kynect resources

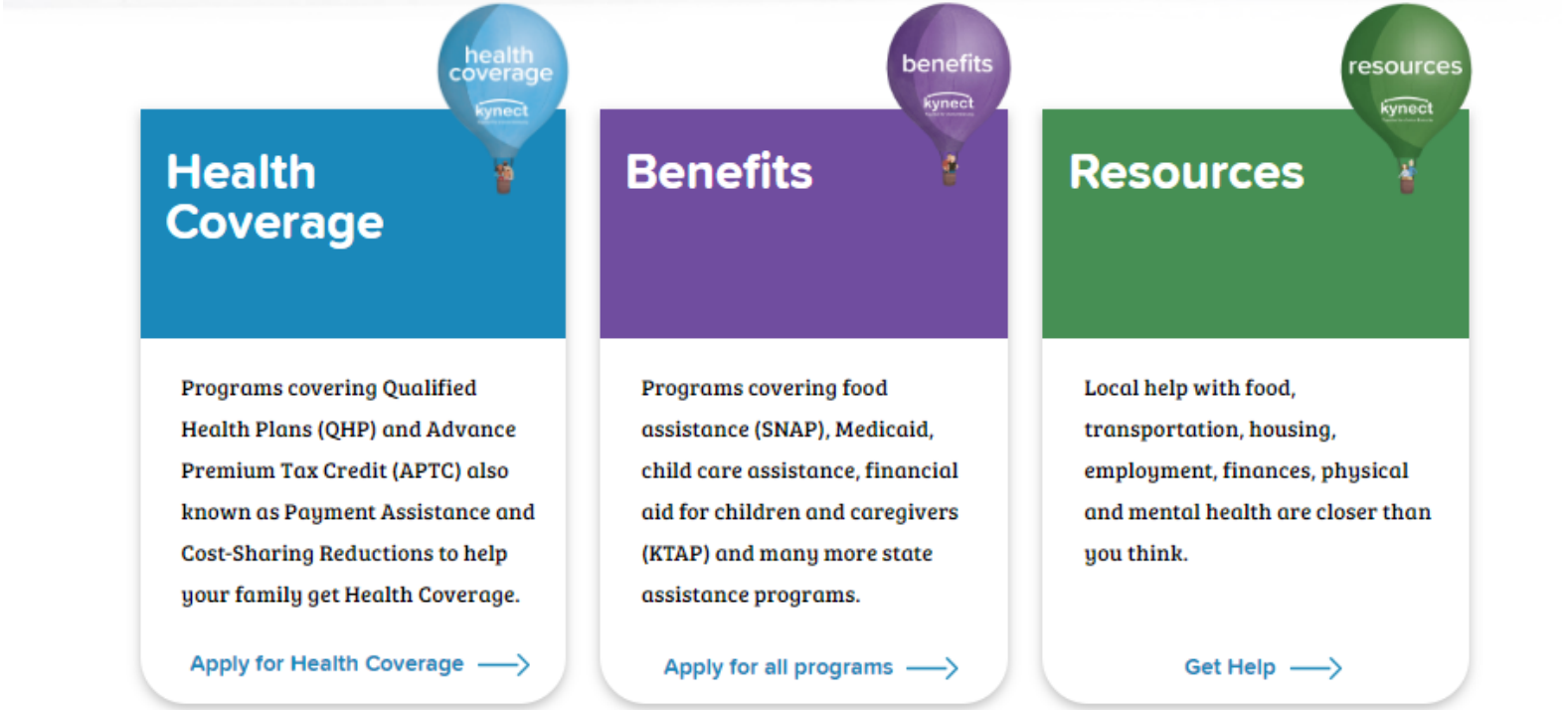
Together for a better Kentucky.

kynect resources Overview

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

kynect

Together for a better Kentucky



kynect resources Introduction

kynect resources is a directory of programs, services, and supports throughout the Commonwealth of Kentucky.

kynect resources has built-in tools for users to help facilitate connecting residents to those supports.

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.**

In partnership with: United Way

kynect resources Advantages

- ✓ Reduced barriers to finding help
- ✓ Faster connections to available resources
- ✓ One-stop-shop for a variety of needs
- ✓ Closed loop referral process to guide improved outcomes, strengthen partnerships, promote wrap around services to residents.
- ✓ Collect insights and key metrics concerning Social Determinants of Health (SDoH) to help inform policy, processes, practices and identify potential gaps in services
- ✓ **kynect resources Incentive Initiative** for not-for-profit organizations

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kynect resources Tools

Community Partner Tools

- Create Referrals
- Receive Referrals
- Access SDoH Assessment and view Assessment results
- Organization Dashboard with metrics

Resident Tools

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

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Referral Process

What is a Referral?
A referral is a request for help.

Community Partner works with a resident seeking services for obtaining GED

→ Resident shares that they are only working part time and they struggle to pay utilities

→ CP uses **kynect resources** to find an organization that provides utility payment support

→ CP creates a referral to that organization in **kynect resources**

→ That organization receives an email from **kynect resources** notifying them of the referral

→ The organization logs in to **kynect resources** and contacts the resident

→ The organization provides the resident with the resource

→ The organization closes the referral in **kynect resources**

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United Way Referral Support

Organizations are responsible for managing and responding to their open referrals. United Way Referral Specialists support open referrals that have not been managed to further the closed loop referral process. Here are examples of how the United Way Referral Specialists may intervene during the referral process to ensure resident's needs are being addressed.

Outreach to Community Partner with open referrals older than 1 week

Community Partner 1 works with a resident seeking services for obtaining GED

Resident shares that they are only working part time and they struggle to pay utilities

CP1 uses **kynect resources** to find organization that provides utility payment support

CP1 creates a referral to that organization in **kynect resources**

CP2 receives an email from **kynect resources** notifying them of the referral

CP2 logs in to **kynect resources** and contacts the resident

CP2 provides the resident with the resource

Outreach to resident to confirm need has been met

CP2 closes the referral in **kynect resources**

Close referral in **kynect resources** when organizations is not onboarded, and the referral is older than 2 weeks

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Social Determinants of Health

Stable	Vulnerable	In-Crisis	N/A

Risk Factors
Adult Education
Community Involvement
Food
Housing
Life Skills
Mental Health
Mobility
Disabilities
Employment
Health Care Coverage
Income
Legal
Childcare
Children's Education
Parenting Skills
Safety
Substance Abuse
Family/Social Relations

Social Determinants of Health (SDOH) are life factors that may influence overall health. These may include where people live and work, age, access to transportation and other considerations and systems that determine their condition of daily life.

kynect resources collects and shares SDOH information to provide a holistic view of resident needs to Community Partners who support those needs. This helps to prioritize action and identify resident needs across the Commonwealth.

SDoH information is shared between **kynect resources** and Kentucky Health Information Exchange (KHIE)

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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 12,000 resources available from 211 data***
- ***Referral Specialist Outreach***

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 KHIE 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

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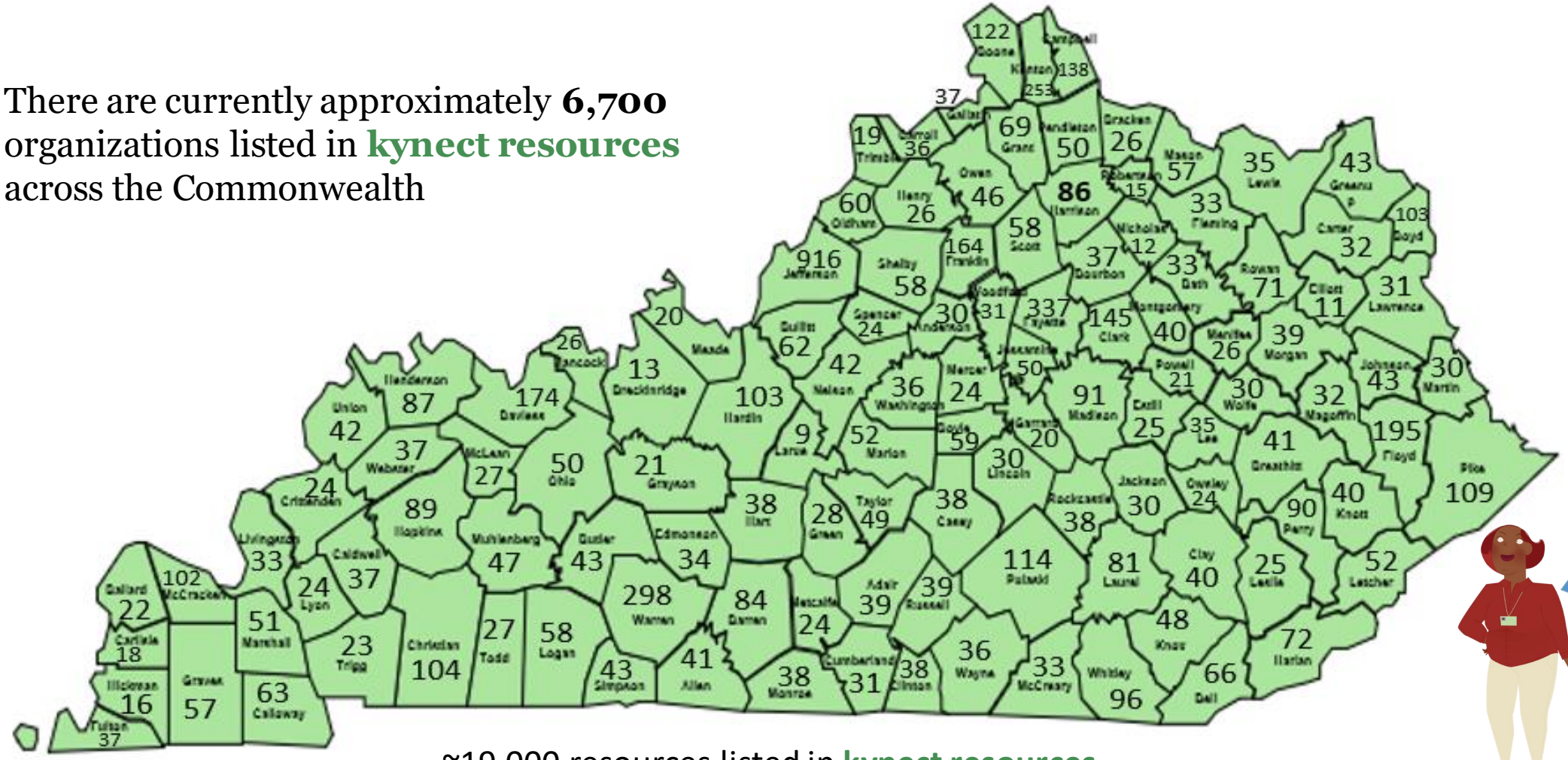
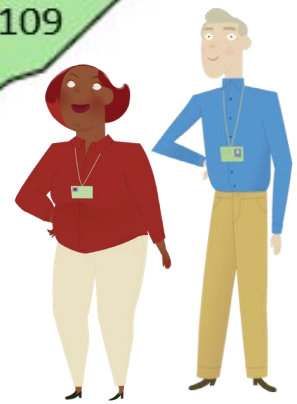
Organizations by County

