



kynect

resources

Together for a better Kentucky.

In partnership with: 

kynect resources Overview





Mission and Benefits

Mission

- kynect resources was developed with the primary mission of bringing together Community Partners and Commonwealth agencies into a comprehensive, **single platform that connects Kentuckians to their services**
- Key benefits for Kentuckians include:
 - ✓ Reduced barriers to finding help
 - ✓ Faster connections to available resources
 - ✓ One-stop-shop with a wide variety of Community Partners and Commonwealth agencies to help address needs

Benefits of Usage

- **Closed loop** referral process to guide **improved outcomes**, strengthen partnerships, promote wrap around services to residents.
- Collect **insights** and **key metrics** concerning **SDoH** to help inform policy, processes, practices and identify potential gaps in services





System Interfaces

United Way 211

- Sends data about the organization (contact information, location details, resources offered, etc.) from UW 211 to kynect resources
- Over 10,000 resources available from 211 data**

IEES Integrated Eligibility and Enrollment System

- Sends eligibility information of all active and approved cases in IEES for the member identified from IEES to kynect resources
- Sends demographic information of all household members present in active and approved IEES cases

KHIE Kentucky Health Information Exchange

- Sends Social Determinant of Health information captured by a patient's provider to kynect resources so Community Providers can better understand resident needs
- kynect resources** link within the ePartnerViewer for provider offices.

