



HWRI

Health Workforce Retraining Initiative

Educational Mentor's Guide

Professional Development Program
HWRI - Grant 8
January 1, 2019 to December 31, 2020

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About the Programs

The New York State Department of Health (DOH), in consultation with the Department of Labor, awarded an 8th two-year grant to The Research Foundation for The State University of New York (RF) through the Professional Development Program (PDP) at Rockefeller College, University at Albany to resume operation of its Health Workforce Retraining Initiative (HWRI). Through this initiative PDP works with three partner agencies: Office for People with Developmental Disabilities (OPWDD), Office of Mental Health (OMH), and Department of Corrections and Community Supervision (DOCCS) to help shape a nursing workforce best prepared to meet the needs of their respective populations, to bolster the numbers of staff available to fill nursing positions, to alleviate the shortage of nurses qualified to fill nurse leadership positions, and to improve the ability of agencies to recruit and retain experienced RN staff.

In collaboration with partner agencies, PDP awards a limited number of grant allocations in each year of the two-year grant cycle (January 1, 2019 through December 31, 2020) to eligible agency employees through four PDP HWRI Grant Programs. The programs offered during this grant cycle include: the new **Pre-/Post-Nursing Degree Study** and the **Workers Trained as RN** both available in all eight of DOH's regions across NYS, the **RNs Trained as BSN/MSN** available only in the Long Island region for this cycle, and the **Nurses Pursuing Advanced Degrees/Certifications** programs available in all DOH regions except Central.

The new **Pre-/Post-Nursing Degree Study** program supports the growth of a nursing workforce one college course at a time. The pre-nursing degree component is designed for non-nursing employees who categorize themselves as non-traditional college students to prepare to pursue a nursing degree and RN licensure through completion of remedial, ESL or prerequisite coursework prior to enrolling in a degree program. The post-nursing degree component will enable employees who are already agency nurses to improve and expand their skills or to develop specialty knowledge geared toward the specific needs of the agency population.

The **Workers Trained as RN** program is designed for workers currently employed by partner agencies at facilities throughout each region who are interested in pursuing registered nurse licensure by enrolling in and completing college, credit-bearing coursework to satisfy accredited nursing programs at the Associates or Bachelor's level.

The **RNs Trained as BSN/MSN** program is designed for registered nurses currently employed by partner agencies at facilities throughout each region who are interested in furthering their education by pursuing a Bachelor or Master of Science Degree in Nursing (BSN/MSN).

The new **Nurses Pursuing Advanced Degrees/Certifications** program is designed for registered nurses currently employed at facilities throughout the region to expand or customize their nursing credentials to align with agency areas of need by pursuing an advanced nursing certificate or degree such as those offered through nursing Master's or Doctoral programs.

Interested employees at partner agencies who meet the eligibility criteria may apply for an allocation. Agency reps and mentors will help interested employees determine if they meet the eligibility requirements and prioritize whom to assign an allocation.

Allocations are available in each year of the two-year grant cycle, which includes both calendar years 2019 and 2020. Employees who apply for and are selected to receive an allocation in year one may apply the grant toward eligible expenses incurred from January 1, 2019 through December 31, 2019.

Employees who apply for and are selected to receive an allocation in year two may apply the grant toward eligible expenses incurred from January 1, 2020 through December 31, 2020.

Grant funds are intended to offset recipients' out-of-pocket costs after all other sources of financial aid grants and scholarships are deducted from covered education expenses. **Because funds are limited, the amount of money available to each participant may not cover all education costs**, especially if the participant is taking multiple courses in a semester, attending a private college or pursuing an advanced degree.

Applicant (Agency Employee) Eligibility

Employees working at the OMH, OPWDD, or DOCCS in a region where grant funding is available during the current grant cycle are eligible to apply if they meet all of the following program criteria:

- ⇒ Employee must be in good standing with good time and attendance record
- ⇒ Employee maintains satisfactory work performance
- ⇒ Employee has a positive performance evaluation record
- ⇒ Employee is considered highly motivated by facility personnel with an inclination for successful completion of required coursework
- ⇒ Employee has a letter of recommendation from a supervisor
- ⇒ If not currently an RN, employee demonstrates interest in becoming a nurse.

