


kynect
resources
Together for a better Kentucky.



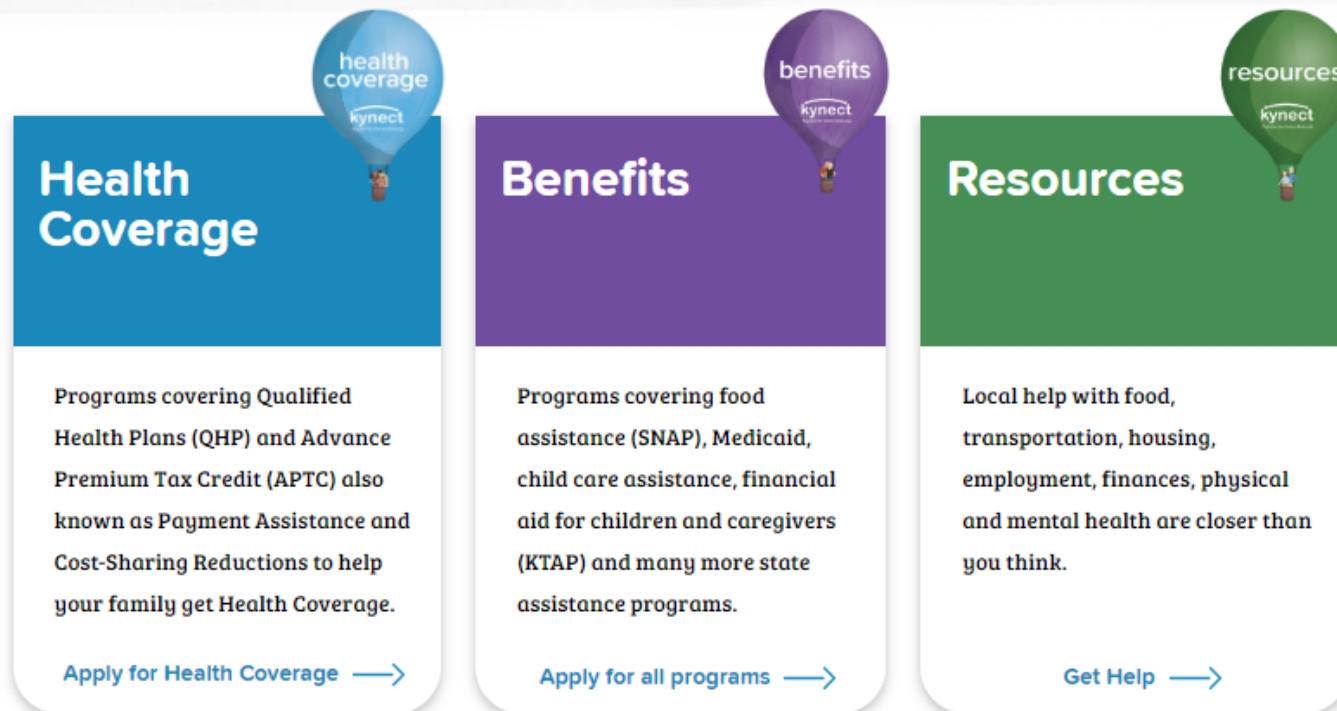
kynect resources Resident Overview

kynect is the Cabinet for Health and Family Services program family for health coverage, benefits, and resources.



kynect

Together for a better Kentucky



Health Coverage

health coverage
kynect

Programs covering Qualified Health Plans (QHP) and Advance Premium Tax Credit (APTC) also known as Payment Assistance and Cost-Sharing Reductions to help your family get Health Coverage.

[Apply for Health Coverage](#) →

Benefits

benefits
kynect

Programs covering food assistance (SNAP), Medicaid, child care assistance, financial aid for children and caregivers (KTAP) and many more state assistance programs.

[Apply for all programs](#) →

Resources

resources
kynect

Local help with food, transportation, housing, employment, finances, physical and mental health are closer than you think.

[Get Help](#) →



kynect resources Introduction

This presentation was created to help residents know more about **kynect resources** and how to use the directory.

Outline:

1. What is kynect resources?
 - a. What are the advantages?
 - b. What information is available?
2. How do I use the directory website?
3. How do I create an account?
 - a. Kentucky Online Gateway Account
 - b. What can I do with an account?
 - a. Resident Referrals
 - b. Cancelling a referral
 - c. Completing an Assessment





kynect resources Introduction

kynect.ky.gov/resources

kynect resources is a place to find help for all kind of things.

You can search programs, services and support near you and **kynect resources** will show you results with a description of the help they offer.

You will also find how to contact the organization and other details.

kynect resources lets you send organizations your phone number or email so they can get in touch about their programs, services, or supports.

Residents can build a My Plan, take an assessment to generate a list of help specific to their needs, share listings via text or email, and more.





