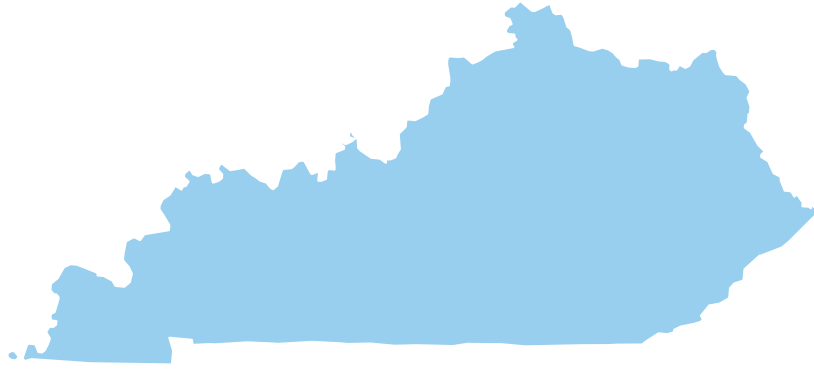# The Commonwealth of Kentucky

Kentucky HEALTH

Business Connect

Frequently Asked Questions

The instructions found in this document can also be found at
https://businessconnect.ky.gov by selecting the **Frequently Asked Questions**
link at the bottom of the page.
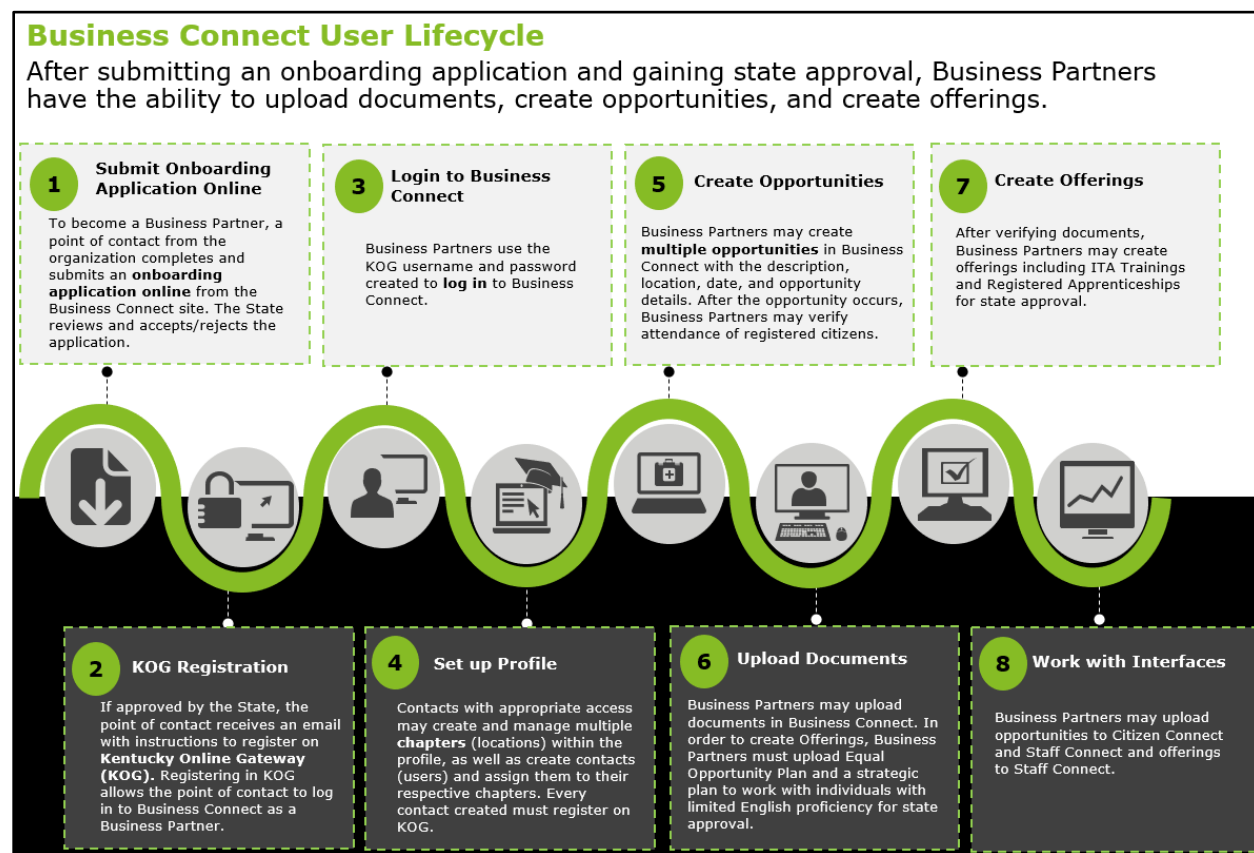
Table of Contents

Onboarding & Logging In

Business Connect Overview
What is Business Connect?

Business Connect is the application that Business Partners use to post opportunities and offerings for citizens. Business Partners can be For-Profit organizations, Non-Profit organizations, Managed Care Organizations (MCOs), SNAP 50/50 Partners, and Kentucky Career Centers.

Posting opportunities in Business Connect allows qualifying Kentucky HEALTH and/or SNAP recipients to register in Citizen Connect and search opportunities to help fulfill their PATH Community Engagement and/or Employment and Training requirements. Posting offerings in Business Connect allows citizens to enroll in ITA Training and Registered Apprenticeship programs through Staff Connect.

Business Connect User Lifecycle

After submitting an onboarding application and gaining state approval, Business Partners have the ability to upload documents, create opportunities, and create offerings.

1 Submit Onboarding Application Online

To become a Business Partner, a point of contact from the organization completes and submits an **onboarding application online** from the Business Connect site. The State reviews and accepts/rejects the application.

3 Login to Business Connect

Business Partners use the KOG username and password created to **log in** to Business Connect.

5 Create Opportunities

Business Partners may create **multiple opportunities** in Business Connect with the description, location, date, and opportunity details. After the opportunity occurs, Business Partners may verify attendance of registered citizens.

7 Create Offerings

After verifying documents, Business Partners may create offerings including ITA Trainings and Registered Apprenticeships for state approval.

2 KOG Registration

If approved by the State, the point of contact receives an email with instructions to register on **Kentucky Online Gateway (KOG).** Registering in KOG allows the point of contact to log in to Business Connect as a Business Partner.

4 Set up Profile

Contacts with appropriate access may create and manage multiple **chapters** (locations) within the profile, as well as create contacts (users) and assign them to their respective chapters. Every contact created must register on KOG.

6 Upload Documents

Business Partners may upload documents in Business Connect. In order to create Offerings, Business Partners must upload Equal Opportunity Plan and a strategic plan to work with individuals with limited English proficiency for state approval.

8 Work with Interfaces

Business Partners may upload opportunities to Citizen Connect and Staff Connect and offerings to Staff Connect.

To become a Business Partner and access Business Connect in the Commonwealth of Kentucky, an Onboarding Application must be submitted for review by the Commonwealth.

What is the preferred browser for Business Connect?
Google Chrome is the preferred browser for Business Connect.

What types of organizations can register as a Business Partner?

There are five different types of organizations that can register as Business Partners on Business Connect in the Commonwealth of Kentucky*. The organizations are outlined in the following table:

Organization Type	Description
Non - Profit	Community based organizations involved in meeting human, educational, environmental, and other public needs.
For Profit	Offer training or skills learning which can benefit both the volunteer and the organization
MCOs	Managed Care Organization offering managed care health plans through contracted arrangements with state Medicaid agencies
SNAP 50-50	Organizations which are sponsored by the Commonwealth to provide training and development opportunities for citizens
Career Center	The Kentucky Career Center offices can onboard themselves as Business Partners to provide citizens with Career Fair and Resource Center opportunities

*If an organization is interested in becoming a Business Partner, a point of contact from the organization should submit an Onboarding Application as soon as possible.

What is the new functionality being introduced on 2/1/19?

