kynect resources

Community Partners

Frequently Asked Questions

Table of Contents

General Information

Q1. What is kynect resources?

kynect resources is a place to find local programs and services across the Commonwealth. kynect resources features tools for organizations to manage referral activity, collaborate across programs, access organization specific metrics, and much more.

Q2. What is the purpose of kynect resources?

The mission of kynect resources is to reduce barriers to help, create faster connections to available resources and create a closed loop process to improve health outcomes. kynect resources brings together Community Partners and other stakeholders into a single platform.

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

There is no cost for using kynect resources.

Q4. How was kynect resources designed?

The kynect resources design is based on Human Center Design research and input from stakeholders to create a user experience that allows residents and organizations to easily find services. This design includes tools created with Community Partner input, and a comprehensive directory that is maintained and available to all users.

Q5. Who is using kynect resources?

kynect resources can be used by anyone. kynect resources offers unique roles for different user groups such as residents, kynectors, Community Partners, State agencies, Provider Offices, and others. kynect resources allows the various stakeholders to connect through a referral system, creating an environment for residents to request and receive support.

- **Residents:** Kentucky residents may access kynect resources to connect with community partners to request information or 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.
  - Browse resources available in their area and connect with them by creating a referral

- See suggested resources that could be helpful to the individual
- Complete assessments to identify areas of need that could be addressed
- Share resources with other Kentuckians

- **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.

  - Support residents by managing referral activity in a timely manner

  - Track metrics specific to your organization

  - Complete Assessments to help prioritize areas of need

  - Collaboration between organizations

- **kynectors: kynect resources** provides kynectors with a tool to create referrals and help connect residents to a variety of partners.
  - Help Kentuckians connect to help by creating referrals for resources
  - Help residents address any needs and complete Assessments

- **DCBS:** Department for Community Based Services staff may access **kynect resources** directly from their worker portal to support residents they serve.
  - Help residents identify areas of need and create referrals to community organizations

United Way is a key **kynect resources** partner. The Cabinet for Health and Family Services and the United Way collaborated to build the **kynect resources** database. United Way staff also works with the **kynect resources** team to manage the **kynect resources** functions.
  - Helps Community Partners access **kynect resources**
  - Provides the database of resources
  - Provides 2-1-1 Phone Access to resources

- **State Agencies**: Help Kentuckians with many support programs across all Cabinets. State Agencies are listed in **kynect resources** and may onboard to **kynect resources** to manage incoming referrals or respond to incoming requests.
  - Create referrals to address those in need

- Respond to incoming referrals for their program or service
- Complete needs Assessments

- **Providers**: Provider offices may connect to **kynect resources** via the **kynect resources** link in the Kentucky Health Information Exchange (KHIE) ePartnerViewer dashboard, or by visiting kynect.ky.gov/resources.
  - Create referrals for patients

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. Support materials can also be found on the **kynect resources** Department for Medicaid Services webpage at https://chfs.ky.gov/agencies/dms/Pages/kynectres.aspx

Q7. What is IEES?

IEES 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, click here, or Join as a Community Partner at the bottom of the **kynect resources** webpage, then click Get Started.

Next, search for the 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. For users who already have a KOG account, use the specific link in the email to complete the onboarding steps. This assigns the correct access role in **kynect resources** and to your KOG credentials.

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

If you don't see your organization listed in the search results, call 2-1-1 to get your organization added to the 211 directory.

Q10. Who approves the site claim requests?

When a Community Partner claims their site in **kynect resources**, a request is sent to United Way for review and validation. 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. Creating a KOG account verifies identity and assigns the users access role.

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

No, any user can visit kynect.ky.gov\resources to access directory information.

However, **kynect resources** users must have a KOG account to log in and access additional tools such as creating referrals, managing their inbox of referrals, access to Social Determent of Health Assessments, sharing of resources, and other management tools.

Q13. Where do Community Partners login to kynect resources?

Visit KOG.chfs.ky.gov, then click Launch on the Resources Community Portal

Q14. 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 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.

Q15. How can a resident or Community Partner 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.

Q16. What is Identity/ID proofing?

Identity proofing is an additional layer of security during the onboarding process. When you create a KOG 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 can complete the ID proofing process in less than five minutes. Experian is required by law to securely maintain this data for seven years.

Important note: kynect resources does not capture or retain any information in the

ID Proofing process.

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. The referral provides information to the receiving partner to allow for response and outreach to the organization or resident. Community Partners in both the admin and staff roles may create referrals for residents.

Q17. Are there different types of referrals?

A Community Partner 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 directly from the resident 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. Likewise, all referrals sent may be viewed in the organization outbox.

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 Resident Full Profile or Resident Detail Screen?

Community Partners who have obtained a resident's consent may view a resident's detail screen. A resident's detail screen displays information including contact information, referral history, household composition, and program enrollments. Access to notes shared from Community Partners, referral history, assessment history and Social Determinant of Health information is also

available along with action buttons to email resident, create referral or begin a new assessment.

