kynect ability

Together for a better Kentucky

SNAP E&T Providers

Frequently Asked Questions

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General Questions

1. What is SNAP E&T?

SNAP E&T is an Employment and Training Program offered by the Department for Community Based Services (DCBS) and available in all 120 counties. SNAP E&T is a free, additional benefit offered to Kentucky's SNAP recipients ages 16 up to 59 that provides them with opportunities such as education and training activities that lead to employment and self-sufficiency.

2. Who is eligible for SNAP E&T?

Every member of a household age 16 up to 59 who receives SNAP benefits is eligible for SNAP E&T.

3. How do E&T Providers access SNAP E&T?

E&T Providers and E&T Partners access SNAP E&T through the kynect ability widget on Kentucky Online Gateway. Kentucky SNAP Recipients access SNAP E&T through the kynect benefits dashboard that appears after logging into kynect benefits.

4. Who should E&T Providers contact if they need help or assistance in SNAP E&T?

E&T Partners may receive help and assistance in kynect ability by:

- Visiting the SNAP E&T screen on the CHFS website
- Calling the kynect ability hotline at (302) 564-0871
- Emailing SNAPET@ky.gov

5. What languages are available in SNAP E&T?

SNAP E&T is available in English and Spanish.

6. Can SNAP E&T fulfill work requirements?

SNAP E&T is a free and voluntary program that acts as one option to fulfill a SNAP work requirement for those who have it. Anyone may participate in SNAP E&T as long as they:

- Are ages 16 up to 59 years old
- Receive SNAP benefits

When someone participates in SNAP E&T, they:

- Work one-on-one with a coach to find training or employment
- Participate in the E&T component/activity
- Report and verify their E&T hours

E&T Provider Questions

7. Which kynect ability users have E&T Provider access?

These users have E&T Provider access in kynect ability:

- DCBS Staff
- E&T Provider Staff
- E&T Provider Supervisors
- DCBS
- OATS

DCBS and OATS have E&T Provider Read-Only access.

Kentucky Online Gateway

8. What is the Kentucky Online Gateway?

To access a variety of systems across the Commonwealth including kynect ability, E&T Providers must register with the Kentucky Online Gateway, also known as KOG. KOG is used by SNAP E&T Participants, Partners, Providers to access SNAP E&T information in kynect benefits and kynect ability.

9. How do SNAP E&T Providers register for KOG?

To register for KOG, an E&T Provider's agency must send a request to KOG to add the Provider. Once added, KOG sends an email which the Provider uses to login to the system.

10. How do E&T Providers reset their KOG password?

To reset a KOG password, click "Forgot/Reset Password". This link is located in the KOG sign-in box below the "Email Address" field.

11. What are some tips for navigating KOG?

Some tips and best practices for navigating KOG include:

- Use Google Chrome to access KOG.
- Use Incognito on Google Chrome if multiple KOG users access the same computer.
- Use a unique and valid email address. This email address is used to verify the KOG account and reset passwords.

12. What is Identity/ID proofing?

Identity proofing is an additional layer of security during the KOG onboarding process. When creating a KOG account, users are asked to provide a set of core credentials including:

Required:

- Full Legal Name
- Date of Birth
- Gender

Optional:

- Social Security Number
- Current Residential Address
- Personal Telephone Number

Experian uses these core credentials to locate personal information in Experian and generate a set of questions to verify a user's identity to the appropriate level of assurance with the information provided. This identity proofing does not impact a user's credit score. Most users complete the ID proofing process in less than five minutes. Experian is required by law to securely maintain this data for seven years.

Agency Management

13. How do E&T Providers create/manage agencies?

Provider Supervisors and the DCBS Staff create and manage agencies from the Agency List View screen on the "Agency" tab located near the top of the kynect ability dashboard. To create a new agency, select the "New" button, and to manage an existing agency, select the "Edit" button. Agencies are standalone accounts that are not related to Chapters, Contacts, or Opportunities and are used by E&T Providers to refer citizens to these agencies.

E&T Partner Management

14. How do E&T Providers create/manage Chapters?

Provider Supervisors and DCBS Staff create and manage Chapters from the "Chapters" tab. To create a new Chapter, select the "New" button, and to edit an existing Chapter, click the "Edit" button.

The Chapter Details screen, accessed by selecting a Chapter's name from the Chapter List view, displays the details associated with a Chapter.

15. How do E&T Providers create/manage Contacts?

Provider Supervisors and the DCBS Staff may create and manage Contacts by using the Manage Contacts screen, which displays all the Contacts in an E&T Partner Account and is reached through the "Chapters" tab. Users with the E&T Provider access view Contact details by clicking the Contact name.

Provider Supervisors and DCBS Staff select "New" to create a new Contact for the agency and select "Edit" to edit details of an existing Contact.