On 2/1/19, business partners will utilize new functionalities while also still using current functionalities. See below for the different functionalities:

7/1/18 Business Connect Functionality	2/1/19 Business Connect Functionality
• Allows SNAP 50/50 and ETPL providers to complete onboarding application • Allows SNAP 50/50 and CE providers to create and post opportunities • Different types of providers: SNAP 50/50 and CE *Release 3 Business Partners may request additional functionality in Release 4.1 to post WIOA Offerings.	• Expands onboarding application to Training Providers (ETPL) • Allows existing Business Partners to be able to request to be a training provider • ETPL providers may create and post Offerings *Business Partners that are new to Business Connect in Release 4.1 must submit an onboarding application and get approved by the State.

Is it important to use a unique email address when creating an account?
For a new provider, the point of contact should use a new email address to avoid duplicates and auto-rejection in the system

Onboarding
Who is the Point of Contact?

The point of contact is a representative from the potential Business Partner organization. The point of contact should be aware of the following process to access Business Connect:

- Fill out an Onboarding Application online and submit it for review by the Commonwealth. A tracking number is assigned to the application, and it can be used by the point of contact to track the status of the application
- The point of contact is notified via email that the application is either under review by the State review team or rejected
- During the review process, the State review team may contact the point of contact for additional information if necessary
- Upon review, the point of contact is notified via email that the application is either approved or rejected
- If the Onboarding Application is approved, the email will include instructions on how to register with Kentucky Online Gateway (KOG) and log in to Business Connect. The point of contact should follow the instructions to gain access to Business Connect
- Once the organization is approved as a Business Partner and point of contact has gained access to Business Connect for the organization, Chapters and other Contacts may be created for the organization

How do I submit the Onboarding Application?

The Business Partner organization should select a point of contact to submit the Onboarding Application and see it through the review process.

In order to complete an onboarding application, the Point of Contact for an organization must do the following:

1) Go to https://businessconnect.ky.gov.
2) On the screen select **Sign Up**. The Onboarding Application displays.
3) Fill out the **Organization Details** page with the following information:

- Organization Name
- Organization Type
- Organization Description
- FEIN or KEIN (optional)
- Website (optional)
- Business Address
- Mailing Address
- Industry (optional)
- Number of Employees (optional)
- Year Incorporated (optional)

4) Select **Next.**
5) Fill out the **Contact Details** page with the point of contact's information:

- Job Title
- First Name
- Last Name
- Email
- Phone

6) Select **Next.**
7) Navigate to the **Training Details** screen in the onboarding application
8) Answer the question "Would you like to be placed on the ETPL?" This is a yes or no question.
9) **For Training Providers Only:** If the User selects "Yes" to "Training Provider" as their onboarding path, the User is prompted to answer the following questions:

- Eligible Organization Type
- Year Organization was Established
- Proprietary License Number
- Do you Offer Refund?
  - If yes, briefly explain
- Ability to Provide Services to Employed Individuals
- Ability to Provide Services to Individuals with Barriers to Employment
- Discuss Partnership with Local Businesses
- How are Services Aligned to local in-demand industry sectors and occupations?
- Are you a provider in compliance with the Americans with Disabilities Act?
- Is the proposed training site accessible to people with limited mobility?
- Discuss how the provider collects student data for annual submission to KY Stats if required

10) **For Training Providers, SNAP, and CE Providers:** Fill out the **Training Details** page with the following information:

- Mission Statement
- Causes Supported by this Organization
- Additional Questions—required for Training Providers (ETPL)
- Check "I'm not a robot"

11) Select **Submit**. The **Success!** pop-up screen displays. You may either select **Go to Homepage** or **Track Application.**

What is WIOA and why is it important to ETPL providers?

The Workforce Innovation & Opportunity Act (WIOA) is designed to help job seekers gain access to services to allow them to succeed in the labor market. WIOA programs and partners are available to promote workforce development through a one stop delivery system.

How do I track, update, and/or cancel my Onboarding Application?

The point of contact can track the Onboarding Application by taking the following steps:

1) Go to https://businessconnect.ky.gov.
2) Fill out the Track Application section.

   - **Tracking Number** – provided in the email sent to the point of contact upon submitting the Onboarding Application
   - **Last Name** – the point of contact's last name
   - **Email** – the point of contact's email address

3) Select **Submit**. The **Onboarding Application** page displays.
4) The point of contact can track the status of their Onboarding Application at this time:

   - **Under Review**: All the Onboarding Applications that have not been reviewed
   - **Approved**: Onboarding Applications that have been reviewed and are approved
   - **Rejected**: Onboarding Applications that have been reviewed and are rejected or have been rejected by system validations
   - **Canceled**: Onboarding Applications that are canceled by the Business Partner primary contact

5) The point of contact can update information on the Onboarding Application at this time if the application is listed as **Under Review:**
   - Update the necessary fields
   - Select **Save**

6) The point of contact can cancel the application at this time if it is listed as **Under Review:**
   - Select **Cancel Application**. The **Cancel Onboarding Application** pop-up screen displays
   - Enter a Cancellation reason
   - Select **Save**
   - An email is sent to the point of contact regarding the cancellation

Using Kentucky Online Gateway (KOG) to Log In
What is Kentucky Online Gateway (KOG)?

Kentucky Online Gateway (KOG) is a secure way to log in to websites owned by the Commonwealth of Kentucky. A KOG username and password must be created in order to log in to Business Connect.

Create a New KOG Account

If a Business Partner Onboarding Application is approved, an approval email is sent to the point of contact who submitted the application. The approval email includes information on registering with Kentucky Online Gateway (KOG) and accessing Business Connect.

The point of contact should open the email to follow the steps below to access Business Connect:

1) Select on the URL in the email to start the Kentucky Online Gateway (KOG) registration.
2) Complete the KOG Account Creation form.
3) The email address is pre-populated and the point of contact cannot edit the email address field.
4) Once the KOG Account Creation form is complete, an account verification email is sent to the email address.
5) Verify the email account by selecting the link in the email and answering the security questions.
6) Select the KOG URL. The Organization User Information window displays.
7) Type in the information:

   - Name
   - Phone number
   - Email
   - Job title

8) Once the information is entered, the User is prompted to setup their Multi-Factor Authentication (MFA) token.
9) Once MFA is completed, the User will be re-directed to the Acceptance of Consent page.
10) After the User selects the **Accept** button on the consent page the User will be navigated to Business Connect dashboard.

Log in to Business Connect (returning user)

Follow the steps below to access Business Connect after registering with Kentucky Online Gateway (KOG):

1) Go to https://businessconnect.ky.gov.
2) Select **Login**. The Kentucky Online Gateway (KOG) Login page displays.
3) Under the "I am a Kentucky Citizen or Business Partner" section, select **Sign In.**
4) Type the Username and Password.
5) Select **Log In**. The Business Connect dashboard displays.

How Do I Re-register with Kentucky Online Gateway (KOG)?
If a User forgets to register with KOG and the registration link that was sent via email expires, Business Partner Contacts can re-register by following the steps below:

1) Go to https://businessconnect.ky.gov.
2) Select **Login**. The Kentucky Online Gateway (KOG) Login page displays.
3) Select **Resend Account Verification Email**. The system sends an email to the intended User to re-register with Kentucky Online Gateway (KOG).
4) Select on the URL in the email to start the Kentucky Online Gateway (KOG) registration.
5) Complete the KOG Account Creation form.
6) The email address is pre-populated, and the point of contact will not be able to edit the email address field.
7) Once the KOG Account Creation form is complete, an account verification email is sent to the email address.
8) Verify the email account by selecting on the link in the email and answering the security questions.
9) Select on the KOG URL. The Organization User Information window displays.
10) Type in the information:

- Name
- Phone number
- Email
- Job title

11) Once the Business Partner Contact enters the information, they are prompted to setup the Multi-Factor Authentication (MFA) token.
12) Once MFA is completed, the User is re-directed to the **Acceptance of Consent** page.
13) After the User selects the **Accept** button on the **Consent** page the User will be navigated to the Business Connect dashboard.

Home & Administration

What is the Home tab?

Home (or the dashboard) is the default page when a Business Partner logs in to Business Connect. The dashboard depends on the onboarding path: CE, SNAP, or Combination (CE or SNAP and ETPL).

The SNAP/CE Dashboard contains the following:

- **My Notifications**: Provides a list of up to five notifications. Select the Notifications title link to go to the **Notifications** page.