Q21. What are the different Community Partner user roles?

There are two community partner access levels: staff and admin. There is no limit on the number of staff with either role that may be added by an organization.

The **staff role** can respond to referrals, search for residents, conduct SDoH Needs Assessment, and view a resident's detail screen if they have permission. This role cannot add additional staff members to the organization.

The **admin role** has access to all staff level functionality as well as adding and editing staff members. An organization can have more than one admin if needed.

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

Residents control access to their information in **kynect resources**. Incoming referrals contain basic contact information for the resident. Referrals can be made on behalf of a resident without consent or full access to their information. To view a resident's full record, Consent must be given by the resident. Consent to view resident record may be provided via email, text, or verbal acknowledgement.

Q23. If a staff member leaves the agency, how is their access removed? Will business partners have an "admin" that can 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. If an organization needs to reset their admin due to end of employment, please email kynectresources@ky.gov.

Q24. Is there a limit to how many locations an organization can add?

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

Q25. 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.

Q26. 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.**

Residents

Q27. 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**.

Q28. What is My Plan?

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

Q29. 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, kynectors or other stakeholder.

Q30. 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.

Q31. 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.

Q32. 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.

Q33. 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.

Q34. 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**.

Q35. 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.

Q36. Is there a maximum number of resources a resident can add to their plan?

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

Privacy Setting

Q37. 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 kynectors that have requested access to their profile and select either Approve or Deny.

Q38. Can I revoke access from an organization?

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

Q39. If a kynector already has access to a resident's information in kynect (SSP), will

they still need to request access to view the resident's information in kynect resources?

Yes – a kynector must request consent in **kynect resources**.

Q40. If someone is already in kynect 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 use **kynect resources** tools will need to create an account if they do not already have a KOG account. This would require an email address and internet access.

Q41. Why do some residents not appear searchable in kynect resources, even if they have an account in kynect?

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

Q42. 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 or text to grant the organization access or provide verbal consent to the organization.

Eligibility

Q43. What are the eligibility requirements for kynect resources?

kynect resources does not have any eligibility requirements. kynect resources offers a platform where users can find and connect to local programs, services, and supports in their community.

Q44. 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 immigrants) in need of heath care and insurance assistance living at or below 138% FPL (Federal Poverty Level) are eligible. For more information, see the [CHFS Medicaid information page](#).

Q45. 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.](#)

Q46. 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](#).

Q47. What is CCAP?

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

Incentive Initiative

Q48. Who qualifies for receiving payments from kynect resources?

Participating Organization must be an approved United Way, not for profit organization, actively providing support services and programs within the Commonwealth of Kentucky. This has been pre-identified by the United Way and kynect resources system. You do not need to register to participate. **Exclusions:** State agencies, for profit organizations, hospitals are not included in the Incentive Initiative.

Community Organization must be an onboarded user of kynect resources and acknowledge updated terms and conditions upon initial login after Incentive Initiative 6/2023 launch date.

Q49. How much will Community Partners receive and how often will the payout be?

Onboarding

Organizations with at least one onboarded individual receive a **one-time** reimbursement of $100. The Incentive Initiative includes **$100 incentive** to all organizations who completed onboarding prior to the June 2023 launch of the Incentive Initiative. An organization can only receive one Onboarding incentive. Additional staff that onboard to kynect resources do not receive additional reimbursement for Onboarding.

Closed Referrals

Organizations receive **$10 for closing Referrals** made to their onboarded organization. The referral must be closed in the kynect resources system after providing services or other valid reason. Referrals must be closed within a reasonable time to serve the resident.

Assessments

Organizations receive **$10 per completed Social Determinates of Health Needs Assessments** in kynect resources. A minimum of ten of 18 questions must be completed for the assessment to be considered complete. Assessments should be administered if a resident has no previous assessment in kynect resources, when a resident has experienced a major life change since previous assessment, or the assessment is out of date.

Organizations are given a one-time payment for onboarding and once a month for closed referrals and assessments.

Q50. Someone other than the staff of my organization closed a referral, do we still receive payments for that referral?

United Way Referral Specialist conduct outreach to residents with open referrals older than two weeks. If a referral is closed by United Way Staff, the organization is not reimbursed. Referrals closed with Expired, In Progress, or Closed by UW Staff status will not be included in referral closure report for reimbursement.

Q51. Does kynect resources have stipulations on how the incentive money is used by the organizations?

No, the amounts received by Community Partners are to aid Community Partners to serve Kentucky Residents and encourage usage of kynect resources. kynect resources does not regulate how the incentive amounts are used.

Q52. Is there a cap or limit to how much a Community Partner can receive monthly or yearly?

No, currently there is no limit to the amount a Community Partner can make.

kynect resources monitors system anomalies to identify suspected fraud. kynect resources may limit function for users with suspicious activity. Users may have access revoked for fraudulent activity.

Incentive Initiative may be modified or ended as determined by budget allocation limit, and other factors.

For any additional questions, contact **kynectresources@ky.gov**.