

Personal Support Worker (PSW) Training Fund Program Employer Program Application Guide and Frequently Asked Questions

Overview

This document is intended to assist employers to apply for up to two years of PSW Training Fund program funding to support formal education of direct service staff to obtain a PSW certificate, or to complete continuing education courses for those who have a PSW certificate, and/or to participate in innovative projects to help resolve PSW recruitment and retention issues within the home and community care sector.

Employers who are Eligible Organizations will submit a pre-defined application form to the Ministry of Health using the Transfer Payment Ontario (TPON) application. Submitted applications will be assessed on-line by your Coordinating Organization.

An eligible organization seeking re-imbursement from the PSW Training Fund program must:

1. provide home and community care services that are community support services or personal support services in accordance with the *Connecting Care Act*, 2019 and its regulations (specifically, the Home and Community care Services Regulation, O. Reg. 187/22);
and
2. receive funding for the provision of those services in its capacity as:
 - 2.1 a contracted service provider organization to Home and Community Care Support Services (HCCSS) or to a Health Service Provider (HSP) or Ontario Health Team (OHT);
 - 2.2 an organization funded by the Ministry of Health; or
 - 2.3 an HSP or OHT funded by Ontario Health.

Innovation Stream

In recognition that PSWs and organizations who deliver care often have ideas about new and innovative approaches to improve competence, engagement, and retention of PSWs, the **Innovation Stream** of the PSW Training Fund program introduced in 2019 is intended to strengthen PSW recruitment, professional development, and retention with new and innovative solutions. Areas of focus include development and implementation of ways to ensure:

- Effective transition to practice through on-boarding/mentoring: Tools, processes and activities to effectively on-board and mentor new PSWs to provide high quality care for clients.
- Engagement in performance improvement: Tools, processes and activities to engage PSWs in the work of quality and performance improvements to achieve excellence in clinical care and client outcomes.
- Enhancing inter-professional teamwork and communication: Tools, processes and activities to enhance collaboration and communication in healthcare teams to improve health outcomes, client/family experience and client safety.

Frequently Asked Questions - General

Q1: How do I know who my Coordinating Organization is?

A1: Please visit <http://healthcareathome.ca/> and enter your postal code. Once your Home and Community Care Support Services (HCCSS) is identified, please review the table below to see your Coordinating Organization.

Home and Community Care Support Services (HCCSS) Region	Coordinating Organizations

Erie St. Clair and South West	Meals on Wheels London
Waterloo Wellington, Hamilton Niagara Haldimand Brant, Central West, Mississauga Halton, South East and Champlain	AbleLiving Services Inc.
Toronto Central and Central	Centre for Independent Living Toronto
Central East and North Simcoe Muskoka	The Friends ...Supporting those with Long Term Health Care Needs
North East	Physical Handicapped Adults' Rehabilitation Association
North West	Treaty 3 Organizations - Anishinaabeg of Kabapikotawangag Resource Council (AKRC)
	Other organizations - Confederation College

Q2: We have multiple branches/offices across Ontario. Can we submit all our proposals to one Coordinating Organization?

A2: No, please submit an application for each HCCSS. If your location is different from the address which auto-populates in Section B, enter the address of your location in Section 'D'

Q3: Can we change our designated Coordinating Organization to submit our applications?

A3: No, the Coordinating Organization is identified by HCCSS region. The Coordinating Organizations have a good understanding of the needs within their geographic locations and can organize with local partners.

Q4: Are courses for individuals to become a certified trainer covered under the fund?

A4: Yes, if the course is for certificate-educated PSWs to become trainers in an approved subject and all other eligibility requirements are met, the course may be considered eligible by the Coordinating Organization assessing your request.

Q5: I have an in-house trainer that can provide training to staff. Will that be eligible for funding?

A5: Yes, if the training meets the eligibility criteria within the PSW Training Fund Program Description. However, priority will be given to third-party external programs that fulfill the criteria outlined in the program description.

Q6: Must employees have a PSW educational certificate to access the continuing professional development (clinical training) or innovation streams of the PSW Training Fund Program?