United Way

- Dial **2-1-1** for help with resources via phone
- United Way staff may call or email residents about referrals to make sure you received help from a referral.



Residents

- Search for resources near you
- Send organization request for information or help
- Take assessment for list of resources
- Share listings with family or friends



Community Partners

- Provide programs and services

Who Uses kynect resources?



kynectors

- Help people apply and enroll in Medicaid and **health coverage.**
- Help residents **address other needs in kynect resources**



Department for Community Based Services

- When help you apply for Medicaid, SNAP or other programs, DCBS may **create referrals for residents** or help **complete assessments**



State Agencies

- When you apply for other state programs, those agencies may use kynect resources to find resources and **Complete Assessments**



Medical Office

- Help patients find help in the community and make referral for residents.
- May ask assessment questions.



How it works

A resource is a program, service, or support.

A referral is a request for information or help.

Resident would like to find support groups, help with food, or prescription costs

Search **kynect resources** for organizations with these services

Contact the organization directly or create a referral in **kynect resources**

That organization receives an email from **kynect resources** that you are interested in help.

The organization may call or email to provide the resource



kynect resources website has several situations listed. Click the tile to go directly to a list of resources for that situation.

The screenshot shows the kynect resources website interface. At the top, there is a search bar with 'Search Keyword' and a dropdown menu for 'Search By Category'. There are also 'Help' and 'Login' buttons. Below the navigation is a grid of nine tiles, each representing a different situation. The 'Unemployed' tile is highlighted with a red border and a blue arrow pointing to it with the text 'Click the tile'. The other tiles are: Foster Care, Elder Care, Re-Entry, Homeless, Impacted by Substance Use, Pregnant, Immigrants & Refugees, and Veteran.

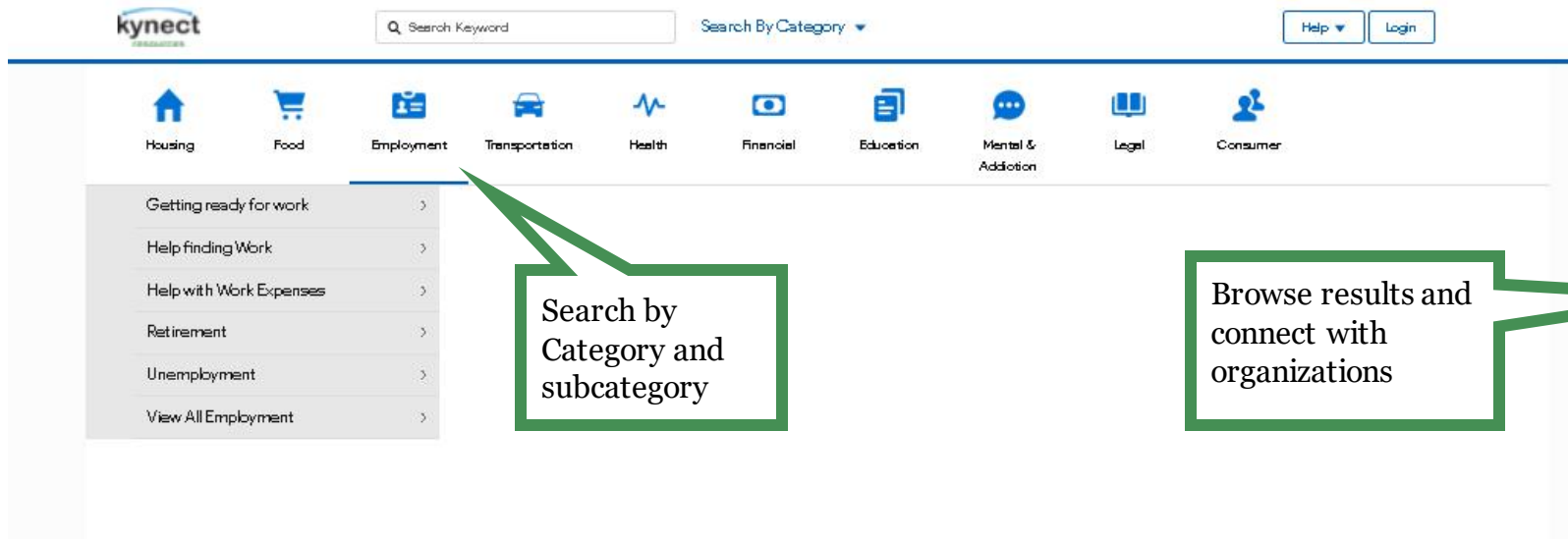
Situation
Foster Care
Unemployed
Elder Care
Re-Entry
Homeless
Impacted by Substance Use
Pregnant
Immigrants & Refugees
Veteran

in partnership with:





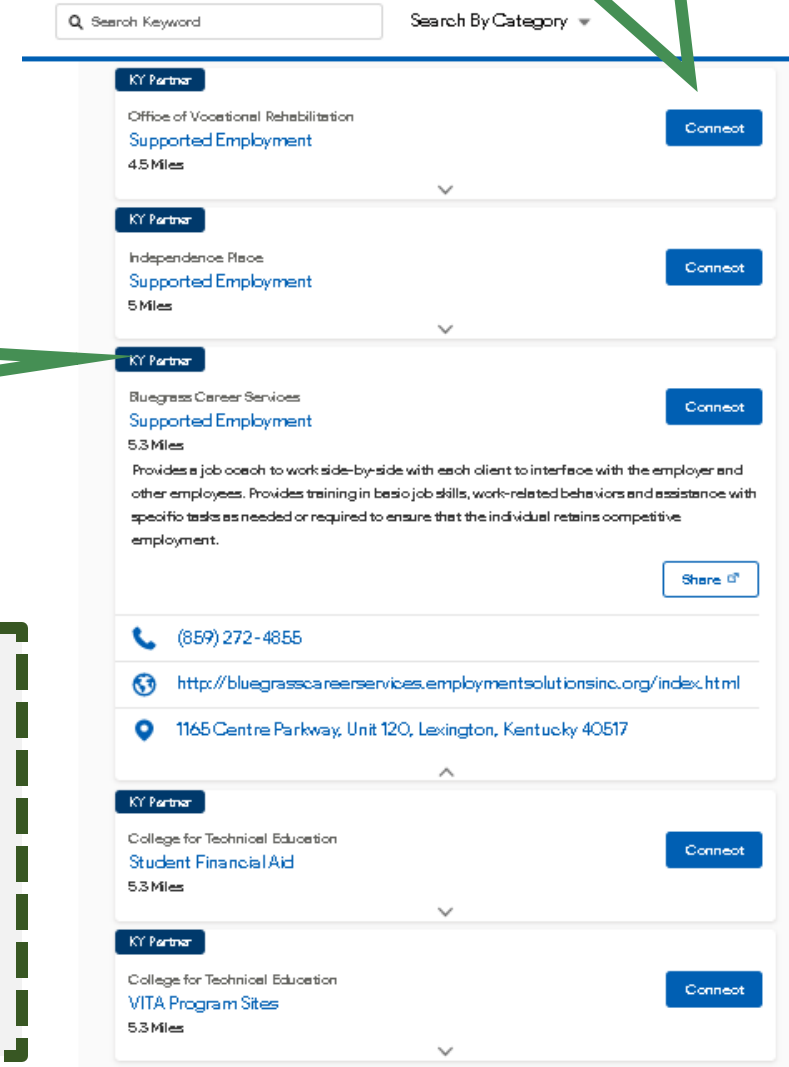
Connecting Kentuckians to Help



Search by Category and subcategory

Browse results and connect with organizations

Residents begin creating a referral by clicking Connect



Search by Category and Subcategory options or a View All option.

Search Results return based on proximity to location.

KY Partner designation indicates the organization is an onboarded **kynect resources** user.

Users can connect to organization, see details of program or service, and share the resources information from the results list.



Viewing Listings

KY Partner

Blue Grass Community Action Partnership

[Personal Financial Counseling](#)

12.5 Miles

Click the resource name for more details

Share

(859) 873-8182

<http://www.bluegrasscommunityaction.org/>

200 Park Street, Versailles, Kentucky 40383

Residents may always use the directory as a source of information. They are not required to have an account to view this information, but having an account is free and offers some tools to support residents getting connected to organizations in their community.

Personal Financial Counseling

Connect

12.5 Miles

Main: (859) 873-8182

<http://www.bluegrasscommunityactio...>

200 Park Street

Hours

- Mon -
- Tue -
- Wed -
- Thu -
- Fri -
- Sat -
- Sun -

Notes

Mon-Fri 7:30 am-4:00 pm (EST) Mon-Fri 1:00 pm-2:00 pm (EST) - Open to public

Qualifications

Fees
Free

Qualifications
Must have/meet:
* Resident of service area
* Household income at or below 200% of poverty level

Benefiting

Income Eligibility

Location Instructions

Next steps
Appointment required, please call

What to Bring
Please bring with you:
* Proof of residency
* Picture ID
* Proof of household income
* Proof of household expenses
* Other documentation requested by agency

Transportation Instructions

Parking Instructions

Special Location Instructions


Making an Account





kynect resources Tools

Users of **kynect resources** have different tools. Community Partners are the service and program providers who are listed in the directory. They receive the referrals from Residents. They can also make referrals for the Residents.



Resident Tools

- Create referrals
- Share resources
- Complete Assessment
- View and print referral information and history



Connecting Kentuckians to Help

In its simplest form, **kynect resources** is an easy to access, easy to navigate directory.

