kynect ability

Together for a better Kentucky

SNAP E&T Partners

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 Partners access SNAP E&T?

E&T Partners and E&T Providers 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 Partners contact if they need help or assistance in kynect ability?

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 does fulfill the SNAP work requirement. 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

Kentucky Online Gateway

7. What is the Kentucky Online Gateway?

To access a variety of systems across the Commonwealth including kynect ability, E&T Partners 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.

8. How do E&T Partners register for KOG?

To register for KOG, if your agency is already an E&T Partner, contact your direct supervisor to gain access to KOG or contact one of the E&T specialists at SNAPE&T@ky.gov for further instructions.

If your agency is not currently in the kynect ability system, begin the registration process by going to the kynect ability home page and have your agency's representative select "Sign-Up."

9. How do E&T Partners 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.

10. What are some tips for navigating KOG?

- 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.

11. 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.

SNAP E&T Partner Onboarding

12. What is a SNAP E&T Partner?

SNAP E&T Partners provide opportunities for Kentucky residents participating in SNAP E&T to identify goals, provide case management, and provide training or education that leads to viable employment. The E&T Partner may provide these opportunities online, in-person, or a combination of the two. SNAP E&T Partners may onboard to kynect ability once they are approved as a SNAP E&T Partner by the state.

13. Who submits the E&T Partner onboarding application?

The E&T Partner onboarding application is submitted by the agency's point of contact. This person becomes the E&T Partner's Profile Administrator and receives updates about the onboarding application. The Profile Administrator may only submit one onboarding application to ensure that the agency is only listed once in the system.

If the Profile Administrator changes during the application, the former Profile Administrator may access the application to update the contact information for the new Profile Administrator. The DCBS staff member reviewing the application may also update the contact information if the former Profile Administrator is unable to do so.

14. What do the onboarding application statuses mean?

Once submitted, the onboarding application has one of four statuses:

- **Under Review**: Application is still under review and a State representative is currently processing it.
- **Approved**: A State representative reviewed and approved the application.
- **Rejected**: A State representative reviewed and rejected the application, or the system rejected the application due to a duplicate Agency already existing in the system.
- **Cancelled**: The Profile Administrator cancelled the onboarding application.

15. How do E&T Partners track the status of my onboarding application?

The Profile Administrator tracks the status of an onboarding application by entering the tracking number, their last name, and email on the kynect ability landing page.

16. How do E&T Partners cancel an onboarding application?

To cancel an onboarding application, track the application from the kynect ability landing page. From here, the Profile Administrator views the application on the View Onboarding Application page. Then, they may choose to cancel the application by selecting the "Cancel Application" button and must provide a reason for that cancellation in the Cancel Onboarding Application pop-up screen. A Profile Administrator may only cancel the application if its status is still "Under Review."

E&T Partner Profile Administration

17. What is a Profile Administrator and how do E&T Partners add new Profile Administrators to their agency?

The Profile Administrator is an agency's point of contact. They have the highest level of permissions within an E&T Partner. Profile Administrators may:

- Create new Chapters
- Onboard additional Profile Administrators and Contacts
- See all Chapters, Contacts, and Opportunities
- Create/Cancel Opportunities and Time Slots
- Create/Cancel SNAP E&T Participant registrations to all Opportunity Time Slots
- Perform verification of SNAP E&T Participant participation through the available methods

A Profile Administrator may create a new Profile Administrator by accessing the Contacts section under the "Administration" tab and selecting the "New" button. If the current Profile Administrator is leaving the agency, make sure to add a new Profile Administrator as a replacement.

18. What is an E&T Partner Contact?

E&T Partner Contacts belong to a Chapter which are sub-organizations of an E&T Partner. They may edit their own Contact profile except for their email and Chapter field. Contacts may view all Chapters, Opportunities, and the details of all Contacts in their agency.

Once they receive access, Contacts perform the following functions in kynect ability:

- Create/Cancel Opportunities and Time Slots for their Chapter
- Create/Cancel SNAP E&T Participant registrations to Opportunity Time Slots for their Chapter
- Perform verification of SNAP E&T Participant participation through the available methods

19. How do E&T Partners onboard and manage Contacts?

Using the kynect ability dashboard, Profile Administrators create new Contacts by clicking on the Contacts section under the "Administration" tab. They then input contact information about the user, and the system sends the new Contact an email and instructions needed to create a KOG account.

Once created, Profile Administrators may activate, deactivate, and resend registration links to Contacts.

Please note: KOG registration links are time sensitive and expire within 24-48 hours and must be reset if not used within this time frame. Contacts should be sure to check their spam inboxes for registration links.

20. What are Business Profiles and how do E&T Partners manage them?

Business Profiles are created during E&T Partner Onboarding after the onboarding application is approved. The Business Profile includes information about the E&T Partner, including Organization Details, Opportunities Offered, and Training Details. Profile Administrators can view, edit and update the Business Profile by clicking the "Edit" button in the top right of the Business Profile screen.

21. What are the User Profiles and how do E&T Partners manage them?

The User Profile provides information about Profile Administrators and Contacts and includes information such as their agency, job title, and contact information. Profile Administrators and Contacts edit and update their information by clicking the "Edit" button in the top right of the User Profile screen.

22. How do E&T Partners create new Chapters for their agency?

To create a new Chapter, the Profile Administrator should select the "New" button from the Chapters menu on the kynect ability dashboard. The Profile Administrator provides the Chapter's name, phone number, and physical address and assigns Contacts to Chapters.

23. How do E&T Partners resend a registration link?

To resend a registration link, Profile Administrators view a Contact's profile via the kynect ability dashboard by navigating to the Contacts section of the "Administration" tab and choosing a Contact. If that Contact's registration link is expired, Profile Administrators may send the link again by selecting "Resend Registration Link" from the Contact's Profile. Registration links are time sensitive and expire within 24-48 hours and must be reset if not used within this time frame. Contacts should be sure to check their spam inboxes for registration links.