There are currently approximately **6,700** organizations listed in **kynect resources** across the Commonwealth



~19,000 resources listed in **kynect resources**



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Stakeholders

Residents

Community Partners

DCBS Staff

Medical Providers

State Agencies

kynectors

United Way

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 resident **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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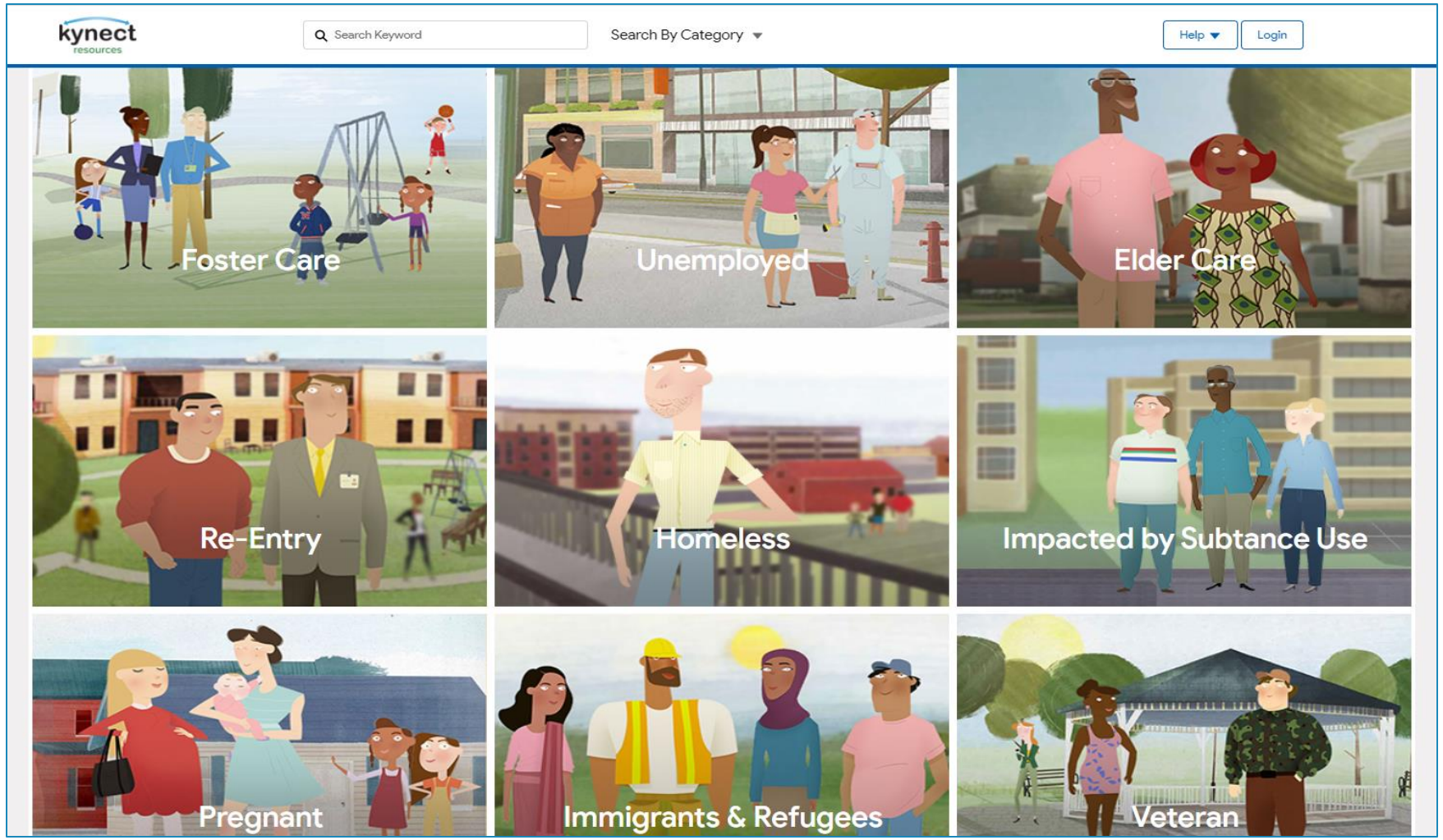
Connecting Kentuckians to Help

Visit kynect.ky.gov/resources



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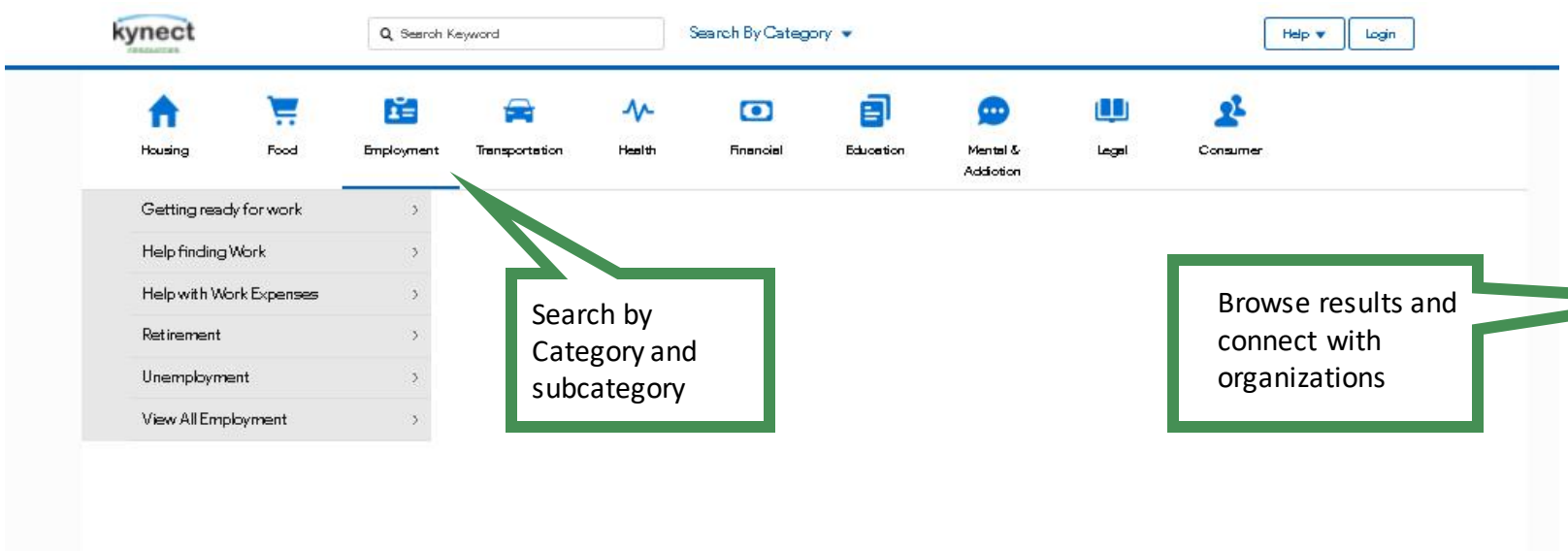
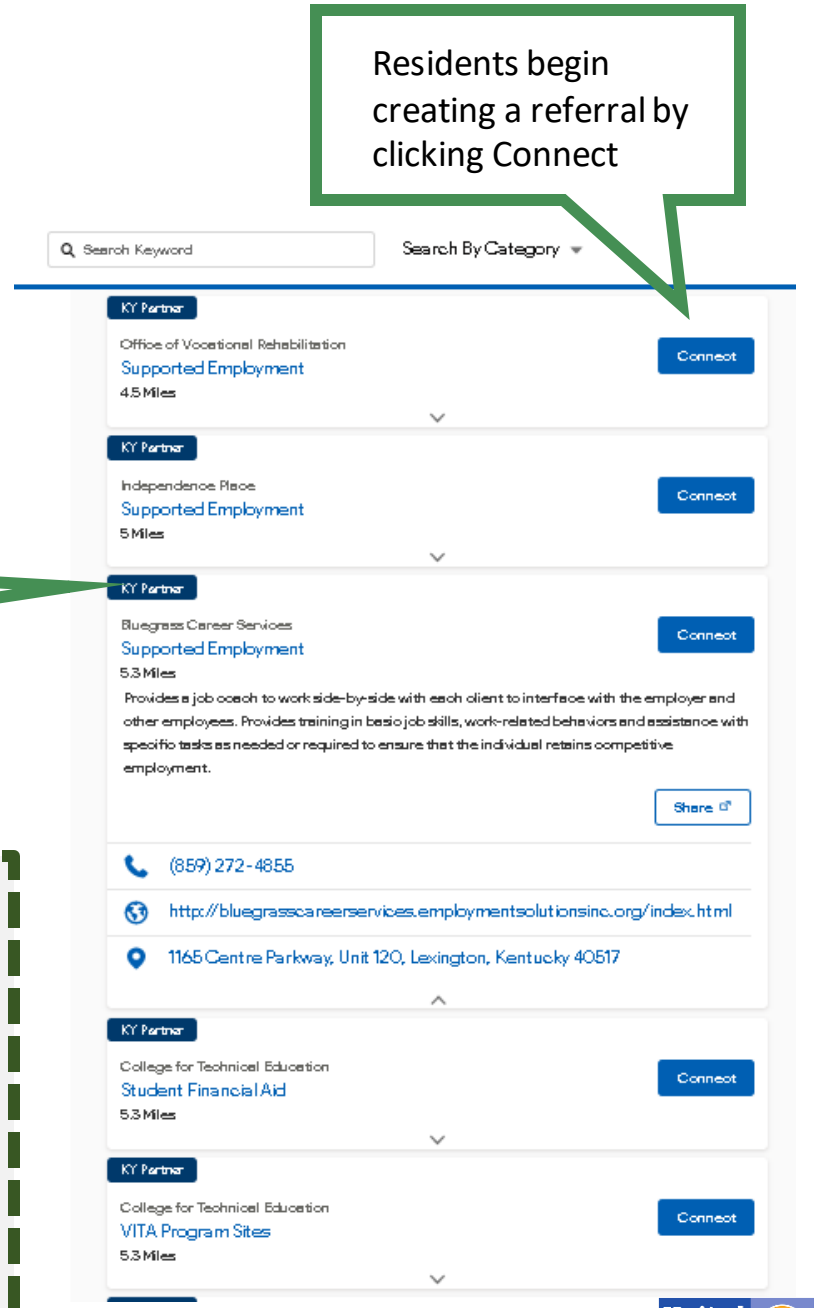
Connecting Kentuckians to Help





Search by Category aligns with SDoH categories and offer 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.