    - For more information on Notifications, please visit the Notifications FAQ page.

- **Upcoming Opportunities**: Displays a list of up to the next five upcoming opportunities. Select the Upcoming Opportunities title link to go to the **Opportunities** page.

- **Monthly Opportunity Comparison**: Displays a monthly comparison of the total number of opportunities posted by the Users organization with the average number of opportunities posted by all organizations in Business Connect.

- **Popular Cause Areas**: Displays the current most popular cause areas based on attendance of all opportunities in last 3 months.

- **Published Opportunities**: Displays the Business Partner's currently published opportunities on the map. The red nodes on the map display where the opportunities will occur.

In addition to the information above, SNAP/CE + Training Providers (ETPL) (also known as combination providers) have access to the following:

- **Upcoming Offerings**: Displays a list of up to the next five upcoming offerings. Select the Upcoming Offerings title link to go to the **Offerings** page.

- **Monthly Offering Comparison**: Displays a monthly comparison of the total number of offerings posted by the Users organization with the average number of offerings posted by all organizations in Business Connect.

- **Popular Providers**: Displays the current most popular providers in the system.

- **Published Offerings**: Displays the Business Partner's currently published offerings.

View/Edit the Business Profile
How do I view/edit the Business Profile?
On the Business Connect dashboard, navigate to the **Administration** tab and select **Business Profile.** The **View Business Profile** displays. In the top right corner, select **Edit.** Edit the necessary information (all fields except Organization Name, FEIN, or KEIN may be edited).

Contacts Page
What is the Contacts Page?
The **Contacts** page displays all Business Partner Contacts within the organization. To view the **Contacts** page, navigate to the **Administration** tab and select **Contacts.**

To add a new contact, select the **"New"** button in the top righthand corner of the **Contacts** page.
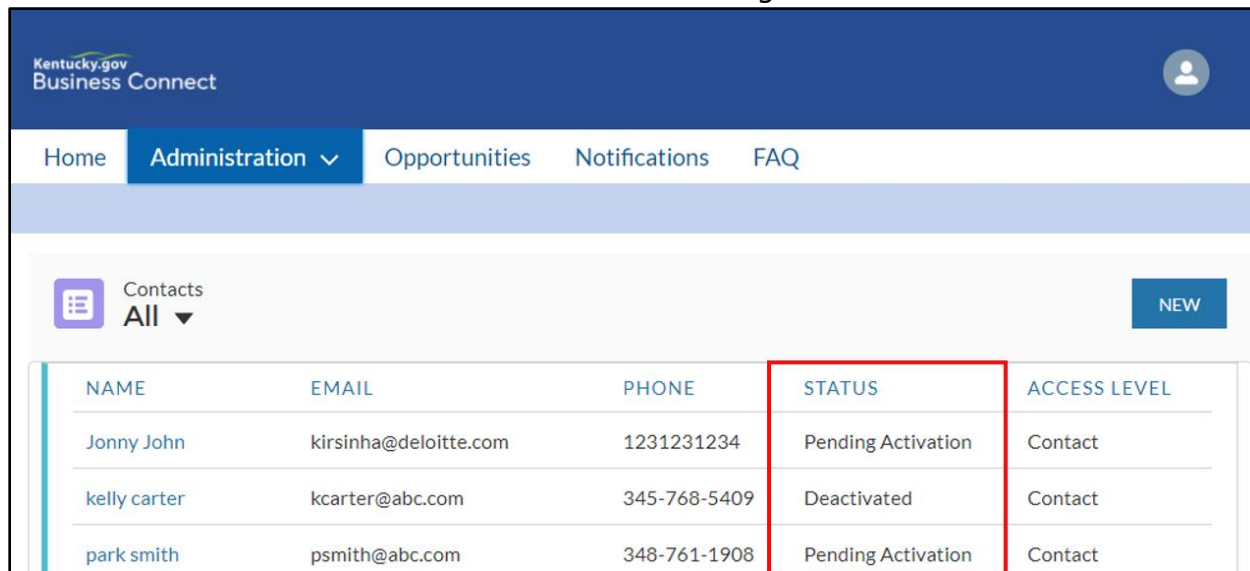
What is the Status on the Contacts page?

Business Partner Contacts have one of the following statuses:

Pending Activation: When a Contact is created in Business Connect, the default status of the Contact is 'Pending Activation'. This means that the request is sent to Kentucky Online Gateway (KOG) for the Contact to register. KOG emails the Contact with the link to register. The Contact remains as 'Pending Activation' until they register with KOG.

Active: When the Contact registers with KOG and gets access to log in to Business Connect, the system changes the Contact status from 'Pending Activation' to 'Active.'

Pending Deactivation: When a Contact is deactivated in Business Connect, the status of the Contact changes to 'Pending Deactivation'. This means that the request is sent to KOG to revoke the access of the Contact.

Deactivated: Once a confirmation is received from KOG that the access for the Contact is revoked, the system changes the status of the Contact to 'Deactivated'.

To view a Business Partner Contact Status, navigate to the **Administration** tab and select **Contacts**.
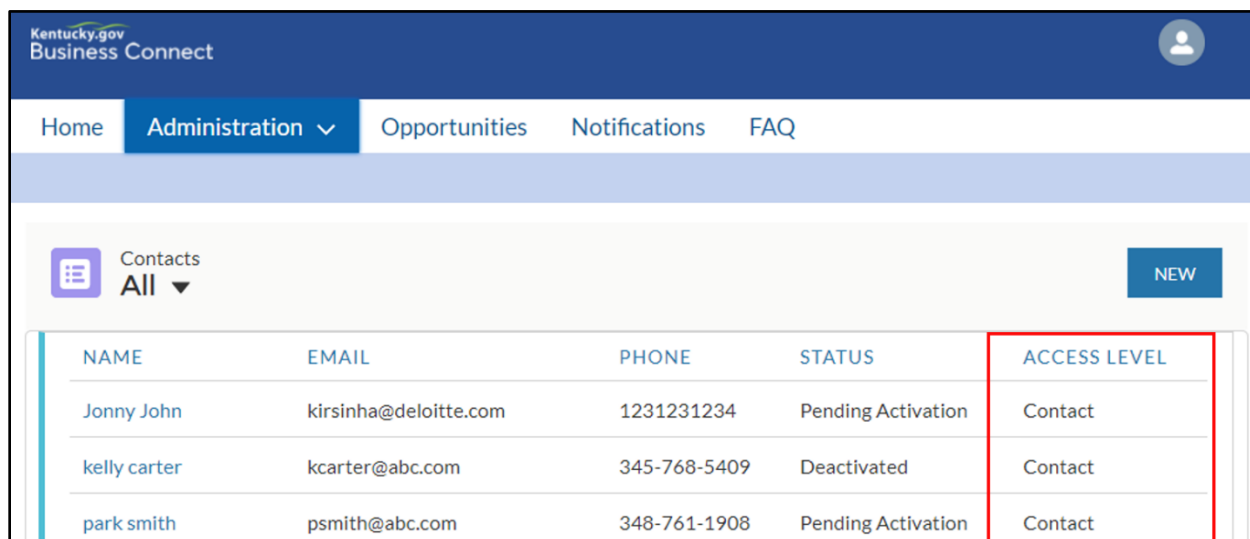
Access Level
What do the different Access Levels mean?
The **Access Level** field on the **Contacts** page shows the type of access that Business Partner Contacts have. Business Partner organization profiles are managed through different levels of access: Contacts and Profile Administrators. A Business Partner Contact may have the contact access level or the profile administrator access level. The following chart outlines the different access levels for each Business Partner Contact:

Functionality:	Admin:	Contact:
Create/Cancel opportunities for the chapter	√	√
Create/Cancel individual registrations to opportunity timeslots for the chapter	√	√
Perform verification of individual participation in opportunities for the chapter	√	√
Edit their own profile	√	√
Upload documents for their organization	√	√
Create offerings for their organization	√	√
View all chapters, contacts, and opportunities associated with an organization	√	
Create/Cancel opportunities and individual opportunity registrations for all chapters within the organization	√	
Perform verification of individual participation for opportunities for all chapters within the organization	√	
Add new chapters, onboard new admins and contacts	√	
Request to be a Training Provider (ETPL) if they are an existing CE or SNAP 50/50 provider	√	

How do I view the Access Level?

To view the Access Level, navigate to the **Administration** tab and select **Contacts**. The **Access Level** field displays on the **Contacts** page:

How do I edit the Access Level?

Business Partner Contacts with profile administrator access can edit the access level for any Contact by taking the following steps:

1) From the Business Connect dashboard, navigate to the **Administration** tab and select **Contacts**.
2) Select the appropriate Contact name.
3) In the top right corner, select **Edit.**
4) Under the *Access Level* field, select the appropriate access level:
   - **Profile Administrator**
   - **Contact**
5) Select **Save**. The Contact whose access level is changed will be deactivated by the system.

Upon deactivation, the Contact will receive an email to re-register with Kentucky Online Gateway (KOG). Once the Contact re-registers with KOG, they will be able to log in to Business Connect with their updated access level.

Business Partner Contacts
How do I Create a new Contact?

Business Partner Contacts with profile administrator access can create new Contacts for the organization by taking the following steps:

1) On the Business Connect dashboard, navigate to the **Administration** tab and select **Contacts**. The **Contact** page displays.
2) In the top right corner, select **New**. The **New Individual: Business Partner Contact** pop-up screen displays.

3) Select **Save.** The system sends an approval email is to the created Contact with a link to register with Kentucky Online Gateway (KOG). Once the Contact registers with KOG, the Contact is able to log in to Business Connect.

How do I deactivate a Contact?

Deactivating a Contact or Profile Administrator takes away their access to Business Connect. Business Partner Contacts can deactivate Contacts in their organization by taking the following steps:

1) On the Business Connect dashboard, navigate to the **Administration** tab and select **Contacts**. The **Contact** page displays.
2) Select the appropriate Contact name.
3) In the top right corner, select **Deactivate** and enter the **Deactivation Reason** from the drop-down menu.
4) A request is sent to Kentucky Online Gateway (KOG) and the Contact access is frozen in Business Connect.

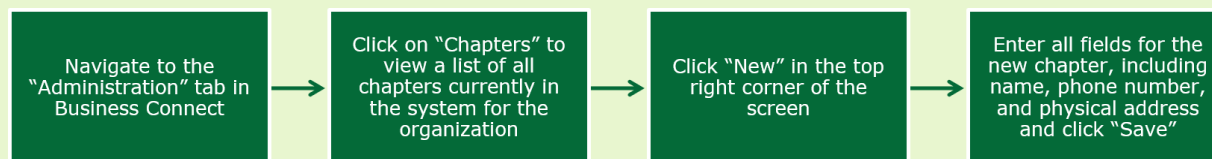|				
Individual **Shaun Marsh**		EDIT	ACTIVATE	DEACTIVATE
Type of Contact	Organization Name	Chapter	Phone	Email
Business Partner Contact	TestETPL Organization	Daytona Beach Chapter	(234) 792-3473	shaun.marsh@dispostable.com

Chapters

What is a Chapter?

Business Connect allows Business Partner Contacts with profile administrator access to create and manage chapters within the organization's profile. Chapters can be used for organizations with multiple office locations, sub-organizations, etc.
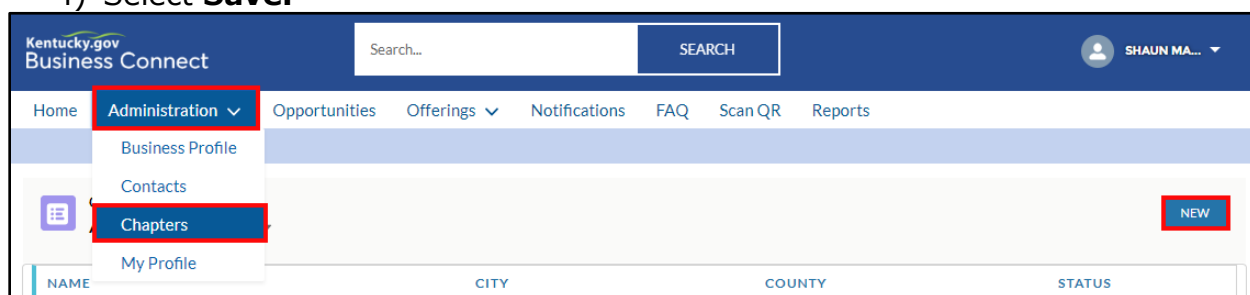
How do I create a Chapter?

Only Business Partner Contacts with profile administrator access are able to create new chapters (Contacts with Contact access are not able to create new chapters).

An admin may follow the process below in order to add a new chapter to the system:

Navigate to the "Administration" tab in Business Connect → Click on "Chapters" to view a list of all chapters currently in the system for the organization → Click "New" in the top right corner of the screen → Enter all fields for the new chapter, including name, phone number, and physical address and click "Save"

1) From the Business Connect dashboard, navigate to the **Administration** tab and select **Chapters**
2) In the top right corner, select **New**. The **Create Chapter** pop-up screen displays.
3) Fill out the **Create Chapter** pop-up screen with the following information:
   - **Chapter Name**
   - **Phone**
   - **Physical Address**
4) Select **Save.**

How do I edit a Chapter?

Only Business Partner Contacts with profile administrator access are able to create chapters (Contacts with Contact access are not able to edit chapters).

1) From the Business Connect dashboard, navigate to the **Administration** tab and select **Chapters.**
2) Select on the appropriate Chapter name.
3) To edit the chapter address, in the top right corner, select **Edit Address**.
4) To edit all other information, in the top right corner, select **Edit.**
5) Fill out the **Edit Chapter** pop-up screen with the appropriate new information:
   - **Chapter Name**
   - **Phone**
   - **Status**
6) Select **Save.**

How do I deactivate a Chapter?

Chapters cannot be deactivated on Business Connect.

Where can I view all Chapters in my Organization?
Business Partner Contacts are able to view all chapters related to the organization's Business Profile.

1) From the Business Connect dashboard, navigate to the **Administration** tab and select **Chapters.**
2) Navigate to the drop-down menu and select **All Chapters.** All Chapters in the organization display.

Preferences
How do I change my Language Preference?
Business Partner Contacts can change their language preference by following the steps below:

1) From the Business Connect Dashboard, navigate to the **Administration** drop-down tab and select **My Profile.**
2) To update information select **Edit**.

3) Select a **Language Preference** and select **Save.**

How do I change my Notification Preferences?

Business Partner Contacts can change their notification preference (subscribe/unsubscribe to notification alerts) by following the steps below:

1) From the Business Connect Dashboard, navigate to the **Administration** drop-down tab and select **My Profile.**
2) On the My Profile Page select **Edit.** The **Edit Individual** pop up screen displays.

3) Scroll down to the *Notification Preference* field and select a preference.
- **None**
- **Email only**
- **Text only**
- **Text and Email**

What are Notifications?

Notifications are created to notify Business Partner Contacts about important information. Notifications display on the Business Connect dashboard and are sent in an email and/or text if Contacts are subscribed to these alerts (subscribing to email/text alerts can be done on the **My Profile** page by changing the notification preferences). Business Partners should subscribe to email and text alerts to ensure no information is missed and every User is up to date on events.

How do I view Notifications in Business Connect?

Business Partners can view notifications in Business Connect through the following ways:

- The **My Notifications** widget on the Business Connect Dashboard shows up to five notifications, with the most recent displaying at the top.
- On the Business Connect dashboard, select the **Notifications** tab. The **Notifications** page displays.

"**Unread Notifications**" is the default setting on the **Notifications** page. To view all notifications, select the drop-down menu to the right of **Unread Notifications** and select **All Notifications.**
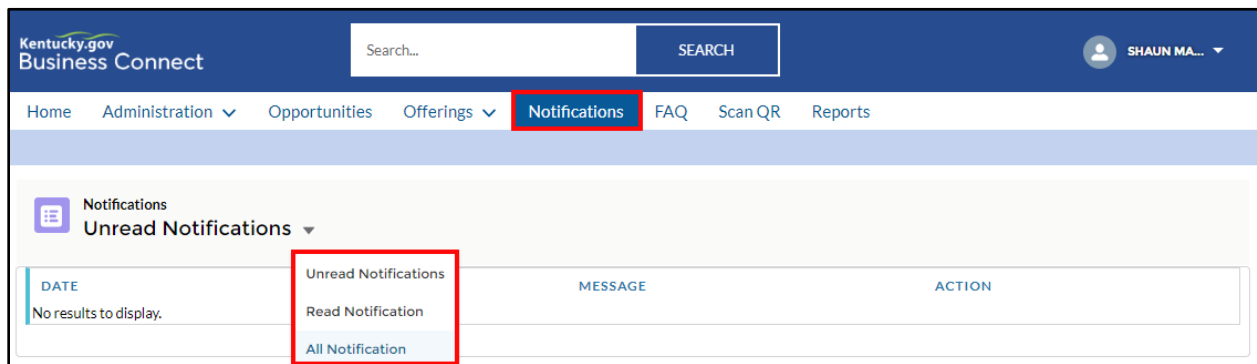
Note: Business Partner Contacts may select **Dismiss** in the Action column once they have read the Notification.

When do Notifications go away?

Notifications eventually expire, and Business Partners will no longer see the notification once expired. Notifications no longer appear on the Business Connect dashboard once the Business Partner Contact completes the activity associated with the notification.

Offerings Management

What is an Offering?

Offerings are individualized training programs or Registered Apprenticeships. Offerings have funding tied to them. After business partners create offerings and gains state approval, the offerings are published to Staff Connect. In Staff Connect, case managers can enroll citizens into the offerings to help citizens gain skills necessary to gain and maintain employment.

What business partners can create offerings?

Only business partners that are training providers (ETPL) may manage offerings in Business Connect.

What are the types of Offerings?

There are 2 types of offerings that can be created in Business Connect: ITA Trainings and Registered Apprenticeships.

- **ITA Training:** A type of instructional learning through classroom or online education
- **Registered Apprenticeship:** A type of job training that involves shadowing and studying with a master of the trade on the job instead of in school. Carpenters, masons, plumbers, construction workers, and many other professionals often learn their trade through apprenticeship

When can business partners create new Offerings?

Once a business partner registers on Business Connect through the onboarding application and has their documents verified, they can start creating Offerings and submitting their Offerings for approval. There are two types of Offerings that can be created in Business Connect: Trainings and Registered Apprenticeships that will lead the User to opposing screens.

| 1 Submit Onboarding Application	2 Upload Documents for Verification	3 Create Offerings	4 Submit Offerings for Approval

How to create new Offerings?

In order to create a new offering (after all documents have been approved), a User must do the following:

1) Navigate to the **Offerings** tab on the top navigation bar
2) Select **Program Offerings**

3) Select **"New"** in the top righthand corner of the screen
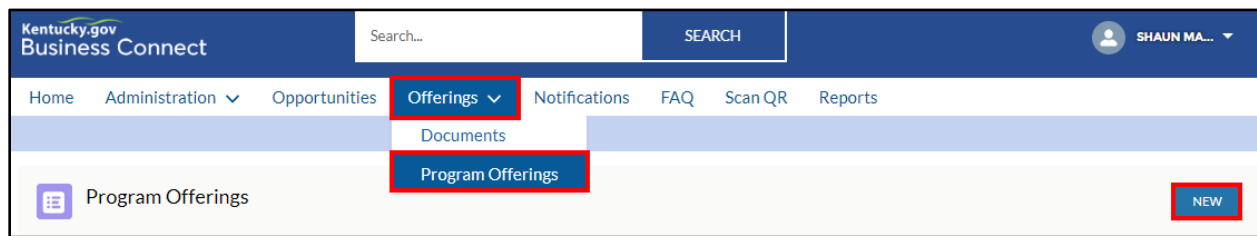
4) On the New Offering pop-up, select the offering type as ITA Training or Registered Apprenticeship
5) Enter in the following information for the new offering:
   - Business Partner name (pre-populates)
   - Record Type (pre-populates)
   - Offering Status (pre-populates)
   - Offering Name
   - Start and End Date (optional)
   - CIP
   - Offering Description
   - Duration the offering is being operated
   - Performance Data have been submitted
     ○ If no, please explain
   - Plans to record the data for KY Stats
   - HEOA Approved
   - Degree/Certificate to be Awarded
   - Type of Degree/Certificate to be Awarded
   - Length of Offering and Units of Measurement
   - Distance Learning
   - How Offering meets the needs of employer/job seeker
   - Offering cost information
   - Location information
   - Primary contact information
   - Secondary contact information (optional)
6) After completing all mandatory fields and saving the new offering, the business partner must submit for state approval
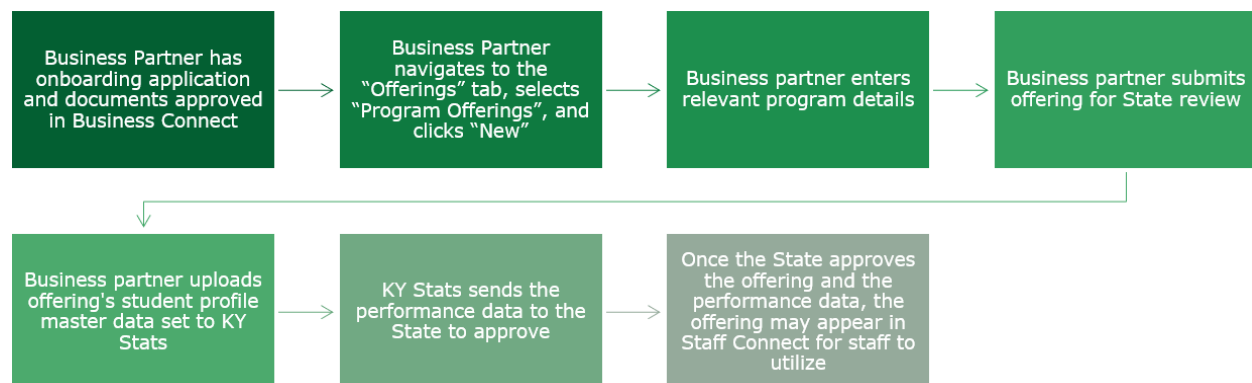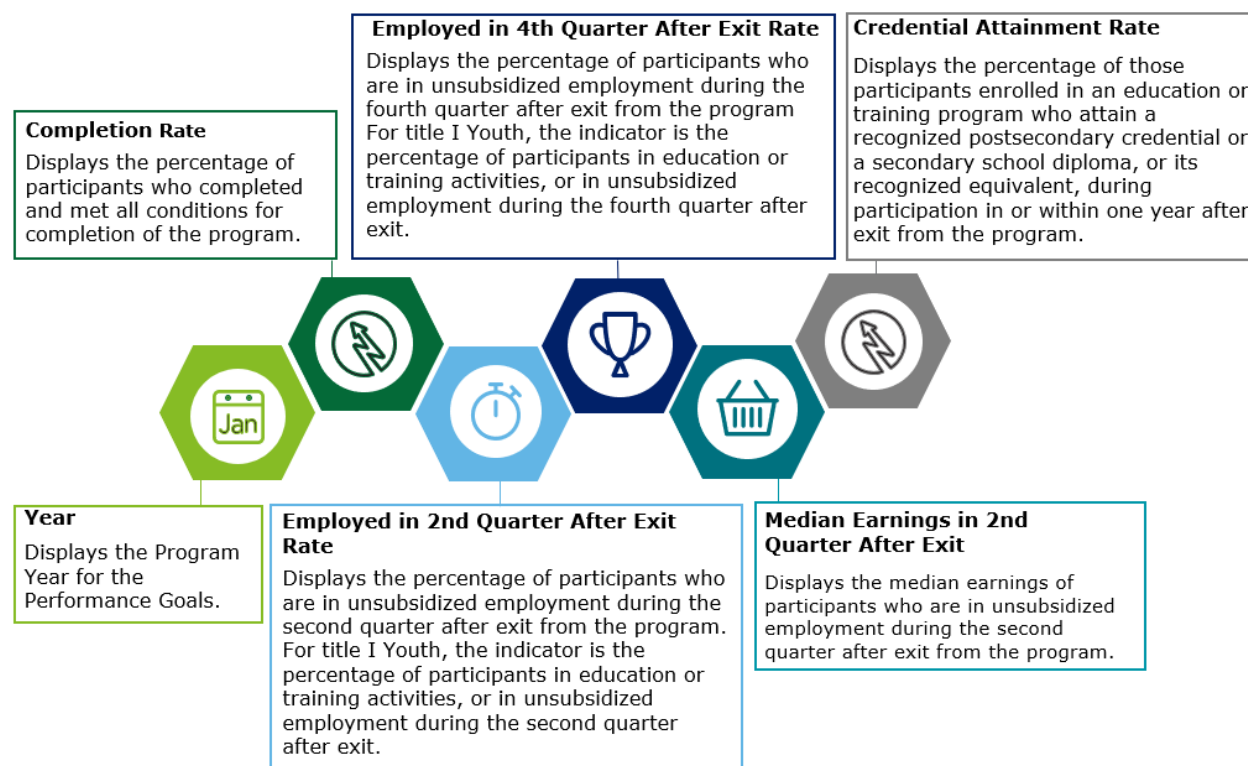
Offering Statuses

