

  
**kynect**  
resources  
Together for a better Kentucky.



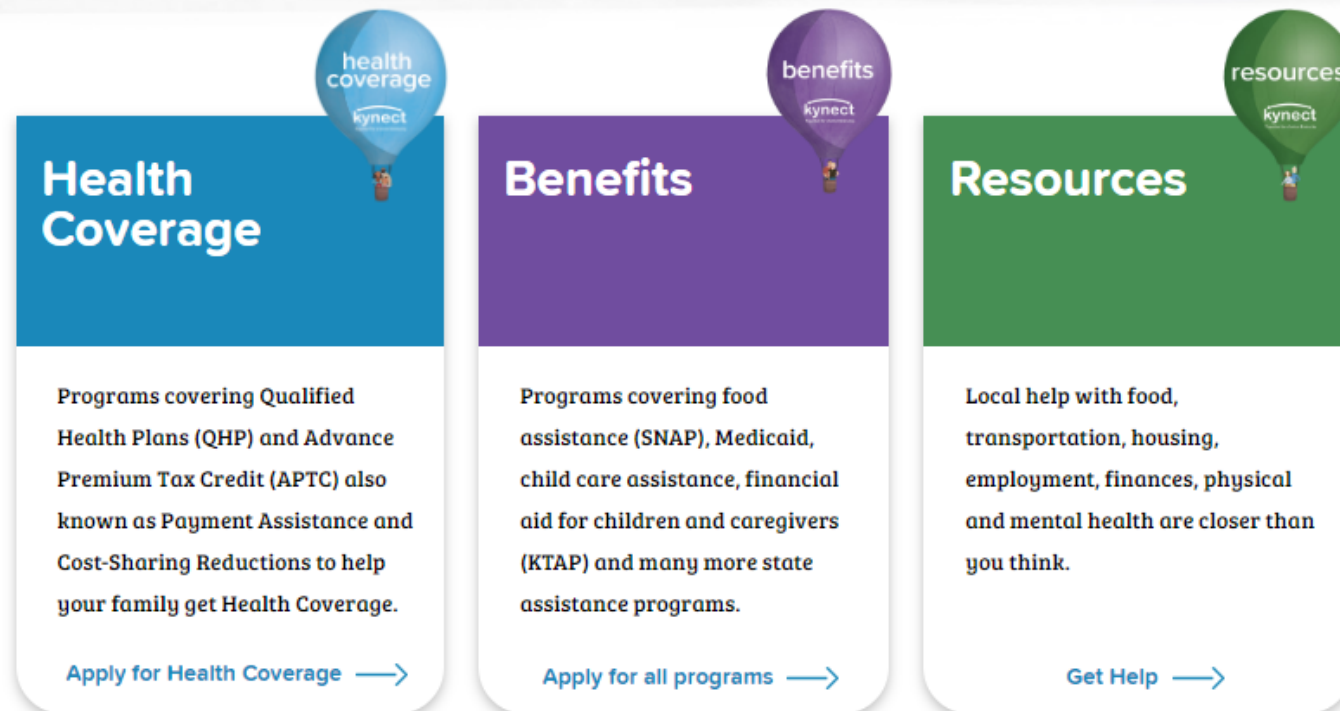
## kynect resources Overview

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



# kynect

Together for a better Kentucky



**Health Coverage**

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**

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**

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

[Get Help](#) →



# 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.**





# 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





# kynect resources Tools



## Community Partner Tools

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



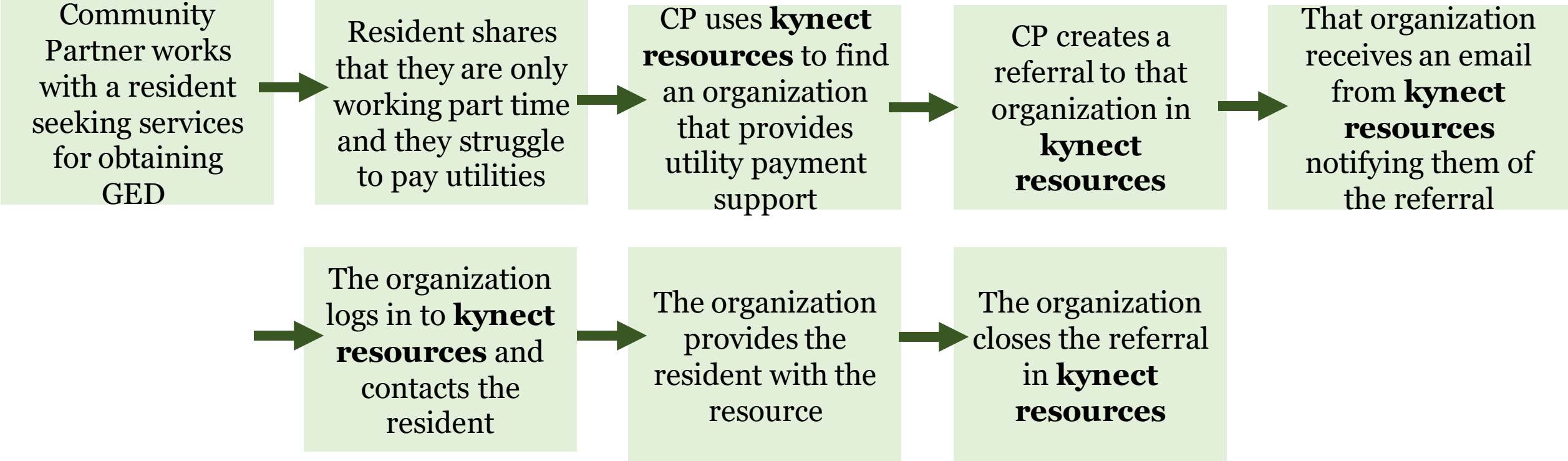
## Resident Tools

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



# Referral Process

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

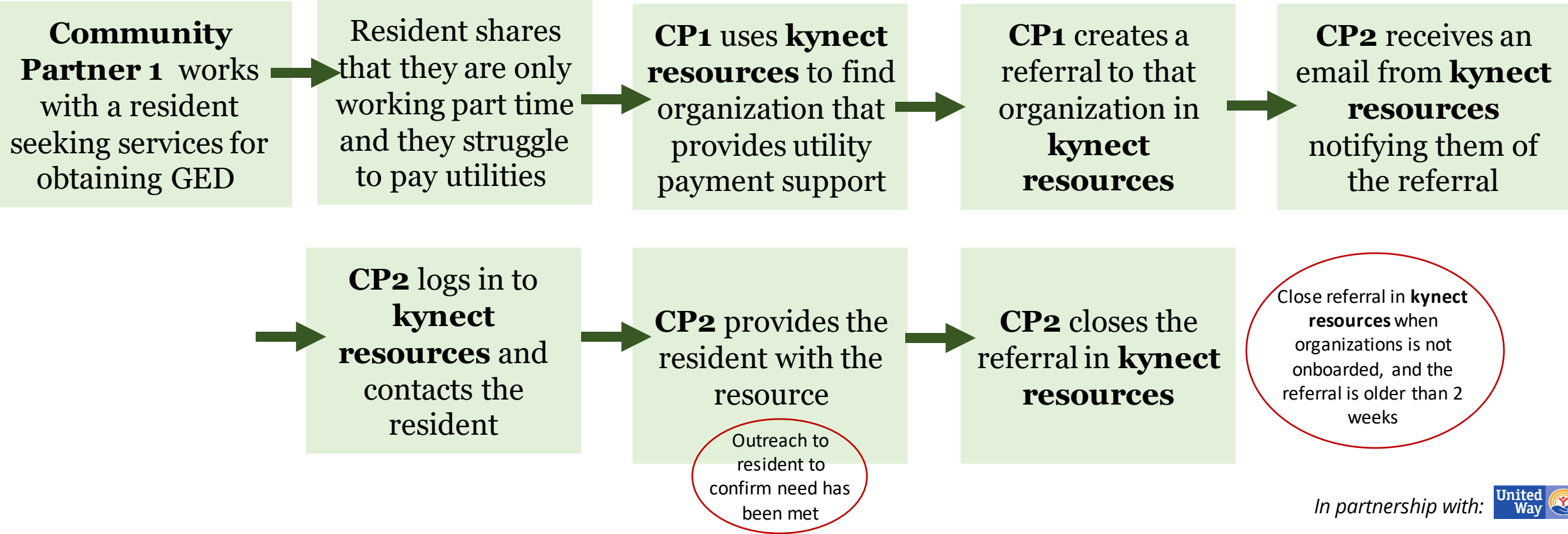




# United Way Referral Support

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





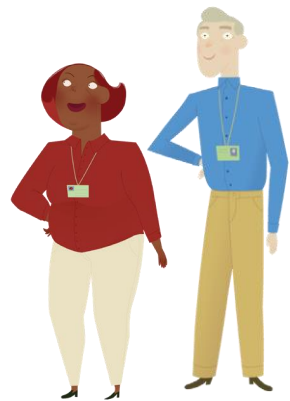
# Social Determinants of Health

| <input type="radio"/> Stable                          | <input type="radio"/> Vulnerable | <input type="radio"/> In-Crisis | <input type="radio"/> N/A |
|---|----------------------------------|---------------------------------|---------------------------|
| Risk Factors  |                                  |                                 |                           |
| <input type="radio"/> Adult Education                 |                                  |                                 |                           |
| <input type="radio"/> Community Involvement           |                                  |                                 |                           |