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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**, Community Partners must compete a required **Onboarding process** 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 Kentucky Online Gateway (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

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Community Partner Workspace

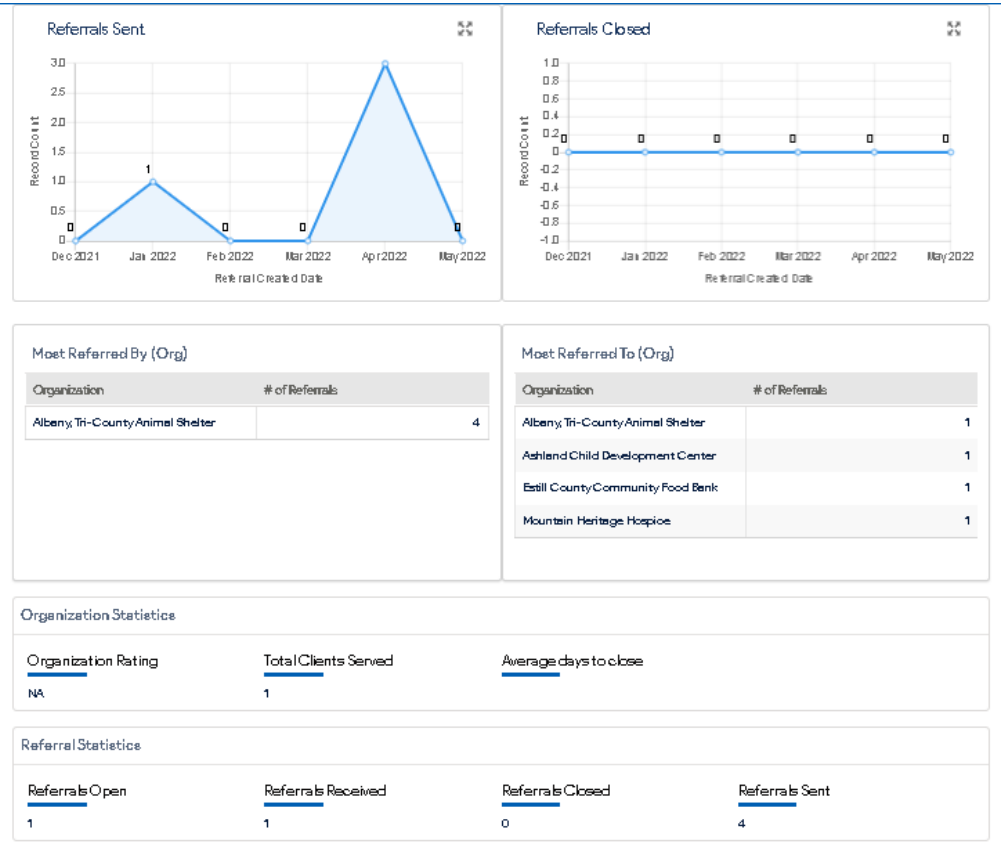
Once Onboarded, Community Partners have access to their **kynect resources** Workspace.

kynect resources

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 the organization
- Search for Clients or view existing clients
- Create a Favorites list for quicker referral generation
- Add and Edit Staff



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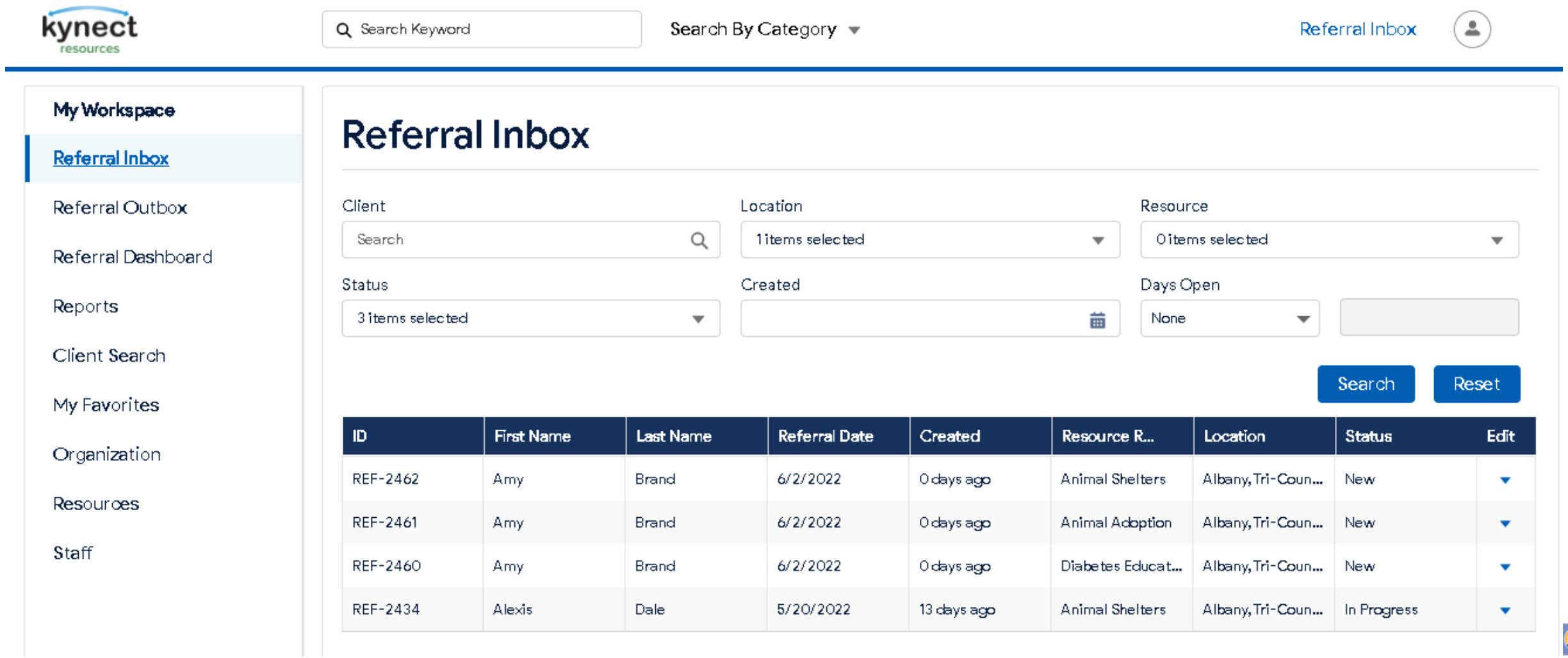
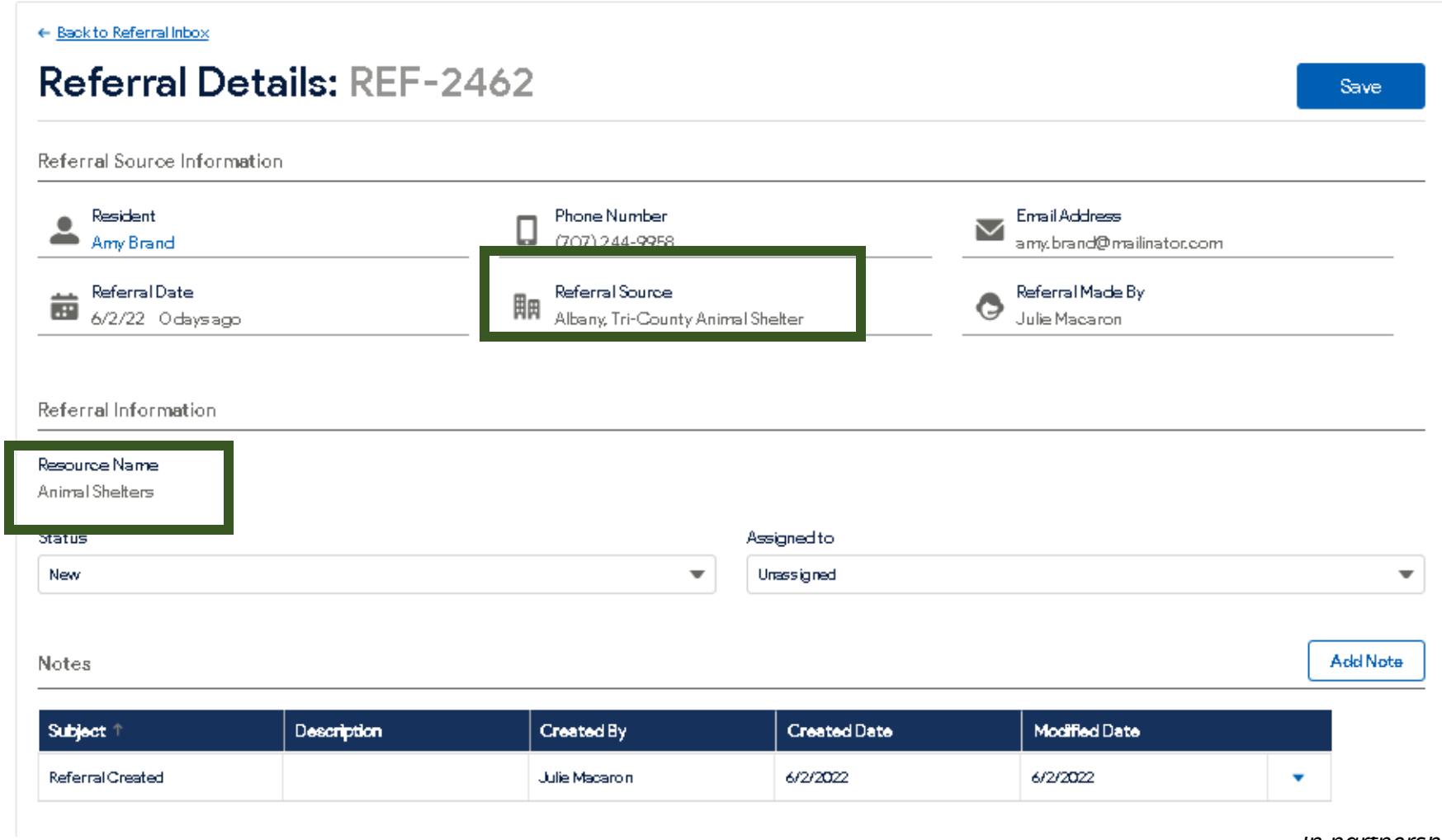
Community Partner Inbox

The Community Partner Inbox displays all referrals made to an organization. Each referral may be opened to access additional information.



