

kynect resources

Frequently Asked Questions – Partners

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General Information

Q1. What is kynect resources?

kynect resources is an interactive portal designed to connect Kentucky residents with a wealth of resources across the Commonwealth. kynect resources is a user- friendly platform to connect Kentuckians with local community partner organizations based on their interests and needs. It features a streamlined process that improves the existing referral process for community partners and helps move residents towards self-sufficiency.

Q2. What is the purpose of kynect resources?

The purpose of kynect resources is to create a user-friendly platform where Kentucky residents have access to a customized list of resources based on their interests and needs. The goal of kynect resources is to provide support to Kentuckians by connecting residents with community partners that can provide coordinated care based on their unique interests and needs.

Q3. How much does it cost to use kynect resources?

kynect resources will always be free for all users.

Q4. How was kynect resources designed?

The kynect resources design is based on field research and input from Kentuckians to optimize the user experience, allowing residents to easily find services that best suit their needs. Residents have the opportunity to fulfill a variety of needs through a single platform, while maintaining privacy and control over their information.

Q5. Who is using kynect resources?

kynect resources can benefit Kentucky residents, Application Assisters, Community Partners, and DCBS caseworkers. The platform allows the various stakeholders to connect through a referral system, creating an environment for residents to request and receive support.

- **Residents:** All Kentucky residents may access kynect resources to connect with community partners and request support. kynect resources makes it easy for users to input needs and browse through support options, while maintaining privacy and control over who views their data.
- **Community Partners:** kynect resources allows community partners to create and receive referrals, view and request information from residents, and contact and provide support to residents through an organized, user-friendly platform.
- **Application Assisters:** kynect resources provides assisters with a tool to create referrals and help connect residents to a variety of partners. Assisters are significant to the adoption and utilization of kynect resources and benefit from the increased efficiency, access, and seamless user experience.

Q6. Where can kynect resources users find training materials?

kynect resources users can navigate to their profile icon in the top right corner of every screen and select “Help” to navigate to a series of training materials including micro videos highlighting key functionality.

Q7. What is Benefind?

Benefind is Kentucky’s integrated eligibility and enrollment system for state programs like Medicaid, SNAP, TANF, and Child Care.

Onboarding

Q8. How does a community partner begin the onboarding process?

To begin the onboarding process, the partner must first navigate to the kynect resources site, select “Get Started”. Then, the partner can search for their organization by name or city and select “Claim My Site”. After the access request is reviewed and approved by the United Way, the partner will receive an email with instructions to create a Kentucky Online Gateway (KOG) account. KOG credentials will be used to access the kynect resources system.

Q9. What if my organization is not listed in 211?

If you don’t see your organization listed in the search results, call 211 to get your organization added to the 211 directory.

Q10. Who approves the site claim requests?

When a Community Partner submits an access request for kynect resources, the request is sent to the United Way for review. After the United Way reviews and approves the request, an email with instructions to start the KOG registration process is sent.

Q11. What is the Kentucky Online Gateway?

In order to access a variety of systems across the Commonwealth including kynect resources, users must create a registration with the Kentucky Online Gateway, also known as KOG. To begin this registration process, you can go to the kynect resources home page and select “sign up”.

Q12. Does every kynect resources user need a KOG account?

Yes - All kynect resources users must have a KOG account, as they will use their KOG credentials to access kynect resources. KOG accounts and passwords must not be shared.

However, users can still access kynect resources as anonymous users without creating a KOG account but will not have access to the personalized dashboard and other features that allow residents and partners to follow or track progress.

Q13. What are some tips for navigating KOG?

Some tips and best practices for navigating KOG include:

- KOG performs optimally in Google Chrome.
- If multiple KOG users access the same computer, Google Chrome Incognito browser should be used.
- The user’s email address should be unique and valid – this will be used to verify the KOG account and reset passwords. The email address will also be equivalent to the user’s KOG username.
- Make sure to remember the security questions and answers since these will be used if a password needs to be reset.

Q14. How can a resident, partner, or Application Assister manage their notification preferences?

kynect resources users can navigate to their profile icon on the top right corner of every screen and select “My Account” to manage their information and notification preferences.

Q15. What is Identity/ID proofing?

Identity proofing is an additional layer of security during the onboarding process. When you create an account, you will be asked to provide a set of core credentials including:

- Full Legal Name

- Social Security Number (Optional)
- Date of Birth
- Gender
- Current Residential Address (Optional)
- Personal Telephone Number (Optional)

Experian uses your core credentials to locate your personal information in Experian and generate a set of questions. Experian will attempt to verify your identity to the appropriate level of assurance with the information you provided. Most users are able to complete the ID proofing process in less than five minutes. Experian is required by law to securely maintain this data for seven years.

