

# **Citizen Connect and My Rewards**

## **Tracy Williams**

## My Rewards Account

The My Rewards program incentivizes and rewards beneficiaries for completing healthy activities. Potential Kentucky HEALTH beneficiaries may earn My Rewards dollars now.

### How to Earn My Rewards Dollars

#### Access Preventive Care

**Examples include:**

- Flu shot
- Annual physical
- Blood pressure screening
- Mammogram
- Taking dependent child for check-up

#### Complete Courses on Citizen Connect

**Examples include:**

- Kentucky HEALTH Overview
- Basics of Nutrition
- Building Your Resume
- Personal Finance
- Wellness for Life

#### Complete Qualifying Public Health Activities\*

**Examples include:**

- Complete health risk assessment with MCO
- Complete smoking cessation program

*\*Public health activities include health-related courses*

Potential Kentucky HEALTH beneficiaries have earned over

# \$29 million

in My Rewards dollars as of October 25, 2018

# Citizen Connect Dashboard

Citizen Connect provides a platform for beneficiaries to take free, online courses related to health, well-being, and financial literacy

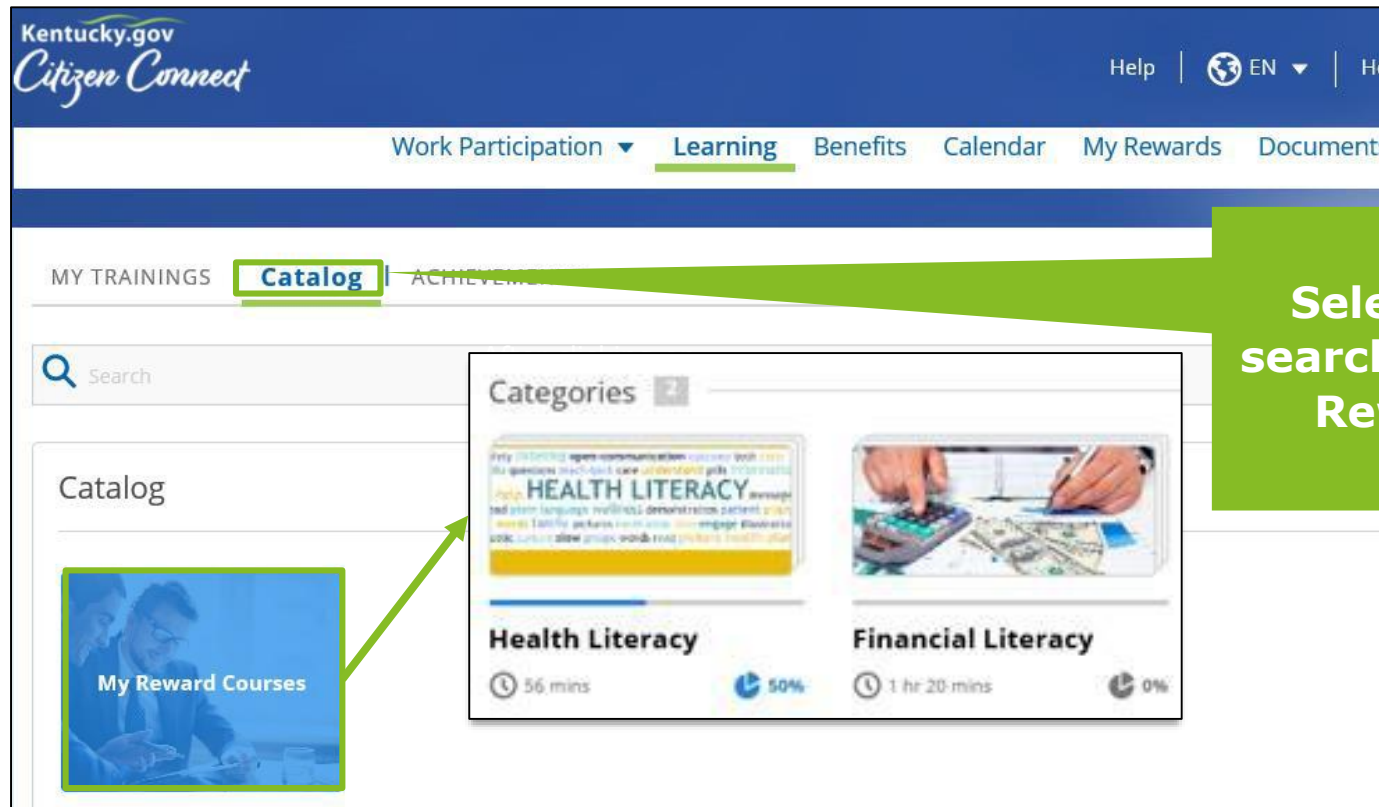
The dashboard includes the following sections:

- Navigation:** Home, Workforce Summary, Work Participation, Volunteer Opportunities, Learning, Benefits, Calendar, My Rewards, Documents.
- Search for a Job:** The Kentucky Career Center offers a one-stop solution for job seekers. Includes links for "Create or Upload Resume", "Search for jobs", and "Explore Internship Options".
- My Notifications (5):** Includes a notification for a PATH Assessment appointment on 10/02/2017.
- My Calendar:** Shows a PATH Assessment on 10 AUG from 9:00 AM to 10:30 AM.
- My Benefits Status:** Shows Supplemental Nutrition Assistance Program (SNAP) - Approved and Medicaid - Suspended.
- My Learning:** Shows progress for Not Started (2), In Progress (2), and Completed (9) courses.
- My Rewards:** Shows Available Balance (\$16.33), Currently on Hold (\$7.34), and Account Balance (\$23.67).
- My Activity Tracker:** A bar chart showing reported hours for SNAP and Medicaid in August, July, and June. Legend: Reported Hours (yellow), Meeting Requirements (green), Did Not Meet Requirements (red).
- My Registered Volunteer Opportunities:** Lists events like "Feed the Homeless for the Christmas" and "Home Health Department Assi...".
- Volunteer Opportunities Near You:** A map showing locations in Lexington, KY.

Click "Learning" to see available My Rewards courses

## Citizen Connect: My Rewards Courses

Beneficiaries may search for My Rewards courses in the Catalog section



The screenshot shows the 'Citizen Connect' interface on Kentucky.gov. The top navigation bar includes 'Work Participation', 'Learning', 'Benefits', 'Calendar', 'My Rewards', and 'Documents'. The 'Learning' tab is active. Below the navigation, there are tabs for 'MY TRAININGS', 'Catalog', and 'ACHIEVEMENTS'. The 'Catalog' tab is selected and highlighted with a green box. A search bar is visible. The main content area displays a 'Catalog' section with a 'My Reward Courses' button. Two course cards are shown: 'Health Literacy' (56 mins, 50% progress) and 'Financial Literacy' (1 hr 20-mins, 0% progress). A green callout box points to the 'Catalog' tab with the text: 'Select "Catalog" to search for available My Rewards courses'.