| <input type="radio"/> Food                            |                                  |                                 |                           |
| <input type="radio"/> Housing                         |                                  |                                 |                           |
| <input type="radio"/> Life Skills                     |                                  |                                 |                           |
| <input type="radio"/> Mental Health                   |                                  |                                 |                           |
| <input type="radio"/> Mobility                        |                                  |                                 |                           |
| <input type="radio"/> Disabilities                    |                                  |                                 |                           |
| <input type="radio"/> Employment                      |                                  |                                 |                           |
| <input type="radio"/> Health Care Coverage            |                                  |                                 |                           |
| <input type="radio"/> Income                          |                                  |                                 |                           |
| <input type="radio"/> Legal                           |                                  |                                 |                           |
| <input checked="" type="radio"/> Childcare            |                                  |                                 |                           |
| <input checked="" type="radio"/> Children's Education |                                  |                                 |                           |
| <input checked="" type="radio"/> Parenting Skills     |                                  |                                 |                           |
| <input checked="" type="radio"/> Safety               |                                  |                                 |                           |
| <input checked="" type="radio"/> Substance Abuse      |                                  |                                 |                           |
| <input type="radio"/> 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)







# 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





# Stakeholders

Residents

## 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

## 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

## DCBS Staff

- Help Kentuckians by **creating referrals** to organizations that could help them
- Help resident **complete assessments**

Medical Providers

## Providers

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

State Agencies

## State Agencies

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

kynectors

## kynectors

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

United Way

## 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**



In partnership with:



# Connecting Kentuckians to Help

Visit [kynect.ky.gov/resources](https://kynect.ky.gov/resources)

The screenshot shows the Kynect resources website interface. At the top left is the Kynect resources logo. To its right is a search bar with the placeholder text "Search Keyword" and a magnifying glass icon. Further right is a "Search By Category" dropdown menu. On the far right of the top navigation bar are "Help" and "Login" buttons. Below the navigation bar is a grid of nine category tiles, each with an illustration and a text label:

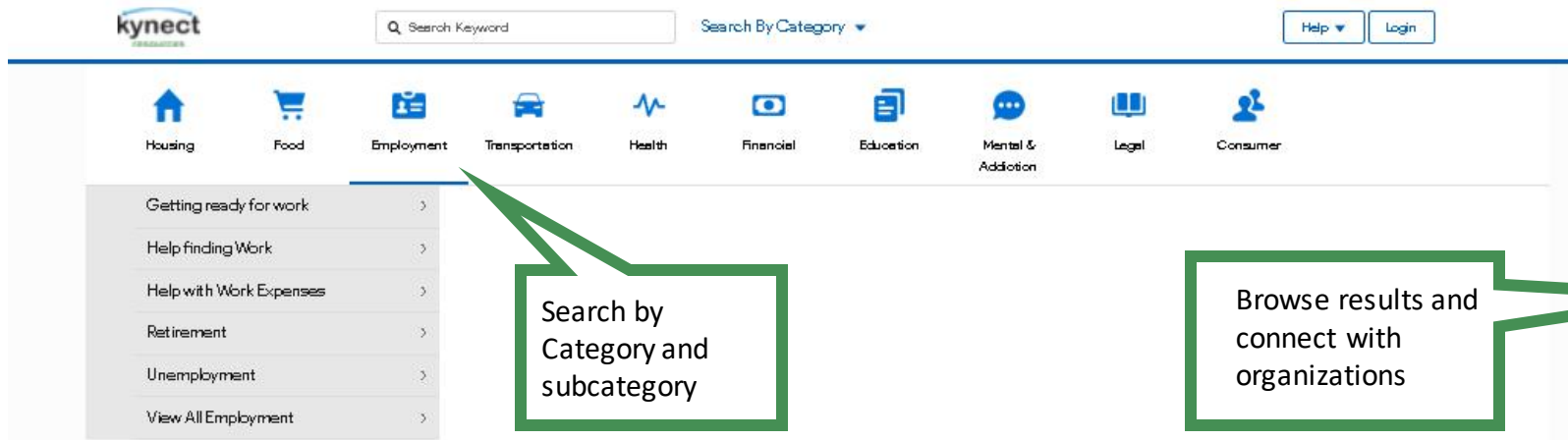
- Foster Care**: Illustration of a family (two adults and two children) in a park setting.
- Unemployed**: Illustration of three people standing on a sidewalk in front of a building.
- Elder Care**: Illustration of an elderly couple standing in front of a house.
- Re-Entry**: Illustration of two men standing in front of a large apartment building.
- Homeless**: Illustration of a man standing on a balcony or rooftop.
- Impacted by Substance Use**: Illustration of three men standing in front of a building.
- Pregnant**: Illustration of a pregnant woman, a woman holding a baby, and two young girls.
- Immigrants & Refugees**: Illustration of four diverse people standing together.
- Veteran**: Illustration of a man and a woman standing in front of a gazebo.

In partnership with:





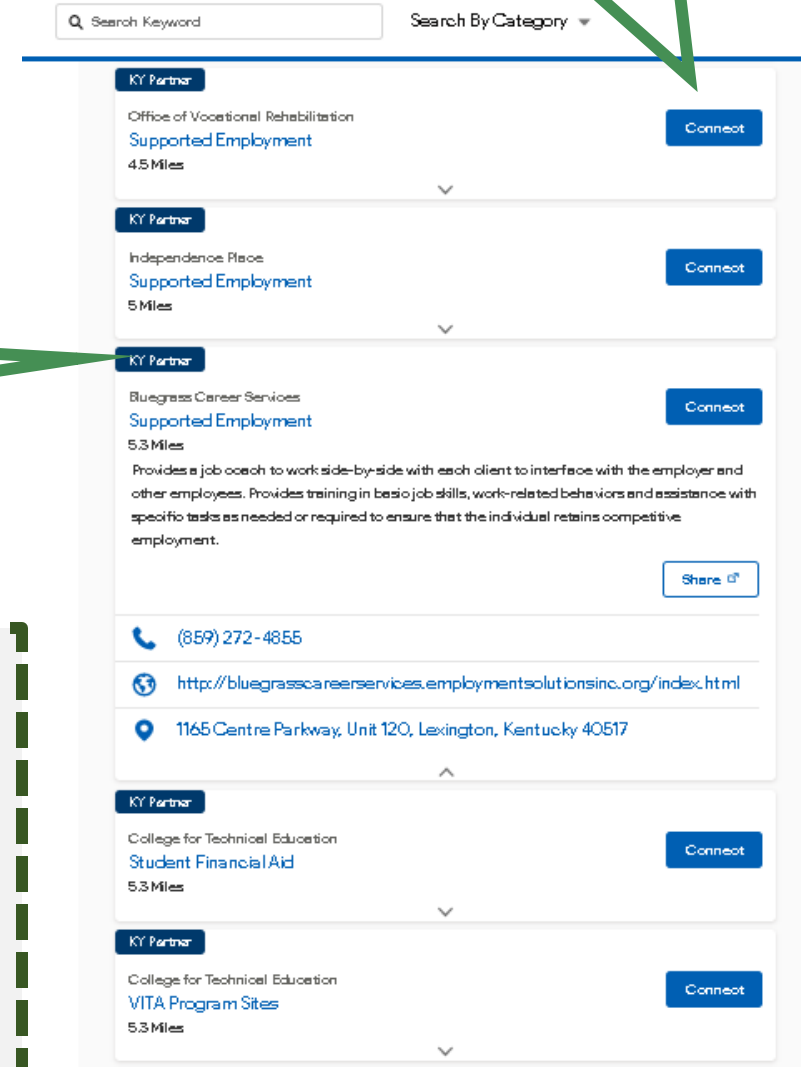
# Connecting Kentuckians to Help



Search by Category and subcategory

Browse results and connect with organizations

Residents begin creating a referral by clicking Connect



**Search by Category** 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.



# 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 complete a required **Onboarding process** to be assigned the accurate role in the **kynect resources** system.



In partnership with:





# Community Partner Workspace

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



## My Workspace

### Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

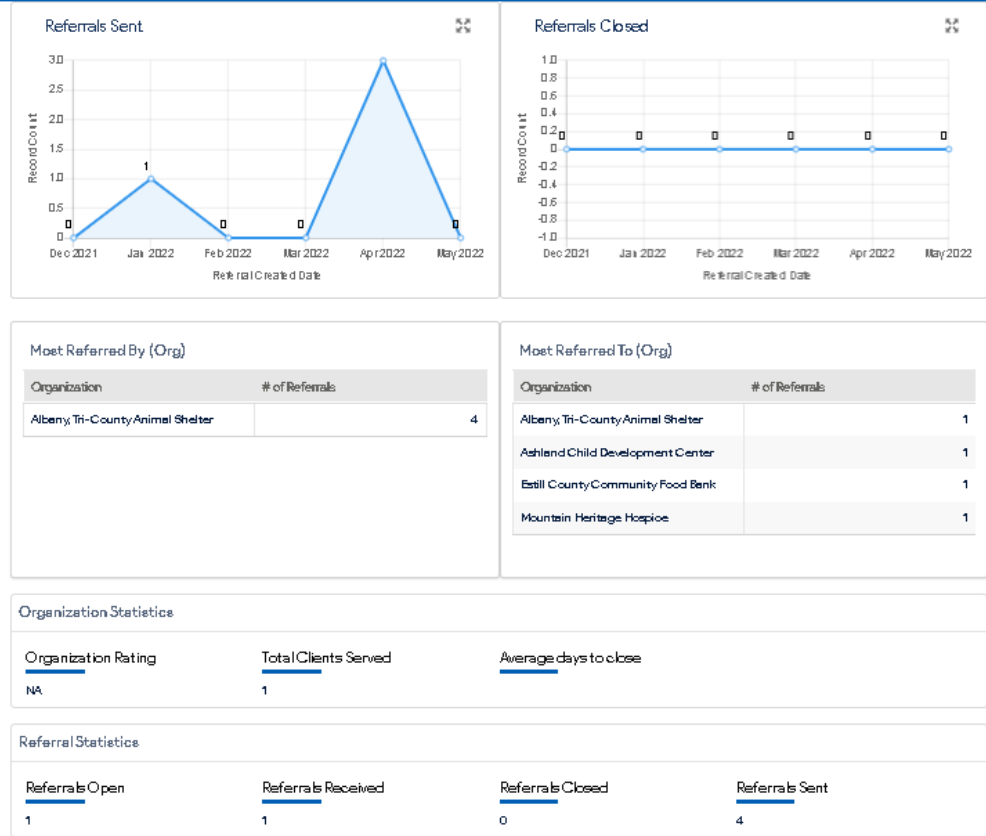
My Favorites

Organization

Resources

Staff

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



In partnership with:





# Community Partner Inbox

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



Search By Category ▾

Referral Inbox



My Workspace

**Referral Inbox**

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

## Referral Inbox

Client



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 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**.