Community Partners

Q16. What is a referral?

Referrals are requests for help or support that are sent on behalf of a resident to a Community Partner, so that the partner can connect with the resident directly. In kynect resources, Community Partners in both the admin and staff roles may create referrals for residents. This feature allows Community Partners and Application Assisters to play a key role in connecting residents to resources across the Commonwealth.

A referral can only be created for a resident if they have consented to sharing their full profile information with that Community Partner or Application Assister. If the resident has only opted into sharing contact information but not granted full access, the partner will not be able to create a referral.

Q17. Are there different types of referrals?

There are different types of referrals in kynect resources. A Community Partner or Application Assister may refer residents to different resources or different organizations, or residents may refer themselves.

For example, if a community partner cannot provide the necessary support to a resident, the partner is able to make a referral to another community partner in kynect resources.

When the resident selects “Connect” next to a resource, the system generates a self-referral and the community partner offering the resource receives a referral in the referral inbox.

Q18. Where can a partner view referrals?

A community partner can view all the referrals created for their organization in the referral inbox.

Q19. What is the difference between Referral Outbox and Referral Inbox?

The Referral Inbox houses all the referrals received by your organization. The Referral Outbox houses all the referrals sent by your organization.

Q20. What is a resident’s “OneView”?

Community Partners and Application Assisters can (with the resident’s consent) view a resident’s comprehensive information through their OneView profile. A resident’s OneView houses all their information including contact information, referral history, household information, and program enrollments, and notes entered by community partners. Community Partners can also view a resident’s “My Plan”, add notes for each referral present in the plan, and communicate with a resident directly via email through OneView.

Q21. What are the different Community Partner user roles?

There are two community partner access levels: **staff and admin**.

The **staff role** can process referrals, search for residents, and view a resident’s OneView if they have permission. This role has “read only” access for organization details, location details, and resource details.

The **admin role** has access to all staff level functionality as well as adding and editing team members, managing the organization’s profile, adding and editing location details, and adding and editing resources. An organization can have more than one admin if needed.

Q22. How can partners request access to view a resident’s information?

There are two views of your information: Contact information and your full profile. The resident can opt in to sharing their contact information to all partners and then partners can request full profile access to view more information.

Contact information includes ID number, gender, date of birth, preferred contact method, phone number, and email. A resident’s full profile includes address, household composition, program enrollments, and notes entered by a community partner.

Q23. What is “My Team” in kynect resources?

On the “My Team” page, an admin community partner can edit existing team members or invite new team members to join kynect resources.

Q24. If a staff member leaves the agency, how is their access removed? Will business partners have an “admin” that has the ability to disable users who no longer need kynect resources access?

Community Partner admin will have the ability to mark a team member’s status as “inactive” which will disable their access into the kynect resources system. In the case of a Community Partner admin leaving the organization, they should designate another user as “admin” in kynect resources. An organization can have multiple admin users.

Q25. Is there a limit to how many locations an organization can add?

No – an organization can add as many locations as necessary.

Q26. If a community partner makes updates to their profile, do they need to go through the ID proofing process again?

No – the community partner does not need to go through ID proofing again if they make updates to their profile.

Q27. If a community partner already has resources in United Way 211, will those resources appear in kynect resources?

Yes – if an organization has resources entered in 211, those resources will appear in kynect resources.

Q28. When I upload documents under “Reference Materials”, where will those be visible in the system?

The documents uploaded under “Reference Materials” for a resource will appear on the “Resource Details” screen in kynect resources. This will be public information on kynect resources.

Residents

Q29. As a resident, can I use my already existing KOG account from another application?

Yes – You can use your existing KOG credentials when creating an account with kynect resources.

Q30. What is “My Plan”?

In kynect resources, residents have access to a “My Plan” page where they can manage, rate, and share resources.

Q31. What is “My Resources”?

Under the “My Resources” tab on the “My Plan” page, residents may view all the resources they’re currently receiving in the system. This list of resources includes resources added by the resident as well as resources added via a referral from a community partner or assister.

Q32. What does it mean if a resource is in the “Completed Resources” tab? Resources in the “Completed Resources” tab have been completed and rated by a resident. Once the resident is finished with a resource, they can click “Rate” to rate the resource and add any relevant notes about the resource. Then, the resource will be added to the “Completed Resources” tab.