Please complete your Kentucky Online Gateway Profile

i If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the CANCEL button below to log into your account.

Please fill out the form below and click Submit when finished.

All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
Mobile Phone	Language Preference	
<input type="text"/>	English <input type="button" value="v"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	Kentucky <input type="button" value="v"/>	<input type="text"/>
Question	* Answer	
In what city were you born? (Enter full name of city only) <input type="button" value="v"/>	<input type="text"/>	
Question	* Answer	
What was the name of your first pet? <input type="button" value="v"/>	<input type="text"/>	

To access the additional tools offered in **kynect resources**, Residents must create a free Kentucky Online Gateway account. If they already have an account, they can login.

For Assistance, contact the KOG Help Desk
Monday - Friday
8:30 AM - 5:00 PM EST
KOGhelpdesk@ky.gov

In partnership with:





KOG Account Creation and Multifactor Authentication

The steps to create the Kentucky Online Gateway account include setting up a username and password, verifying identity, and downloading an MFA token via Symantec VIP or OKTA verify app. There are prompts on the screen for each step.

Why do you have to verify my identity?



This is a standard across state programs and satisfies the privacy and security standards the state programs must meet. Experian is a third-party vendor who confirms identity in this process. No CHFS program has access to your personal information or details of your verification, and it is not used for any other purpose than verifying identity.

What is a Multi-Factor Authenticator (MFA) token?



MFAs are a common security measure used in government, collegiate, and other general work settings to access secure databases or even one's email. These tokens will provide a security code or push notification for you to type in when logging into KOG.



Connecting Kentuckians to Help

resources

kynect

resources

Search Keyword

Search By Category

Cart

My Plan

My Resources

Completed Resources

Suggested for Me

Privacy settings

Needs Assessment

Email My Plan

Print My Plan

There are no resources in your plan. Explore Resource Packages on the Homepage to learn more about available resources.

After logging in, Residents can see their My Plan screen. If it is the first time **kynect resources** has been used by the resident, there will be no resources listed yet.

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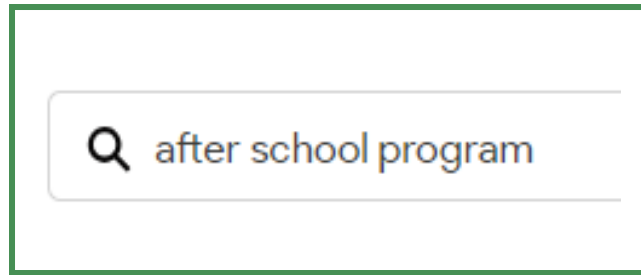


Residents: Viewing the Directory

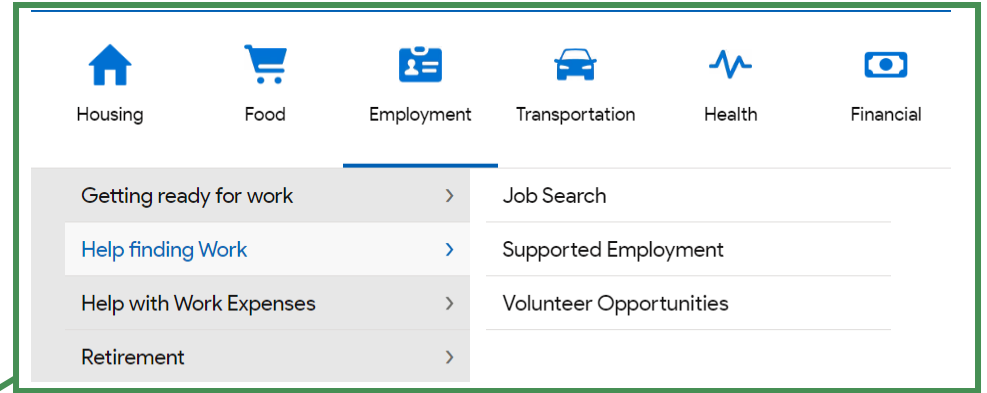
To begin making referrals, residents can explore the directory or search for a specific need.