Select "Catalog" to search for available My Rewards courses

**CitizenConnect.ky.gov**

---

### Courses on Citizen Connect: English

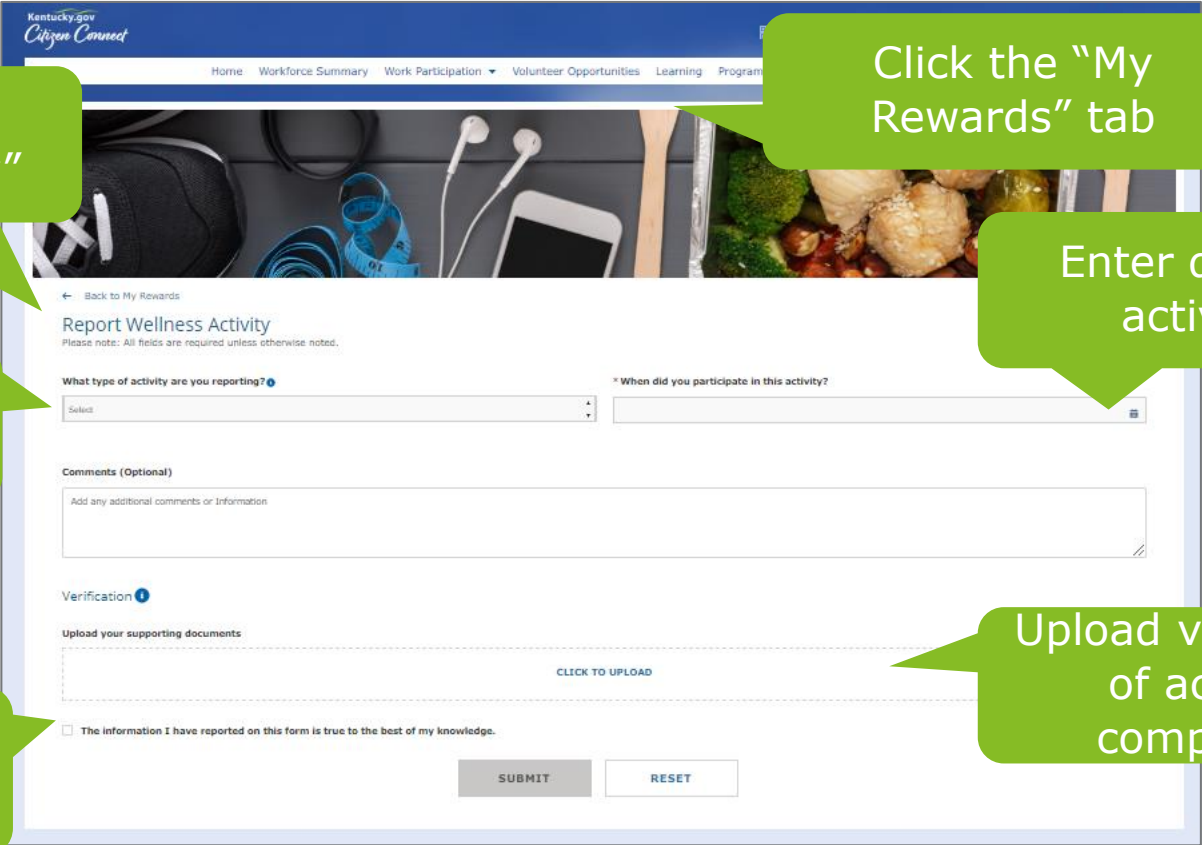
- Inside Opioid Addiction
- My Rewards Overview
- Cost Sharing
- PATH Community Engagement
- Deductible Account
- Kentucky HEALTH Overview
- Basics of Nutrition
- Personal Finances
- How To Build A Resume
- Business Essentials - Applying For A Job
- Wellness For Life
- Dental: Adults
- Substance Use Disorder
- Notice of Eligibility
- Uncovering and Utilizing Your Talents and Skills
- Establishing Self-confidence for Life
- Dental: Babies and Kids
- Dental: Teens and Adolescents
- Pregnancy and Dentistry
- The Interview
  - Communicating At Work

### Courses on Citizen Connect: Spanish

- Aviso sobre su cobertura
- Trastorno de Consumo de Sustancias
- Conceptos Básicos de Negocios: Solicitando un Trabajo
- Como elaborar un curriculum
- Información general de mi recompense
- Bienestar para toda la vida
- Descripción general de Kentucky HEALTH - Participación Comunitaria PATH
- Resumen de Kentucky HEALTH
- La Cuenta Deducible
- Las Bases de la Nutrición
- Costos Compartidos
- Desarrollar de manera permanente la confianza en uno mismo
- Descubrir y utilizar sus talentos y habilidades
- Dentro de la Adicción a Los Opiáceos
- Dental: Bebés y Niños
- Dental: Jóvenes y Adolescentes