In addition -

⇒ **Workers Trained RN ONLY**

- Employee is matriculated in an accredited RN nursing program that supports eligibility for the NCLEX-RN exam or interested in entering such a program (HWRI funds can be used for participation in prerequisite courses that will help the employee succeed once enrolled in a nursing program)
- Employee meets admissions/testing requirements of an accredited nursing program that supports eligibility to take the NCLEX-RN exam
- Employee maintains a grade point average of at least 2.0 if currently matriculated

⇒ **RNs Trained as BSN/MSN ONLY**

- Employee is currently licensed as a registered professional nurse in NY State
- Employee meets admissions/testing requirements of a BSN or MSN accredited program
- Employee maintains a grade point average of at least 2.5 if currently matriculated

⇒ **Nurses Pursuing Advanced Degrees/Certifications program ONLY**

- Employee is currently licensed as a registered professional nurse in NY State
- Employee maintains a grade point average of at least 3.0 if currently matriculated
- Employee meets admissions/testing requirements of the certificate or advanced accredited nursing program

⇒ **Pre-Nursing component of the Pre-/Post-Nursing Degree Study program ONLY**

- No additional criteria for this component of the **Pre-/Post-Nursing Degree Study** program

⇒ **Post-Nursing component of the Pre-/Post-Nursing Degree Study program ONLY**

- Employee is currently licensed as a registered professional nurse in NY State
- Employee demonstrates interest in work activities related to an agency identified area of need

- ⇒ Your agency may use additional criteria when choosing program participants. Please be sure to review those requirements with prospective participants.

Please note -

Mentors will help employees interested in applying for one of the programs determine their eligibility according to both the program criteria and the agency criteria, and complete the application process.

Application Process

After the new two-year grant cycle start-up meeting, partner agencies have responsibility for announcing the new round of program opportunity, promoting the programs across all facilities in each region with funding allocations, recruiting and selecting participants to nominate for an allocation, and assisting interested employees with the application process.

Verify and Confirm Allocations, and Nominate Participants

Prior to recruiting or working with interested employees to complete the application process partner agencies will verify with PDP the number of available allocations for each program in each region. Partner agencies will review the status of HWRI grant program participants from the previous grant cycle, giving strong consideration to those interested in applying for another grant allocation. To identify new participants, agencies will recruit employees interested in pursuing RN licensure and RN employees interested upgrading their skills to an advanced nursing degree. Mentors will assess and select candidates who are capable of successfully completing nursing degree coursework at all levels, and who satisfy the eligibility criteria. Mentors may want to use an *Eligibility Assessment* form during your agency's eligibility screening process, which may involve completing and reviewing PDP's *HWRI Grant Application* and an in-person interview.

If your agency has available allocations for grants, mentors will work with eligible candidates (either returning or new participants) to complete and submit the *HWRI Grant Application* to PDP. Once PDP receives an application it will confirm or deny assignment of an allocation with your agency based on availability of funds, allocations and eligibility. Your agency will then verify participation status with applicants, sending an *Allocation Confirmation Letter* to those applicants selected to receive an allocation, and assist selected participants with next steps. Next steps are explained in the other sections of this guide.

If your agency has no remaining allocations, agency reps will place prospective participants on a wait list. Agency reps should maintain a participant list, a wait list and allocation status on an ongoing basis. If your agency has remaining allocations recruit additional applicants.

Please note -

Because allocations are available each year of our two-year grant cycle participants will need to submit an application for each year in which they are selected to receive an allocation. This will enable PDP to keep track of allocation usage across both years and it will help to capture some of the updated information needed for quarterly reporting as returning participants will include the updated information on the new application for year 2.

Applicants in year one will need to use the application with year one dates, January 1, 2019 through December 31, 2019.

Applicants in year two will need to use the application with year two dates, January 1, 2020 through December 31, 2020.