KOG registration links are also sent to Contacts whenever E&T Partners update a Contact's access level or activate a previously deactivated Contact.

24. How do E&T Partners edit their agency details?

The Profile Administrator updates agency details by selecting the "Edit" button at the top of the Business Profile accessed from the "Administration" tab. The following details may not be edited:

- Organization Name
- Organization Type
- FEIN
- KEIN

25. How do E&T Partners edit/delete existing Chapters and Contacts in the SNAP E&T system?

Contacts edit their own Contact information in kynect ability by clicking "Edit" on the View Contact page. This opens the Contact page in edit mode where the Contact modifies all details associated with the Contact except for Chapter and email address. Profile Administrators may edit the information of any Contact in the system.

Profile Administrators may edit Chapters from the "Chapter List View" page which is found under the "Administration" tab in kynect ability.

26. How do E&T Partners deactivate a Contact that is no longer active?

To deactivate an inactive Contact, Profile Administrators should navigate to a Contact using the search bar at the top of kynect ability. From there, select the "Deactivate" button at the top of the screen. They must then provide a reason for deactivation. KOG must confirm this deactivation before the status of the Contact becomes "Deactivated."

SNAP E&T Participants and Case Management

27. Where/how do E&T Partners find a SNAP E&T Participant's information?

To view a SNAP E&T Participant's information, E&T Partners may search for the Participant using the global search at the top of kynect ability. Clicking on the result takes the E&T Partner to the Participant's Individual screen. From here, the E&T Partner views a SNAP E&T Participant's information by clicking on the "Details" tab.

28. Where/how can E&T Partners view and create Assessments, Convictions, and Pending Charges?

E&T Partners may view Assessments and Convictions/Pending Charges from the "Assessments" tab within the Individual Details screen. An E&T Partner may create new Assessments with the "New" button and new Convictions/Pending Charges on the "Conviction & Pending Charges" list on this tab.

29. What kind of information do Assessments provide about SNAP E&T Participants?

Assessments provide information about a SNAP E&T Participant's employment history, childcare needs, and transportation options.

30. Where do E&T Partners view the benefits a SNAP E&T Participant receives?

E&T Partners view information about a SNAP E&T Participant's benefits on the "Benefits/Household" tab on the Participant's Individual screen. Here, a Partner may see the benefit programs a Participant is enrolled in as well as family, disability, and income information.

Opportunities

31. How do E&T Partners create/edit an Opportunity?

Profile Administrators and Contacts create Opportunities in kynect ability through the Opportunity Wizard. The Opportunity Wizard is accessed by selecting the "Opportunities" tab from the top navigation of kynect ability and opening the Opportunity List View. The Contact needs to provide a detailed description, location and date, and SNAP E&T Participant details for the Opportunity.

To edit an Opportunity, choose the Opportunity from the Opportunity Summary screen, and select the "Edit" button at the top of the page. Opportunities may not be edited after it's been published or started.

32. Where do E&T Partners view their created Opportunities?

E&T Partners view their created Opportunities in the Opportunity Summary screen which is opened by selecting the "Opportunities" tab in the kynect ability dashboard.

33. How can E&T Partners create/edit Time Slots for their Opportunities?

E&T Partners may create/edit Time Slots for their Opportunities by navigating to the "Manage Time Slots" tab on the Opportunity Details screen. Once there, E&T Partners select "New" or "Edit" to create or edit Time Slots for their Opportunities.

34. What is a Referral Placement?

Referral Placements are created when SNAP E&T Participants are placed into an Opportunity Time Slot by an E&T Partner or E&T Provider through kynect ability.

35. How do E&T Partners create Referral Placements for Opportunities provided by their agency or other agencies?

Profile Administrators and Contacts create Referral Placements for SNAP E&T Participants for their agency's or another agency's Opportunity by going to the "Work Participation" tab on the Individual Details screen and selecting "New Referral Placement."

36. How do E&T Partners send a message to their Opportunity's registered SNAP E&T Participants?

To send a message to an Opportunity's registered SNAP E&T Participants, click on the "Send Message" button on the Registration List View page found under the "Opportunities" tab. This triggers a pop-up box where the Contact sends a message to all Registered SNAP E&T Participants for an Opportunity or just those for a specific Time Slot. These messages appear in the Participant's Message Center on kynect benefits.

37. How do E&T Partners cancel an Opportunity?

To cancel an Opportunity, access the Edit Opportunity Details Screen by choosing a specific Opportunity from the Opportunity List found under the "Opportunities" tab. Profile Administrators and Contacts cancel an Opportunity by updating the status of the Opportunity on this screen. To confirm the cancellation, the Profile Administrator or Contact must enter a valid cancellation reason and save the status. Cancelling an Opportunity also updates the status of all Time Slots to "Cancelled."

38. How do E&T Partners review referrals created by other agencies for their Opportunities?

E&T Partners view referrals created by other agencies at the “Referral/Placements” tab on either the Opportunity Details page or the Time Slot Details screen.

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.

39. 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.

40. How do E&T Partners create and mark the attendance of SNAP E&T Participants at their Opportunity?

Profile Administrators and Contacts create and mark the attendance of SNAP E&T Participants at their Opportunity by selecting the “Attended/Not Attended” button on the Report Activity tab. This action prompts a “Create Attendance” pop-up screen where they verify a SNAP E&T Participant’s attendance at an Opportunity.

41. What information do E&T Partner Reports provide about Opportunities?

E&T Reports provide the following information:

- Published Opportunities by Month
- Hours by Month
- Referral/Placements by Month
- SNAP E&T Participant Participation by Month