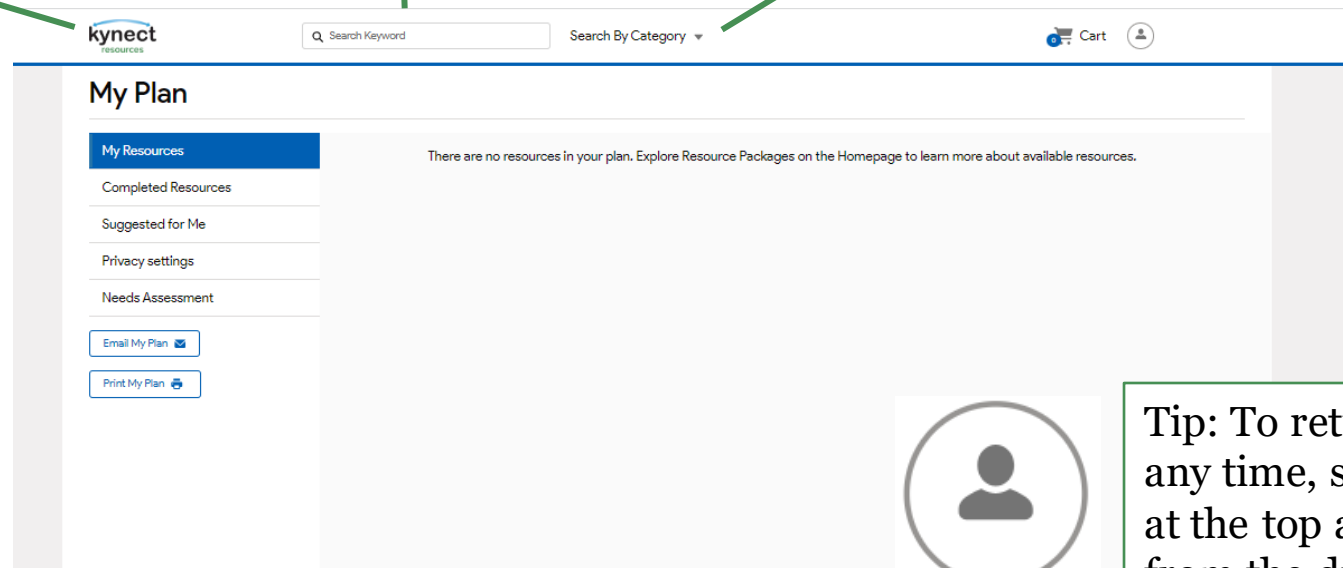
Click the Logo to go back to the **kynect resources** homepage.



Search by keyword.



Look through the categories and subcategories.