You can obtain forms from your agency rep, at <https://www.pdp.albany.edu/HWRI/default.cfm> or by emailing your request to hwri@albany.edu.

Mentor Responsibilities

Educational Mentors

Each partner agency will identify employees at each facility to serve as educational mentors and orient them to their role. Mentors will work closely with partner agency reps in executing their responsibilities.

Promoting Program, Recruiting and Selecting Participants

Mentors will help agency reps promote the current PDP HWRI grant programs (Please see page 1 of this guide.) within their facilities, recruit and screen interested employees against eligibility criteria, and assist prospective participants with the application process. (Please refer to the Applicant (Agency Employee) Eligibility and Application Process sections of this guide.)

Assisting Participants with the College Process

Mentors will help eligible agency employees selected for an allocation in one of the degree-related programs with all aspects of applying to and attending an accredited, degree-based nursing program throughout the duration of participation. They will offer assistance during early stages of exploring which college to attend and the college application process through participation in coursework and attainment of degree.

Specifically, mentors will

- Work with participants providing guidance on identifying accredited nursing programs, applying and enrolling in degree program, choosing coursework and following progress toward completion of degree.
- Assist participants with identifying and applying for scholarships and other sources of tuition such as CSEA & PEF, and financial aid that does not require repayment such as Federal, state, and school-based grant and other tuition assistance programs before submitting a request for our funds.
- Meet with each participant at least twice a semester to review academic progress, initially after the student receives mid-term grades and another meeting after the student receives final grades. The second meeting will focus on planning for the next period of study and collecting data needed for quarterly reports.
- Coach any participant experiencing problems in successfully completing coursework to seek academic support through the educational institution at which the participant is enrolled. In certain situations, tutoring services can be paid using HWRI funds.

Helping Participants with the Process to Use Their Allocation

Mentors will help participants navigate the process for requesting reimbursement for tuition and covered educational expenses up to the allocation amount. (Please refer to the remaining sections in this guide.)

Specifically, mentors will

- Encourage participants to read the HWRI Participant's Guide accessible on the PDP website at www.pdp.albany.edu/HWRI/.
- Work with participants to complete the required forms and ensure they submit funding requests in a timely manner.

- Encourage participants to apply for tuition assistance as soon as he/she receives a tuition bill.
- Make sure that requests are completed accurately and include any necessary supporting documentation as well as signatures.
- Notify PDP right away if a student withdraws from a class or chooses to discontinue participation in the HWRI grant program so any unused funds can be given to someone else.

Facilitating the Flow of Paperwork between PDP and Participants, and the Collection of Quarterly Report Data and Information

To expedite processes and to ensure accurate and complete information for all participants in all programs across all partner agencies and facilities statewide, agency reps and mentors serve as the conduit for the flow of applications, allocation notifications, nursing grant request forms and vouchers between participants and PDP, and assist with collecting data required for quarterly reports. The following pages of this guide include instructions related to the flow of paperwork and information.

Some information required for quarterly reports is obtained from the information participants provide on the *HWRI Grant Application* and the *HWRI Nursing Grant Request Form*. Mentors serve a vital role in monitoring and reporting on participant status in the nursing program such as providing information on completion of degree or withdrawal from program, or resignation from agency.

On a quarterly basis mentors will help agency reps complete a report on each participant's college and employment status.

Covered Expenses

HWRI grant funds can be used to offset the costs for education-related expenses including tuition, fees, books, and supplies.

IS THIS EXPENSE COVERED UNDER THE HWRI GRANT?		
YES if funds are available, expense can be covered with proof of payment	MAYBE expense may be covered (CALL HWRI Grant Program prior to purchase to discuss)	NO expense IS NOT covered
Tuition/ College fees/ Application fees	Tutoring services	Late fees/ Payment plan fees
Mandatory parking fee		Transportation costs including parking fees for clinical assignments
Required Textbooks	Required computer software program for specific course	Computer software packages for general use (ex. MS Office suite)
NCLEX-RN review class/review books/exam fee		RN license fee
Basic school supplies		Computer/ Handheld computer/ PDA/ Smart phone
Uniforms (pants/shirts/shoes)		Outerwear
Penlight/ Stethoscope/ BP cuff/ Name badge		Backpack/ Suitcase
Student malpractice insurance		Organization membership fees

If you want to know if an educational expense can be reimbursed using HWRI money, call the HWRI Grant Program at 518-442-6605 or [518-442-6633](tel:518-442-6633), or email hwri@albany.edu.