16. Can E&T Partner Agencies and Chapters be deactivated?

Provider Supervisors and the DCBS Staff may deactivate an E&T Partner by marking its status as “Cancelled” on the E&T Partner Details screen. They deactivate Chapters by marking their status as “Deactivated” on the Agency – Chapter screen. These actions send a request to KOG to deactivate all users and cancel all Opportunities, Time Slots, and Referral Placements associated with the E&T Partner or Chapter

SNAP E&T Participants and Case Management

17. Where/how does an E&T Provider find a SNAP E&T Participant’s personal, benefits, and assessment information?

E&T Providers may find a SNAP E&T Participant’s personal information, benefits, and assessments on the Details screen. The Individual Details screen is queued for E&T Providers when searching for SNAP E&T Participants using the top Search Bar, “Individual” tab, or by selecting an Individual ID hyperlink. The Details screen contains tabs that allow an E&T Provider to see a SNAP E&T Participant’s personal information, benefits, and assessments.

18. Where/how do E&T Providers manage Assessments, Convictions, and Pending Charges?

E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff view and manage Assessments, Convictions, and Pending Charges from the “Assessments” tab on the Individual Details screen. On this screen, view specific Assessments/Convictions & Pending Charges by clicking on their ID and create new ones by selecting the “New” button. Providers may only complete one Assessment for each Participant and only if the citizen is SNAP-approved with “Allowed to Volunteer.”

19. Where do E&T Providers view a SNAP E&T Participant’s benefits?

E&T Providers view a SNAP E&T Participant’s enrolled programs, benefits, income/expenses, income information, and family information on the “Benefits/Household” tab available on the Individual Details screen.

20. How do E&T Providers create a Good Cause Request for a SNAP E&T Participant?

Provider Supervisors, Provider Staff and DCBS Staff create a Good Cause Request for a SNAP E&T Participant by navigating to the “Work Participation” tab accessed through the Individual Details screen and selecting the “New” button in the Good Cause Request section.

21. How do E&T Providers create and manage SNAP E&T Participant activities?

Provider Supervisors, Provider Staff and the DCBS Staff create and manage SNAP E&T Participant activities from the Activity Tracking section of the Individual Contact screen. Create a new activity by clicking the "New" button in the top right of the Activity Tracking section to open the Report a New Activity screen. Enter the activity details and click "Save." Click the "Activity Tracking ID" from the Activity Tracking section to be taken to the Activity Details screen. The activity details can be edited by clicking the "Edit" button in the top right of the screen.

22. How do E&T Providers create a transportation payment request for a SNAP E&T Participant?

Provider Supervisors, Provider Staff, and DCBS Staff create transportation payment requests by accessing the Create Transportation Payment screen from the Transportation Payment section under the Work Participation Tab on the Individual Contact screen.

To make new transportation payments, Provider Supervisors, Provider Staff and DCBS Staff click the "New" button in the Transportation Payments section, which opens the Transportation Payment screen prepopulated with the Participant's Name and Requested Date as the current system date. Then, enter the remaining information and click on "Save" to issue the transportation payment.

23. How are SNAP E&T Participants notified when E&T Providers perform actions for them in SNAP E&T?

SNAP E&T Participants should access their SNAP E&T Notifications through the kynect benefits "Message Center." This screen allows a SNAP E&T Participant to view their notifications in one place. Any critical notifications are displayed on the dashboard under the welcome message as well.

SNAP E&T Participants are notified when E&T Providers accept or reject their transportation payment requests, Good Cause requests, or reported activity hours. They are also notified when placed in an Opportunity or if an Opportunity is cancelled.

24. How do E&T Providers print a SNAP E&T Participant's forms?

In order to print a SNAP E&T Participant's forms, E&T Providers access the Print Individual Forms pop-up screen through the Individual Details screen or any subsections of the Individual Details Screen and use it to locally print a SNAP E&T Participant's forms such as Referral Placements and work site agreements. Upon selecting the form to print and clicking "Add to Correspondence," the form is added to the "Correspondence" tab for the E&T Providers to print locally.

Opportunities

25. What are Opportunities and how do E&T Providers create/manage/cancel them?

Opportunities are the activities posted by E&T Partners that allow SNAP E&T Participants to participate in training and educational activities. Provider Supervisors and Provider Staff manage Opportunities and place SNAP E&T Participants into Time Slots, but only E&T Partners and DCBS Staff may create Opportunities and Time Slots. E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff edit Opportunities by navigating to the "Opportunities" tab from the top of the kynect ability dashboard and selecting a specific Opportunity from the list or from the related tab of accounts. Here, they select an "Edit" option to manage the Opportunities.

To cancel an Opportunity, the Provider should navigate to the Opportunity Details page, update the Opportunity's status to cancelled, and input a reason for cancellation.

26. Are E&T Providers able to create/manage/cancel Time Slots?

Time Slots are created when Opportunities are created, and as a result, only E&T Providers and the DCBS Staff may create Time Slots.

To manage Time Slots, E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff visit the "Time Slots" sub-tab located on an Opportunity Details screen and manage a specific Time Slot by selecting its ID from the drop-down list. From here, they create a Referral Placement for the SNAP E&T Participant to place them into a Time Slot.