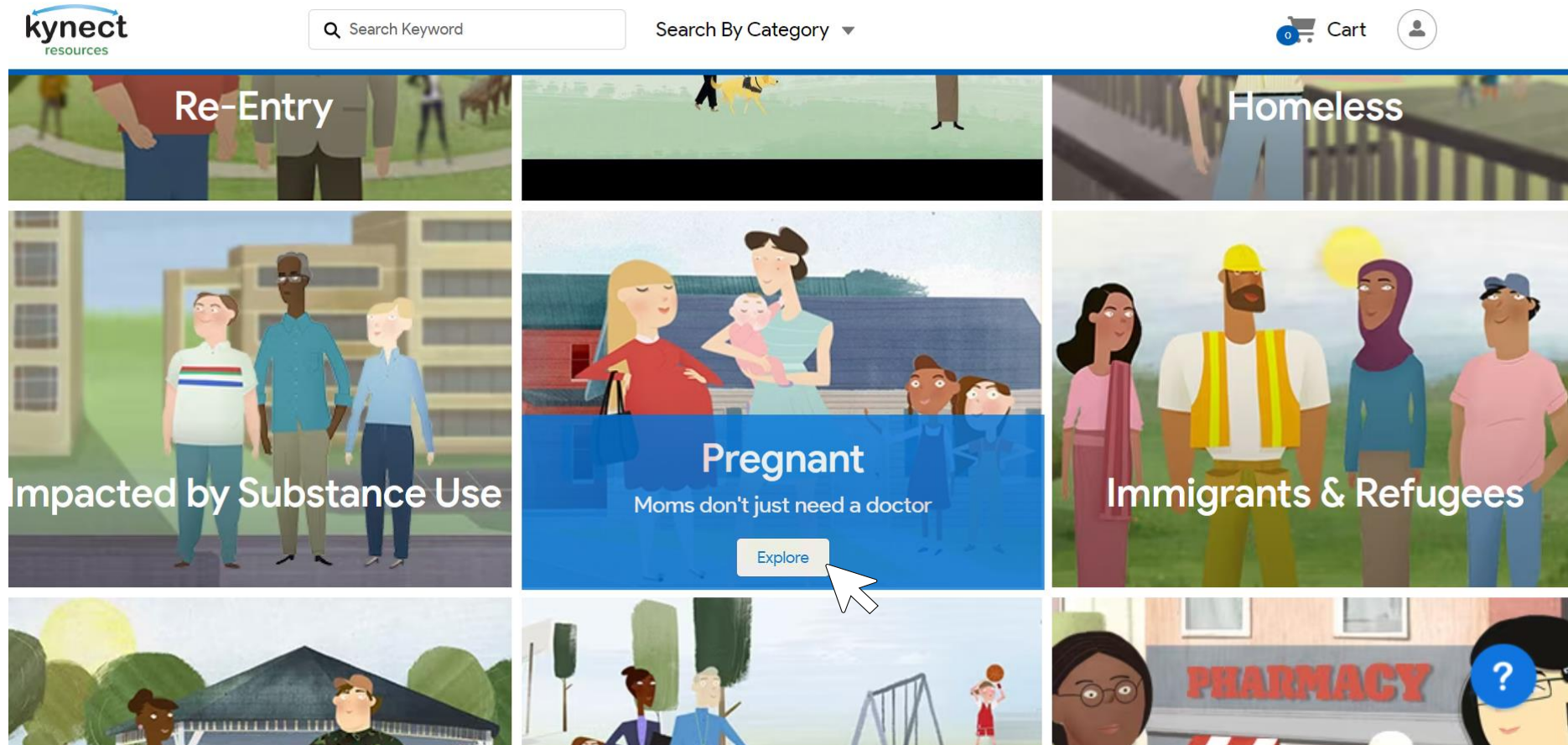


Tip: To return to this screen at any time, select the **Profile Icon** at the top and select **My Plan** from the drop-down list.



Residents: Viewing the Directory

The homepage has Collections that make it easier for those who fit those categories to find specific services tailored to their needs.



In partnership with:





Residents: Viewing the Directory

Before listings are provided, kynect resources will prompt Residents to provide a nearby city or Zip Code. This will make sure the closest programs and services show up at the top of the list.

Discover resources in your area ×

We'll use your location to find resources close to you.

- London, KY, USA
- Kynance Mews, London, UK
- London ky, London, KY, USA

Discover resources in your area ×

We'll use your location to find resources close to you.

- Lexington, KY 40511, USA
- 40511 145th PI SE, Gold Bar, WA, USA
- 40511 5th Ave S, Roy, WA, USA

In partnership with:





Residents: Viewing the Directory

Use the Arrow to see quick information such as a description of the resource, website, phone, number, and/or open hours.

A screenshot of a directory list. The first entry is "Gathering Place Mission Soup Kitchens" located 18.9 miles away, with a blue "Connect" button. A mouse cursor is hovering over a downward-pointing arrow next to this entry. The second entry is "Georgetown, Salvation Army Food Pantries" located 18.9 miles away, also with a blue "Connect" button. A downward-pointing arrow is visible below the second entry.

An expanded view of the "Gathering Place Mission Soup Kitchens" resource. It includes a "Connect" button, a description: "Provides meals to members of the community and those staying in the shelter that are in need.", a "Share" button with an external link icon, and contact information: a phone number (502) 570-4711, a Facebook link (https://www.facebook.com/TGPMGEO/), an address (339 Bourbon Street, Georgetown, Kentucky 40324), and open hours (Today 12:00 AM to 11:59 PM). An upward-pointing arrow is at the bottom of the expanded view.

To view even more information, click the name of the resource.

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Residents: Viewing the Directory

In the Resource Detail Screen, Residents can find information (if available) related to:

- Fees
- Qualifications
- Eligibility
- What to bring with you
- Parking Instructions
- And More

Gathering Place Mission

Soup Kitchens [Connect](#)

18.9 Miles
Provides meals to members of the community and those staying in the shelter that are in need.

Main: (502) 570-4711

<https://www.facebook.com/TGPMGEO/>

339 Bourbon Street

Hours

Mon	12:00 am - 11:59 pm
Tue	12:00 am - 11:59 pm
Wed	12:00 am - 11:59 pm
Thu	12:00 am - 11:59 pm
Fri	12:00 am - 11:59 pm
Sat	12:00 am - 11:59 pm
Sun	12:00 am - 11:59 pm

Notes

Qualifications

Fees
Free

Qualifications
No restrictions

Benefiting
Income Eligibility

Location Instructions

Next steps
Walk-in

What to Bring
No documentation required

Transportation Instructions

Parking Instructions

Special Location Instructions

Languages

[Report Issue](#) [Share](#)

If any of the information is no longer accurate (such as, the phone number is disconnected), please report these, so the directory can be updated.

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Residents: Making Referrals

Search Keyword Search By Category ▾

Gathering Place Mission

Soup Kitchens

18.9 Miles

Provides meals to members of the community and those staying in the shelter that are in need.

Connect

Main: (502) 570-4711

<https://www.facebook.com/TGPMGEO/>

339 Bourbon Street

Hours

Mon	12:00 am - 11:59 pm
Tue	12:00 am - 11:59 pm
Wed	12:00 am - 11:59 pm
Thu	12:00 am - 11:59 pm
Fri	12:00 am - 11:59 pm
Sat	12:00 am - 11:59 pm
Sun	12:00 am - 11:59 pm

Notes

Location Instructions

Next steps
Walk-in

What to Bring
No documentation required

Transportation Instructions

Parking Instructions

Special Location Instructions

Languages

[Report Issue](#) [Share](#)

To create a referral, select the blue Connect Button. This can be done on the Detail Screen and the initial listing.