Community Partner Inbox/Referral Detail Screen

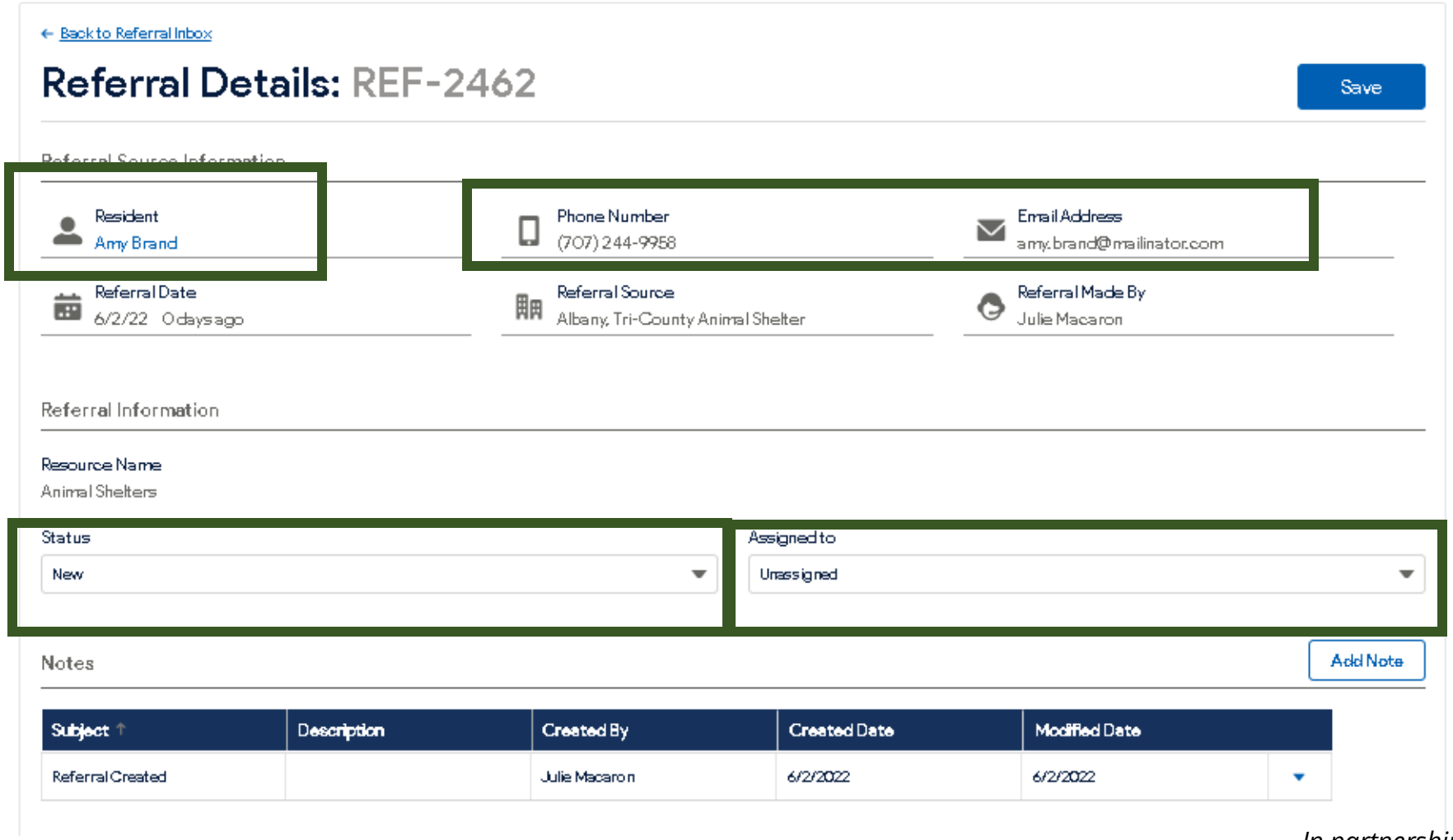
From this screen, you can still see the resource requested and the location of the resource. Community Partners have some tools in this **Referral Detail screen.**



Community Partner Inbox/Referral Detail Screen

The Referral Detail screen allows for outreach to the resident and the referral **Status** may be changed to **In Progress** or **Closed**. Referrals may also be assigned to specific staff members.

Click the Resident name to open the **Resident Information Screen.**



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Consent

Clicking the resident's name from the Referral Detail screen navigates to the **Request Consent/Create Referral** screen.

Resident consent allows users access to additional information and tools. Once Resident consent is captured, there is no need to request consent for future action.

Important Note:

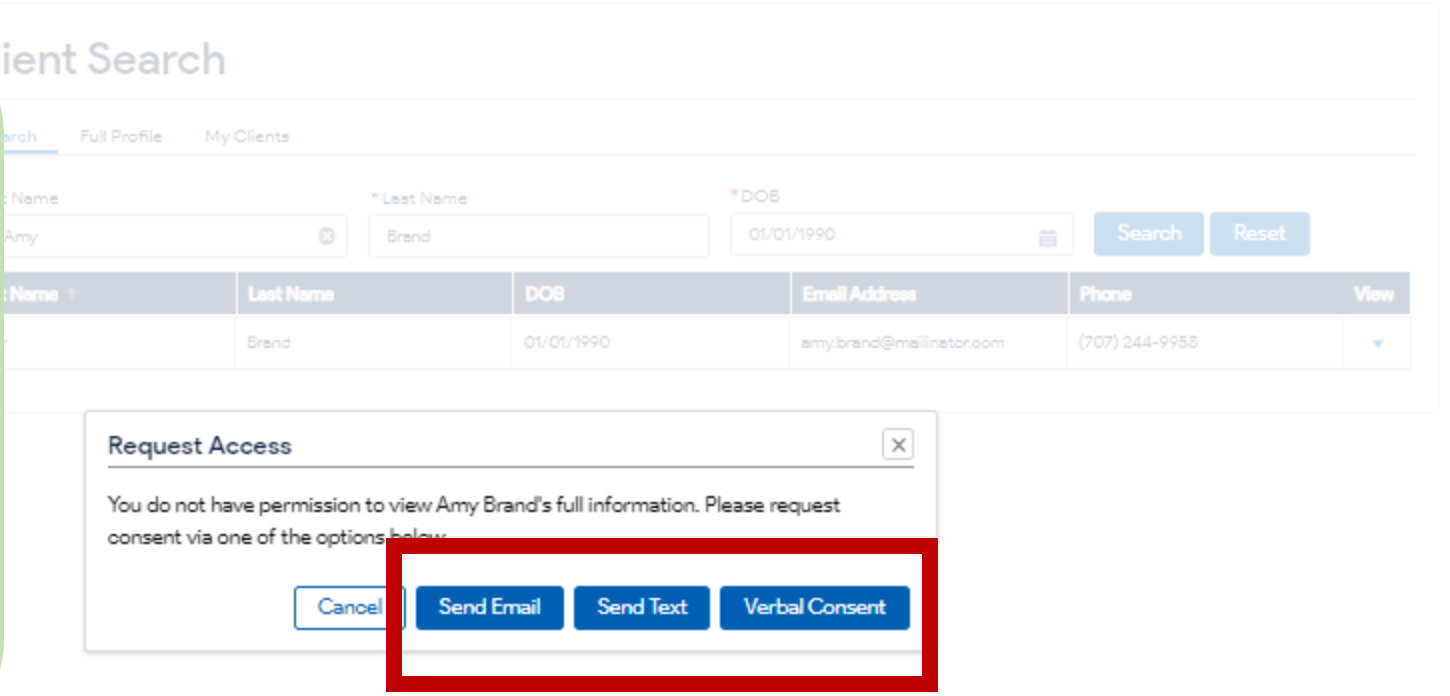
Referrals may be made on behalf of a resident **without consent** or full access to their information.

Consent

Consent is granted via email, text or captured verbally. Select the method of consent request. 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, you will be granted access to their information.

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

Resident Consent: Residents control access to their information in **kynect resources**. Consent to view their full record may be provided via email, text or verbal acknowledgement.
Residents may revoke consent by logging into **kynect resources** and changing their permissions.



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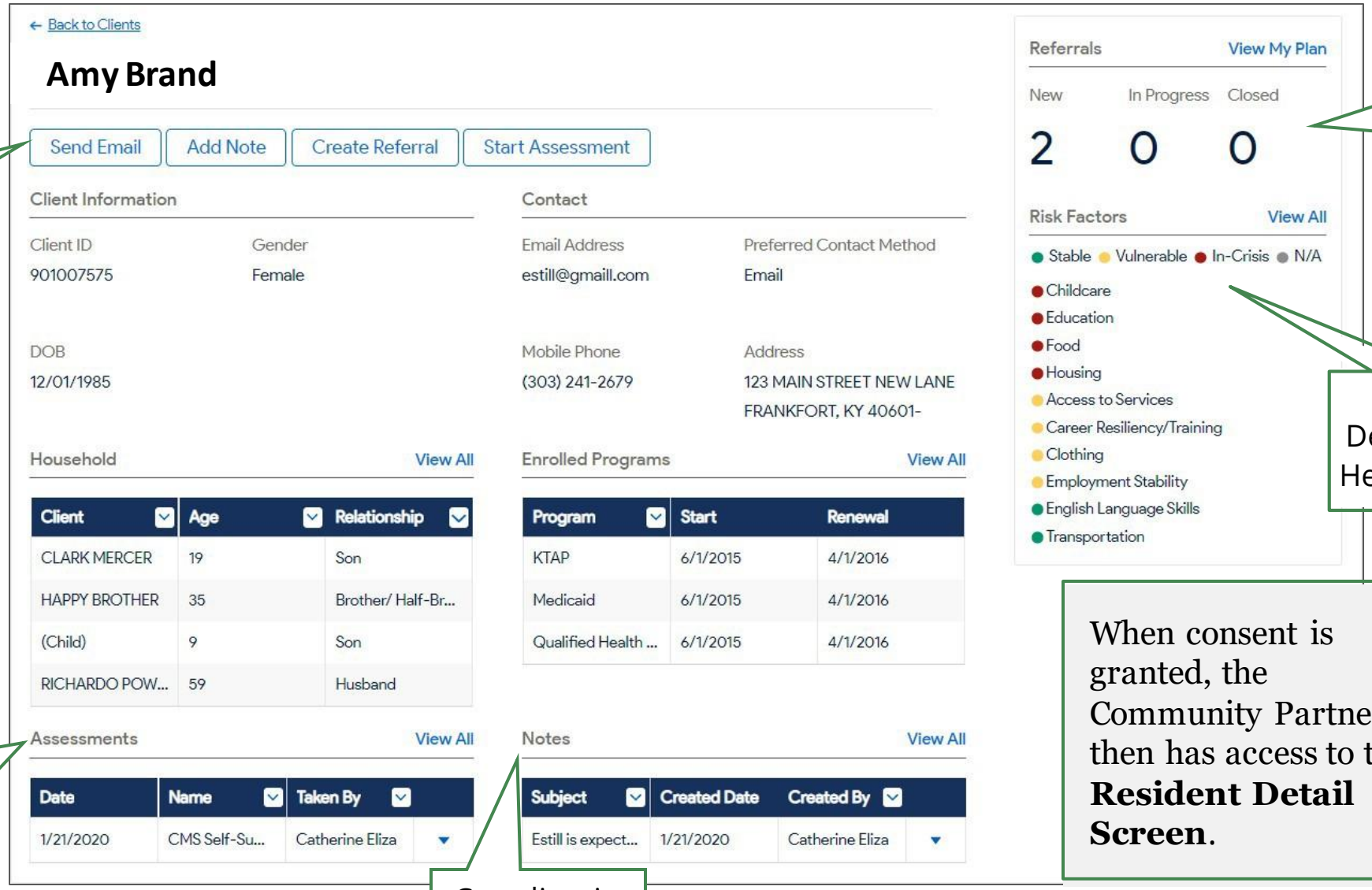
Resident Detail Screen



