensure that their signatories sign the report, as per the Funding Agreement necessitates. If your signatories are not available to e-sign the report, please have the person with delegated authority to e-sign the report. To set up a delegated authority signatory on the NGGMM, please contact the appropriate MOHLTC administrator on page 6.

Q. My organization's collective bargaining unit(s) is not willing to e-sign the Report. What should I do?

A. As per section 9.1 (e) of the Nursing Graduate Guarantee Funding Agreement, "Employers must ensure that all Reports are verified by all applicable collective bargaining units." If your organization employs both nurse categories (RNs and RPNs) for the NGG and both groups have union representation, then both union groups must e-sign the Report.

The Ministry of Health and Long-Term Care does not engage in the negotiation of collective agreements between Employers and collective bargaining units and cannot offer advice in this regard. The Ministry strongly encourages employers to have early and ongoing dialogue with collective bargaining representatives regarding participation in the Nursing Graduate Guarantee and should consult with the RN/RPN bargaining representatives for union matters.

Your organization is not required to have union sign-off if the organization is non-unionized.

Q. My organization is in a Head Office / Subsite arrangement. What is the e-signing process?

A. Each subsite that has matched with a nursing grad since 2008 must submit a Report on the NG Reporting Tool. You can do this by logging in as the Subsite and completing your Report from that user account. Upon submission from the Subsite, the Report will appear in the "Manage Nursing Graduate Reports" page for the Head Office account. From there, the OE Admin for the Head Office will submit the Report for e-signing. The Head Office signatories will have to e-sign the individual Subsite Reports, using the appropriate Signature Codes found in their e-mail inbox.

Q. Do I have to complete my Report in one sitting?

A. No, you may edit and save your Report to complete it at a later time. For security reasons, you will be logged out of the HFOJobs Portal if you spend more than 20 minutes on any one page. Please use the "Save" button when creating or editing a Nursing Graduate Report to avoid losing any work.

Q. I still have questions. Whom should I contact?

A. Still have questions? Not a problem. Contact us using the guide on page 6.

Contact Us

The Nursing Graduate Guarantee Management Module (NGGMM) is accessible through the HFOJobs website at <http://www.hfojobs.ca>.

The Nursing Secretariat

Please contact the **Nursing Secretariat**, Ministry of Health and Long-Term Care, for all policy-related matters and interpretation of reporting requirements.

Hours of operation: Monday to Friday, 9:00 AM to 5:00 PM.

Main Telephone: 416-327-9689

Fax: 416-327-1878

E-mail: nursingsecretariat.moh@ontario.ca

Issue	Contact	To expedite a response to your inquiry, please prepare
Changes to OE or SNL signatory contact info ONLY	Amanda Yumbla 416-212-6308 Amanda.Yumbla@ontario.ca	Name, Title, E-mail Address, Telephone Number of signatory
Interpretation of Reporting Requirements and all other policy-related, non-technical inquiries	Paris Jalali 416-327-8716 Paris.Jalali@ontario.ca	Financial information, grad ID number(s), status of grad

HFOJobs Support Office

Please contact the **HFOJobs Support Office** for all technical and user-related matters pertaining to the NGGMM (including the NG Reporting Tool) and the HFOJobs Portal.

Hours of operation: Monday to Friday, 8:30 AM to 4:30 PM.

Main Telephone: Toll-free 1-800-463-1270 (press '6'), Local 416-862-2200 (press '6')

Fax: 416-862-4819

E-mail: hfojobs@hfojobs.ca