# Reporting Wellness Activities on Citizen Connect

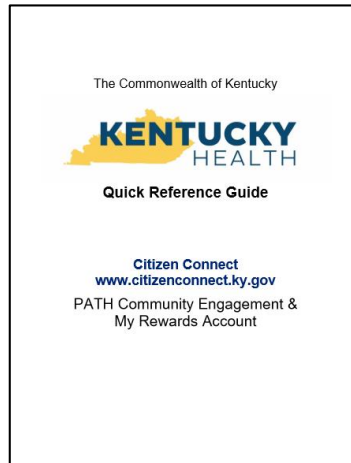
Beneficiaries may report wellness activities (like health-related courses) on Citizen Connect



The screenshot shows the 'Report Wellness Activity' form on the Citizen Connect website. The form includes a navigation bar at the top with links for Home, Workforce Summary, Work Participation, Volunteer Opportunities, Learning, and Programs. The main content area features a header with the text 'Report Wellness Activity' and a note: 'Please note: All fields are required unless otherwise noted.' Below this, there are two dropdown menus: 'What type of activity are you reporting?' and 'When did you participate in this activity?'. A text area for 'Comments (Optional)' is provided, followed by a 'Verification' section with a 'CLICK TO UPLOAD' button. At the bottom, there is a checkbox for self-attestation and 'SUBMIT' and 'RESET' buttons.

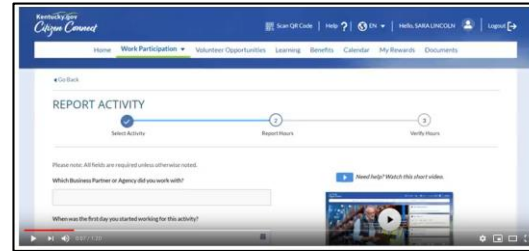
Callout boxes provide the following instructions:

- Select "Report Wellness Activity"
- Select type of activity to report
- Self-attest that the information is correct
- Click the "My Rewards" tab
- Enter date of activity
- Upload verification of activity completion



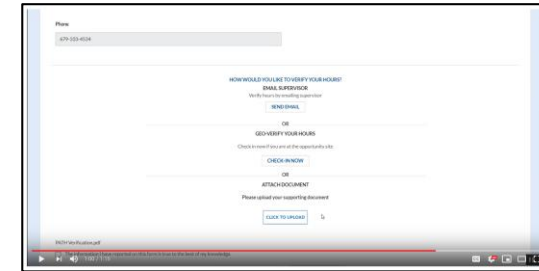
## Citizen Connect Overview Guide

- How to report hours for PATH Community Engagement
- How to Request Good Cause
- How to Search for an opportunity



## Video: Citizen Connect - Reporting Hours:

Instructions on how to report PATH Community Engagement hours in Citizen Connect



## Video: Citizen Connect - Verifying Hours:

Instructions on how to verify PATH Community Engagement hours in Citizen Connect

# Business Connect



## How does Business Connect work?

Business Connect is the Commonwealth's online platform for nonprofits and community partners to post opportunities that are available to Kentucky Medicaid recipients

### When an organization posts an opportunity in **Business Connect**...

---

#### What is Business Connect?

Business Connect is the **online platform for numerous organizations**, including:

- Nonprofits
- Kentucky Career Centers (KCCs)
- For-profit organizations, such as education institutions

Organizations can use Business Connect to **post a variety of opportunities**, including:

- Workshops and health courses
- Training and education opportunities
- Volunteer opportunities
- Job fairs

...and more!

### ...it appears in **Citizen Connect**, where Kentuckians can sign up!

---

#### What is Citizen Connect?

Citizen Connect is the **online platform for Kentucky Medicaid recipients** looking to:

- Connect to important resources in the community
- Improve their health & well-being
- Participate in a workshop, such as resume building
- Take an education or training course
- Volunteer in the community
- Earn hours towards their PATH Community Engagement requirement

## Why should organizations use Business Connect?

Business Connect is an excellent platform for publicizing a variety of opportunities and finding individuals to participate in your organization's events and mission

**1**

Connect Kentucky Medicaid recipients to important resources in the community.

**2**

Increase participation in your organization's events, as well as overall awareness and support of your organization's mission.

**3**

Encourage community engagement by publicizing opportunities for people to get involved.

**4**

Increase the health and well-being of individuals in your community by offering educational courses and workshops.

**5**

Support Kentuckians in gaining professional and job readiness skills, preparing for interviews, getting hired or promoted, accessing support services, and participating in education opportunities.

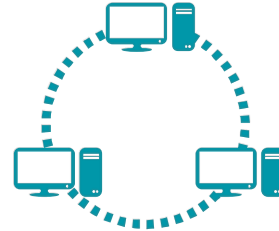
## Business Connect Case Study: Participating in a health course with Organization A

### Organization



Organization A offers a disease management class on Tuesdays from 12pm-2pm titled **Freedom From Smoking.**

### Opportunity on Business Connect



The class can hold 40 people. Organization A **posts this opportunity on Business Connect.**

### Person



Mary decides to attend the class and registers on Citizen Connect; she continues to attend the class every week for the next few months

### Results

- ✓ Mary **gains two community engagement hours per week**, which will count towards PATH Community Engagement when the requirement begins.
- ✓ While she is at the class, Mary **notices a flyer on the bulletin board** about another organization's resume building workshop.
- ✓ Mary attends the **resume building workshop** a few weeks later.
- ✓ Mary uses her new resume to begin **applying for jobs** and even makes an **appointment with a Career Coach** at the local Kentucky Career Center (KCC) for support.

**How does Business Connect work?**

When an organization posts an opportunity in **Business Connect**... ..it appears in **Citizen Connect**, where Kentuckians can sign up!

<p><b>What is Business Connect?</b></p> <p>Business Connect is the online platform for numerous organizations, including:</p> <ul style="list-style-type: none"><li>• Nonprofits</li><li>• Kentucky Career Centers (KCCs)</li><li>• For-profit organizations, such as education institutions</li></ul> <p>Organizations can use Business Connect to post a variety of opportunities, including:</p> <ul style="list-style-type: none"><li>• Workshops and health courses</li><li>• Training and education opportunities</li><li>• Volunteer events</li><li>• Job fairs</li></ul>	<p><b>What is Citizen Connect?</b></p> <p>Citizen Connect is the online platform for Kentucky Medicaid recipients looking for:</p> <ul style="list-style-type: none"><li>• Connect to important resources in the community</li><li>• Improve their health and well-being</li><li>• Participate in a workshop, such as resume building</li><li>• Take an education or training course</li><li>• Volunteer in the community</li><li>• Earn hours towards their PATH Community Engagement requirement</li></ul>
--	--

**Why should I use Business Connect?**

- 1 Connect Kentucky Medicaid recipients to important resources in the community
- 2 Increase participation in your organization's events, as well as overall awareness and support of your organization's mission
- 3 Encourage community engagement by publicizing opportunities for people to get involved
- 4 Increase the health and well-being of individuals in your community by offering educational courses and workshops
- 5 Support Kentuckians in gaining professional skills, preparing for interviews, and getting hired or promoted



## [Business Connect- Onboard Now!](#)

Introduction to Business Connect

## [Video: Business Connect - Onboarding](#)

Instructions on how to submit an onboarding application in Business Connect

## [Video: Business Connect - Create Opportunity](#)

Instructions on how to create an opportunity in Business Connect

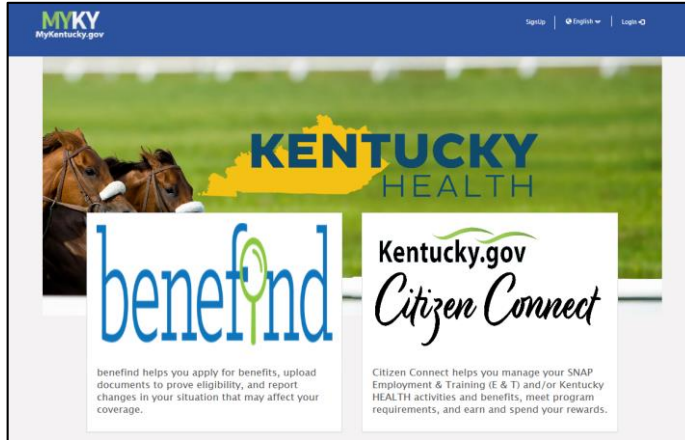
## [Video: Business Connect - Verify Participation](#)

Instructions on how to verify participation

# **Kentucky Online Gateway (KOG)**

## Kentucky Online Gateway (KOG)

Potential Kentucky HEALTH beneficiaries are encouraged to create a KOG account to manage the services they receive from the Commonwealth



The Kentucky Online Gateway is a **single sign-on, secure way to log in** to websites owned by the Commonwealth of Kentucky, including **Citizen Connect** and **Business Connect**.

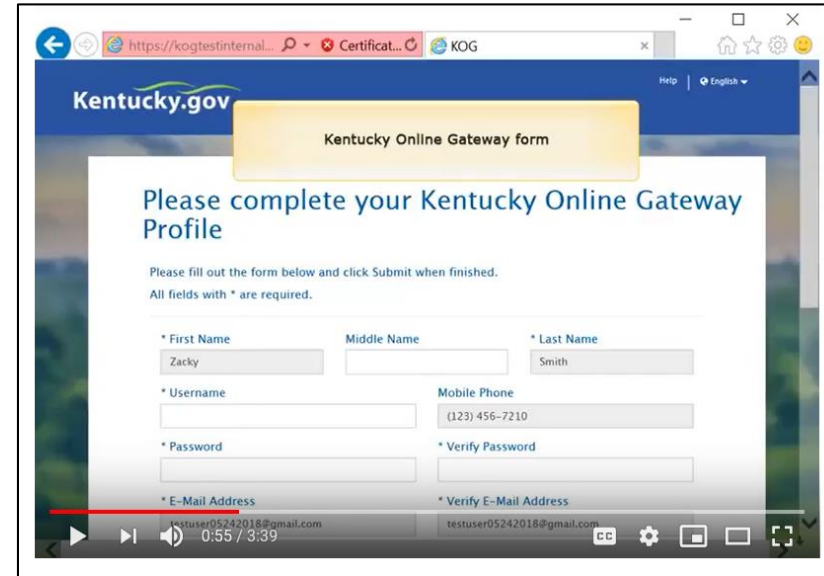
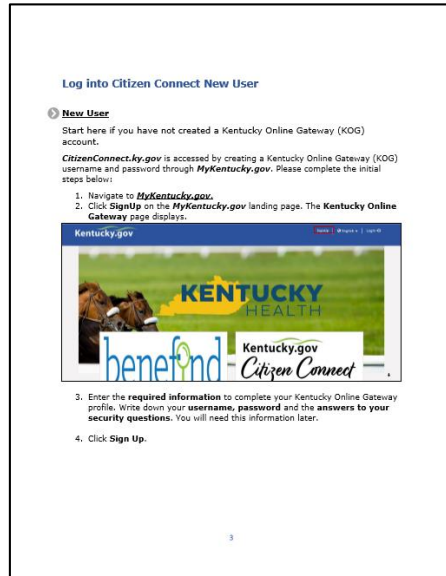
## MyKentucky.gov

---

### Instructions

---

- 1 Sign up for a KOG account and complete your profile
- 2 Activate your KOG account by clicking on the link in the confirmation email
- 3 Verify your account and add security questions



## [Quick Reference Guide: Citizen Connect](#)

- How to create a KOG account and log in to Citizen Connect (new user)
- How to log in to Citizen Connect (returning user)
- How to report hours for PATH Community Engagement
- How to Request Good Cause
- How to Search for an opportunity

## [Video: Kentucky Online Gateway Login](#)

- How to create a KOG account (new user)
- How to complete the KOG profile for community partners to use Business Connect

# Questions?



# WIN Career Readiness

Joe Paul



# Three Modules (1)

- Workplace Skills Career Readiness
  - Applied Math: “math sense” skills used in everyday workplace settings
  - Locating Information: the ability to use graphics to obtain information and to use information to make graphics.
  - Reading for Information: obtaining information from common workplace documentation – emails, memos, white papers, etc.



## Three Modules (2)

- College Readiness: Prep for many college entrance exams
  - Math Skills: Pre-algebra, Algebra, Geometry are higher order math abilities than workplace math skills. These skills are often the gatekeeper to many individuals seeking postsecondary education opportunities.
  - Language Skills: Reading, Writing and English skills concentrate not only on reading comprehension, but sentence structure and writing skills.



## Three Modules (3)

- Essential Skills
  - Communicating Effectively
  - Conveying Professionalism
  - Promoting Teamwork and Collaboration
  - Thinking Critically and Problem Solving

What do you do if you have an employee or candidate that has the aptitude, but not the attitude to be their best?



## Proctored Assessments

- **Essential Skills (KESC)** – one hour
  - Examinees must select the best and worst answer from the perspective of the employer
- **Career Readiness Certification (KCRC)** – three hours
  - Examinees take a one hour exam for each of the three Career Readiness disciplines – Applied Math, Locating Information and Reading for Information

## **[www.winlearning.com](http://www.winlearning.com)**

Kentucky Cabinet for Education and Workforce Development is in the middle of year 4 of a 10 year contract with WIN Learning to provide the WIN Career Readiness courseware to any (non K – 12) Kentuckian seeking job skills.

Some youth are included with Workforce Innovation and Opportunity Act opportunities for training.



# Questions?

# Focus Career and Focus Explorer

Ben Mentzer





# Focus Career Overview

- What is it?
- Who uses it?
- How simple is it to use?



# Focus Career Highlights






- Resume builder
- Automated job matching
- Career exploration



## Welcome to Focus/Career!



Get started now:

-  **Create or upload a resume**
-  **Search for jobs**
-  **Explore my career and internship options**
-  **Research a specific program of study, career or employer**
-  **See what I can study to get ahead**

Focus/Career options

Focus/Explorer options

*best bet for best matches*



# Resume Builder

- Build a resume from scratch using employer-friendly language
- Upload or copy/paste an existing resume
- Work history interview highlights skills
- Add-in sections to showcase non-work history skills and experience
- Multiple resume formats
- Download/print/email resume once completed

# Resume Builder

YOUR RESUME | SEARCH JOBS

## Create a resume

Resume title \*

Save

[Preview resume](#) ?

[Delete resume](#)

WORK HISTORY >

CONTACT >

EDUCATION >

SUMMARY >

ADD-INS >

PROFILE >

PREFERENCES >

REVIEW

You have now completed your resume, to go back and edit any of the information displayed, click on the relevant section headings.

[Save Resume & View Job Postings »](#)

Resume style

Standard Format ▼

Resume order

Emphasize my experience ▼

[Hide options](#)



### Ben J Mentzer

(859) 979-1401 (Cell)  
(910) 774-0472 (Home)  
108 Test Avenue  
Frankfort, KY 40601  
mentzebj@gmail.com

### Summary

I have 4 years of experience, including as a Certified Nursing Assistant (CNA) and as a Cashier, Checker in industries including Health Services and Real Estate.

Most recently, I have been working as a Certified Nursing Assistant (CNA) at UK Health Care from January 2010 to January 2013.

# Automated Job Matching

- Job seeker is matched to jobs using Burning Glass proprietary skill matching technology
- Resume to job order match is given a rating from 1 to 5 stars
- Job seeker can set up automatic email alerts when a new match is made
- Veteran priority alerts sent 24 hours in advance of any other alerts

# Automated Job Matching

Showing 1-10 of 12 jobs  jobs per page

RATING 	DATE	JOB TITLE
★★★★★	Mar 03, 2016	<a href="#">Electrical Maintenance Technician - Night Shift</a> 
★★★★☆	Mar 02, 2016	<a href="#">Production Pai</a>
★★★★☆	Mar 02, 2016	<a href="#">Production We</a>
★★★★☆	Mar 02, 2016	<a href="#">Forklift Modific</a>

## Electrical Maintenance Technician - Night Shift

AMCOR FLEXIBLES INC  
 Customer Job ID KY0678030  
 Posting ID 575756976 (Job ID 574818705)