Quick Action Buttons

Referral Activity

Integrated IEES Data Sources

Social Determinants of Health Indicators

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

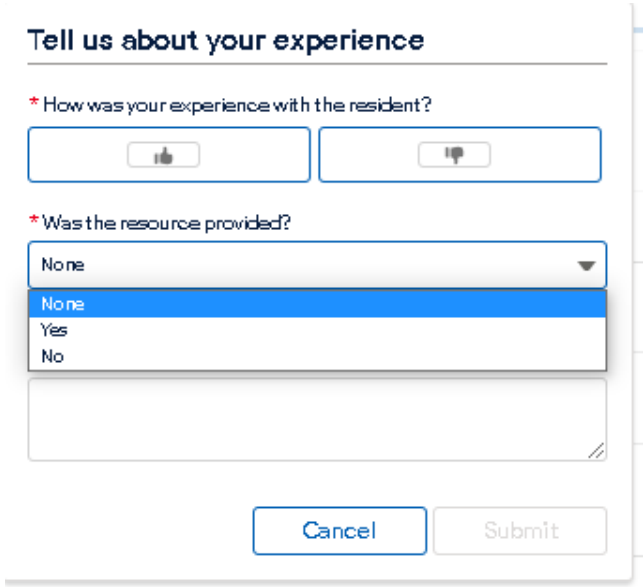
Coordination across partners

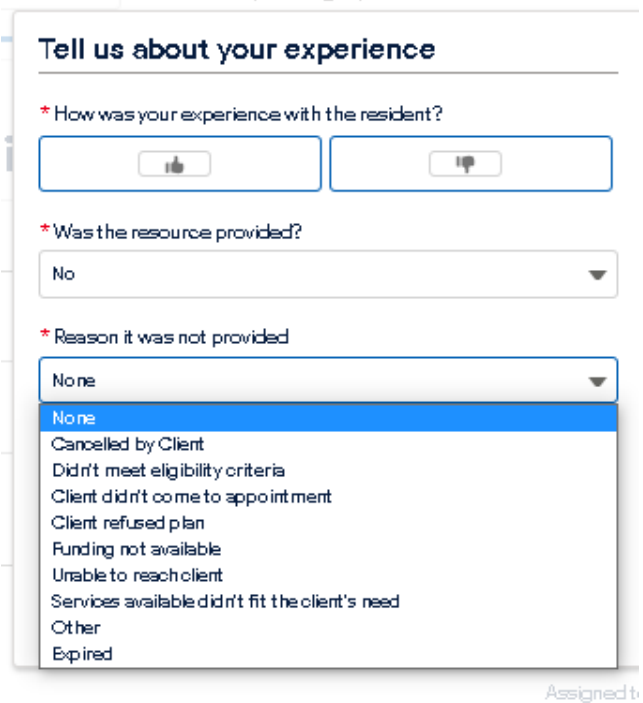
When consent is granted, the Community Partner then has access to the **Resident Detail Screen**.

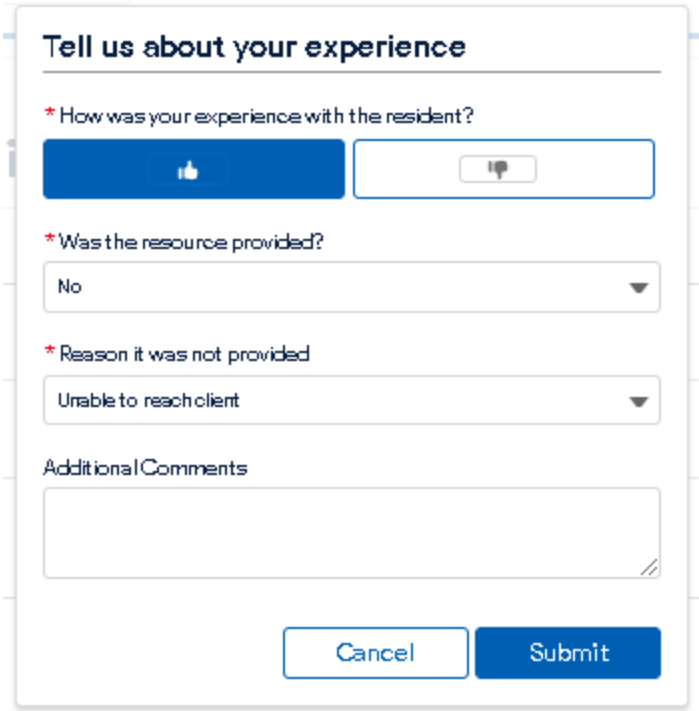
In partnership with:

Closing Referrals and Tracking Outcomes

Referrals are closed by the receiving organization. United Way Referral Specialist also conduct outreach on open referrals and referrals made to organizations who have not yet onboarded.







Closing referrals is an important function in **kynect resources**. If a resources is not provided, select the reason and submit.

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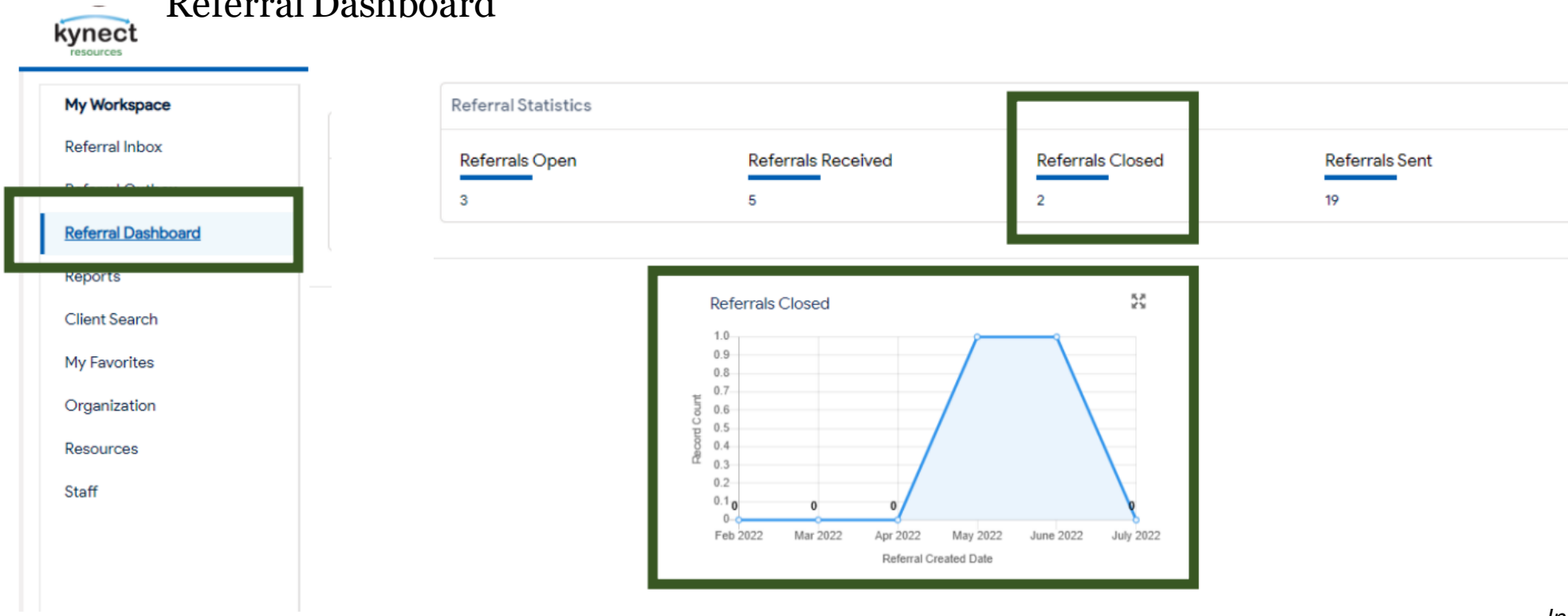
Closing Referrals and Tracking Outcomes

One of the ultimate goals of **kynect resources** is to connect Residents to the services and supports available to them locally. To measure this goal, kynect resources has the ability to review closure rates and have provided Community Partners a way to track this as well.

Community Partners can view referral metrics, such has closure rates, in the Referral Dashboard



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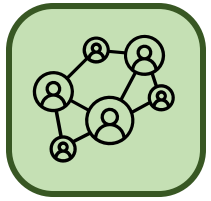
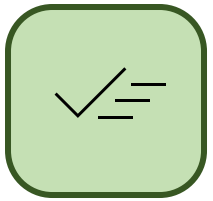
kynect resources Community Partner Incentive Initiative

Incentive Amounts



$100 for Organization Onboarding

$10 for Completed Assessment



$10 for Closed Referral

What it is

The **kynect resources** Incentive Initiative compensates organizations for activity they complete in **kynect resources**.

Onboarded organizations, also called Community Partners, are compensated one time for onboarding to **kynect resources** and monthly for closed referral activity and completed assessments.

Participation Eligibility

Organization must be an approved not for profit organization, actively providing support services and programs within the Commonwealth of Kentucky.

State agencies, for profit organizations, hospitals are excluded from this Incentive Initiative.

Receiving Payment

Monthly activity monitoring is conducted via **kynect resources** system reports. **kynect resources** provides the monthly activity report to our United Way partners on the first of each month for the previous month's activity.
Eligible Organizations will automatically receive incentive amounts from United Way of Kentucky monthly, via check, to the Organization's mailing address.

kynect resources Metrics

kynect resources reports system activity to our Community Partners monthly via the newsletter and the Monthly Check-in Meeting. These metrics also provide insight to our team on system utilization, outcomes, analysis and other activity.

Referrals Created

kynect resources tracks referral created metrics to measure user activity and report trends

Referrals Closed

kynect resources tracks referral closed metrics to help direct outreach and close the loop on open referrals

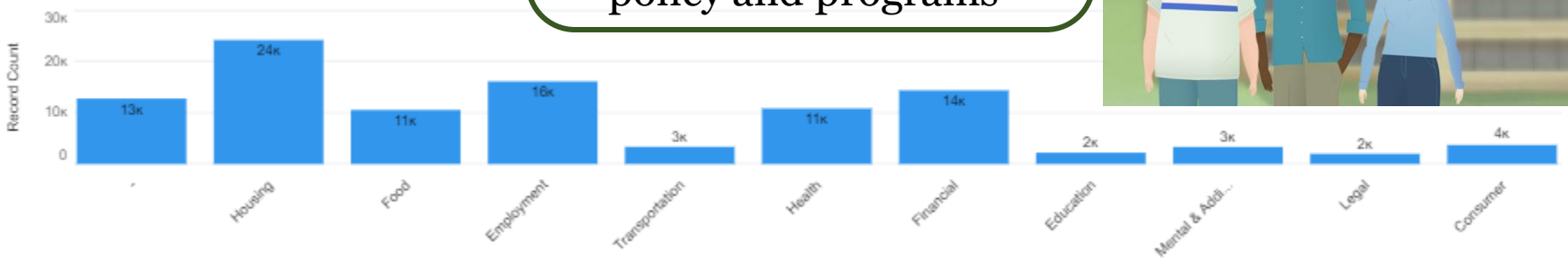
The number of Community Partners Onboarded is reported to track progress and ensure Community Partner support

Tracking the number of Resources Provided demonstrates the interaction impact and helps track outcomes

Number of SDOH Assessments is calculated regularly to view system activity and results

Various metrics are collected and used to direct outreach, improve functions, and inform policy and programs

