

The Commonwealth of Kentucky



## **Quick Reference Guide**

**Citizen Connect**

**[www.citizenconnect.ky.gov](http://www.citizenconnect.ky.gov)**

**PATH Community Engagement &  
My Rewards Account**

## PATH Community Engagement & My Rewards Account: Quick Reference Guide

This Quick Reference Guide is designed to help you understand how to use Citizen Connect for the purposes of SNAP Employment and Training (E&T), PATH Community Engagement and My Rewards.

### Table of Contents

<b>Citizen Connect Acronyms</b> .....	3
<b>Citizen Connect Overview</b> .....	5
<b>Log in to Citizen Connect</b> .....	6
<b>Reporting Hours for PATH Components</b> .....	8
<b>Reporting Hours for Registered Opportunities</b> .....	9
<b>Request Good Cause in Citizen Connect</b> .....	10
<b>My Rewards Courses vs. PATH Courses</b> .....	11
<b>Search for an Opportunity</b> .....	12

## **Citizen Connect Acronyms**

Below are acronyms used throughout this Quick Reference Guide (QRG):

### **General Terms**

**KCC:** Kentucky Career Centers

**DCBS:** Department for Community Based Services

**KOG:** Kentucky Online Gateway

### **SNAP Terms**

**SNAP:** Supplemental Nutrition Assistance Program

**ABAWD:** Able Bodied Adult Without Dependents

**ETP:** Employment Training Program (ETP and E&T are used interchangeably)

**E&T:** Employment Training Program (ETP and E&T are used interchangeably)

**SNET-145 form:** Form uploaded to Citizen Connect to report monthly activity hours for SNAP E&T

### **Kentucky HEALTH Medicaid Terms**

**MRA:** My Rewards Account

**PATH:** Partnering to Advance Training and Health (PATH and CE are used interchangeably)

**PATH CE:** Partnering to Advance Training and Health Community Engagement (PATH and CE are used interchangeably)

## Citizen Connect Overview

**Citizen Connect** ([www.citizenconnect.ky.gov](http://www.citizenconnect.ky.gov)) can be accessed by all individuals who have an account in benefind and receive Supplemental Nutrition Assistance Program (SNAP) or Kentucky HEALTH benefits.

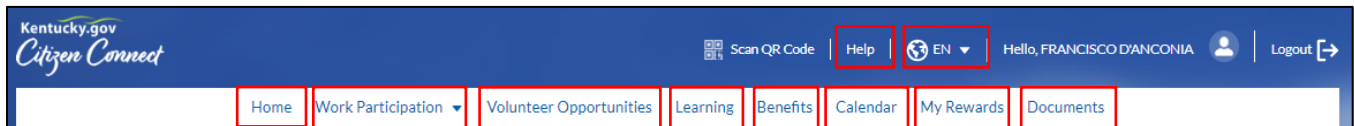
Please see the **Steps to Login** QRG for step-by-step instructions on accessing Citizen Connect

### What can I do on Citizen Connect?

- ✓ View a summary of SNAP and/or Kentucky HEALTH **benefits**
- ✓ Request **appointments** with a Career Coach at Kentucky Career Centers (KCC)
- ✓ **Report and track** job applications, monthly activity, and volunteer opportunities for SNAP E&T and/or PATH Community Engagement
- ✓ View the **My Rewards** account balance and account details
- ✓ Search and register for **Volunteer and Community Engagement Opportunities**
- ✓ Register and complete **PATH courses, My Rewards courses, and Re-entry courses**
- ✓ Request payments to cover **transportation** costs for SNAP E&T
- ✓ Request **Good Cause** for SNAP E&T and PATH CE



## A Closer Look at Citizen Connect



### Homepage

The Citizen Connect **Homepage** is the first page that displays when an individual logs in to Citizen Connect. The **Homepage** displays notifications, helpful links, benefits summary, and announcements. It also provides links to easily redirect to other areas of the Citizen Connect website, such as the **Volunteer Opportunities, Learning** or **My Rewards** page.

### Work Participation

The **Work Participation** drop down menu allows an individual to view progress toward monthly goal hours and a summary of completed activities for the month. The individual may also search for jobs, report a new activity, view referrals/placements, request a transportation payment for SNAP E&, or request good cause from this drop down menu.

### Volunteer Opportunities

The **Volunteer Opportunities** page allows an individual to search for volunteer opportunities based on the preferred location and keywords entered. Registered opportunities can be located under the **My Registrations** tab. Opportunities can be viewed again at a later time by being added to the **Favorites** page.

## PATH Community Engagement & My Rewards Account: Quick Reference Guide

### Learning

The **Learning** page provides information about an individual's progress on enrolled courses, a course catalog for viewing available course options, and a list of achievements.

### Benefit Summary

The **Benefit Summary** page contains current and past information about SNAP and/or Kentucky HEALTH benefits.

### Calendar

The **Calendar** page allows an individual to schedule an appointment with a Career Coach at a Kentucky Career Center (KCC).