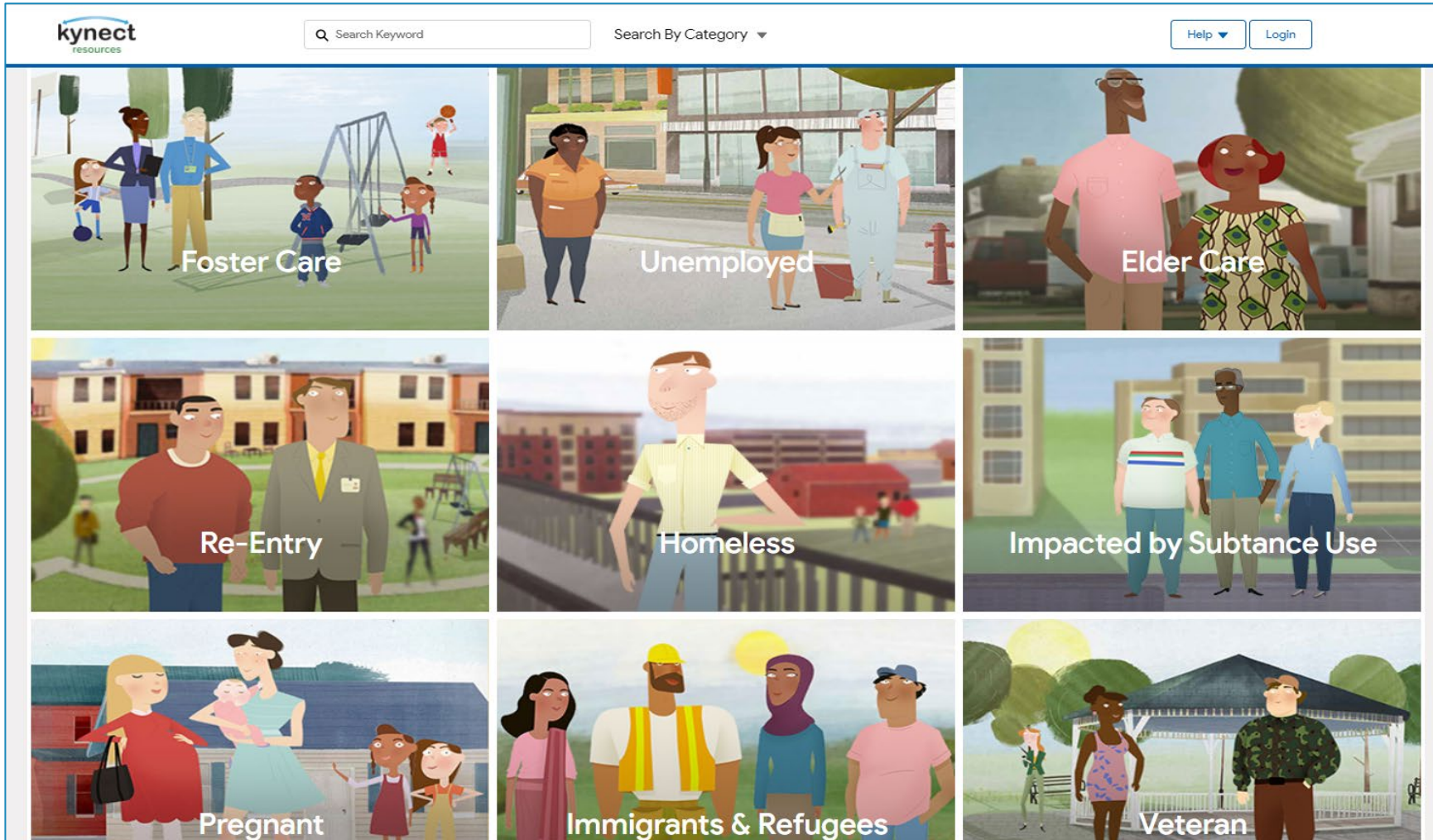
kynect resources

- Receives organization data and resource data about the Community Partner from UW 211
- Receives case details, eligibility information, and household information from SSP
- Receives provider SDOH information from KHIE



Connecting Kentuckians to Help

kynect.ky.gov/resources



Residents browse programs or services in the community by situation, keyword, or category

Community Partners can manage referral activity and work together with residents and other organizations to address needs



Connecting Kentuckians to Help

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

To access additional information and management tools offered in kynect resources, an Onboarding process is required to be assigned the accurate role in the kynect resources system.



Resident Consent: Residents control access to their information in kynect resources. Referrals may be made on behalf of a resident without full access to their information. Consent to view their full record may be provided via email, text or verbal acknowledgement.



Community Partner Workspace



My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

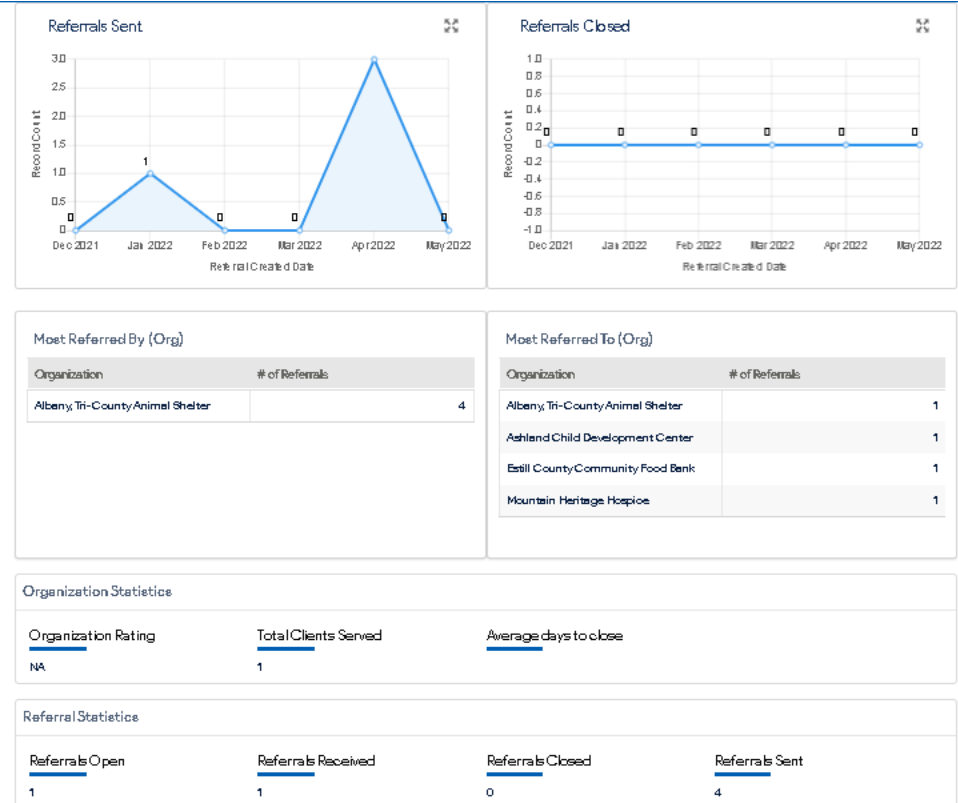
My Favorites

Organization

Resources

Staff

- View and respond to referrals received
- Send referrals
- View Dashboard with key metrics specific to your organization
- Search for Clients or view existing clients
- Create a Favorites list for quicker referral generation
- Edit Organization information
- Add and Edit resources and programs your organization offers
- Add and Edit Staff





Community Partner Workspace



Search Keyword

Search By Category

Referral Inbox



My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

Referral Inbox

Client

Search



Location

1 items selected



Resource

0 items selected



Status

3 items selected



Created



Days Open

None



Search

Reset

ID	First Name	Last Name	Referral Date	Created	Resource R...	Location	Status	Edit
REF-2462	Amy	Brand	6/2/2022	0 days ago	Animal Shelters	Albany, Tri-Coun...	New	▼
REF-2461	Amy	Brand	6/2/2022	0 days ago	Animal Adoption	Albany, Tri-Coun...	New	▼
REF-2460	Amy	Brand	6/2/2022	0 days ago	Diabetes Educat...	Albany, Tri-Coun...	New	▼
REF-2434	Alexis	Dale	5/20/2022	13 days ago	Animal Shelters	Albany, Tri-Coun...	In Progress	▼





Community Partner Workspace

[← Back to Referral Inbox](#)

Referral Details: REF-2462

Save

Referral Source Information

 Resident
[Amy Brand](#)

 Phone Number
(707) 244-9958

 Email Address
amy.brand@mailinator.com

 Referral Date
6/2/22 0 days ago

 Referral Source
Albany, Tri-County Animal Shelter

 Referral Made By
Julie Macaron

Referral Information

Resource Name
Animal Shelters

Status

New

Assigned to

Unassigned

Notes

Add Note

Subject ↑	Description	Created By	Created Date	Modified Date
Referral Created		Julie Macaron	6/2/2022	6/2/2022

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Resident Information Screen

[← Back to Clients](#)

Amy Brand

[Send Email](#)
[Add Note](#)
[Create Referral](#)
[Start Assessment](#)

Client Information

Client ID: 901007575 Gender: Female

DOB: 12/01/1985

Contact

Email Address: estill@gmail.com Preferred Contact Method: Email

Mobile Phone: (303) 241-2679 Address: 123 MAIN STREET NEW LANE FRANKFORT, KY 40601-

Household [View All](#)

Client	Age	Relationship
CLARK MERCER	19	Son
HAPPY BROTHER (Child)	35	Brother/ Half-Br...
RICHARDO POW...	9	Son
	59	Husband

Enrolled Programs [View All](#)

Program	Start	Renewal
KTAP	6/1/2015	4/1/2016
Medicaid	6/1/2015	4/1/2016
Qualified Health ...	6/1/2015	4/1/2016

Assessments [View All](#)

Date	Name	Taken By
1/21/2020	CMS Self-Su...	Catherine Eliza

Notes [View All](#)

Subject	Created Date	Created By
Estill is expect...	1/21/2020	Catherine Eliza

Referrals [View My Plan](#)

New	In Progress	Closed
2	0	0

Risk Factors [View All](#)

● Stable
 ● Vulnerable
 ● In-Crisis
 ● N/A

- Childcare
- Education
- Food
- Housing
- Access to Services
- Career Resiliency/Training
- Clothing
- Employment Stability
- English Language Skills
- Transportation

Quick Action Buttons

Integrated IEES Data Sources

Referral Activity

Social Determinants of Health

Assessments inform SDOH data. This tab indicates the date of last assessment and from where it came.

Coordination across partners

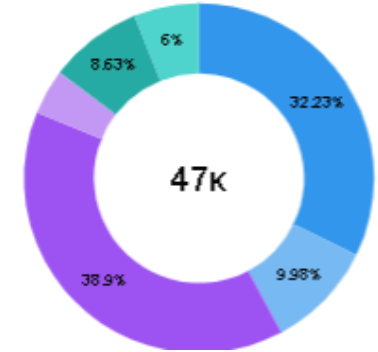
Top 5 Critical Needs:

1. Housing
2. Employment
3. Financial
4. Food
5. Health



Closing Referrals and Tracking Outcomes

Closed Referrals by Outcome



Tell us about your experience

* How was your experience with the resident?

* Was the resource provided?

None

None
Yes
No

Tell us about your experience

* How was your experience with the resident?

* Was the resource provided?

No

* Reason it was not provided

None

None
Cancelled by Client
Didn't meet eligibility criteria
Client didn't come to appointment
Client refused plan
Funding not available
Unable to reach client
Services available didn't fit the client's need
Other
Expired

Assigned to

Tell us about your experience

* How was your experience with the resident?

* Was the resource provided?

No

* Reason it was not provided

Unable to reach client

Additional Comments

In partnership with:





kynect resources Metrics

61,821

**Referrals Created
All Time**

49,941

**Referrals Closed
All Time**

5,274

**Referrals Created in
the Last 30 Days**

307

**Referrals Closed in
the Last 30 Days**

373

**Community Partners
Onboarded
Up from 352**

324

**Assessments
Completed in the last
30 days
All time 3,575**

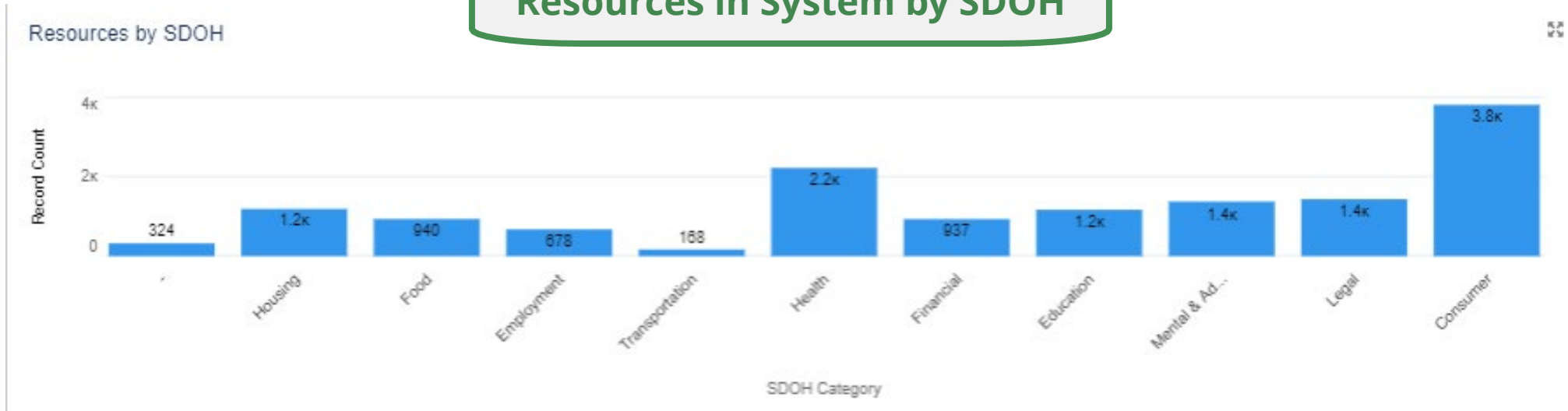
In partnership with:



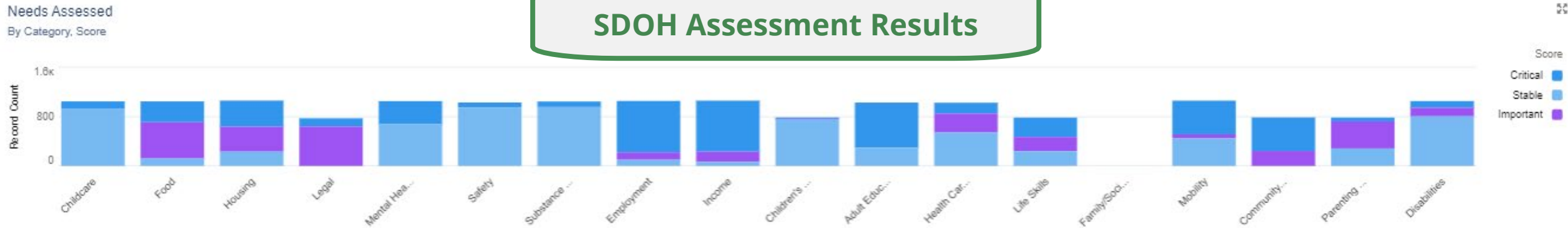


kynect resources Metrics

Resources in System by SDOH

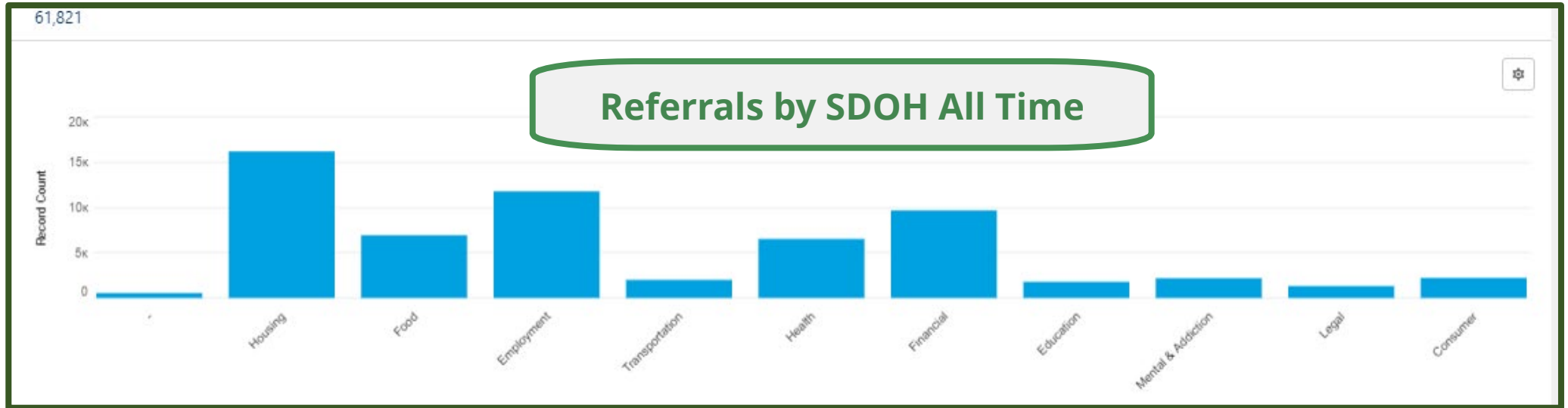


SDOH Assessment Results





kynect resources Metrics



System Demonstration





Join As A Community Partner

Impacted by Substance Use

Pregnant

Immigrants & Refugees

Veteran

Foster Care

Health and Medication Needs

My situation is different

Show me more

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.
Go to [kynect.ky.gov](#) to see all your options.

Terms of Use | Privacy Policy | **Join as a Community Partner** | Technical Assistance: 855-459-6328 | Languages: English | Español

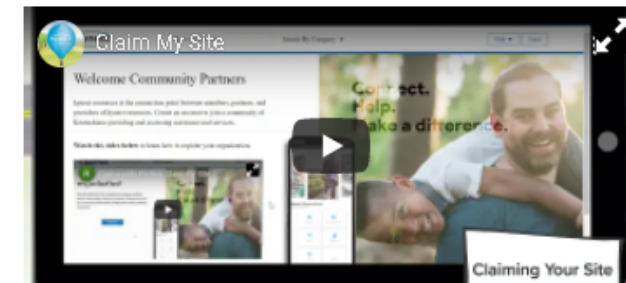
1

Click Join as a Community Partner

Welcome Community Partners

kynect resources is the connection point between members, partners, and providers of kynect resources. Create an account to join a community of Kentuckians providing and accessing assistance and services.

Watch this video below to learn how to register your organization.



2

Click Get Started





Join As A Community Partner

Organization Name:

City:

Search

3 Enter your Organization name and click Search

Contact 2-1-1 to be added to kynect resources

Organization Name:

City:

Select

Department For Community Based Services PartnerOrg	275 East Main Street 3W-A, Frankfort, Kentucky, 40621	https://chfs.ky.gov/agencies/dobs/Pages/def...	Select
KENTUCKY DEPARTMENT FOR COMMUNITY BASED SERVICES - NORTHERN BLUEGRASS REGION PartnerOrg	8311 US Highway 42, First Floor Victory Centre, Florence, Kentucky, 41042	http://www.chfs.ky.gov	Select

4 Click Select



Join As A Community Partner

5 Enter Information in the Claim Site Request form and click Continue

Claim Site Request

Add contact information

Department for Community Based Services PartnerOrg	275 East Main Street 3W-A Frankfort, Kentucky, 40621 https://oh.fs.ky.gov/agencies/dobs/Pages/default.aspx
---	--

* First Name

* Last Name

* Company Email address
youraddress@company.com

* Phone Number

* Terms and Conditions
By continuing, you agree you have the authority to claim this account on behalf of this community partner. You agree to KY [Terms of Service and Privacy Policy](#).

You also understand that KY may send marketing emails regarding KY's products, services, and events. You can unsubscribe at any time.

I have read and agree to the terms and policies

Back Continue

* Role in your organization
Manager

How did you hear about kynect resources

- From a State
- From an Assister
- From another community
- From Commonwealth
- Other

My organization offers volunteer opportunities, which we would like to share online for residents to apply.

Next you will receive an email from the Commonwealth of Kentucky to either create a Kentucky Online Gateway (KOG) Account or log in with your existing credentials .



Onboarding Email KOG Account

Upon approval of the Claim Site Request, **kynect resources** will send a Welcome email with next steps to complete Onboarding

Important Note: Users with an existing Kentucky Online Gateway (KOG) account **MUST** use the link specified in the Welcome email message.

This assigns the correct role in **kynect resources** and adds the kynect Staff Portal widget to the KOG homepage.



Hello Pat Fernandez,

Welcome to **kynect resources**! You are now able to complete the remainder of the onboarding process.

Click [here](#) to start the Kentucky Online Gateway (KOG) registration for the first time. If you already have a KOG account, please log-in to that account [here](#).

This is a time sensitive link, so please complete these steps within 24 hours of clicking the link.

Please note that you will be asked to confirm your identity via individual specific questions generated by the system. This step ensures access security and is confidential. Verifying your identity is a required step to complete your onboarding to kynect resources. The information is secure and not used for any other purposes.



Required kynect resources Training

Upon log in, three required training modules will be displayed. Click **Launch** to begin each training.

Upon completion of the Privacy and Security, Program Summary, and System Trainings, click **Next** to complete this step.

The screenshot shows a training dashboard with a blue header bar. The header bar contains the text "Status: Not Started 0%" and "Duration: 11 mins". Below the header is a section titled "ACTIVITIES". Underneath, there is a "Plan activities" section. This section contains a list of activities with their respective status and duration. The activities are: "Privacy and Security" (Status: 0%, Duration: 0 min), "Privacy and Security" (Status: 0%, Duration: 0 min), "Privacy and Security Quiz" (Status: 0%, Duration: 0 min), "Program Summary" (Status: 0%, Duration: 0 min), and "System Trainings" (Status: 0%, Duration: 11 mins). A "View" button is next to the second "Privacy and Security" activity, and a "Launch" button is next to the "Privacy and Security Quiz" activity. At the bottom right of the dashboard, a "Next" button is highlighted with a red box and a red arrow pointing to it.

Activity	Status	Duration	Action
^ Privacy and Security	Status: 0%	Duration: 0 min	
📄 Privacy and Security	0%	0 min	View
📄 Privacy and Security Quiz	0%	0 min	Launch
∨ Program Summary	Status: 0%	Duration: 0 min	
∨ System Trainings	Status: 0%	Duration: 11 mins	



KOG Sign-In

This screenshot shows the 'Citizen (or) Business Partner Sign In' page on the KYKY MyKentucky.gov website. The page includes a 'SIGN IN' button highlighted with a red box and a red arrow pointing to it from the right. A 'WARNING' box is also visible on the right side of the page.

TEST

FAQ | Help | English

Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

Email Address
joan.hall@dispostable.com

Password [Forgot/Reset Password?](#)

SIGN IN

[Resend Account Verification Email](#)

WARNING
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

Onboarding is complete.
The kynect Staff Portal is now a tile on the KOG homepage.

Click **Launch** to access **kynect resources**.

This screenshot shows the KOG homepage with two portal tiles. The 'Resources Community Portal' tile is highlighted with a red border and has a red arrow pointing down to its 'Launch' button. The 'Resources Staff Portal' tile is also visible to the right.

My Apps

Search for Applications ... [QSearch](#)

C D E F G H I J K L M N O P Q R S T U V W X

Resources Community Portal

Portal for community partners to connect with resources

Launch

Resources Staff Portal

Portal for managing the organization claim request

Launch



Upcoming Events and Opportunities

Support Event	Date/Time	Additional Information
Monthly kynect to You Newsletter Distribution	Next Distribution: October 13, 2022	<ul style="list-style-type: none"> Spotlight key information and metrics Let us know if you need to be added to the distribution list
Monthly Community Partner Check in Webinar	Next Occurrence: September 22, 2022 11:00-12:00	<ul style="list-style-type: none"> Monthly update on metrics and a system spotlight Spotlight Topics based on reported issues and questions
Onboarding Webinar	Next Occurrences: TBD	<ul style="list-style-type: none"> Walks attendees through the onboarding process step-by-step Receive system training and have any questions about they system answered in real time



Want to Schedule a kynect resources Information Session?

The team is happy to schedule a Virtual Site Visit to provide one-on-one information about kynect resources with your team or group.

Reach out to kynectresources@ky.gov to schedule at your convenience!

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Questions and Discussion

Thank you

Tracy.Williams@ky.gov

kynectresources@ky.gov



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