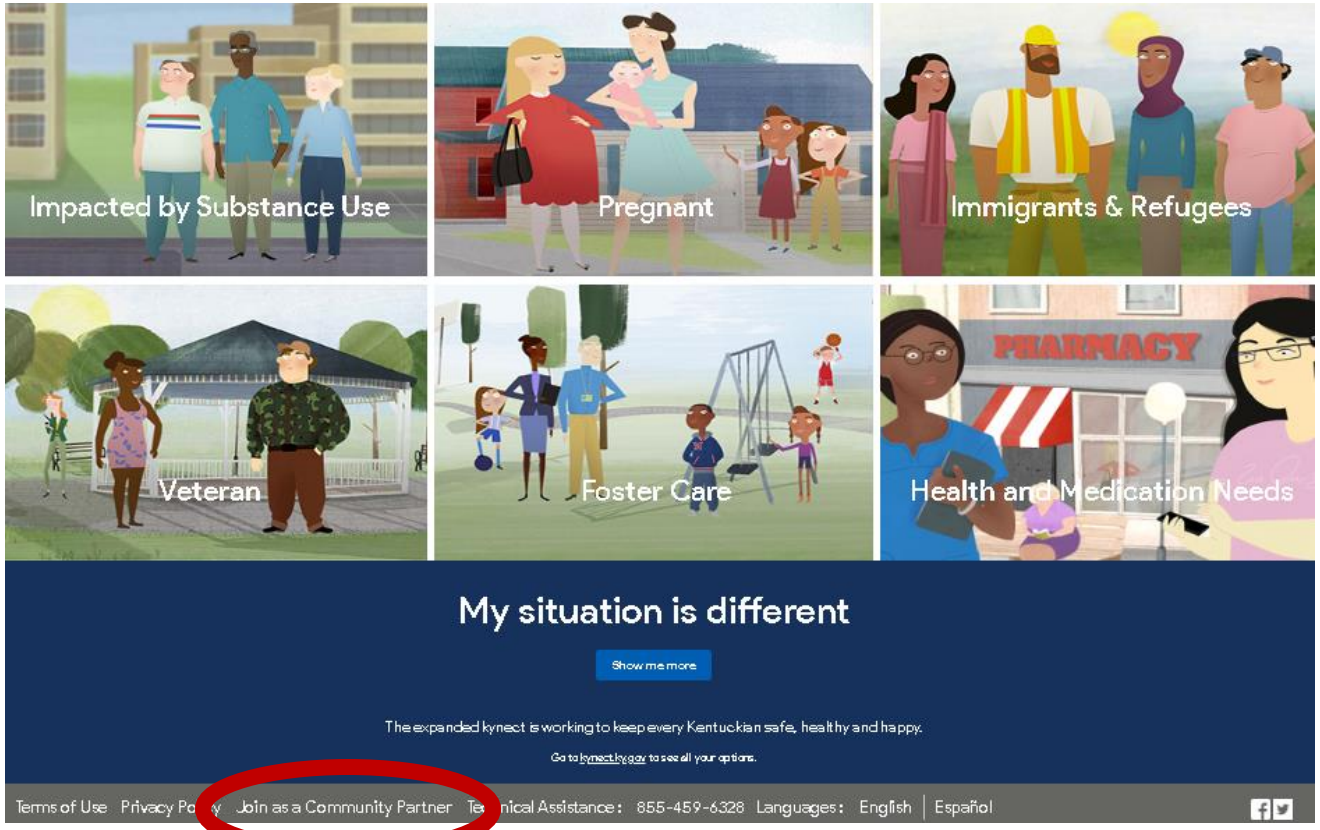
Referrals by category helps identify areas of need and gaps in services available.



Community Partner Onboarding

Join As A Community Partner

To Join as a Community Partner, follow the steps in these slides.
For more detailed instructions and additional info the onboarding QRG.



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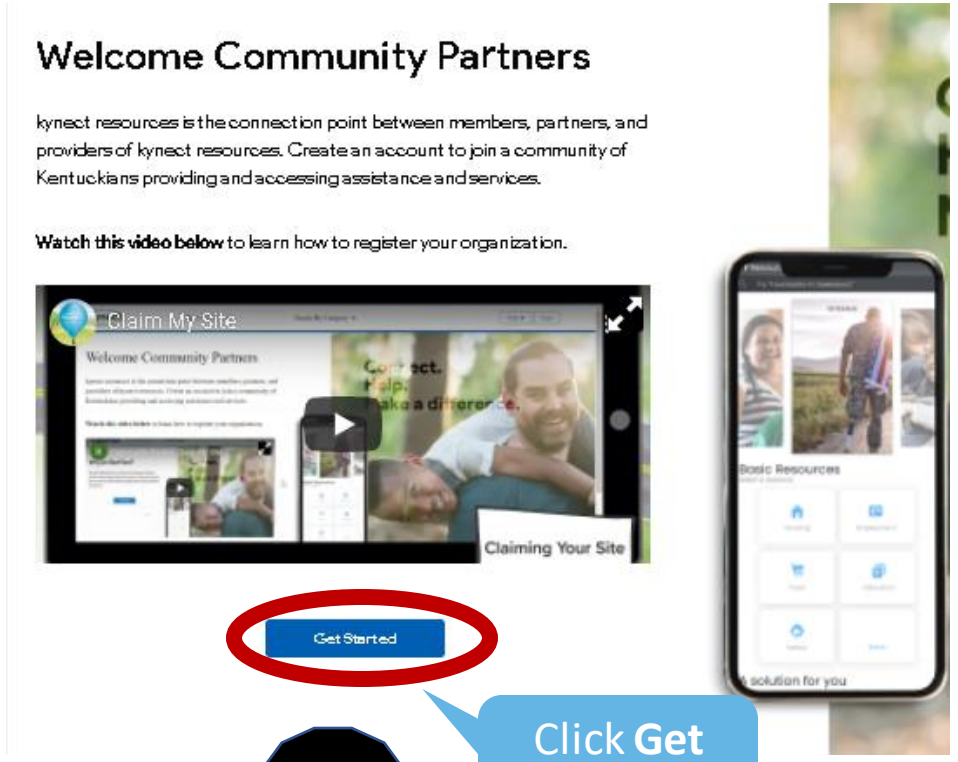
Click Join as a Community Partner



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Click Get Started

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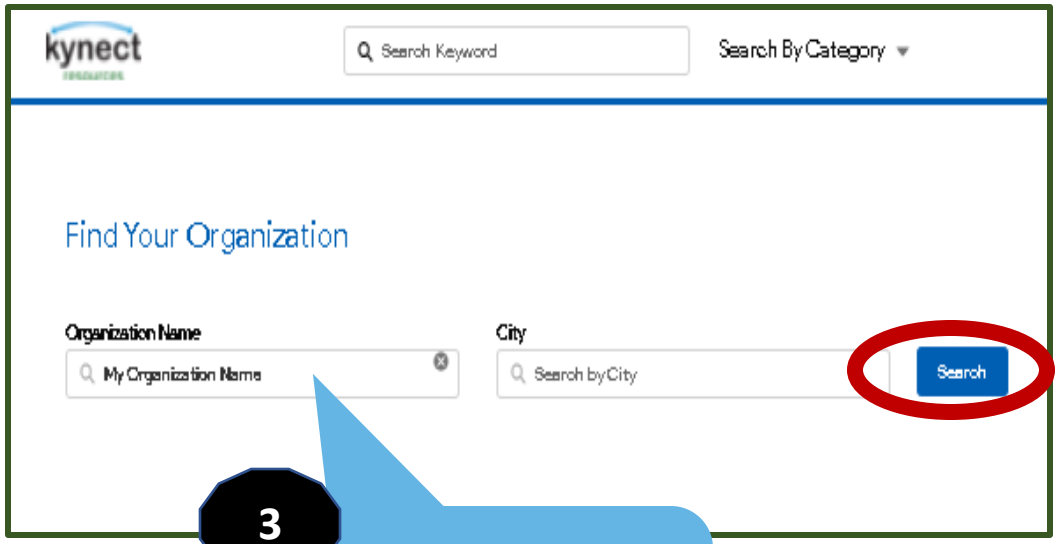
Join As A Community Partner

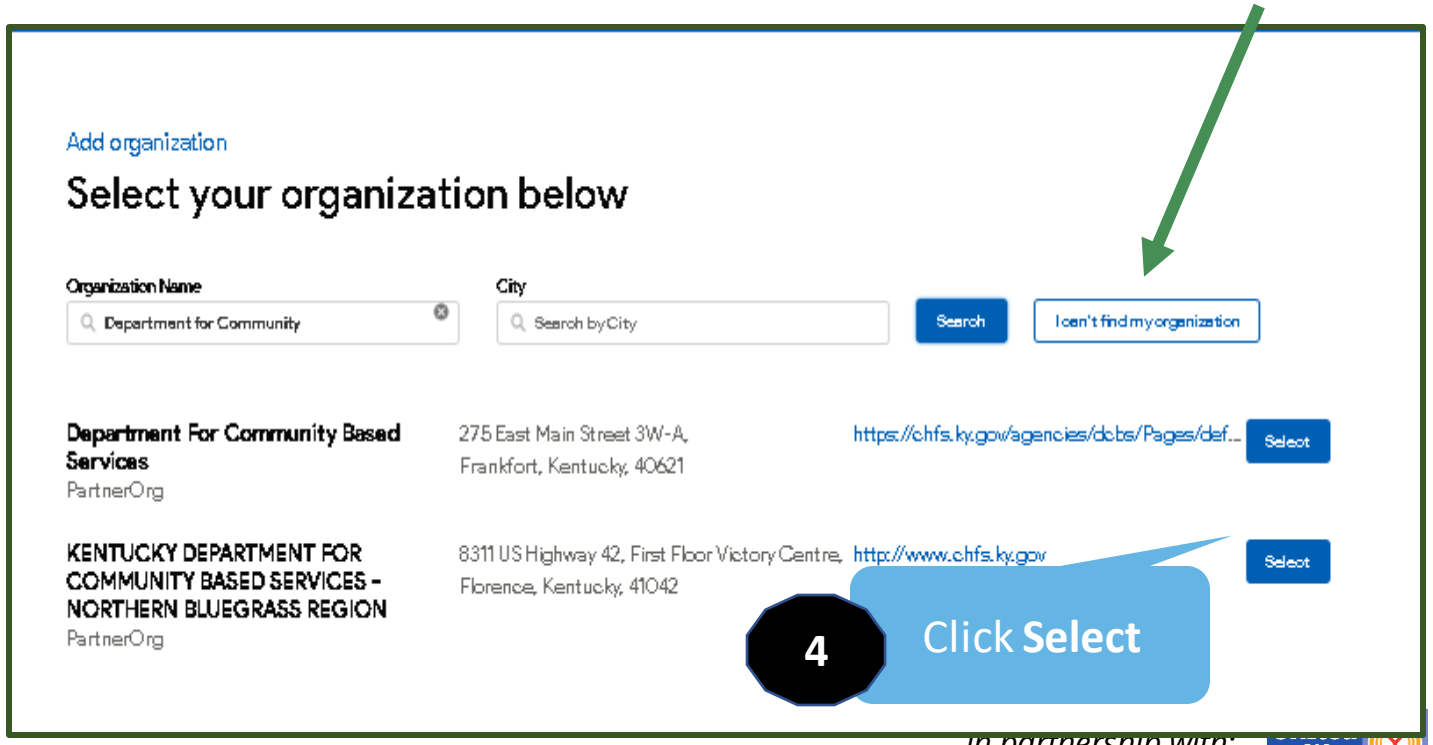


What if you cannot find your organization by search?