Gathering Place Mission

Soup Kitchens

18.9 Miles

Connect

Georgetown, Salvation Army

Food Pantries

18.9 Miles

Connect

If you want to send the directory information to another person, like a family member, use this Share button to email the information directly.

In partnership with:





Residents: Making Referrals

When the **Connect** button is selected to create a referral, a pop-up message will ask if the resident would like to give consent to the organization to see more information about the resident. These details could help the organization have a better idea of the resident's needs, but consent is not required to make or send the referral.

Request Consent [X]

Do you want to grant Consent to this organization that lets them view more information about you?

Information includes:

- Your name, address, date of birth, household composition, and contact information
- Your program enrollment information for programs like Medicaid, SNAP, TANF, and other state programs
- Your referrals and referral status on current, in progress and closed referrals including those to other organizations in kynect resources.
- Needs assessment information and results

Consent is not required but helps an organization better serve you. You can revoke Consent at any time by visiting your Account details when logged on to kynect resources.

I Consent **I Do Not Consent**

In partnership with:





Consent

If the Community Partner (organization) requests Resident's consent, it can be granted via email, text or captured verbally. If **Send Email** or **Send Text** is selected, the **kynect resources** system will generate a Consent request to that resident. Once the resident responds via email or text, they will be granted access to the resident's detailed information.

Verbal Consent is made in person or via phone with acknowledgement statements read to resident.

Client Search

Search Full Profile My Clients

* First Name: Amy * Last Name: Brand * DOB: 01/01/1990 Search Reset

First Name	Last Name	DOB	Email Address	Phone	View
Amy	Brand	01/01/1990	amy.brand@emalinetor.com	(707) 244-9958	▼

Request Access

You do not have permission to view Amy Brand's full information. Please request consent via one of the options below.

Cancel Send Email Send Text Verbal Consent



Cancelling a Referral

Residents may want to cancel a referral that has been created. There could be reasons such as a change in circumstances, like getting a job, or if the need they have requested has been fulfilled already by another organization. This is easy to do!

My Plan

My Resources 4

Completed Resources

Suggested for Me

Privacy settings

Needs Assessment

Email My Plan

Print My Plan

Displaying 4 results

KY Partner

The Nest - Center for Women, Children and Families
[Formula/Baby Food](#)
26.2 Miles Added 21 days ago

KY Partner

The Nest - Center for Women, Children and Families
[Diapers](#)
26.2 Miles Added 21 days ago

KY Partner

The Nest - Center for Women, Children and Families
[Formula/Baby Food](#)
26.2 Miles Added 21 days ago

Programs that supply infant formula and/or baby food, usually in addition to other groceries.

Qualifications
No restrictions

Helps to bring
Please bring with you: * Picture ID * Proof of income (if available)

Fees
Free

Special Location Instructions

Next steps
Please call

(859) 259-1974

<http://thenestlexington.org/>

530 North Limestone , Lexington, Kentucky 40508

Remove Share Rate

Select the drop-down arrow. This will show additional information about the referral. At the bottom, there is a **Remove** button. Clicking this will remove the referral from the My Plan and cancel the request.

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Resident Tools

Other tabs in the My Plan screen are:

- **Completed Resources:** Shows the past referrals that have been completed
- **Suggested For Me:** Based on the referral history, **kynect resources** offers some suggested programs or services.
- **Privacy Settings:** Explains the privacy and consent information, shows which organizations have asked for the Resident's consent, and what organizations currently have access to Resident's information
- **Needs Assessment:** Social Determinants of Health Needs Assessment

Buttons:

- Email my Plan – Send the referral information to an email inbox
- Print My Plan – Print all the referral information

My Plan

My Resources

3

Completed Resources

Suggested for Me

Privacy settings

Needs Assessment

Email My Plan

Print My Plan



Privacy Settings Screen

My Plan

- My Resources 2
- Completed Resources 1
- Suggested for Me
- Privacy settings**
- Needs Assessment

[Email My Plan](#)

[Print My Plan](#)

Privacy Settings

Contact

When you agree to share your contact information, community partners can view your:

- Name
- Email Address
- Phone

Profile

When you agree to share your profile, community partners can view your:

- Address
- Household Composition
- Program Enrollments
- Documents
- Notes

Action Needed

Requestor	Request Type	Modify Access
There are no records to display		

Partners with access to your profile

Name	Type	Remove Profile Access
There are no records to display		

Opt Out of Sharing my Contact Information

[Opt Out](#)

I do not want to be contacted by state or community partners. I acknowledge that this could limit the ability of partners to help me and/or contact me, to provide the services I have requested.

Respond to Organizations who have requested Resident Consent

The list of Organizations who have Resident Consent

To not allow any organizations to request consent, select the **Opt Out** button. This limits organizations to seeing only the Resident's name and contact information.