To cancel a Time Slot, Provider Supervisors and DCBS Staff should navigate to Time Slot details tied to an Opportunity, mark the Time Slot as cancelled, and enter a reason for the cancellation.

27. What is a Referral Placement?

Referral Placements are created when SNAP E&T Participants are placed into an E&T Partner's Opportunity Time Slot by that E&T Partner or an E&T Provider.

28. How do E&T Providers create/edit/cancel a Referral Placement?

E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff create and manage Referral Placements for SNAP E&T Participants by going to the "Work Participation" tab on the Individual Details screen. Select "New Referral Placement" to create a new Referral Placement or the ID Number of a specific Referral Placement to edit an existing one.

To cancel a SNAP E&T Participant's registration/Referral Placement, the Provider Supervisor/Staff or DCBS Staff should navigate to the Opportunity Registration Details screen and change the SNAP E&T Participant's registration status to "Cancelled." The Provider must provide a cancellation reason.

29. How do E&T Partners know when a referral placement for their Opportunity has been made by an E&T Provider or another Partner?

When an E&T Provider or Partner refers a Participant to an E&T Partner's Opportunity, the E&T Partners receive a notification in the Notification Center. The notification tells the Partner to review the Participant's Referral Placement.

30. How do E&T Providers report a change to kynect benefits?

E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff report information to Worker Portal by selecting the "New" button on the "Report a Change to kynect benefits" section of a Participant's Benefits/Household Details screen. This action triggers the "Report a Change to kynect benefits" pop-up for the Providers and DCBS Staff where they make changes for the SNAP E&T Participant.

Announcements

31. What is a chatter group?

Chatter groups consist of owners, members, and group managers and feature posts and announcements with which these users view and interact (like, comment, share). DCBS Staff and E&T Provider Supervisors create posts, including announcements, to share information with the E&T Provider staff.

32. How do Provider Supervisors and DCBS Staff post/edit announcements?

E&T Provider Supervisors and DCBS Staff post announcements to the groups for which they are the group managers on the "Post Announcements" page. They access this page by selecting a group from the Announcements List View page on the "Chatter" tab. These posts are edited by clicking the arrow beside the post and selecting "Edit."

Office, User, and Task Management

33. How do Provider Supervisors and DCBS Staff set up and edit an office?

E&T Provider Supervisors and DCBS Staff view the Office list by selecting the "Office" tab from the navigation panel after logging in to kynect ability. Then, they use the "New" button to create new offices and the "Edit" button to edit existing offices.

34. How do Provider Supervisors and DCBS Staff set up a new service area for an office?

E&T Provider Supervisors and DCBS Staff set up a service area for the office by selecting the "New" button under the "Setup Service Area" tab. They edit service areas using an inline "Edit" option on the summary screen or the "Edit" button on the Details screen. A service area is a collection of counties and zip codes that a particular office is serving.

35. How do Provider Supervisors and DCBS Staff add new office staff?

E&T Provider Supervisors and DCBS Staff add users to the offices they have set up. To do this, navigate to the New Office Staff screen by selecting the "New" button on the "Office Staff" tab.

36. How do Provider Supervisors and DCBS Staff view employee information?

E&T Provider Supervisors and DCBS Staff view employee information through their Employee Profile. This is found using the global search bar located at the top of each kynect ability screen.

37. How do Provider Supervisors and DCBS Staff create, assign, and release Tasks?

kynect ability creates the following Task types when it receives an update from the Document Management System that forms have been uploaded for review:

- Review SNAP Referral Notice
- Review Training Site Agreement
- Review E&T Activity Report
- Job Application Contact Report

Once created, E&T Provider Supervisors and DCBS Staff assign multiple Tasks to users by following the steps below:

1. Select one or more Tasks in Task List view
2. Click "Assign" button to select an E&T Provider Staff member
3. Use the pop-up that appears to search for and select yourself or a Provider Staff member in the same office whose queue assignment matches the Task queue. If a user's queue assignment does not match the Task queue, then the user will not show in the pop-up.
4. Click "Save" to assign the selected Tasks

To release Tasks, Provider Supervisors or DCBS Staff members select one or more Tasks in the Task list view and click "Release" to put the Tasks back to the queue.

38. How do E&T Providers start and close a Task?

E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff start working on a Task by clicking the "Start" action from the Task list view. When the Task is completed, they close the Task, and the system changes the Task to completed and assigns a value to "Time to Complete Task."

39. What are Reception Logs?

E&T Provider Supervisors, E&T Provider Staff, and DCBS Staff use Reception Logs to manage Lobby activity in an office. When a SNAP E&T Participant walks into an office or calls, the Provider navigates to the Home Page by clicking the "Home" tab. Then, the Provider may start a new Reception Log by clicking the "New Reception Log" button from the top left of the Home Page. Finally, the Provider may complete a Reception Log by selecting an office, a reason for the visit and entering the Individual's name, and any additional comments.