How a Participant Uses a Grant Allocation

To request use of funds from an allocation, participants need to complete an *HWRI Nursing Grant Request Form (NGRF)* to request tuition support (explained in detail on pages 9 - 11 of this guide) or reimbursement for eligible, out-of-pocket expenses (explained in detail on page 12 of this guide). They should work with their mentor and agency rep to submit the completed NGRF, along with **required supporting documentation** as described on the form and elsewhere in this guide, to the Professional Development Program, HWRI Grant Program at the address listed on the bottom of the first page of the form. Alternatively, we will accept scanned and emailed paperwork to expedite the process.

Please note -

Participants are responsible for keeping track of their expenses and keeping original bills and receipts. They are responsible for ensuring requests are submitted to the HWRI Grant Program by the deadlines noted in this guide as well as in the Participant's Guide and on the *HWRI Nursing Grant Request Form*. Requests for payments for activity in any given year received after the deadline for that year cannot be processed and unused funds cannot be claimed after the calendar year has ended.

You can obtain forms from your agency rep, at <https://www.pdp.albany.edu/HWRI/default.cfm> or by emailing your request to hwri@albany.edu.

Help Support Additional Participants

Some participants may not need to request use of the full amount of their allocation. Please have participants check the box in **Section 7** of the NGRF if they know they will not request use of the remaining funds from their allocation. The PDP HWRI Grant Program may be able to use the remaining funds to provide allocations for other eligible agency employees who did not receive a grant allocation and who were placed on a wait list.

Understanding Tuition Support

For tuition charges, the HWRI Program will issue an award voucher labeled *HWRI Grant Award Notification Voucher* that can be brought to the school and used as payment. The school then bills HWRI for any out-of-pocket charges (up to the maximum amount listed on the award voucher) that the student would incur after all financial aid grants and scholarships, such as PELL and CSEA Partnership vouchers, have been used.

Students should make every attempt to request a tuition award voucher prior to the date the tuition is due. Tuition costs can only be paid to educational institutions and cannot be paid directly to students. If a student pays for tuition costs out-of-pocket, he/she will still need to request an award voucher and give it to the college. Once the college has been paid by PDP, the student can request a rebate from the school for any account balance.

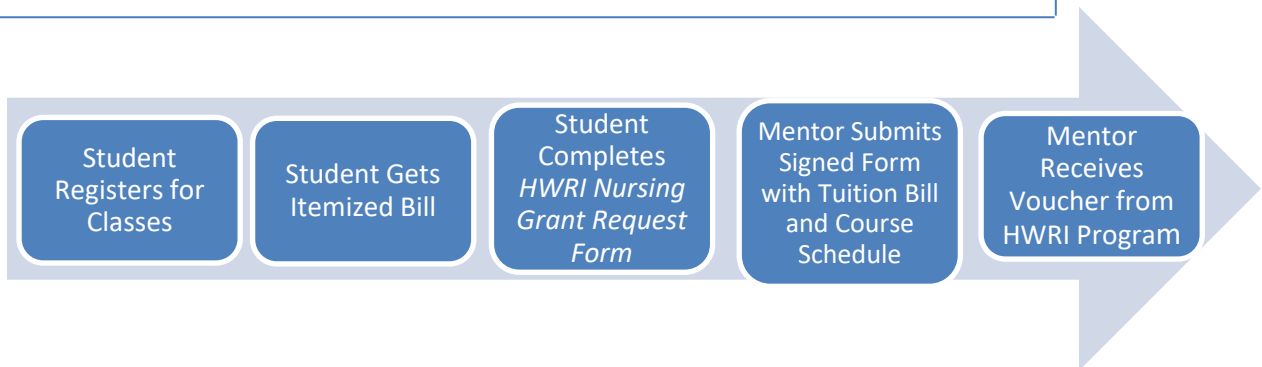
Using the *HWRI Nursing Grant Request Form* to Request a Tuition Voucher

After a student registers for classes, he/she should receive an itemized bill from the school for tuition and fees. To request a tuition voucher (*HWRI Grant Award Notification Voucher*)

- The student must **complete sections 1 through 5 of the *HWRI Nursing Grant Request Form***,
- If the student is getting other tuition support such as from CSEA or PEF, they need to indicate this in section 5 of the request form in the box designated as *Total anticipated benefit from other source...*
- As the mentor you will need to review, sign and date the form
- Make sure that an itemized tuition bill (and class schedule if needed) is attached
- Send the signed form along with the tuition bill to your agency's representative for final review and submission to the Professional Development Program, HWRI Grant Program.
- PDP will verify the information and generate an award voucher.
- PDP will scan and email the award voucher to your agency representative who will send it to you or the student for the student to take to the college bursar.

Itemized Tuition Bill should include:

Name	
Semester or Dates of Study	
Name of Courses	•If the bill does not list specific courses, a class schedule with student name, semester (dates) of study, and course name(s) must be included with request.
Individual cost of course or cost per credit hour	
The name and cost of each individual fee	



Understanding How to Use a Voucher

A tuition award voucher will indicate the maximum amount that the voucher is worth. In some cases the voucher will cover all out-of-pocket costs but it may only pay a portion and the student will be responsible for any account balance.

Voucher Example

HWRI Grant Award Notification Voucher

This Section to be Signed and Dated by Participant

Award #	EXPIRATION DATE	Award Amount (UP TO)
Name/Address		
Title of Course(s)	Semester Start Date (month/year)	End Date (month/year)
By signing below, I acknowledge that I have read and understand the terms and conditions printed on the back of this award and will comply with these terms and conditions.		
HWRI Grant Participant Signature X		
Next Steps: 1. Make a copy for your records. 2. Send to the college/training organization (address below) for redemption.		

Student to Sign Here

This Section to be Signed and Dated by College/Training Organization

Phone	Contact Person	Federal Tax Identification Number
Email		
On behalf of the college/organization named above, I have read and understand the terms and conditions printed on the back of this award. I understand HWRI Grant funds are non-transferable. I have verified the identity of the award recipient named on this notification and have confirmed the participant is currently registered or is attending the course(s) listed above.		
Billed Amount (NOT TO EXCEED THE AWARD AMOUNT LISTED ABOVE IN THE UPPER RIGHT HAND BOX) X		
Organization Signature X	Date X	
For payment please mail to: Professional Development Program HWRI Grant Program 4 Tower Place, 3rd Floor Albany, NY 12203		Please include an up-to-date W-9 if you have not provided one within the last 12 months.
Or, scan and email to: HWRI@albany.edu		Please call (518) 442-6605 or (518) 442-6671 with any questions.

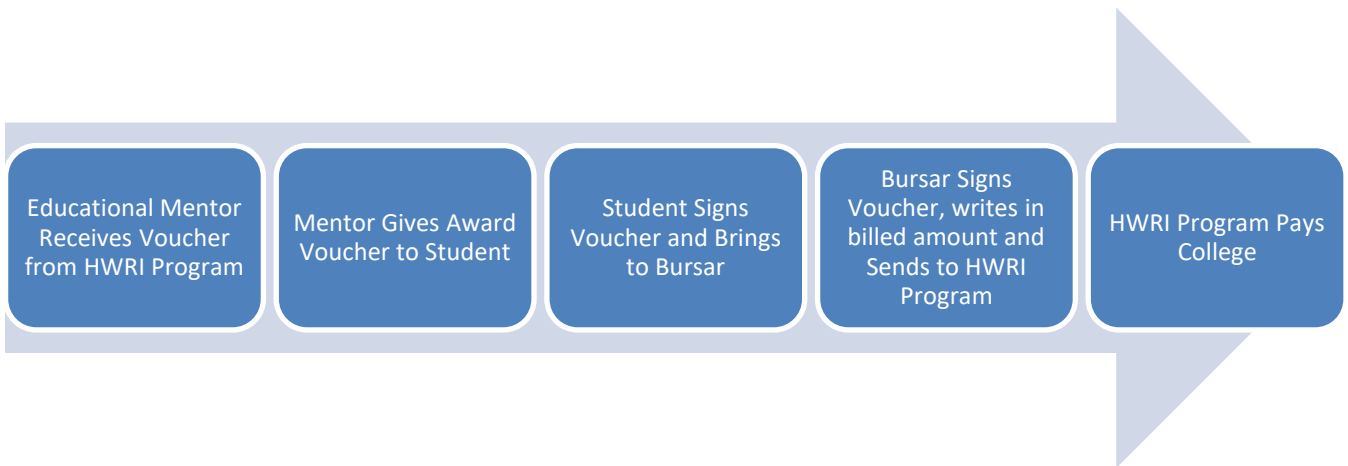
College to fill-in Billed Amount Here
Sign/Date Here

When you receive a tuition voucher from HWRI, send it to the student as soon as possible and ask him/her to sign it and bring it to their college/university as payment. The PDP's HWRI Grant Program will authorize payment **UP TO** the amount printed on the voucher but will only pay for charges that are not paid by another grant or scholarship.

The school will verify the charges and write in the billed amount, sign the voucher and send it directly to PDP at the address on the bottom of the voucher, or scan and email it to HWRI@albany.edu. PDP will send a check directly to the school for payment of that portion of tuition.

If a student paid the tuition prior to receiving the tuition voucher the process is still the same. The student must request a voucher and bring it to the school to have the HWRI Grant Program billed. Once the HWRI payment has been received by the school, the student's account will show a positive balance and the school can refund any excess funds upon request.

*Do not make changes to this award. *The use of correction fluid invalidates this award.



Books and Supply Reimbursement

Students can request a rebate reimbursement for money spent on eligible books, school supplies, uniforms and clinical supplies that are required for class as long as they have an **itemized receipt** that includes:

- A purchase date that falls within the allocation period
 - For year 1 : 1/1/2019 – 12/31/2019
 - For year 2 : 1/1/2020 – 12/31/2020
- Name of the item(s)
- Cost of each item(s)
- Proof that the student paid for the item(s)

Please note - Shipping and sales tax on qualified purchases are reimbursable under this grant.

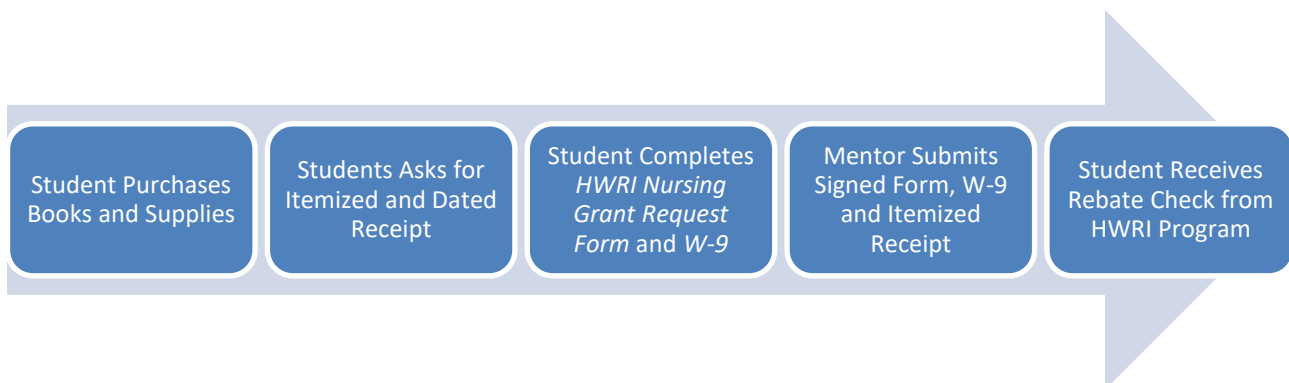
Using the *HWRI Nursing Grant Request Form* to Request a Rebate Reimbursement for Books and Supplies

When a student purchases eligible books, uniforms and clinical supplies that are required for classes, he/she may request reimbursement for these expenses by submitting a completed *HWRI Nursing Grant Request Form* along with itemized receipts. In order to process rebates reimbursements paid to the student, the student must provide a completed IRS W-9 form with the request.

- Direct the student to **complete sections 1 through 4 and section 6 of the *HWRI Nursing Grant Request Form*** and the W-9 form, and provide all itemized receipts
- As the mentor you will need to review, sign and date the form.
- Send the completed NGRF, W-9 form and receipts to your agency's representative for final review and submission to the Professional Development Program, HWRI Grant Program for processing

An HWRI Program representative will verify that the purchase(s) is eligible for reimbursement. If the student has funds available from the current allocation, the HWRI Program will arrange to have a rebate check sent directly to the student to the address listed on the W-9 form.

Checks typically take 4-6 weeks to be processed.



IRS Form W-9

In order for the program to issue the participant a reimbursement check for books and eligible supplies, we must have their completed IRS W-9 form on file.

Please direct them to complete the W-9 as follows:

- **Name:** Fill out the name line only with their legal name. This is how reimbursement checks will be printed.
- **Check appropriate box:** Mark Individual/Sole proprietor or single-member LLC.
- **Address, City, State and Zip Code:** Print their current mailing address. This is where checks will be sent.
- **Taxpayer Identification Number (TIN):** Fill in their social security number.
- **Sign Here:** Provide their original signature and date the form. Payments cannot be processed without an original signature.

Please note –

Participants can obtain forms from agency reps or educational mentors, or at the Professional Development Program, HWRI Grant Program website: <https://www.pdp.albany.edu/HWRI/default.cfm>

Important Dates for Submitting *HWRI Nursing Grant Request Forms*

For tuition and rebate reimbursement requests submitted to the Professional Development Program, HWRI Grant Program through submission of HWRI Nursing Grant Request Forms:

For Participants Receiving an Allocation in Year 1

Year 1: 1/1/2019 through 12/31/2019

All activities that occur during the time frame January 1, 2019 through December 31, 2019 apply to year 1 of the grant cycle. Requests for rebates paid directly to participants for approved expense reimbursements related to activities during this time frame should always be sent to PDP **immediately when they occur** but not later than 12/1/2019. Requests for tuition vouchers to use to pay schools directly for approved portion of tuition related to approved courses during this time frame should always be sent to PDP **prior to due date for tuition payment** but not later than 12/1/2019. Requests received after this deadline may not be covered.

Requests received after 12/31/2019 for activity in year 1 will not be covered.

For Participants Receiving an Allocation in Year 2

Year 2: 1/1/2020 through 12/31/2020

All activities that occur during the time frame January 1, 2020 through December 31, 2020 apply to year 2 of the grant cycle. Requests for rebates paid directly to participants for approved expense reimbursements related to activities during this time frame should always be sent to PDP **immediately when they occur** but not later than 12/1/2020. Requests for tuition vouchers to use to pay schools directly for approved portion of tuition related to approved courses during this time frame should always be sent to PDP **prior to due date for tuition payment** but not later than 12/1/2020. Requests received after this deadline may not be covered.

Requests received after 12/31/2020 for activity in year 2 will not be covered.

Contact Information

HWRI Grant Program

- **Professional Development Program**
- **Penny LaRocque - Phone (518) 442-6605**
- **Terri Zuelsdorf - Phone (518) 442-6633**
- **Email: HWRI@albany.edu**
- **Fax: (518) 442-6649**
- **Website for forms:**
<https://www.pdp.albany.edu/HWRI/default.cfm>

OMH Agency Level HWRI Assistance

- **Juanita Goyette**
- **OMH/Office of Coordinated Nursing Services**
- **44 Holland Avenue-8th Floor, Albany, NY 12229**
- **Phone: (518) 474-8501**
- **Fax: (518) 474-6909**
- **Email: juanita.goyette@omh.ny.gov**

OPWDD Agency Level HWRI Assistance

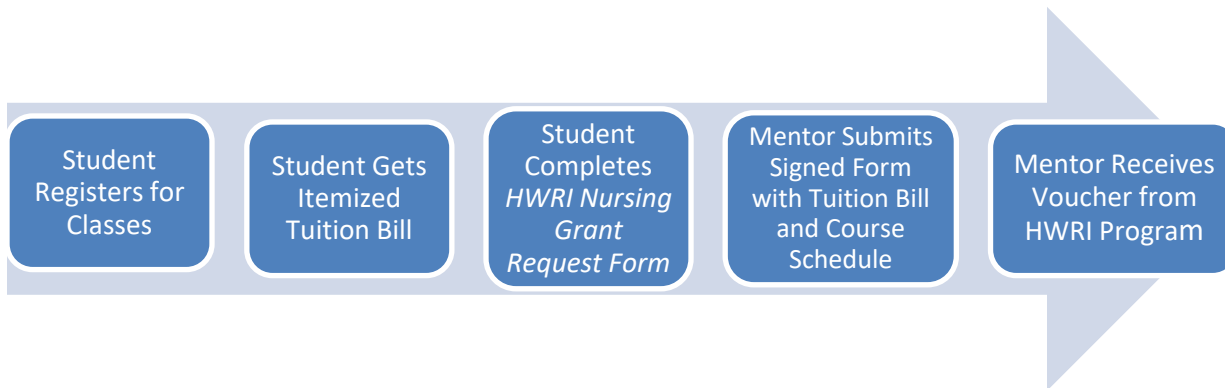
- **Susan Gottfried**
- **Talent Development and Training**
- **NYS Office for People with Developmental Disabilities**
- **44 Holland Avenue, Albany, NY 12229**
- **Phone: (518) 473-1190**
- **Email: talentdevelopment@opwdd.ny.gov**

DOCCS Agency Level HWRI Assistance

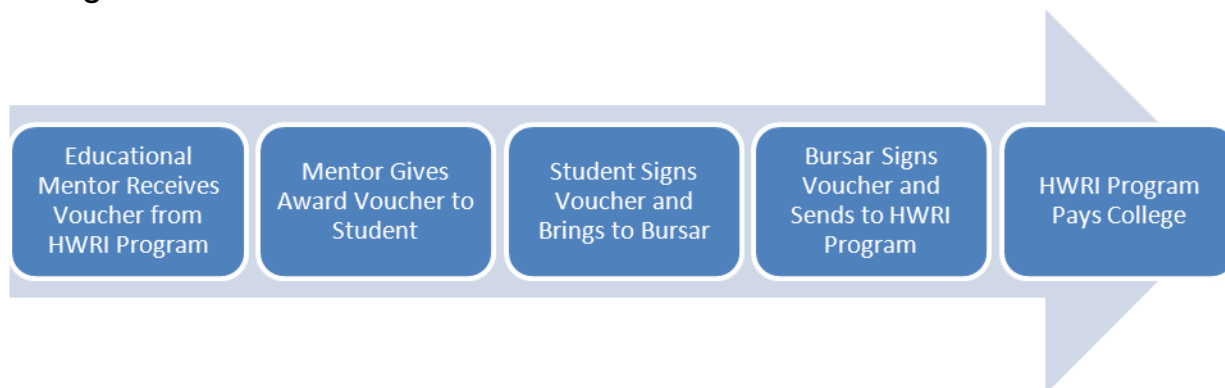
- **Tracy Boswell, RN, BSN**
- **Department of Corrections and Community Supervision - Medical Unit**
- **PO Box 2000**
- **1156 Route 374, Dannemora, NY 12929**
- **Phone (518) 492-2511 ext. 6111**
- **Email: Tracy.Boswell@doccs.ny.gov**

Quick Reference Guide

Getting an Award Voucher



Using an Award Voucher



Getting a Rebate