If you cannot find your organization, the organization will need to be added to the United Way/**kynect resources** directory.

When "I can't find my organization" button is clicked, you will be directed to call 2-1-1.

The United Way 2-1-1 Contact Center will collect the organization information to add to the database. They can then join **kynect resources**.



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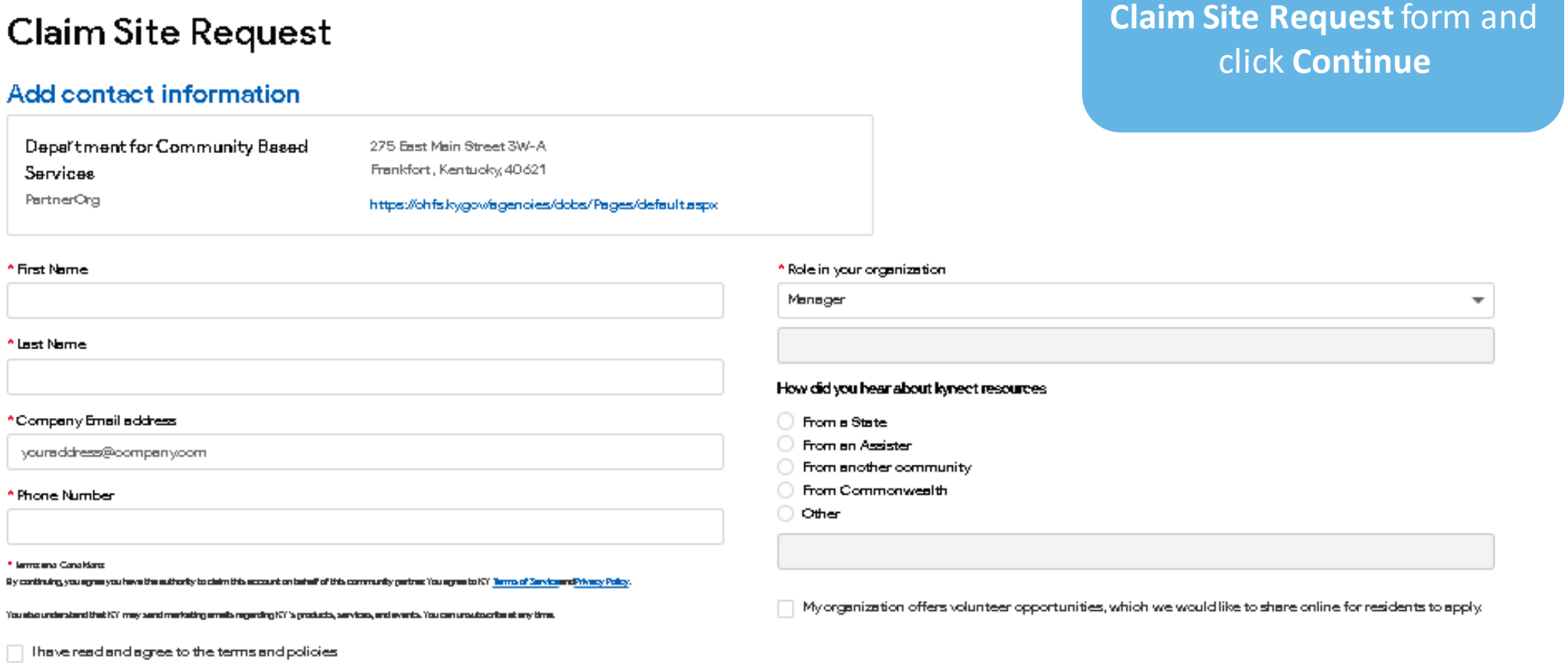
Join As A Community Partner

5

Enter Information in the **Claim Site Request** form and click **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 with your organization email.

...o with:

Onboarding Email KOG Account

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

The links in this email MUST be used when creating an account, as they ensure a Community Partner account is created.

Important Notes:
Do not attempt to create an account directly on kynect.ky.gov/resources as this will create a Resident account.

These links will expire in **24 hours** from the time they are sent. If the links time-out, future links will have to be sent by request at kynectresources@ky.gov.

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.

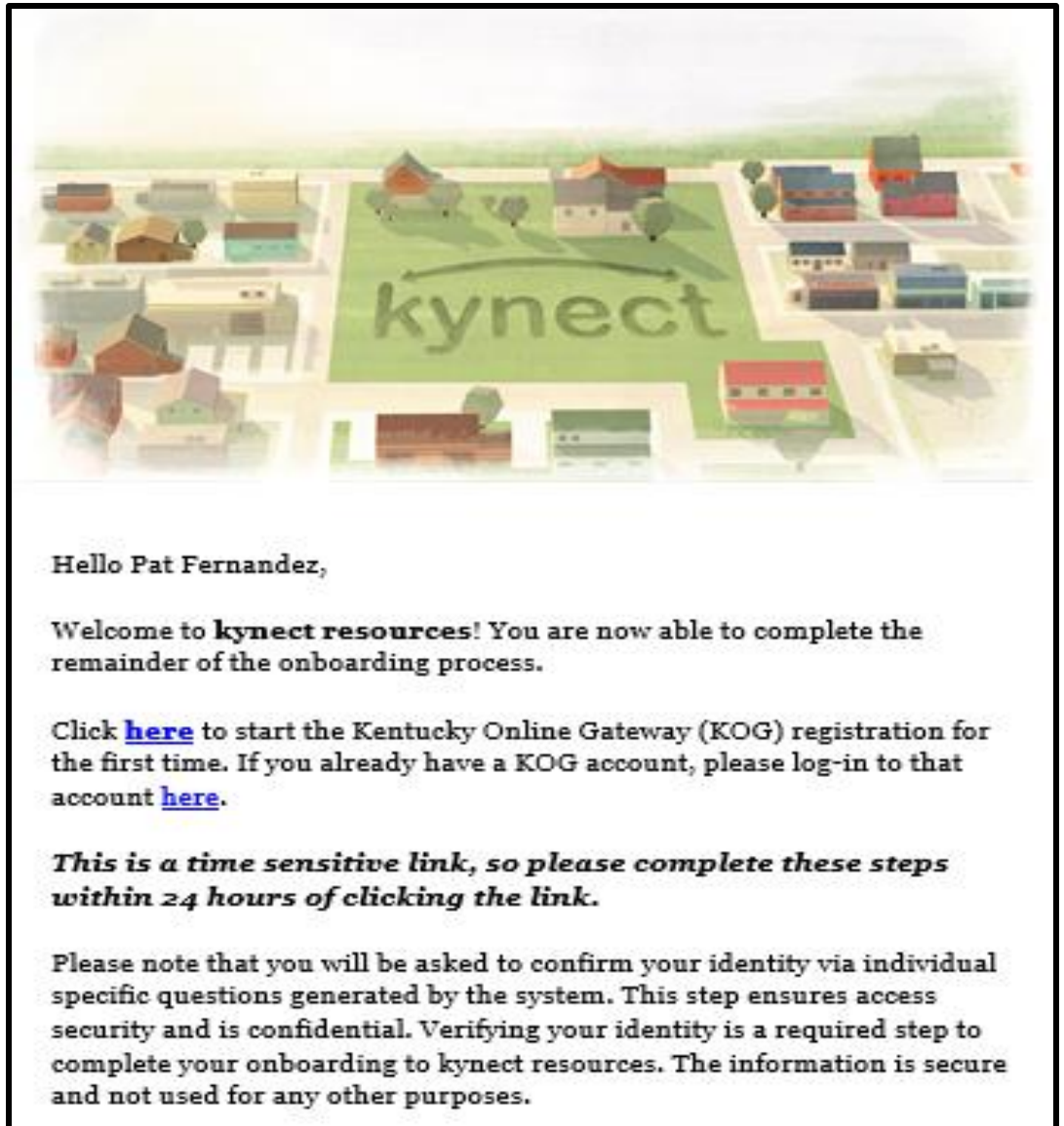
There are two links in the kynect resources Welcome email

Important: Users must use their organization email address to onboard.

First time Registration

Users who do not have a KOG account with their **organization email address** will need to select the first link to start the KOG account creation steps.

If a Community Partner user has an existing KOG account for personal reasons or benefits, create a new account using the organization or business email address.



Existing KOG Account

Community Partners with an **existing KOG account for their organization** will use the second link and upon login will be navigated to the **kynect resources** training module, then the first-time login screen. This will complete their onboarding.

Users with an existing Kentucky Online Gateway (KOG) account with their organization email **MUST** use the link specified in the Welcome email message.
This assigns the correct role in **kynect resources** and adds the **kynect resources** Community Portal widget to the KOG homepage.

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.
Refer to the kynect resources Onboarding QRG for detailed steps.

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.

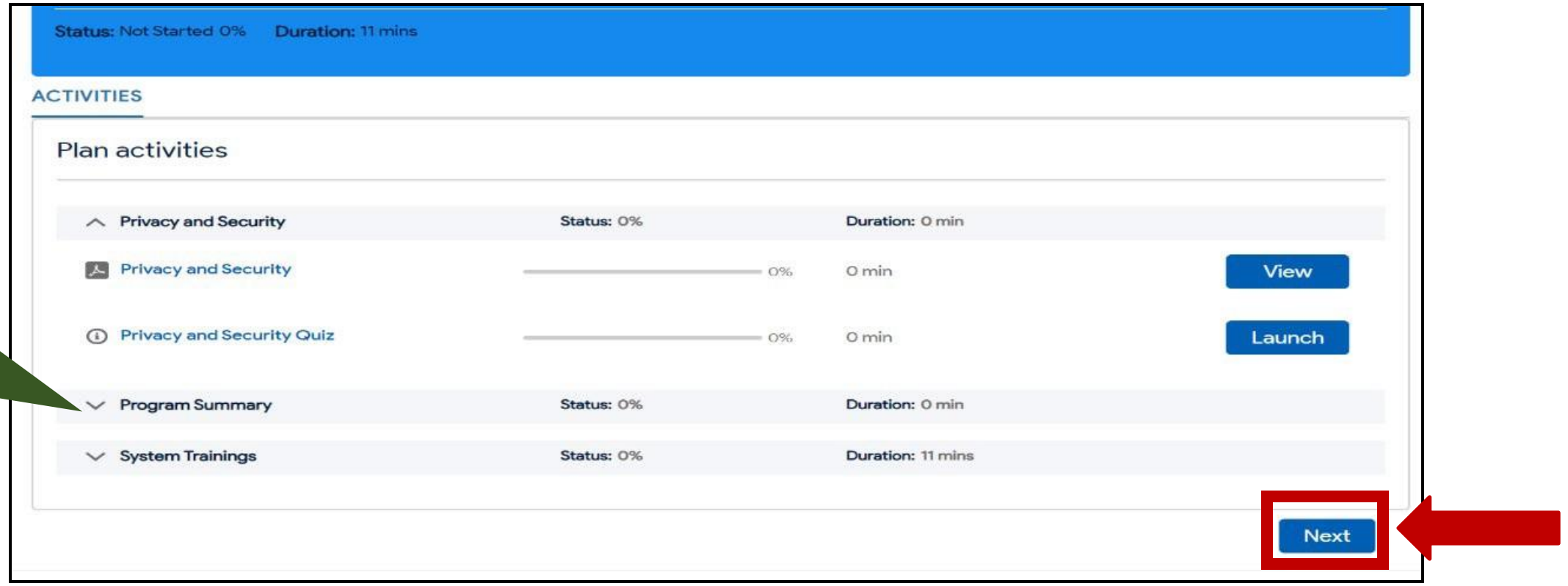
What is a Multi-Factor Authenticator (MFA) token?