After completing all mandatory fields and saving the new offering, the business partner must submit for state approval. An offering may possess a variety of statuses throughout its lifecycle. See below for a chart explaining each status that an offering may possess:

New

For all Program Offerings which have not yet been submitted, status is set to "New" on the "New Offering" screen.

Pending Approval

On Clicking the "Submit Offering" button on the "View Offering Details" screen from Business Connect, status is set to "Pending Approval".

Need More Information

On clicking the "Need More Information" button from the approval task, status is set "Need More Information."

Active

On approving of Offerings, system will set the status to "Active".

Pending Recertification

On triggering of recertification by Policy Management, status is set to "Pending Recertification."

Pending Cancellation

On clicking the "Save" button from the "Cancellation" screen requested by the Business Partner, status is set to "Pending Cancellation."

Closed

The status is set to "Closed" when the offering is no longer available.

How are performance metrics related to Offerings?

As part of the offering approval process, the business partner must upload the offering's student profile master data set to KY Stats. See below for the different performance metrics:

Employed in 4th Quarter After Exit Rate
Displays the percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program For title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit.

Credential Attainment Rate
Displays the percentage of those participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.

Completion Rate
Displays the percentage of participants who completed and met all conditions for completion of the program.

Year
Displays the Program Year for the Performance Goals.

Employed in 2nd Quarter After Exit Rate
Displays the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program. For title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit.

Median Earnings in 2nd Quarter After Exit
Displays the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

What is the "Review My Ratings" feature of Business Connect?

Ratings are given by Citizens who have previously signed up and taken a training program from the Training Provider. On this screen, locations for offerings the Training Provider make available are also given. There are three fields that the latest 10 offerings will have details on:

- **Offering Name:** The offering name is provided for the citizen to navigate to the offering and enroll
- **Location:** the location of the offering provides the citizen with the physical location needed to attend
- **Rating:** The rating of the offering is provided for future offering attendees to view from the point of views of previous attendees

Opportunities & Reporting Activity

What is an Opportunity?

Opportunities are community service events, work-related experiences, and other engaging activities posted by Business Partners in Business Connect.

Opportunities are meant to help SNAP and/or Kentucky HEALTH recipients meet their SNAP ETP and/or PATH Community Engagement requirements.

Registered Business Partners have the ability to host multiple Opportunities within Business Connect. Each Opportunity can have multiple timeslots that an individual can register for in Citizen Connect.

Business Partner Contacts are able to see individuals who have registered for opportunities so that they may track, verify and report participation in Business Connect.

Below is a chart detailing the types of opportunities that each organization can post:

Opportunity	SNAP 50/50	Career Center	For Profit	Non-Profit	MCO
Work Experience Program	✓				
Adult Education	✓				
Accelerated Opportunities	✓				
Integrated Education and Training	✓				
Career Fair		✓			
Resource Center		✓			
Employment Readiness Training	✓	✓	✓	✓	✓
Vocational Education	✓	✓	✓	✓	✓
Workfare				✓	
WIOA			✓	✓	✓
Education Related to Employment			✓	✓	✓
GED Exam Passing			✓	✓	✓
GED Prep Class			✓	✓	✓
Community Work Experience			✓	✓	✓
Community Service / Public Service			✓	✓	✓

What do the different Opportunities Statuses mean?

Opportunities may have one of the following statuses:

- **Not Published:** The default status of the opportunity upon creation. Opportunities that are not published are not visible to individuals on Citizen Connect. Individuals are not able to see or register for these opportunities
- **Published**: The opportunity is open for registration
- **Closed**: All timeslots for the opportunity are closed
- **Canceled**: The Business Partner canceled the opportunity

How do I create an Opportunity?

Opportunities can be created by Business Partner Contacts with profile administrator access in Business Connect so that individuals may register and participate to fulfill SNAP and/or PATH requirements. Organizations that are SNAP providers, CE providers, or combination providers may create opportunities. However, the opportunity functionality is more relevant to SNAP and CE providers.

Create an Opportunity (Non-Profit Organizations, For Profit Organizations, and Managed Care Organizations (MCOs)

1) On the Business Connect dashboard, select the **Opportunity** tab**.**
2) The **Opportunity** page displays.
3) In the top right corner, select **New**. The **Opportunity Details** page displays. Three screens must be filled out in order to create the opportunity:
    - **Opportunity Details**
    - **Location & Date**
    - **Volunteer Details**
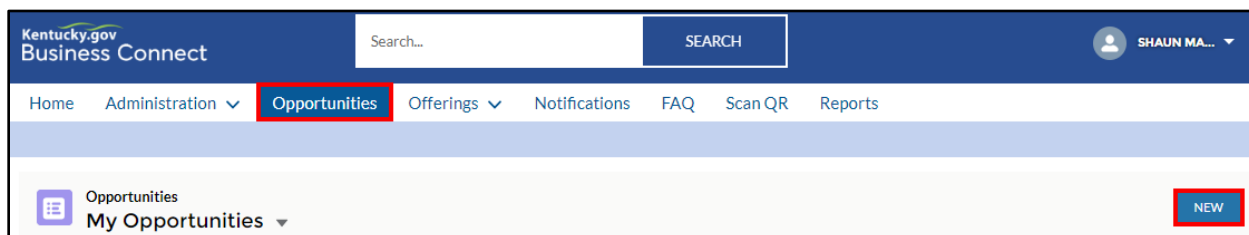
4) On the **Opportunity Details** page, please enter accurate information in the mandatory fields.
   - The *What is required of the participants?* section is used to list any skills needed to participate, requirements (ex. driver's license, drug screening, outdoor activity, etc.)
   - In the *How will you verify participation?* section, Business Partners have the following options:
        - **Volunteers scan Quick Response (QR) codes provided by Contact**
        - **Contact scans Quick Response (QR) codes provided by Volunteers**
        - **Report Activity by marking Attendance**
        - **Contact verifies through Email**
        - **Contact verifies through Text**

- If you would like to upload an image for the opportunity, you may do so in the *Upload Image* section.
5) Select **Next.** The **Location & Date** page displays.
6) On the **Location & Date** page, please enter a location and select whether the opportunity is a **Single Day** opportunity or **Recurring** opportunity
   - Selecting **Single Day** allows the Business Partner to select the date the opportunity is offered. **Single Day** should be selected if the opportunity is only happening on one specific day.
   - Selecting **Recurring** refreshes, the page and allows the Business Partner to select the days the opportunity is offered, as well as a start date and end date. **Recurring** should be selected if the opportunity is will take place on multiple days.

Below is a screenshot of the **Location & Date** page when **Single Day** is selected in the *Select an Option* field.

Opportunities / Create Opportunity

Create Opportunity

✓ ——— ② ——— ③

Opportunity Details   Location & Date   Volunteer Details

Please note: * indicate that the field is required.

* Where does the opportunity takes place? ⓘ   Use Past Location

Enter a location   📍

* Select an Option

[✓ SINGLE DAY]   ✓ RECURRING

*
DATE ⓘ

[📅]

PREVIOUS   NEXT

Below is a screenshot of the **Location & Date** page when **Recurring Day** is selected in the *Select an Option* field.

7) Select **Next.** The **Volunteer Details** page displays.
8) On the **Volunteer Details** page, please enter accurate information in the mandatory fields. This page allows you to create volunteer roles and specify the time, date, and number of volunteer participants needed. The volunteer role defines the nature of the work that the individual is required to do for the timeslot (ex. Cook).
   - A new timeslot can be added for the opportunity by selecting **Add**
   - Timeslots can be deleted for the opportunity by selecting **Delete**

9) After entering all volunteer details, select **Save** or **Publish.**

- Selecting **Save** stores the opportunity in the *Opportunities* section of Business Connect, but the Opportunity Status will be listed as **Not Published**. This means the volunteer will not see or have the ability to register for the opportunity in Citizen Connect
- Selecting **Publish** makes the opportunity available for registration in Citizen Connect. The Opportunity Status will be listed as **Published**
- Business Partners may select **Save** and publish the opportunity at a later time if necessary

10) The Business Partner Contact is navigated to the **Opportunities** page and is able to view the list of opportunities created.

Create an Opportunity (SNAP 50/50 Partners and Kentucky Career Centers)

1) On the Business Connect dashboard, select the **Opportunity** tab**.** The **Opportunity** page displays.
2) In the top right corner, select **New**. The **Opportunity Details** page displays. Three screens must be filled out in order to create the opportunity:
    - **Opportunity Details**
    - **Location & Date**
    - **Volunteer Details**
3) On the **Opportunity Details** page, please enter accurate information in the mandatory fields.
    - Please note that Individual's attendance is verified through what the individual reports in Citizen Connect
    - If you would like to upload an image for the opportunity, you may do so in the *Upload Image* section.
4) Select **Next.** The **Location & Date** page displays.
5) On the **Location & Date** page, please enter a location, start date, and end date for the opportunity.

6) Select **Next.** The **Volunteer Details** page displays.

7) On the **Volunteer Details** page, please enter accurate information in the mandatory fields. This page allows you to create volunteer roles and specify the time, date, and number of volunteer participants needed. The volunteer role defines the nature of the work that the individual is required to do for the timeslot (ex. Cook).
    - A new timeslot can be added for the opportunity by selecting **Add**
    - Timeslots can be deleted for the opportunity by selecting **Delete**

8) After entering all volunteer details, select **Save** or **Publish**
    - Selecting **Save** stores the opportunity in the *Opportunities* section of Business Connect, but the Opportunity Status will be listed as **Not Published**
    - Selecting **Publish** makes the opportunity available for registration in Citizen Connect. The Opportunity Status will be listed as **Published**

9) The Business Partner Contact is navigated to the **Opportunities** page and is able to view the list of opportunities created.

How do I Publish an Opportunity?
If the Business Partner Contact selects **Save** when creating an opportunity, it will appear in the **Opportunities** page on Business Connect with the status **Not Published**. To Publish the opportunity, select **Publish.**
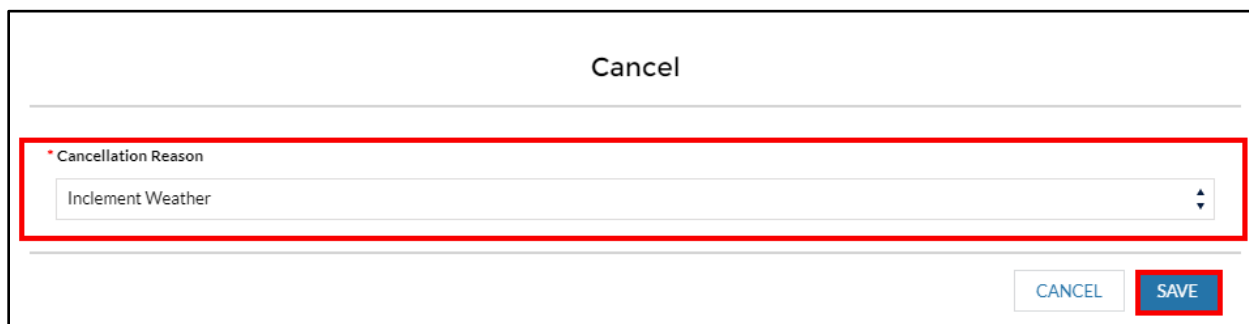
How do I Cancel an Opportunity?

Business Partner Contacts have the ability to cancel an opportunity at any time leading up until the day of the opportunity. For instructions on how to cancel an Opportunity please reference the screenshots below.

1) On the Business Connect dashboard, select the **Opportunity** tab**. The Opportunity** page displays.
2) Select on the appropriate Opportunity Name. The **Opportunity Details** page displays.
3) In the top right corner of the screen, select the drop-down button and select **Cancel.**

4) The **Cancel** pop-up screen displays. Select the appropriate reason from the *Cancellation Reason* drop-down.
5) Select **Save.**

Timeslots & Registration

What is a Timeslot?

Timeslots define the volunteer role, start time, end time and number of volunteers required for each specific role in an opportunity. Individuals can register for timeslots to participate in Citizen Connect once the timeslot is published in Business Connect.

- Each opportunity can have multiple timeslots.
- The Volunteer Role defines the nature of the work the individual is required to perform for a specific opportunity timeslot.

Example: A local non-profit has created an opportunity every Saturday that provides free meals to the local homeless population. The opportunity has several different volunteer roles such as Cooking, Serving, and Cleaning. A separate timeslot must be created for each of these specific roles in the opportunity.

Why do Kentucky HEALTH recipients register for timeslots?

By registering for timeslots and participating in the opportunity, Kentucky HEALTH recipients are able to fulfill PATH Community Engagement requirements to maintain Kentucky HEALTH benefits.

What is the Registration?

Registration occurs when Individuals register for opportunity timeslots in Citizen Connect, or when the Business Partner Contact creates a new registration for an individual to participate in an opportunity timeslot in Business Connect. Business Partner Contacts are able to view the registrations in Business Connect and verify individual participation.

- Business Partner Contacts can only create registrations for published timeslots

What do the Registration Statuses mean?

Registrations may have one of the following statuses:

- **Registered**: Default status when an individual registers for an opportunity timeslot
- **Canceled**: Status when the individual or Business Partner cancels the registration

Reporting and Verifying Activity
How do I verify individual's participation in an Opportunity?

Reporting and verifying opportunity hours is specific to each opportunity and the method of verification chosen during the creation process. The different methods of verification for opportunities include the following:

- **Volunteers scan Quick Response (QR) codes provided by Contact**
- **Contact scans Quick Response (QR) codes provided by Volunteers**
- **Report Activity by marking Attendance**
- **Contact verifies through Email**
- **Contact verifies through Text**

Note: Subscribing/unsubscribing to email and text notifications is not related to text and email verification methods for attendance reporting. If you are the facilitator of an opportunity, but you are not subscribed to email or text notifications, you will still receive emails and texts when **Verify Activity through Email** or **Verify Activity through Text** is the selected verification method for the opportunity.

Verify Activity: Volunteers scan QR codes provided by Contact (Non-Profit, For Profit, and MCOs)

Business Partner Contacts with profile administrator access and facilitators of the opportunity have the ability to verify activity hours for a volunteer by providing a Quick Response (QR) code to the volunteer. The Business Partner provides the QR code on the day of the opportunity so that volunteers may scan it using their cell phone after completing the opportunity. The facilitator of the opportunity receives an email with the QR code upon creation of the opportunity, so that they may download and print the code, and bring it on the day of the opportunity. The QR code can also be downloaded from Business Connect if needed. The facilitator and/or a Business Partner Contact with profile administrator access can download the generated QR code so that volunteers may scan it with their cell phone to report their participation in the opportunity.

- In order to use this verification method, **Volunteers scan Quick Response (QR) codes provided by Contact** must be selected in the *How will you verify participation?* section when creating the opportunity
- A QR code is generated and emailed to the facilitator for each published timeslot in the opportunity
- Volunteers can scan the QR code if they participate in the opportunity, even if they did not register for that opportunity timeslot

How do I download the QR code for an Opportunity in Business Connect?

1) On the Business Connect dashboard, select the **Opportunity** tab**.** The **Opportunity** page displays.
2) Select on the appropriate Opportunity Name. The **Opportunity Details** page displays.
3) Select on the **Manage Timeslots** tab.

4) Select on the appropriate **Timeslot ID.**
5) In the top right corner, select **Download QR Code.**

Verify Activity: Contact scans QR codes provided by Volunteers (Non-Profit, For Profit, and MCOs)

Business Partner Contacts with profile administrator access and facilitators of the opportunity have the ability to verify activity hours for a volunteer by scanning a Quick Response (QR) code provided by the volunteer. Volunteers bring the QR code the day of the opportunity so that the facilitator may scan it. Volunteers receive an email with the QR code attached upon registering for the opportunity timeslot and are responsible for bringing it to the opportunity the day of. At the end of the opportunity, the volunteer shows the facilitator the QR code and the facilitator scans it. Business Partners may scan QR codes provided by volunteers either on their cell phone or in Business Connect to verify their participation. Only the facilitator of the opportunity timeslot or a Contact with profile administration access may scan the QR code to verify participation.

- In order to use this verification method, the **Contact scans Quick Response (QR) codes provided by Volunteers** must be selected in the *How will you verify participation?* section when creating the opportunity
- A QR code is generated for each individual upon registering for an opportunity timeslot and sent as an email to the volunteer
    - Note: If a volunteer forgets the QR code on the day of the opportunity, they can use Citizen Connect to manually report their attendance

How do I scan the QR code for an Opportunity in Business Connect?

1) On the Business Connect dashboard, select the **Scan QR** tab**.** The **QR Code Scanner** displays.
2) Scan the QR code provided by the individual.
3) If the QR code is valid, Business Connect generates a new **Report Activity** record.
4) Select **Submit.**

Verify Activity: Report Activity by Marking Attendance (Non-Profit, For Profit, and MCOs)

Business Partner Contacts with profile administrator access and facilitators of the opportunity have the ability to report activity hours for an individual who has registered for an associated time slot. Facilitators of the opportunity should review any hours that are self-reported by the individual to confirm that the correct amount has been entered.

For instructions on how to access and verify this information please reference the screenshots below:

Starting at the **Opportunity Details** page, select **Report Activities.**

Select the individuals whose hours need verification, then select **Attend**

After inputting or adjusting volunteer hours, select **Submit.**

Verify Activity: Report Activity by Marking Attendance (SNAP 50/50 Partners and KCCs)

Business Partner Contacts with profile administrator access and facilitators of the opportunity have the ability to report activity hours for an individual who has registered for an associated timeslot. Facilitators should review any hours that are self-reported by the individual to confirm that the correct amount has been entered.

For instructions on how to access and verify this information please reference the screenshots below:

Starting at the **Opportunity Details** page, select **Report Activities.**

Select the individuals whose hours need verification, then select **Attend**

Input or review the *Start Date*, *End Date*, and *Reported Hours* for each individual, then select **Submit**

Verify Activity through Email (Non-Profit, For Profit, and MCOs)

Business Partner Contacts with profile administrator access and facilitators of the opportunity have the ability to verify activity hours for an individual through email.

- In order to use this verification method, **Contact verifies through Email** must be selected in the *How will you verify participation?* section when creating the opportunity

Individuals use Citizen Connect which triggers an email to the facilitator to verify the reported hours.

The facilitator replies to each email following the instructions provided in the email. Below is an example of the email:

Dear John Smith,

[Individual Name] has reported [# of hours] hour(s) of activity for the [Opportunity Name] held on [Date Range].
Please reply with "Approved" to confirm the reported hours or reply with "Rejected" to reject reported hours. If [Individual Name] reported the incorrect number of hours and it needs to be corrected, reply with "Approved" followed by the corrected number of hours on the next line followed by the word "Hours".

EXAMPLE:
Approved
4 Hours

You may also verify the participant attendance or check more information on opportunity, by visiting the opportunity tab on Business Connect
No personal or private information will be asked.

The information contained in this transmission may contain privileged and confidential information, including personal information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please destroy this message and all copies of the original message. Unauthorized use of privileged and confidential information is prohibited and may result in civil and/or criminal penalties.

The facilitator responds to this email with one of the following responses to verify the individual's participation in the opportunity:

Approved

- This response should be used when the hours reported by the individual are correct. Please do not type anything else in the email

OR

Rejected

- This response should be used when the individual did not participate in the opportunity in which they are reporting for. Please do not type anything else in the email

OR

Approved

4 Hours

- This response should be used when the hours reported by the individual are not correct and need to be adjusted. Please type "Approved" and the hour count directly below with no further explanation in the email

Responding to the email correctly verifies the individual's participation in the opportunity.

Note: If the facilitator responds with an email containing incorrect characters, the system will not recognize it. The facilitator should respond again with the correct email characters.

Verify Activity through Text (Non-Profit, For Profit, and MCOs)

Business Partner Contacts with profile administrator access and facilitators of the opportunity have the ability to verify activity hours for an individual through text.

- In order to use this verification method, **Contact verifies through Text** must be selected in the *How will you verify participation?* section when creating the opportunity

Individuals use Citizen Connect which triggers a text to the facilitator to verify the reported hours.

The facilitator replies to each text following the instructions provided in the text. Below is an example of the text:

Please reply with the number of hours that [Individual Name] has attended for the opportunity – [Opportunity Name]. Please respond in the form of "003365#<Hours>".

The facilitator responds to this text with the following response to verify the individual's participation in the opportunity:

003365#<Hours>

- "003365" is the unique ID. The unique ID that the facilitator receives in the text message is the unique ID that should be used in the response
- "#" is the separator; "#" must be typed after the unique ID and before the number of hours for the system to recognize the information being sent
- <Hours> is the number of hours the individual participated in the opportunity. The facilitator may a whole number or decimal (ex. 2 or 2.5)

Examples of responses are below:

- 003365#2
- 003366#2.5

Responding to the text correctly verifies the individual's participation in the opportunity.

Note: If the facilitator responds with a text containing incorrect characters, the system will not recognize it. The facilitator should respond again with the correct text characters.

QR Codes
What are QR Codes?
Quick Response (QR) codes are a method of verification which can be selected by the Business Partner and are generated once an opportunity is published. The QR

code is specific to each opportunity timeslot and is only valid on the day of the opportunity. There are currently two ways in which QR Codes can be used to report and verify activity:

Volunteers scan Quick Response (QR) codes provided by Contact: Business Partners provide the QR code on the day of the opportunity so that volunteers may scan it using their cell phone after completing the opportunity. When the volunteer scans the QR code using their cell phone camera, the web browser automatically opens Citizen Connect so that they may report the activity.

The facilitator of the opportunity receives an email with the QR code upon creation of the opportunity, so that they may download and print the code, and bring it to the opportunity the day of. The QR code can also be downloaded from Business Connect if needed.

Contact scans Quick Response (QR) codes provided by Volunteers: Volunteers bring the QR code the day of the opportunity so that the facilitator may scan it. Volunteers receive an email with the QR code attached upon registering for the opportunity timeslot. At the end of the opportunity, the volunteer shows the facilitator the QR code and the facilitator scans it. Business Partners may scan QR codes provided by volunteers either on their cell phone or in Business Connect to verify their participation.

- The facilitator may select on the **Scan** QR tab on the Business Connect dashboard to open the QR code scanner

Only the facilitator of the opportunity timeslot or a Contact with profile administration access may scan the QR code to verify participation.

How do I download the QR code for an opportunity in Business Connect?
Quick Response (QR) codes can be downloaded from Business Connect if needed when "Volunteers scan Quick Response (QR) codes provided by Contact" is the selected verification method.

To download the QR code for an opportunity in Business Connect, Users take the following steps:

1) From the Business Connect dashboard, select on the **Opportunities** tab.
2) The **Opportunities** page displays.
3) Select on the appropriate Opportunity name. The **Opportunity Details** page displays.
4) Select on the **Manage Timeslots** tab.
5) Select on the appropriate Timeslot ID.
6) In the **Actions** column, select **Download QR Code.** The QR Code displays.