A6: Yes, as the PSW Training Fund was established to increase the supply of certificate-educated PSWs and improve quality patient care through additional clinical training for PSWs. While there may be different job titles for individuals who provide similar services as PSWs, the Training Fund is for PSWs who have formal education as a PSW (not nurses, developmental service workers, etc.).

Q7: Are training costs for PSWs in managerial roles eligible?

A7: Yes, if the individual provides front-line community support services or personal support services in accordance with the *Connecting Care Act, 2019* and its regulations (specifically, the Home and Community Care Services Regulation, O. Reg. 187/22); and is an employee of an Eligible Organization.

Q8: May for-profit agencies that contract with the HCCSS apply to the PSW Training Fund program?

A8: Yes, both for-profit and not-for-profit organizations who are Eligible Organizations can apply.

Q9: Do you have French versions of the documents provided?

A9: French versions of the Program Description and Application Guide will be available on the application portal.

Q10: Must the programs or courses be successfully completed in the 2023-24 or 2024-25 fiscal years?

A10: Yes. The PSW Training Fund program is for formal education programs or courses successfully completed between April 1, 2023 and March 31, 2024 or between April 1, 2024 and March 31, 2025.

Q11: What if we have staff turnover before March 31, 2025?

A11: Any changes to the planned training or innovation projects involving front-line employees need to be communicated to the Coordinating Organization in the quarterly/interim reports/forecasts requested.

Q12: Why do I need to rank requests in each section as priority 1, 2, etc.?

A12: Eligible Organizations are asked to rank priority of requests for Certificate Education, Continuing Education or Innovation Project sections to assist with assessment. **You may only rank one request as priority 1.** The form validation will return an error if more than one course per stream is ranked as priority 1.

Q13: Will the full amount of the courses be paid?

A13: Costs outlined in the Program Description will be considered for eligibility. However, allocations may be reduced based on priority ranking submitted by the Coordinating Organization if the PSW Training Fund program is oversubscribed.

Q14: When will we be notified to submit re-imburement requests?

A14: Coordinating Organizations will notify Eligible Organizations when and how to do this. Coordinating Organizations will be able to view completed applications in TPON. Additional supporting documentation may also be required.

Q15: Which Travel, Meal and Hospitality Directive do I review for Training Fund program applications?

A15: The January 2020 version at: <https://www.ontario.ca/page/travel-meal-and-hospitality-expenses-directive-2020>

Q16: Can Training or Innovation plans submitted by an Eligible Organization be re-assessed?

A16: The PSW Training Fund program is a discretionary, non-entitlement-based ministry program. Any decisions concerning the allocation of funding in connection with the program is at the ministry's sole discretion. The submission of any application or any other information by an Eligible Organization or a Coordinating Organization does not entitle that organization to the receipt of any funding or otherwise bind the ministry to provide any funding to that organization. The ministry will consider re-evaluation requests on a case by case basis. Please contact pswtraining@ontario.ca.

Application Process 2023-24 and 2024-25

Q1: What is TPON?

A1: TPON is a Government of Ontario web-based case management system for administering transfer payments.

Q2: How do I access TPON?

A2: To access the TPON application both you and your organization will need to be registered. Instructions for registering can be found at: <https://www.ontario.ca/page/get-funding-ontario-government-Get Help>

Get help

If you need help logging in, navigating or updating your organization's profile in the Transfer Payment Ontario system, please refer to the resources below.

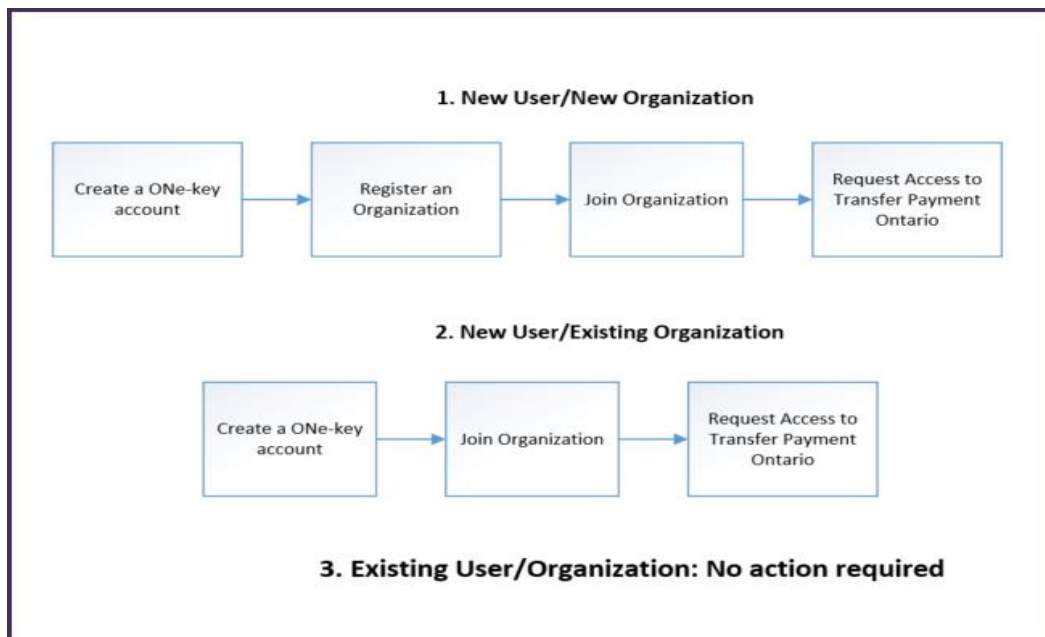
Step 1: [Creating a ONE-key account](#)

Step 2: [Registering an organization](#) or [Joining an existing organization](#)

Step 3: [Requesting access to Transfer Payment Ontario](#)

Step 4: [Submitting for funding](#)

Video: [How to submit for funding](#) (alternative format: [video transcript](#))



Q3: How do I apply for funding?

A3: Once your organization and user registration is complete go to <https://www.ontario.ca/page/get-funding-ontario-government> to begin the application process.

Q4: Does my main contact change with this new process?

A4: No, your Coordinating Organization remains the main point of contact for questions relating to the program.

Q5: What do I need in order to apply through TPON?

A5: To apply for funding you will need to register your organization and users within your organization who will be submitting applications and reports. If your organization has received funding through TPON then you will not need to re-register.

Q6: Will I need to submit a different application for each year?

A6: Yes, there is a different application for 2023-24 and 2024-25. Complete the application form for each year you are applying for funding.

Q7: How do I complete my application?

A7: Key sections of the application are:

A - Organization Information – This section of the form pre-populates with the name of the organization the user is associated to.

B - Organization Address Information - This section of the form pre-populates with the address of the organization the user is associated to.

C - Application Contact Information - This section of the form relates to contact information for the application.

Enter the contact information for the organization's Chief Executive Officer or Chief Financial Officer or equivalent in this section as well as the contact who completes the details in this form.

Please note there should be two contacts with signing authority listed, the CEO and CFO or equivalent with authority to sign for the organization will both need to provide e-consent. Signing Authority must be checked for both.

			Remove
Salutation: * Mr.	First Name: * John	Last Name: * Smith	
Role: * Other	Email Address: * john@email.com	Primary: <input type="checkbox"/>	
Title: * Chief Financial Officer	Department:	Phone Number (Work): * (416) 123-4456	
Phone Number (Mobile):	Fax Number:	Signing Authority <input checked="" type="checkbox"/>	
			Remove
Salutation: * Mrs.	First Name: * Jane	Last Name: * Smith	
Role: * Other	Email Address: * jane@email.com	Primary: <input type="checkbox"/>	
Title: * Senior Manager	Department:	Phone Number (Work): * (416) 123-4555 x5	
Phone Number (Mobile):	Fax Number:	Signing Authority <input checked="" type="checkbox"/>	
			Add Remove
Salutation: * Ms.	First Name: * Emma	Last Name: * Smith	
Role: * Applicant	Email Address: * emma@email.com	Primary: <input checked="" type="checkbox"/>	
Title: * Admin Assistant	Department:	Phone Number (Work): * (419) 123-4444	
221014-null			C - Application Contact Information Page 1 of 2
Phone Number (Mobile):	Fax Number:	Signing Authority <input type="checkbox"/>	

The positions listed in "Title" must match Section 'D' question 2.

Select 'Add' to create additional contacts, 'Remove' to remove any contacts. 'Primary' must be checked for one contact.

D - Applicant Information – This section of the form is to document your **HCCSS** and Coordinating Organization as well as number of employees.

E - Certificate Education Request - This section is to document requests for personal support staff taking PSW certificate education programs only. Education provider can be selected from the drop-down menu for publicly funded colleges and district school boards. Please attach a description of the education program for eligibility verification. As only 1 attachment with the same file name can be submitted, please save your documents using the following naming convention: Certificate_Course name

Refer to program guidelines for more eligibility information. Note: If the 'program start date' is TBD, please leave blank

F - Clinical Training Request - This section is to document requests for certificate-educated PSWs taking additional clinical training courses to improve client care as part of their continuing professional development. Please attach a description of the requested course(s) for eligibility verification. As only 1 attachment with the same file name can be submitted, please save your documents using the following naming convention: Clinical_Course_name

Refer to program guidelines for more eligibility information. Note: If the course date is TBD, please leave blank.

G – Innovation Project Request - This section is to document requests for certificate-educated PSWs leading or participating in Innovation Projects Please attach a description of the requested course(s) for eligibility verification. Refer to program guidelines for more eligibility information. As only 1 attachment with the same file name can be submitted, please save your documents using the following naming convention: Innovation_Course_name

I – Budget - This section is to document expenses related to each stream:

The total for each stream will auto-populate

- Total for All Certificate Requests (Auto-calculates from Section E)
- Total for Clinical Training Request (Auto-calculates from Section F)
- Total for All Innovation Project Requests (Auto-calculates from Section 'G')

M – Declaration and Signing - Please note that CEO and CFO or equivalent with authority to sign for the organization will both need to provide e-consent.

Applicant	
Mr. John Smith	
(w): (416) 123-4567 Email: john@email.com	
<input type="button" value="Sign Document"/>	
By clicking the "I Agree" button, I Agree with the Declaration and Statement Above	
<input type="button" value="I Agree"/>	<input type="button" value="I Disagree"/>
Signature <u>John Smith</u>	Date/Time <u>01/03/2021 16:26:24</u>

Applicant	
Miss Jane Smith	
(w): (416) 234-5678 Email: jane@email.com	
<input type="button" value="Sign Document"/>	
By clicking the "I Agree" button, I Agree with the Declaration and Statement Above	
<input type="button" value="I Agree"/>	<input type="button" value="I Disagree"/>
Signature <u>Jane Smith</u>	Date/Time <u>01/03/2021 16:26:29</u>

Select the 'Validate' button at the top of form before saving/submitting.

<input type="button" value="Expand"/>	<input type="button" value="Validate"/>
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Note: Do not change file type as you will not be able to upload.

Q8: Who do I contact if I have issues registering or submitting my application?

A8: Please contact Transfer Payment Ontario Client Care from Monday to Friday 8:30 a.m. to 5:00 pm, except for statutory holidays, at:

- Tel: 416-325-6691
- Toll-free: 1-855-216-3090
- TTY: 416-325-3408
- Toll-free TTY: 1-800-268-7095
- Email: TPONCC@ontario.ca

Q9: How long do I have to submit my application?

A9: The application portal will be open from 1 pm December 6, 2022 to 4 pm January 19, 2023

Q10: What if my application is deemed incomplete?

A10: If the Coordinating Organization is unable to assess your application, it will be returned to you (via TPON). You will need to update and re-submit the same application. Do not start a new application.

Q11: Can I complete my application off-line?

A11: Yes, the application can be downloaded and completed off-line. Do not save as different document type as you will not be able to upload another file type.