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Needs Assessment Screen

The Social Determinants of Health Needs Assessment is a helpful tool Residents can use to determine which needs they may need to address first and provides ideas of resources to help address those needs.

All 18 questions are optional, so Residents can skip any questions that may not apply to them, or they can simply choose not to answer.

The screenshot shows the Kynect resources website interface. At the top, there is a navigation bar with the Kynect resources logo on the left, a search bar with the placeholder text 'Search Keyword', and a 'Search By Category' dropdown menu. On the right side of the navigation bar, there are icons for a shopping cart (labeled 'Cart') and a user profile. Below the navigation bar, the main content area is titled 'My Plan'. On the left side of this area, there is a vertical list of menu items: 'My Resources' (with a count of 2), 'Completed Resources' (with a count of 1), 'Suggested for Me', and 'Privacy settings'. The 'Needs Assessment' item is highlighted with a blue background. Below this list are two buttons: 'Email My Plan' with an envelope icon and 'Print My Plan' with a printer icon. The main content area to the right of the menu is titled 'Needs Assessment' and contains the text 'These tools can help assess needs and discover resources to support residents.' Below this text is a light blue box with the text 'Needs Assessment' and a blue 'Get Started' button.

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Needs Assessment Screen

When the assessment is started, Residents will be prompted to give an address or ZIP code. This is so the suggested resources and programs are options that are the closest to the Resident.

These assessments will ask questions about major markers of health and security such as ones' housing, food, medical care, and other situations. Some of the questions may not be applicable (such as mobility and childcare), so the Resident should select the answer that best describes their situation or skip these questions.

Needs Assessment

Question 5 of 18

5. Which best describes your food situation?

- I am unable to get food
- I can get food but do not have the space or time to prepare a meal
- My household receives help for food such as SNAP (food stamps) or other food assistance
- I can meet my basic food needs, but I require occasional assistance such as a food pantry
- I can meet my basic food needs without assistance
- I can choose to purchase any food my household desires

Previous

Next

In partnership with:





Needs Assessment Screen

Depending on the answers, users will have their needs ranked as Critical, Important, and Stable. By using **kynect resources** to find local programs and services, this program hopes that Residents will effectively move away from having Critical needs to having most needs be Stable.

My Plan

- My Resources 2
- Completed Resources 1
- Suggested for Me
- Privacy settings
- Needs Assessment**
- Email My Plan
- Print My Plan

Needs Assessment Results

CRITICAL 4 ITEMS High priority: Take care of these as soon as you can.	IMPORTANT 6 ITEMS Consider seeking help for these when you can.	STABLE 5 ITEMS You do not need to worry about these right now.
--	---	--

Action Steps

There are thousands of resources that can help you and your family.
Help is available today. Just review the list and start with one resource at a time.



Needs Assessment Screen

Critical Needs will be first on the list for suggested resources. Residents can look through these programs and create referrals by clicking the **Connect** button.

These will populate based on what is available in your area, and sometimes there may be no resources to show for certain categories.

Keep scrolling down the webpage to see the suggestions for the Important Needs and Stable Needs.

Employment ^

Get help finding a job / placement services

ARC OF KENTUCKY, THE Employment Services 1.6 Miles	Connect	ARC OF KENTUCKY, THE Employment Services 1.6 Miles	Connect
KY Partner		KY Partner	
Woodford County Public Schools Comprehensive Job Assistance Centers 12.8 Miles	Connect	KENTUCKIANAWORKS - UC INACTIVE - KENTUCKY CAREER CENTER 18.5 Miles	Connect
KY Partner		KY Partner	
KENTUCKIANAWORKS - UC INACTIVE - KENTUCKY CAREER CENTER 18.5 Miles	Connect	Lexington Rescue Mission Job Search/Placement 22.2 Miles	Connect
KY Partner		KY Partner	
Opportunity for Work and Learning Center Comprehensive Job Assistance Centers 22.3 Miles	Connect	Share Center Lexington Job Finding Assistance 22.3 Miles	Connect
KY Partner		KY Partner	
Share Center Lexington Job Fairs 22.3 Miles	Connect	Lexington Fayette Urban County Government Comprehensive Job Assistance Centers 23.8 Miles	Connect

In partnership with:





Resident Sign-In

Login to **kynect resources** anytime by selecting the Login button on the homepage.



Search By Category ▾

Help ▾

Login



Interested in Extra Support?

•Troubleshooting Assistance

- Access the Help section in **kynect resources**

- Visit the **kynect resources** training page

- <https://www.chfs.ky.gov/agencies/dms/Pages/kynectres.aspx>

- Resident users can use the Frequently Asked Questions (FAQs) document to find common concerns and questions.

We recommend placing the link
in your
favorite places/bookmarking in
your browser for quick reference
and sharing.

In partnership with:

