kynect resources

Together for a better Kentucky.

In partnership with: United Way

kynect resources Overview

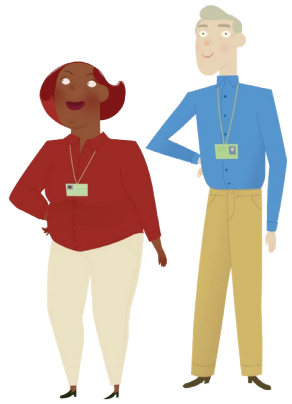
Mission and Benefits

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



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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

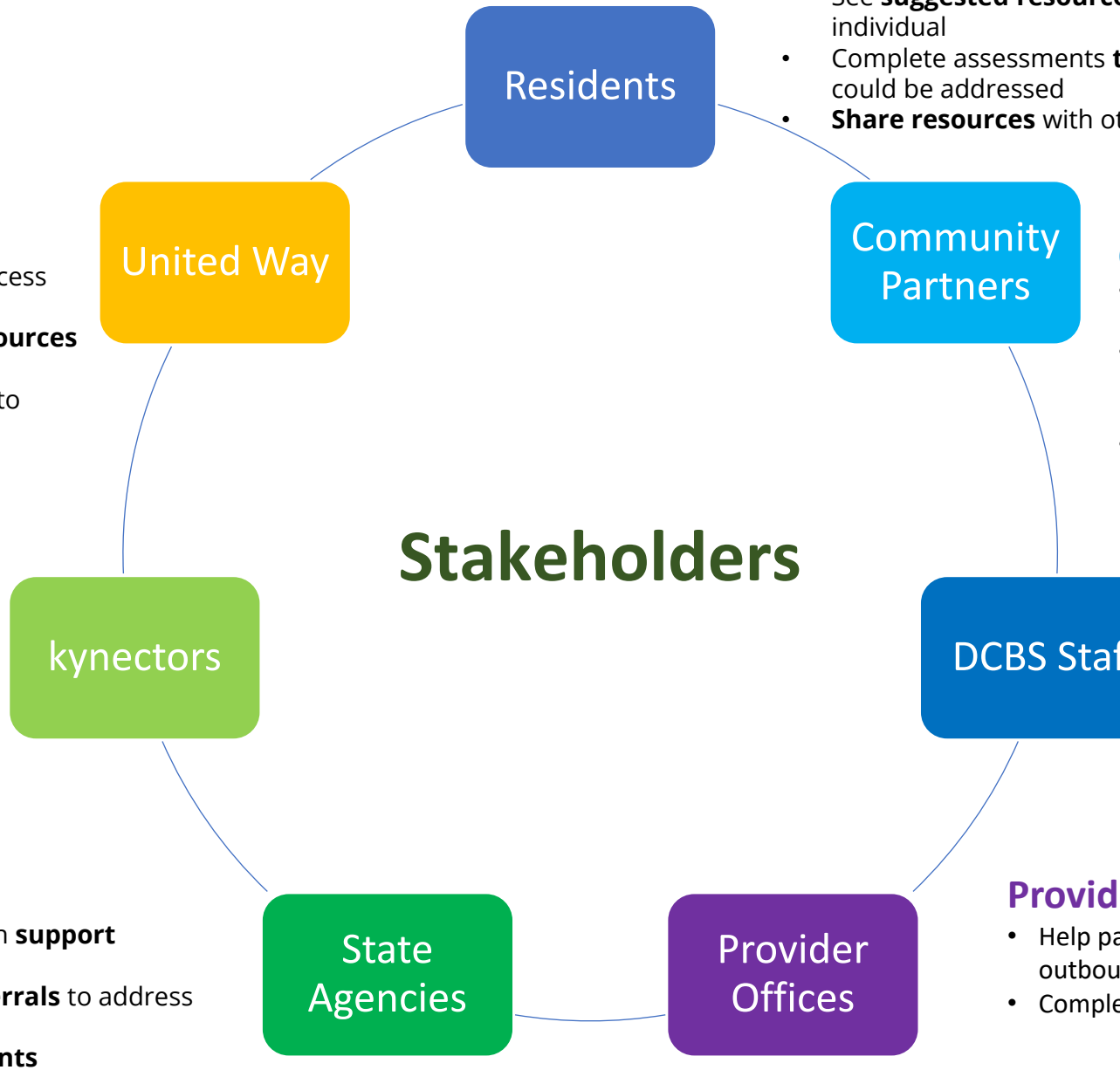
KHIE
Kentucky Health Information Exchange

- 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

Stakeholders



Residents
- **Browse resources** available in the 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
- Support residents by **managing referral activity** in a timely manner
- **Track metrics** related to how your organization is utilizing kynect resources
- Help Kentuckians by **creating referrals** to organizations

DCBS Staff
- Help Kentuckians by **creating referrals** to organizations that could help them
- Help residents **complete assessments**

Providers
- Help patients connect to organizations via outbound referrals
- Complete SDOH Assessments

State Agencies
- Help Kentuckians with **support programs**
- **Find and create referrals** to address those in need
- **Complete Assessments**

kynectors
- Help Kentuckians **find health coverage and create referrals** for resources
- Help residents **address any needs and complete Assessments**

United Way
- Helps Community Partners access
- **kynect resources**
- Provides the **database of resources**
- that Kentuckians connect with
- Provides **2-1-1 Phone Access** to
- Resources
- **Referral Support Specialists**

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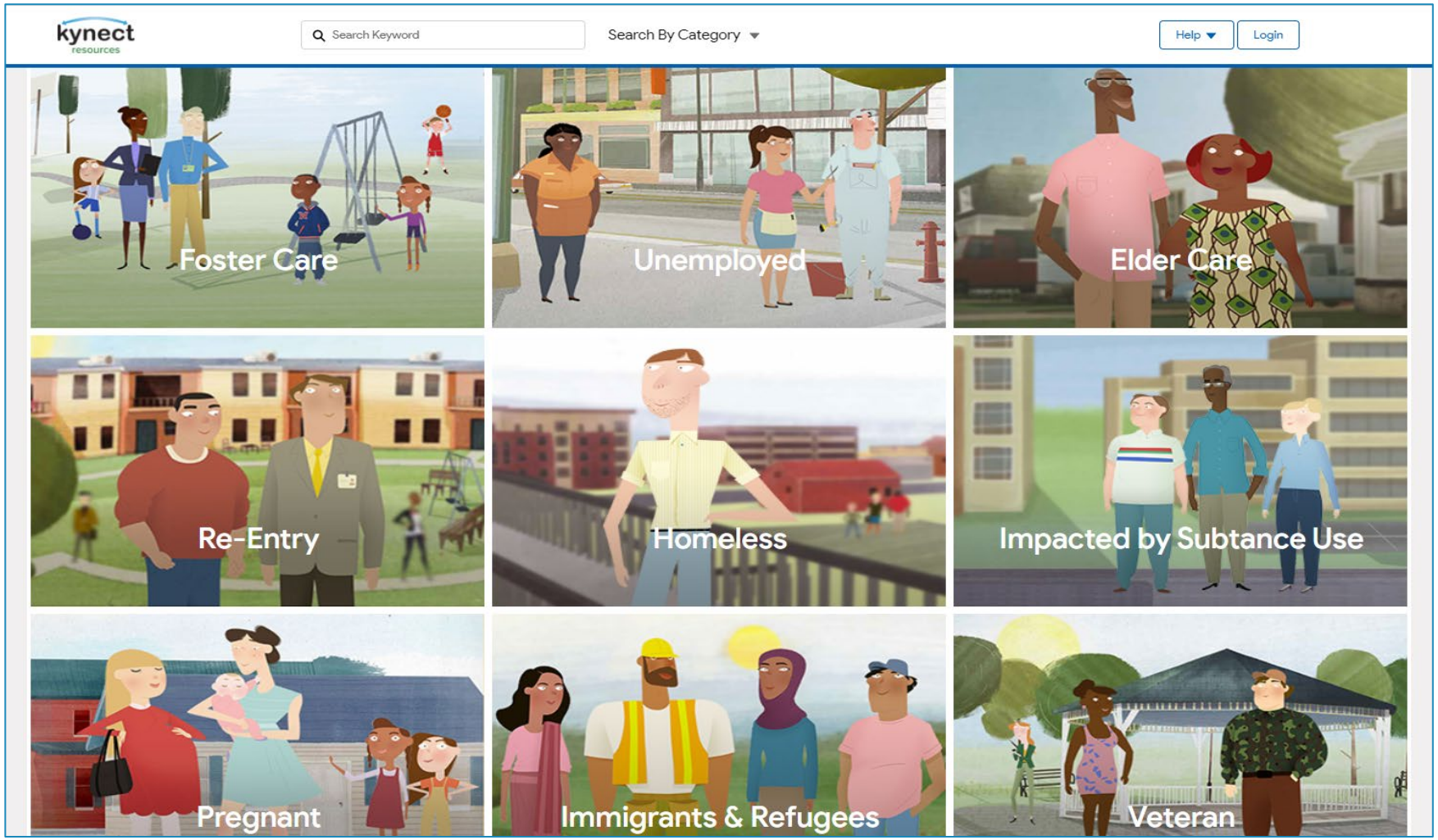
Connecting Kentuckians to Help

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

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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.

Claim Site on kynect resources

Reviewed and approved by local United Way chapters

Create a KOG Account

Link to create an account is sent once Site Claim Request is approved.

There is a specific link in this email for those who have an existing KOG account

Complete Final Onboarding

Download MFA, Complete brief system training

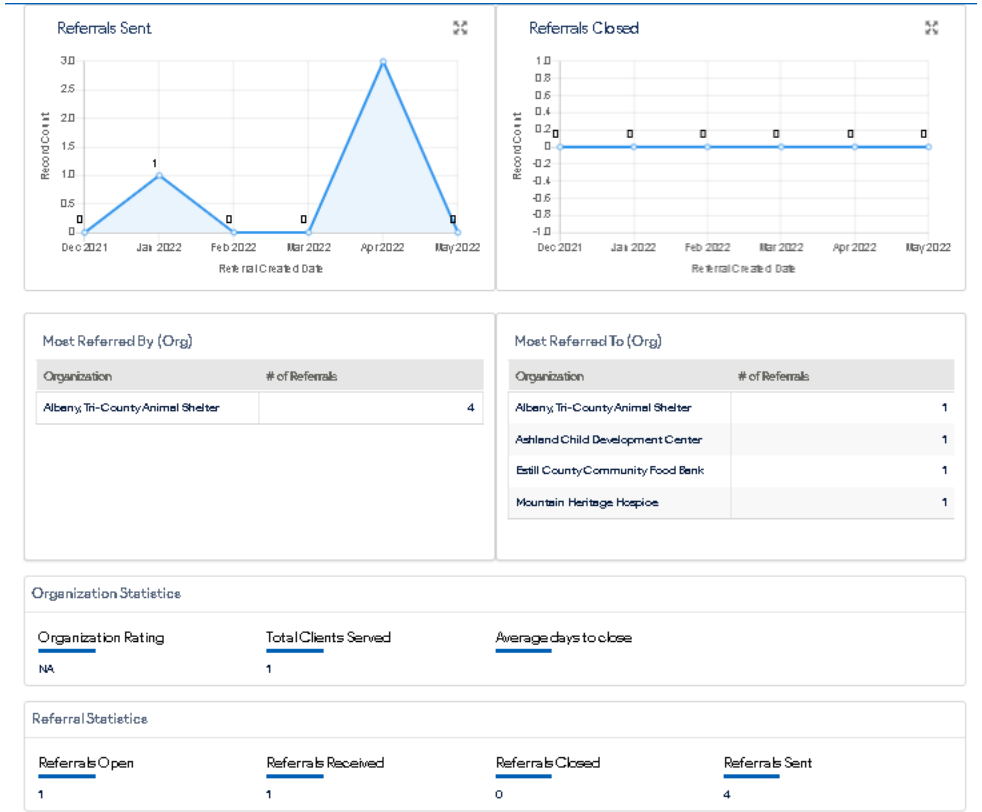
Resident Consent: Residents control access to their information in kynect resources. Referrals may be made on behalf of a resident without full access to their information. Consent to view their full record may be provided via email, text or verbal acknowledgement.

Community Partner Workspace

- 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

kynect resources

- My Workspace
- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Reports
- Client Search
- My Favorites
- Organization
- Resources
- Staff



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Community Partner Workspace

kynect resources

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

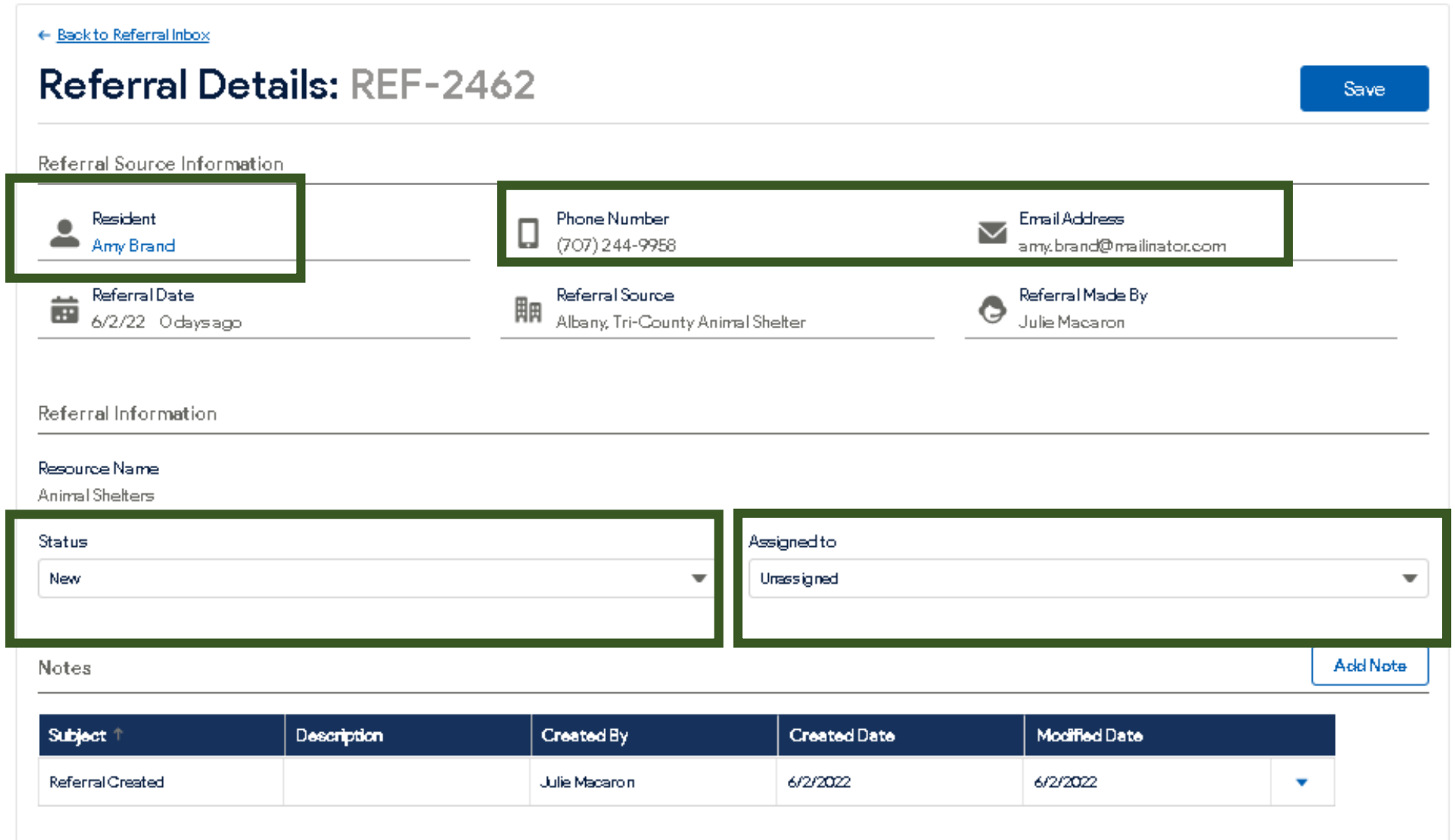
Created

Days Open: None

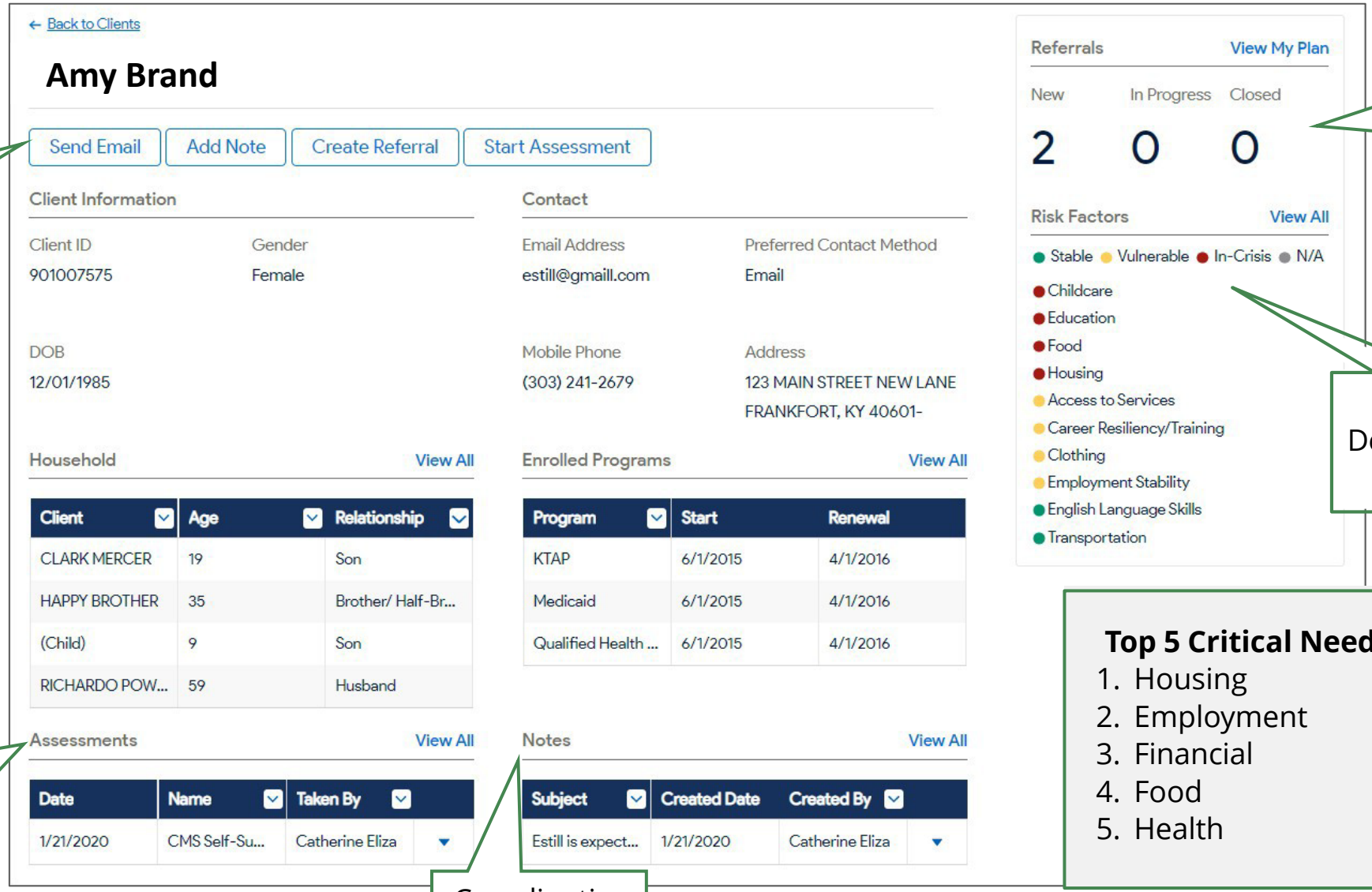
Search | Reset

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



Resident Information Screen



Quick Action Buttons

Integrated IEES Data Sources

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

Coordination across partners

Referral Activity

Social Determinants of Health

Top 5 Critical Needs:

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

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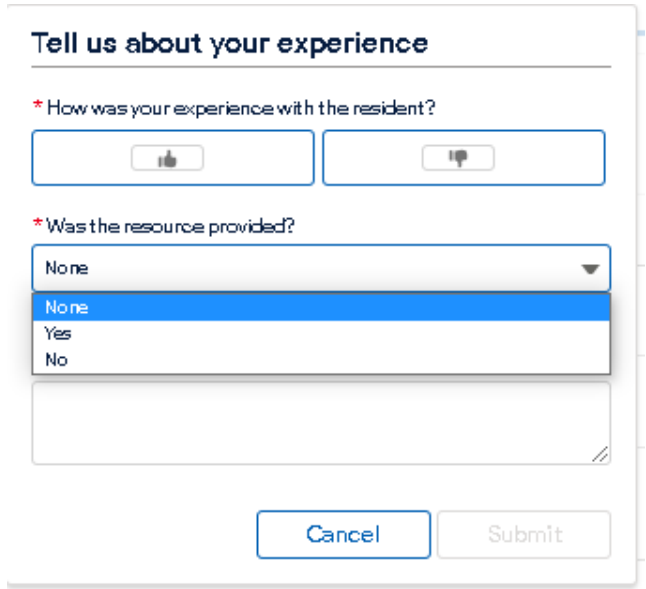
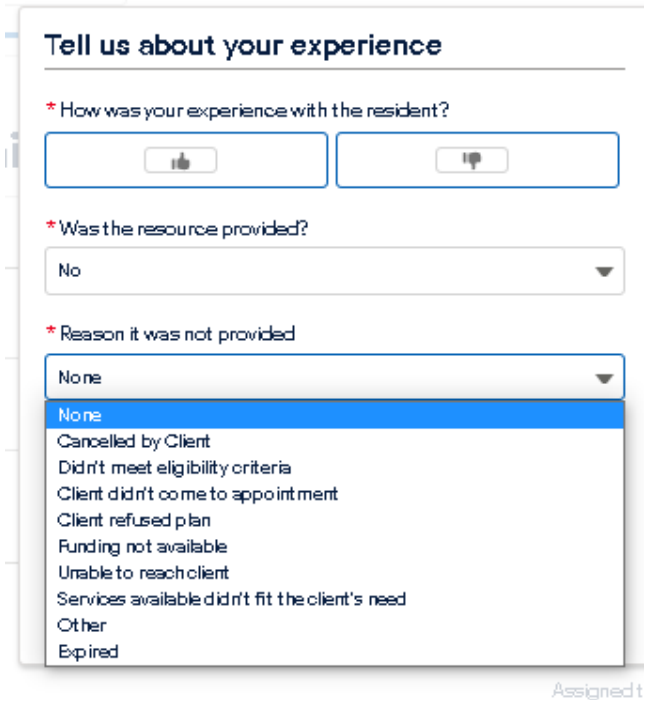
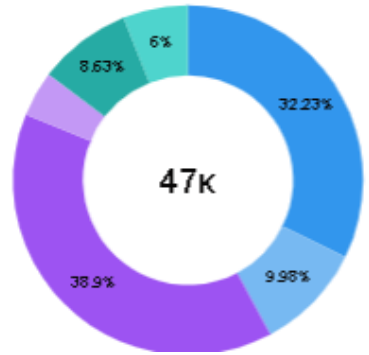
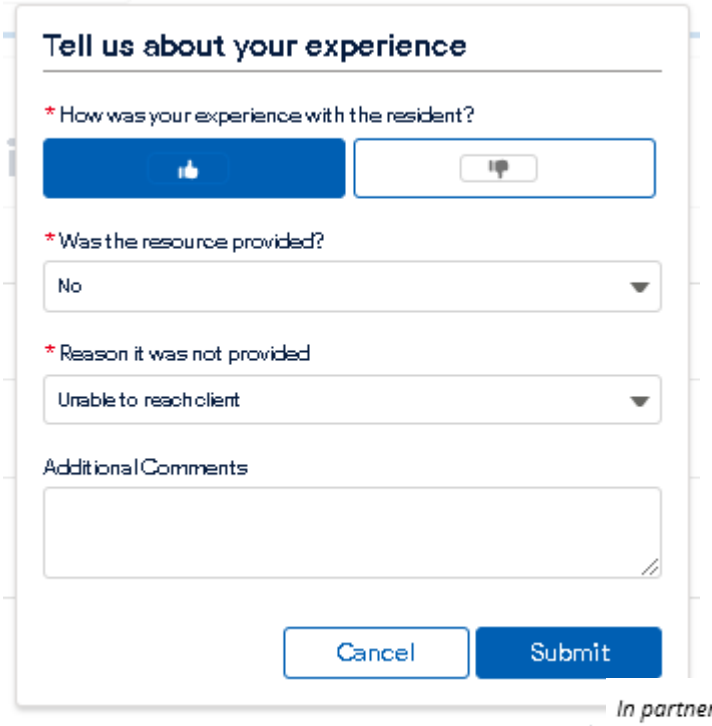
Closing Referrals and Tracking Outcomes





Closed Referrals by Outcome





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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

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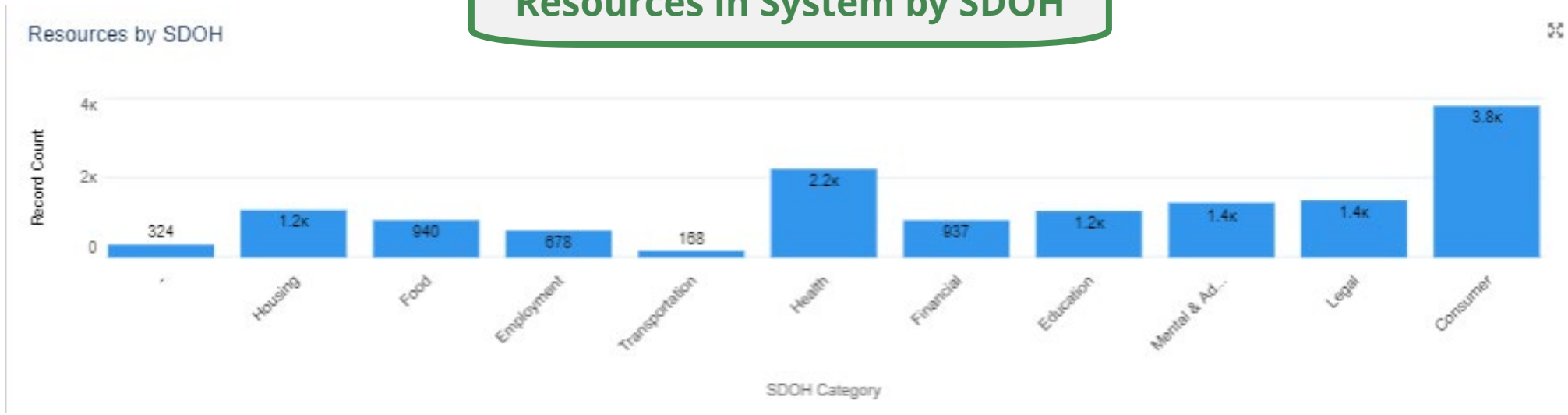
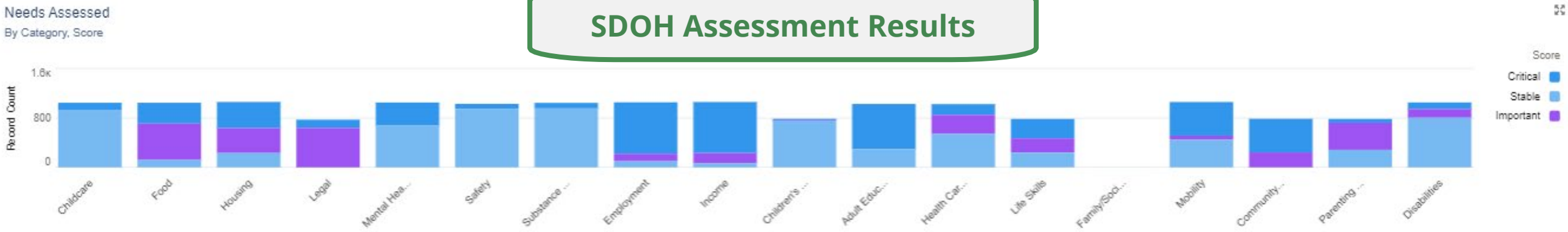
kynect resources Metrics

Resources in System by SDOH



SDOH Assessment Results



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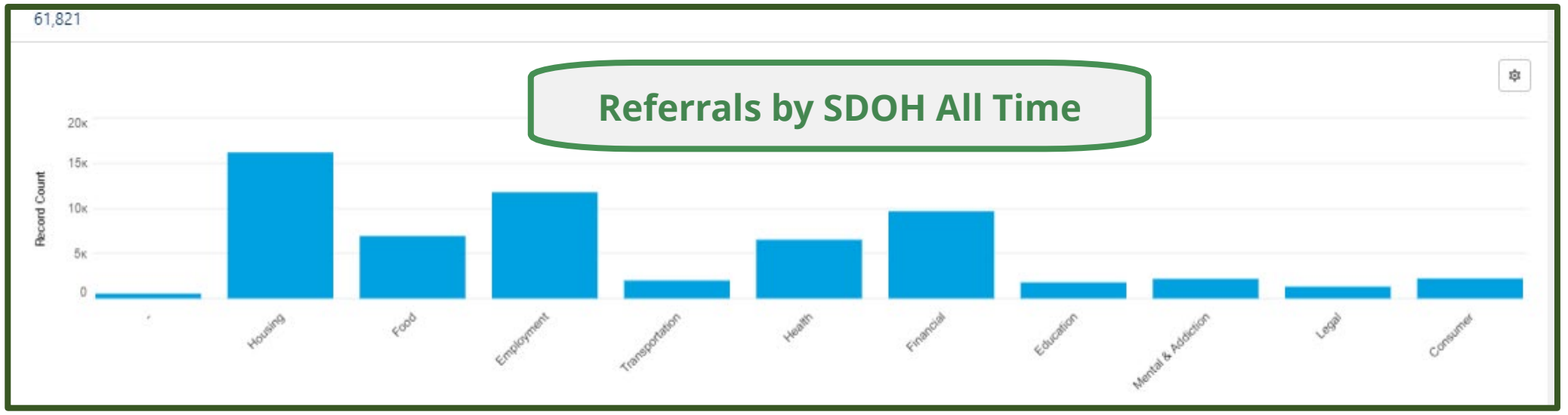
kynect resources Metrics



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System Demonstration

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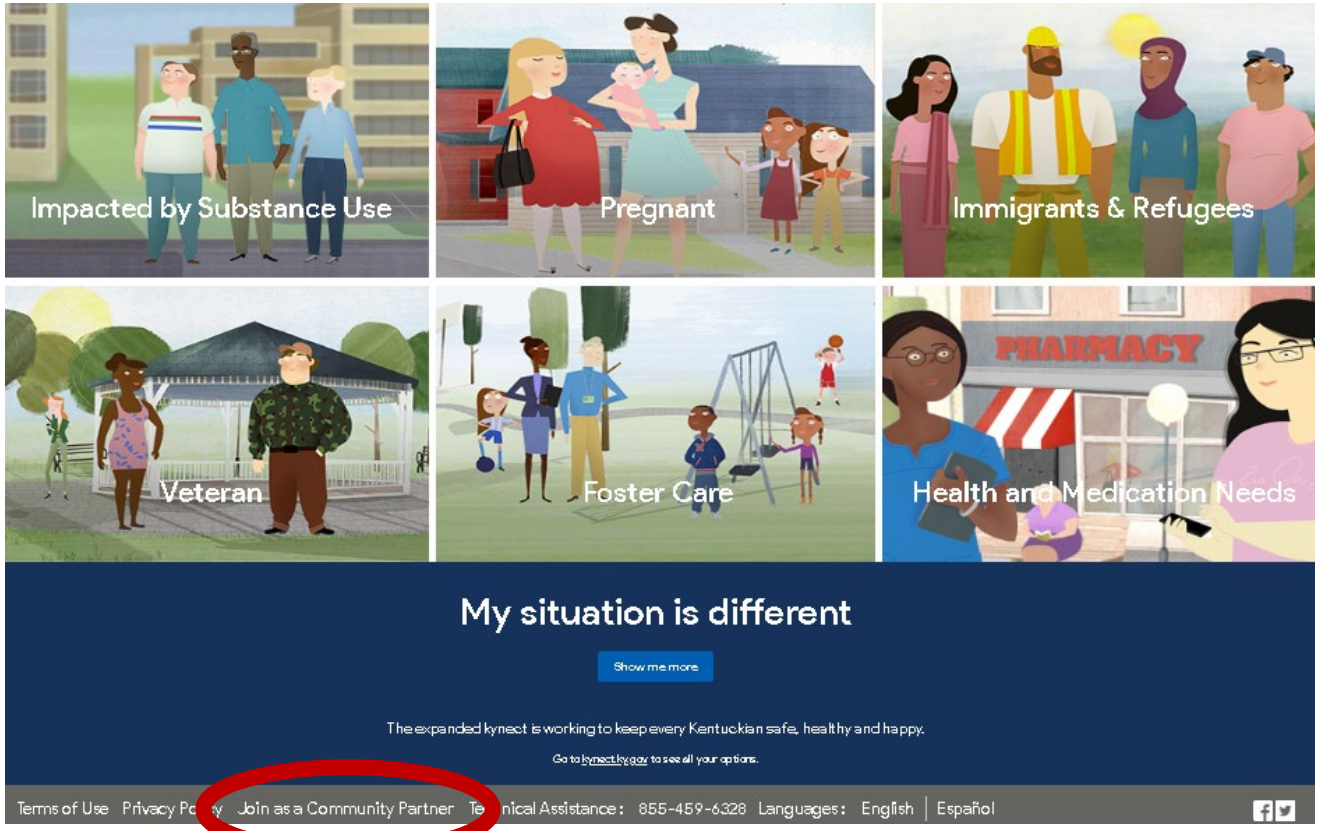
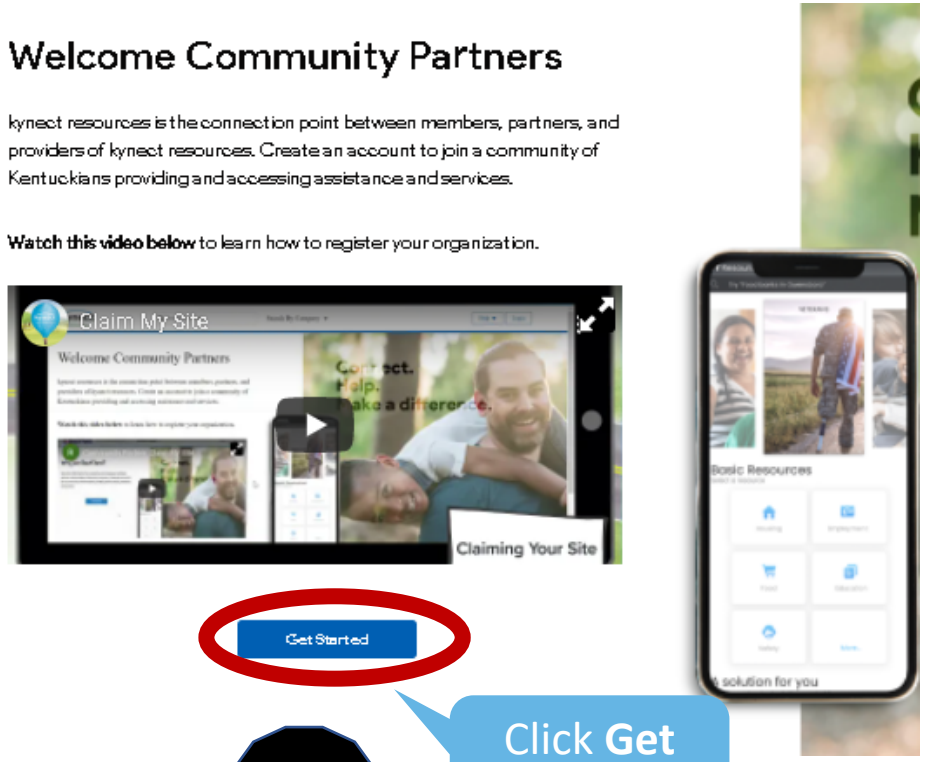
Join As A Community Partner



1

Click **Join as a Community Partner**



2

Click **Get Started**

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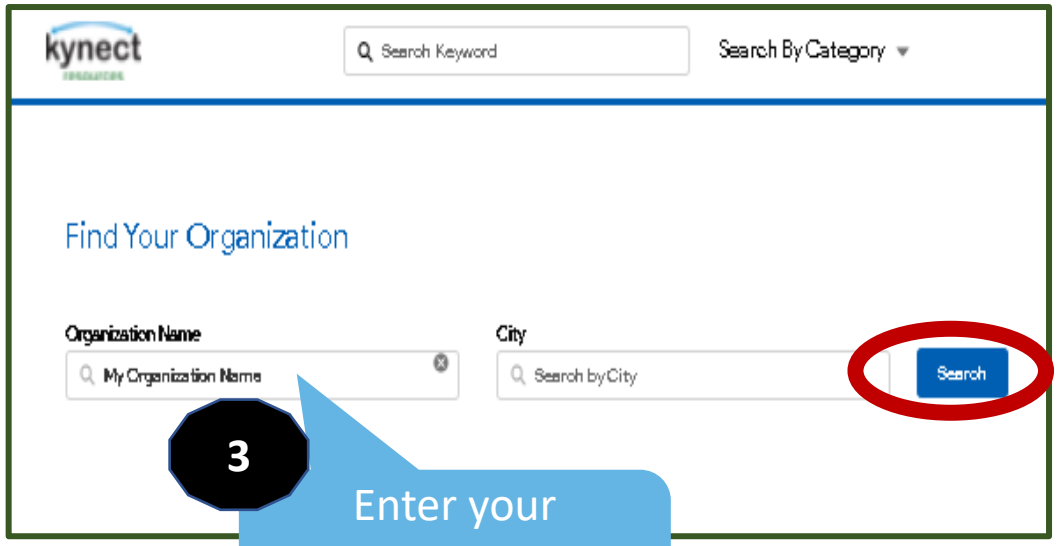
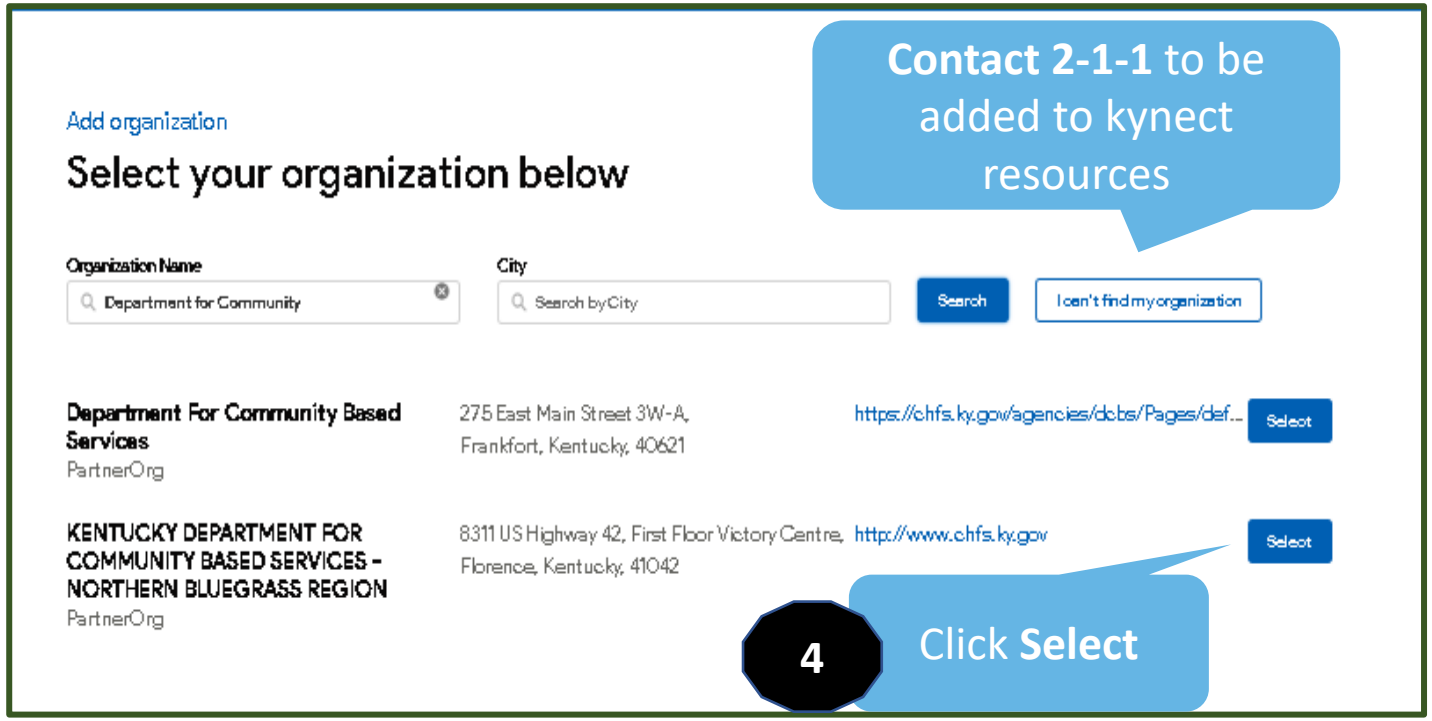
Join As A Community Partner





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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://chfs.ky.gov/agencies/dcbs/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

* 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

Back | Continue

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 .

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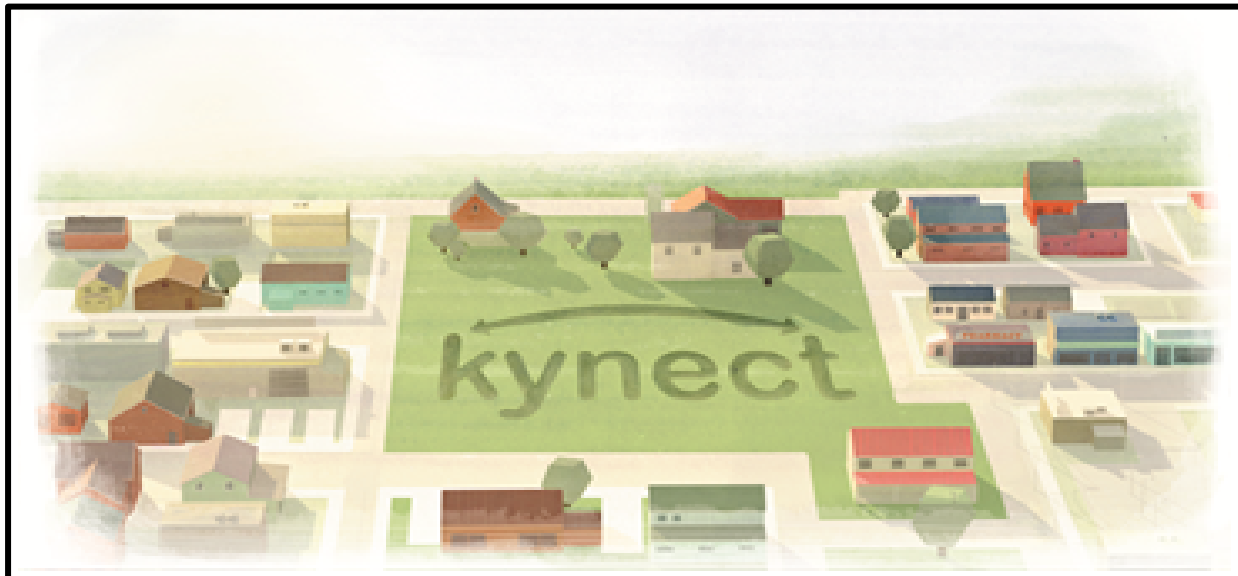
Onboarding Email KOG Account

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.

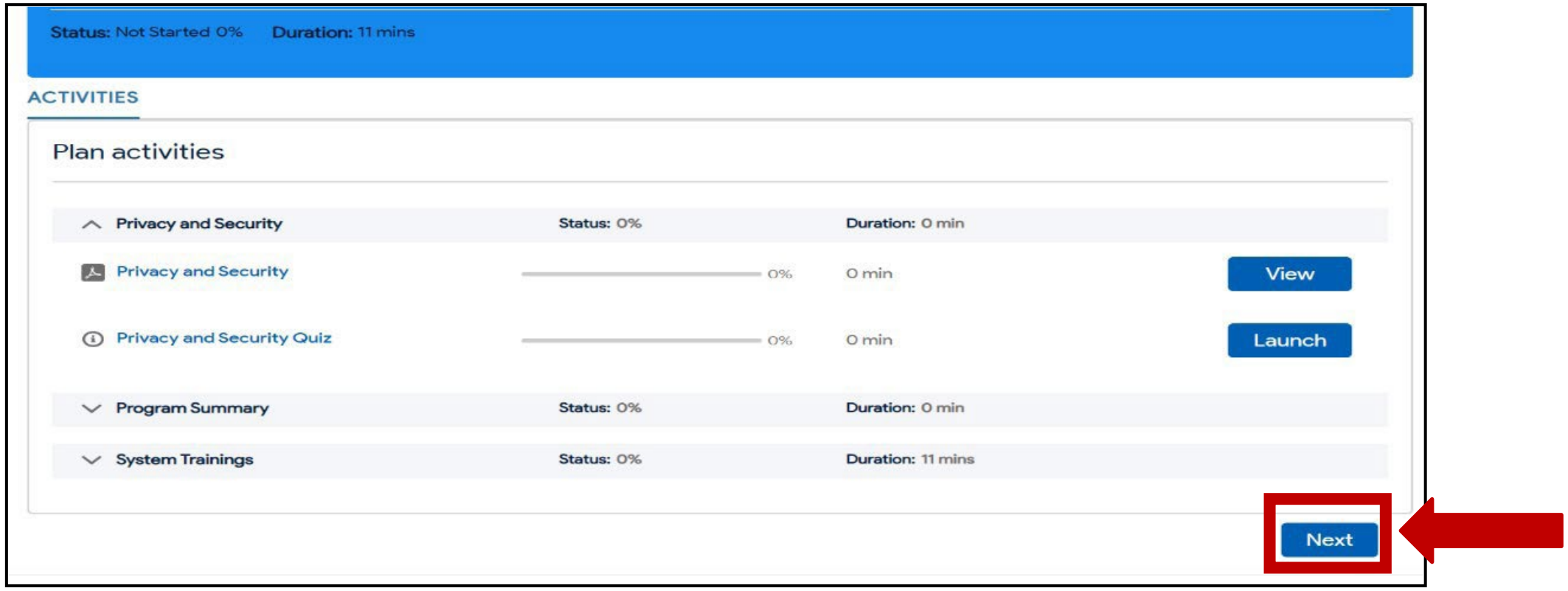
Click **here** to start the Kentucky Online Gateway (KOG) registration for the first time. If you already have a KOG account, please log-in to that account here.

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

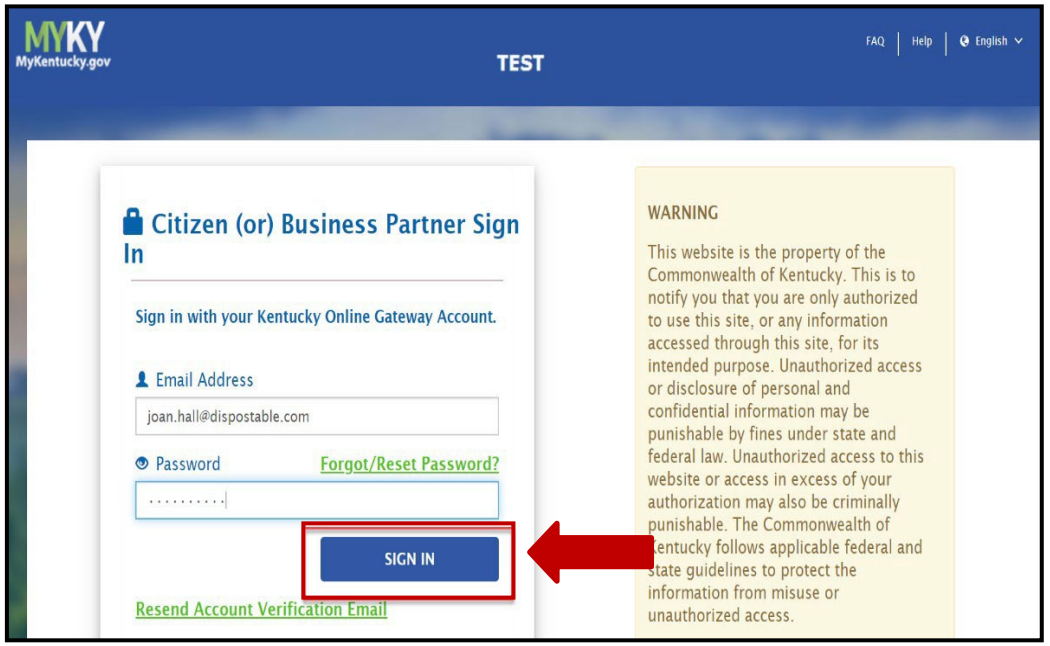
Please note that you will be asked to confirm your identity via individual specific questions generated by the system. This step ensures access security and is confidential. Verifying your identity is a required step to complete your onboarding to kynect resources. The information is secure and not used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

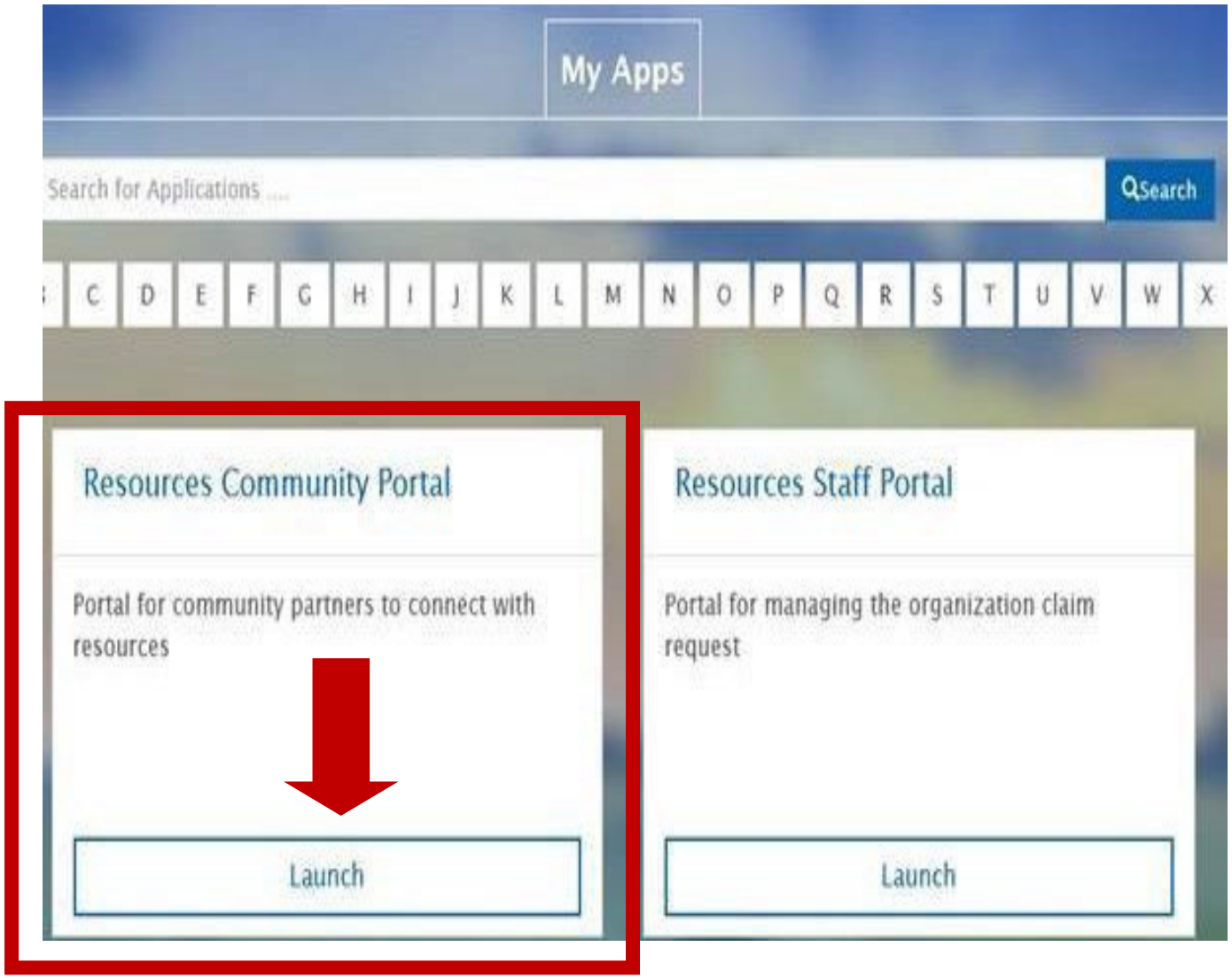
Required kynect resources Training

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.



KOG Sign-In





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

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

Upcoming Events and Opportunities

Support Event	Date/Time	Additional Information
Monthly kynect to You Newsletter Distribution	Next Distribution: **October 13, 2022**	• 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**	• Monthly update on metrics and a system spotlight • Spotlight Topics based on reported issues and questions
Onboarding Webinar	Next Occurrences: **TBD**	• 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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kynect resources
Together for a better Kentucky.

Questions and Discussion

Thank you

Tracy.Williams@ky.gov
kynectresources@ky.gov

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