[How to apply for this job »](#)

[Am I a good match?](#) | [Find more jobs like this](#) | [Do not display this job again](#)

*This job has been viewed 9 times*

### Electrical Maintenance Technician - Night Shift

Shelbyville, Shelby, KY (40065)  
 Number of openings: 1  
 Application closing date: 5/1/2016



# Career Exploration

- Focus Explorer: a new on-line career counseling tool
- Individuals can discover in-demand skills, certifications, educations, jobs, career moves, and more
- Information delivered in a user-friendly format
- Easy to navigate menus and displays
- Bookmarks for saving specific search results for later use



# Skills Gap Analysis

## 5 Potential gaps

Based on the gaps we found between your skills and experience and the skills and experience of possible next steps for you:

### Skills

Additional training in these skills:

- Machining
- Welding
- Planning
- Problem Solving
- Computer Skills

### Education

- Building/Property Maintenance
  - Certificate
  - Associate
- Electrical/Electronics Maintenance and Repair Technology
  - Certificate
  - Associate
- Heating, Air Conditioning, Ventilation and Refrigeration Tech
  - Certificate
  - Associate
- Industrial/Mechanical Engineering Technology
  - Certificate
  - Associate

*If you have the skills identified as gaps, please update your resume.*



# Focus Explorer



Explore my career and internship options



Research a specific program of study, career or employer



See what I can study to get ahead



See where my experience can take me

# Focus Explorer



See what I can study to get ahead

**1** Where would you like to look?

Kentucky

Louisville Metro Area, KY

**2** What would you like to see?

- Degrees and certificates in demand
- Skills in demand

# Focus Explorer

+ CERTIFICATE AND ASSOCIATE DEGREES

- BACHELORS DEGREES

DEGREES

1. Business Administration and Management
2. Management Information Systems and Services
3. Computer Science and Information Technology
4. Computer Engineering
5. Registered Nursing/Registered Nurse

## Bachelor's Degree - Business Administration and

Filters: Louisville Metro Area, KY ✕

**1** Hiring demand for the last 12 months  
 Specific to your program of study [May be related to your studies](#)

JOB	HIRING DEMAND ▼	SALARY
1. <u>Business / Management Analyst</u> <span style="color: purple;">◎</span>	Very High	\$\$\$
2. <u>Store Manager</u> <span style="color: purple;">◎</span>	Very High	\$\$
3. <u>Project Manager</u>	Very High	\$\$\$
4. <u>Account Manager / Representative</u> <span style="color: purple;">◎</span>	High	\$\$\$



# Questions?



**Thank you to the  
Institute of Museum and Library Services (IMLS)  
for sponsorship of this webinar.**

# Follow KDLA on Social Media!

**@KDLALibDev**



**KDLALibDev**



# SAVE THE DATE

Register for these and more on the [KDLA CE Events Calendar](#)

## **KYVL's Masterfile Premier**

Tuesday, January 15, 2:00-3:00 pm ET (1:00-2:00 pm CT)

## **Rethinking Summer Reading: Our Journey from Ordinary to Outstanding**

Wednesday, January 16, 1:00-2:00 pm ET (12:00-1:00 pm CT)

## **Summer Reading in Rural Libraries**

Wednesday, January 23, 1:00-2:00 pm ET (12:00-1:00 pm CT)

## **Oh, the Places You'll Go!: Travel RA**

Thursday, January 24, 2:00-3:00 pm ET (1:00-2:00 pm CT)

## **Stronger Together: Developing School & Library Partnerships**

Wednesday, January 30, 1:00-2:00 pm ET (12:00-1:00 pm CT)

More webinars are available on our **Archived Webinars** page:

<https://kdla.ky.gov/librarians/staffdevelopment/kdlaarchivedwebinars/Pages/default.aspx>



# Thank you for attending!

[KDLA CE Events Calendar](#)

[KDLA Archived Webinars](#)

[Certification Program](#)

[KDLA.Certification@ky.gov](mailto:KDLA.Certification@ky.gov)