Q33. How can a resident add a resource to their plan?

By clicking “Connect” next to a resource, the resident can add that resource to their plan.

Q34. Some community partners are labeled as “KY Partners” in kynect resources – what does this mean?

The “KY Partner” label indicates the community partner has been onboarded to kynect resources and has access to referrals. If an organization is missing the “KY Partner” label, the resident should click “Connect” next to the resource and then contact the community partner directly via the contact information on the site.

Q35. How can a resident edit their account information?

Residents can navigate to their profile icon on the top right corner of every screen and select “My Account” to manage their information, notification preferences, needs, and interests.

Q36. How can a resident search for resources?

A resident can search for resources by category or keyword in the search field on the top navigation bar on all screens in kynect resources.

Q37. Can a resident search for resources more than once?

Yes – residents can search for resources and utilize kynect resources as much as they would like, as their circumstances may change at any time and they may want to explore new topics.

Q38. Is there a maximum amount of resources a resident can add to their plan?

No – a resident can add as many resources as they wish to their cart.

Privacy Settings

Q39. How can residents manage their privacy settings?

Residents can manage who has access to their full profiles on their “Privacy Settings” page. Here they can view partners and Application Assisters that have requested access to their profile and select either “Approve” or “Deny”.

Q40. Can I revoke access from an organization?

Yes - Residents also remove full profile access from a partner or Application Assister at any time by selecting “Remove” on the “Privacy Settings” page.

Q41. If an Application Assister already has access to a resident’s information in Benefind SSP, will they still need to request access to view the resident’s information in kynect resources?

Yes – you will need to request access in kynect resources.

Q42. If someone is already in Benefind and does not have an email address or access to the internet, and they do not want their information included in kynect resources, how do they opt out?

kynect resources is integrated as a part of the state IEES system. As such, limited information that a resident has provided to the state is searchable by authorized users according to role.

Community Partners who have completed training and have completed on boarding requirements for kynect resources, are authorized users with access to the search function. A community partner should only conduct a search when assisting a resident who has provided three pieces of identifying information for the purpose of conducting a kynect resources search. If a resident has been referred to a community partner, the organization may only use the contact email or text function in the system to gain resident consent. Capturing or retaining resident email or contact information by community partners outside the system or for other use is prohibited.

Residents who want to actively use kynect resources themselves will need to create an account if they do not already have a KOG/Benefind account. This would require an email address and internet access.

Q43. Why do some residents not appear searchable in kynect resources, even if they have an account in Benefind?

Residents with kynect resources accounts can click “Opt Out” on their “Privacy Settings” screen to remove themselves from search results in kynect resources.

Q44. What if a resident does not have access to kynect resources to grant consent?

Residents do not need to log into kynect resources to accept an organization’s access request. Residents can either respond to the “Request Consent” email to grant the organization access, or work with the organization to provide verbal consent.

Residents also do not need to log into kynect resources to view or respond to referrals – this function can be completed via email outside of the system if necessary.

Eligibility

Q45. What is Medicaid?

Medicaid is healthcare available to low-income individuals and families who fit into an eligibility group that is recognized by federal and state law. Individuals that are Kentucky residents and United States citizens (or qualified aliens) in need of health care and insurance assistance living at or below 138% FPL (Federal Poverty Level) are eligible. For more information, see the [CHFS Medicaid Enrollment page](#).

Q46. What is SNAP?

The Supplemental Nutrition Assistance Program (formerly called Food Stamps) provides low-income households with benefits debit card to purchase food at stores authorized by USDA. Families that are Kentucky residents and United States citizens (or qualified aliens) meeting certain low-income levels based on household size (e.g.

\$16,237 total income per year for a household size of 1) are eligible. Households may have \$2,000 in countable resources, such as a bank account, or more if at least one person is aged or disabled. For more information, see the [CHFS SNAP information page](#).

Q47. What is KTAP?

The Kentucky Transitional Assistance Program (KTAP) also known as Temporary Assistance for Needy Families (TANF) provides financial and medical assistance and supportive services to assist the family, helping them achieve economic self- sufficiency. Families that are Kentucky residents and United States citizens (or qualified aliens) with children who are deprived of parental care and support of one or both parents due to unemployment, absence, incapacity (disability), or death are eligible. KTAP

payments to families are based on family size and income. For more information, see the [CHFS KTAP information page](#).

Q48. What is CCAP?

Child Care Assistance Program (CCAP) provides subsidies to help families pay for quality child care while enabling parents to work, further their education, etc. For more information, see the [CHFS CCAP page](#).