### My Rewards

The **My Rewards** page displays account details such as account balance and the amount currently on hold. It also contains options and information for earning and spending My Rewards dollars. The **Account Statement** tab on this page provides specific information about previously completed activities.

### Documents

The **Documents** page contains a summary of all the documents uploaded or provided to Citizen Connect by the individual.

### Help

Clicking the **Help** button directs you to page level help, which provides step-by-step instructions on how to navigate each page and how to complete activities in Citizen Connect.

### EN

Clicking the **EN** dropdown menu allows an individual to change the website from English to Spanish and also from Spanish to English.

## Log in to Citizen Connect

### New User

Citizen Connect is accessed by creating a Kentucky Online Gateway (KOG) username and password through myKentucky.gov. Please complete the initial steps below:

1. Navigate to [www.myKentucky.gov](http://www.myKentucky.gov).
2. Click **SignUp** on the MyKentucky.gov landing page. The **Kentucky Online Gateway** page displays.
3. Enter the **required information** to complete your Kentucky Online Gateway profile. Write down your **username, password** and the **answers to your security questions**. You will need this information later.
4. Click **Submit**.
5. You will receive an email from [KOG\\_DoNotReply@ky.gov](mailto:KOG_DoNotReply@ky.gov) with the email subject ACCOUNT VERIFICATION. This email contains a link to activate your account. Click the **first link**.
6. The **Validate New Account** page displays. Enter your **answers to the security questions**.
7. Click **Verify Account**.
8. Click the **Continue to Logon** link.
9. The **Kentucky Online Gateway Log In** page displays. Log in to your Kentucky Online Gateway Citizen Account using the username or email address and password you set-up.
10. Click **Log In**.
11. Answer the appropriate response to the Register your mobile number for an easier password recovery process by selecting **Yes, Register Now** or **Remind Me Later**.
12. Under the Self Service Portal box, click **Enroll as Citizen**.
13. The **User Verification** page displays. Enter the **required information**.
14. Click the **box** above the *consent statement* after reading the statement.
15. View the pictures in the *Captcha* box at the bottom at the page. Enter the **captcha text** in the last field.
16. Your identity has been verified successfully. Click **Next**.
17. The **benefind Homepage** page displays. Click the **Log In** button.
18. Read the warning consent text. Click **Accept**.
19. Click the **Visit the marketplace for Individual and Families** button.
20. If you are already receiving benefits, you are directed to the **benefind Dashboard**. If you do not already have benefits, you are directed to the beginning of the application to apply. Click the **Accept** button to continue the application.
21. On the **benefind Dashboard**, click **Manage Community Engagement**.
22. The **Citizen Connect** home page displays.

### **Returning User**

Once the Kentucky Online Gateway (KOG) username and password is set up, Citizen Connect is accessed easily through myKentucky.gov. Please complete the steps below:

1. Navigate to [www.myKentucky.gov](http://www.myKentucky.gov).
2. Click **Login** on the MyKentucky.gov landing page. The **Kentucky Online Gateway** page displays.
3. Enter the **username** and **password**.
4. Click **Log In**.
5. Qualifying SNAP and/or Kentucky HEALTH recipients are enrolled in the Citizen Connect App. Click **Launch**.
6. The **Citizen Connect** home page displays.

## **Reporting Hours for PATH Components (NOT Registered Opportunities)**

Individuals complete the following steps to report hours for PATH components (NOT registered Volunteer Opportunities) in Citizen Connect:

1. Navigate to <https://citizenconnect.ky.gov>.
2. In the top right corner, click **Login to Citizen Connect**.
3. Enter the username and password and click **Log In**.
4. **WARNING!** page displays. Read the listed information before marking **Accept** and click **Finish**.
5. The Citizen Connect **Homepage** displays. Navigate to the Work Participation dropdown menu and click **Work Participation Summary**.
6. The **Work Participation Summary** screen displays. In the top right corner, click **Report Activity**.
7. The **Report Activity** screen displays. Select the appropriate **component** from the *Select the activity type you are reporting* dropdown menu.
  - Please read the recommended documentation to upload for the component selected.
8. Click **Next**. The **Report Hours** screen displays.
9. Enter the appropriate information in each field.

**Please Note:** Individuals may only report activity for the past month or the current month.

10. Click **Next**.
11. The **Verify Hours** screen displays. Enter the appropriate information in the *Supervisor contact details* section.
  - Supporting documentation should be uploaded in the Upload Document Section. If the supporting document is not uploaded, the individual may be asked for this information later.

**Please Note:** If reporting on a SNAP E&T Component, it is mandatory to upload the SNET-145 Monthly Activity form.

12. Mark the **box** next to *The information I have reported on this form is true to the best of my knowledge*.
13. Click **Submit**.



## **Reporting Hours for Registered Opportunities**

Individuals complete the following steps to report PATH hours for Registered Opportunities in Citizen Connect:

1. Navigate to <https://citizenconnect.ky.gov>.
2. In the top right corner, click **Login to Citizen Connect**.
3. Enter the username and password and click **Log In**.
4. **WARNING!** page displays. Read the listed information before marking **Accept** and click **Finish**.
5. The Citizen Connect **Homepage** displays.
6. From the top navigation bar, click **Volunteer Opportunities**. The **Volunteer Opportunities** page displays, defaulted to the **Search Opportunities** sub tab.
7. Click the **My Registrations** sub tab to view the list of registered Opportunities.
8. Locate the appropriate Opportunity and click **Report Hours**.
9. The **Report Hours** page displays.
  - When reporting for a registered Opportunity, all fields except *Total hours you worked* are pre-populated.
10. Enter the total number of hours worked.
11. Enter any comments about the Opportunity in the *Comments* section.

**Please Note:** Individuals may only report activity for the past month or the current month.

12. Click **Next**.
13. The **Verify Hours** screen displays. Enter the appropriate information in the *Supervisor Contact Details* section.
14. Select one of the **Verification** options for the activity:
  - a. **SEND EMAIL NOW:** Individuals may only use this option for opportunities if the agency has chosen to receive texts and emails to verify the individual's hours.
  - b. **CHECK-IN NOW:** Individuals may only use this option if they participate in a single-day Opportunity and are at the Opportunity site.
  - c. **CLICK TO UPLOAD:** Individuals may use this option to upload supporting documentation.
15. Mark the **box** next to *The information I have reported on this form is true to the best of my knowledge*.
16. Click **Submit**.

**Please Note:** Individuals may view their activity progress on the **Work Participation Summary** screen and on the Citizen Connect **Homepage**.

## **Request Good Cause in Citizen Connect**

Individuals complete the following steps to report good cause for PATH Community Engagement in Citizen Connect:

1. From the Citizen Connect **Homepage**, navigate to the Work Participation dropdown menu and click **Good Cause Request**.
2. The **Good Cause Request** screen displays. In the top right corner, click **Request Good Cause**.
3. The **Request Good Cause** screen displays. Enter the **appropriate information** in each field:
  - Select the **month** that was not in compliance with PATH Community Engagement requirements.
  - Select the **reason** for not complying.
  - Enter the number of PATH Community Engagement **hours** that were not completed in the month selected due to the reason selected.
  - Enter **comments** to help explain the Good Cause Request.
  - Upload a **supporting document** (ex. a Doctor's note) to help prove the Good Cause Request.
4. Click **Submit Request**.

**Please Note:** Individuals may check to see if the Good Cause Request was Approved/Denied in the *Status* field on the **Good Cause Request** screen.

## **My Rewards Courses vs. PATH Courses**

Citizen Connect offers learning courses for Kentucky HEALTH individuals to register for and complete.



My Rewards Courses can be completed to earn My Rewards dollars in the My Rewards Account.

- My Rewards Account is for adults enrolled in the Alternative Benefits Plan in Kentucky HEALTH. It works like a Health Spending Account. You can earn dollars into your account by completing certain activities, such as taking My Rewards courses. You can use the dollars in your account to pay for additional services, such as routine vision and dental services.

## **Search for an Opportunity**

An individual may search and register for a Volunteer Opportunity based on **location** using the directions below:

1. From the Citizen Connect **Homepage**, click **the Volunteer Opportunities** tab.
2. The **Search Opportunities** page displays. Individuals may enter information in the *Update Your Search* section:
  - Enter the desired City, State, and Zip code in the **Location** field.
  - Select a **Distance** willing to travel based on the City, State, and Zip Code entered.
  - Enter a **Keyword** in the **Keywords** field (optional).
  - Select a date filter in the **Timeline** field (optional).
3. Click **Search**.
4. Individuals may filter the search results in the *Filter Your Results* section:
  - Mark the **boxes** that best describe individual preferences and interests.
  - Click **Refine**.
  - View filtered results.
5. A preview of Opportunities that match the criteria provided in the *Update Your Search* box display. Click the **Opportunity Title**, in large blue font, to view the **Opportunity Details** page.
  - When viewing the **Opportunity Details** page, individuals can click **Add to Favorites** if they are interested in the Opportunity and want to view it later (Clicking **Add to Favorites** will place the Opportunity on the **Favorites** page).
  - When viewing an **Opportunity Details** page, individuals can click **Back to results** to continue scrolling through a preview of Opportunities.

**Please Note:** Individuals may sort the opportunities by distance or date using the **Sort By** box in the top right corner.

6. Once a decision has been made on which Opportunity to participate in, click on the **Opportunity Title** to view the **Opportunity Details** page.
7. On the **Opportunity Details** page, click **Register**.
8. Select an appropriate **Timeslot** to participate in.

**Please Note:** Individuals can view their registered Opportunities by clicking the **My Registrations** tab, located to the right of the **Search Opportunities** tab.