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.

Required kynect resources Training

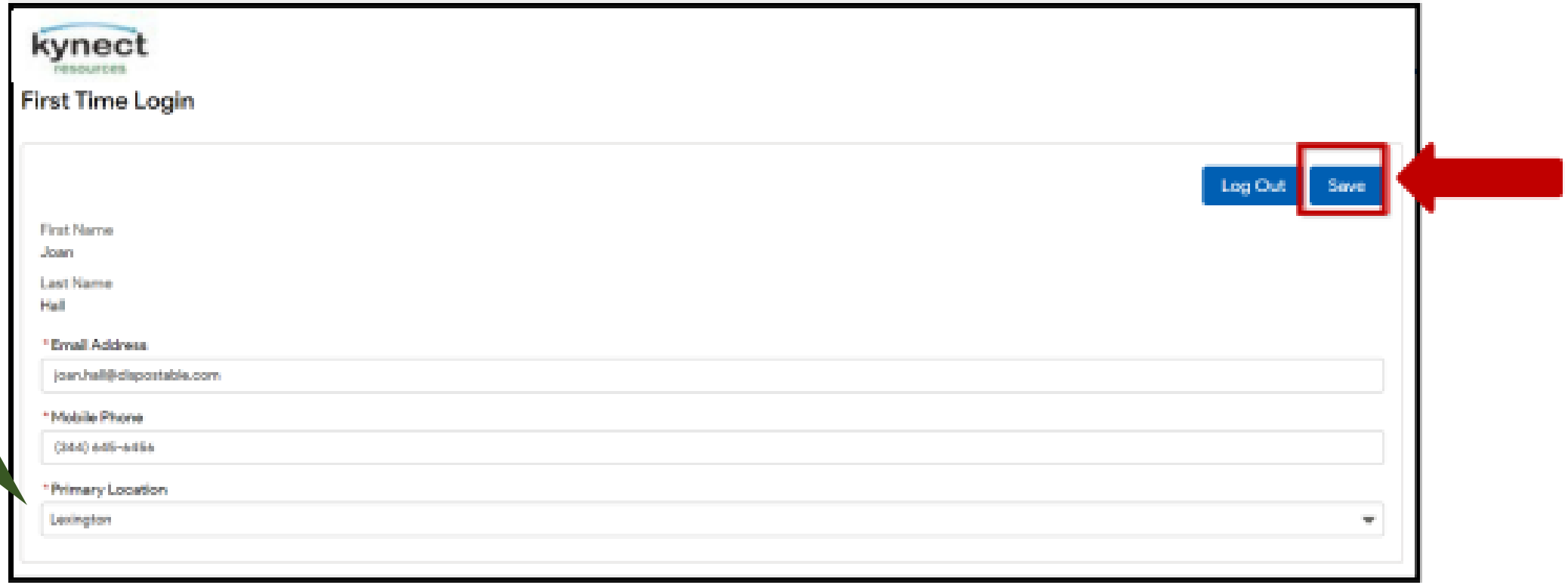
Upon log in, three required training modules will be displayed. Click **Launch** to begin each training.
Upon completion of the Privacy and Security, Program Summary, and System Trainings, click **Next** to complete this step.

Use the down arrow to complete each module



kynect resources First Time Login Screen

The last step of onboarding is completing the **First Time Log-in** Screen. Once completed the user is fully onboarded.



Some organizations have multiple locations. User must select a Primary Location

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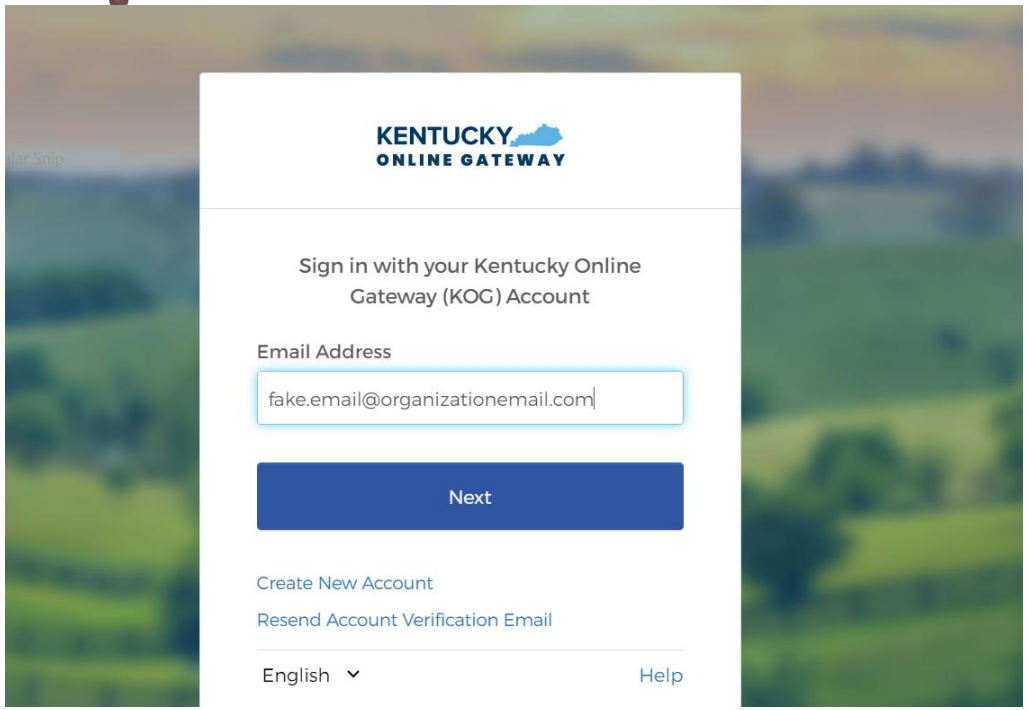
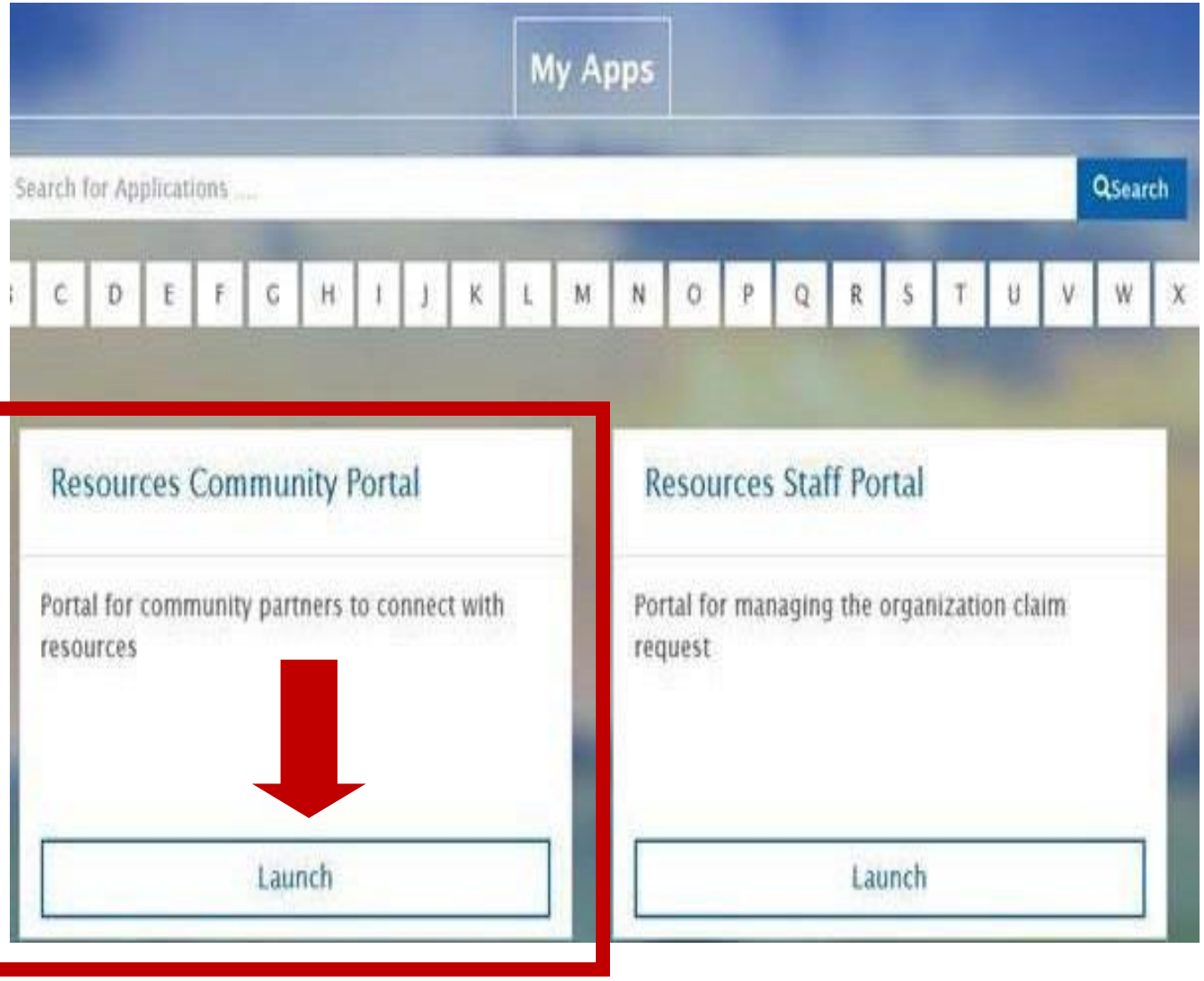
KOG Sign-In

Start at KOG.CHFS.ky.gov





Onboarding is complete.
The Resources Community Portal is now a tile on the KOG homepage. KOG.CHFS.ky.gov

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

Interested in Extra Support?

We recommend placing the DMS link in your favorite places/bookmarking in your browser for quick reference and sharing with new employee users.

- 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
    - There are several micro videos, Quick Reference Guides, and FAQs within the Help section and on training page.

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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Events and Opportunities

Support Event	Date/Time	Additional Information
Monthly kynect to You Newsletter Distribution	First Thursday of each month	• Spotlight key information and metrics • Let us know if you need to be added to the distribution list
Monthly Community Partner Check in Webinar	Second to last Thursday of each Month	• Monthly update on metrics and a system spotlight • Spotlight Topics based on reported issues and questions
Onboarding Webinar	• As needed • By request	• Walks attendees through the onboarding process step-by-step • Receive system training and have any questions about the system answered in real time

For any questions, suggestions, or feedback, please email the team at kynectresources@ky.gov.

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