[← Back to Referral Inbox](#)

## Referral Details: REF-2462

[Save](#)

---

### Referral Source Information

|                                    |  |   |
|------------------------------------|--|---|
| Resident<br>Amy Brand              | Phone Number<br>(707) 244-9958                       | Email Address<br>amy.brand@mailinator.com |
| Referral Date<br>6/2/22 0 days ago | Referral Source<br>Albany, Tri-County Animal Shelter | Referral Made By<br>Julie Macaron         |

---

### Referral Information

|                                  |                           |
|----------------------------------|---------------------------|
| Resource Name<br>Animal Shelters |                           |
| Status<br>New                    | Assigned to<br>Unassigned |

---

### Notes

[Add Note](#)

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

*in partnership with:*





# 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.

[← Back to Referral Inbox](#)

## Referral Details: REF-2462

[Save](#)

Referral Source Information

|                                    |  |   |
|------------------------------------|--|---|
| Resident<br>Amy Brand              | Phone Number<br>(707) 244-9958                       | Email Address<br>amy.brand@mailinator.com |
| Referral Date<br>6/2/22 0 days ago | Referral Source<br>Albany, Tri-County Animal Shelter | Referral Made By<br>Julie Macaron         |

Referral Information

Resource Name  
Animal Shelters

|               |                           |
|---------------|---------------------------|
| Status<br>New | Assigned to<br>Unassigned |
|---------------|---------------------------|

[Add Note](#)

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

In partnership with:





# 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.

A screenshot of a web application interface. At the top left, there is a blue link that says '&lt; Back to Clients'. Below this link, two buttons are visible: 'Request Consent' and 'Create Referral'. These two buttons are enclosed in a red rectangular box. To the right of the buttons, there is a box labeled 'Needs - SDOH'. Below the buttons, the screen is divided into two main sections: 'Client Information' and 'Contact'. Under 'Client Information', there are labels for 'Client ID', 'Gender', and 'DOB'. Under 'Contact', there are labels for 'Email Address', 'Contact Preference', and 'Mobile Phone'. The entire screenshot is framed by a light gray border.

## Important Note:

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

Partnership with:





# 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.

The screenshot shows the 'Client Search' interface. At the top, there are tabs for 'Search', 'Full Profile', and 'My Clients'. Below the tabs, there are search fields for 'Name' (containing 'Amy'), 'Last Name' (containing 'Brand'), and 'DOB' (containing '01/01/1990'). There are 'Search' and 'Reset' buttons. Below the search fields is a table with columns: Name, Last Name, DOB, Email Address, Phone, and View. The table contains one row for Amy Brand with email 'amy.brand@mailinator.com' and phone '(707) 244-9958'. A 'Request Access' dialog box is open in the foreground, displaying the message: 'You do not have permission to view Amy Brand's full information. Please request consent via one of the options below:'. The dialog box has a 'Cancel' button and three buttons: 'Send Email', 'Send Text', and 'Verbal Consent', which are highlighted with a red rectangular box.



# Resident Detail Screen

Quick Action Buttons

## 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: 2  
In Progress: 0  
Closed: 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

Referral Activity

Social Determinants of Health Indicators

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

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

Coordination across partners

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.

**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

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

In partnership with:

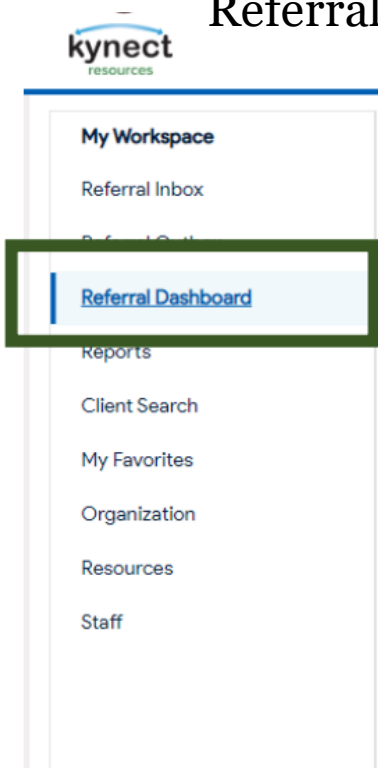




# Closing Referrals and Tracking Outcomes

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 as closure rates, in the Referral Dashboard

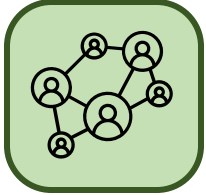


In partnership with:



# kynect resources Community Partner Incentive Initiative

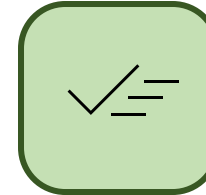
## Incentive Amounts



**\$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.

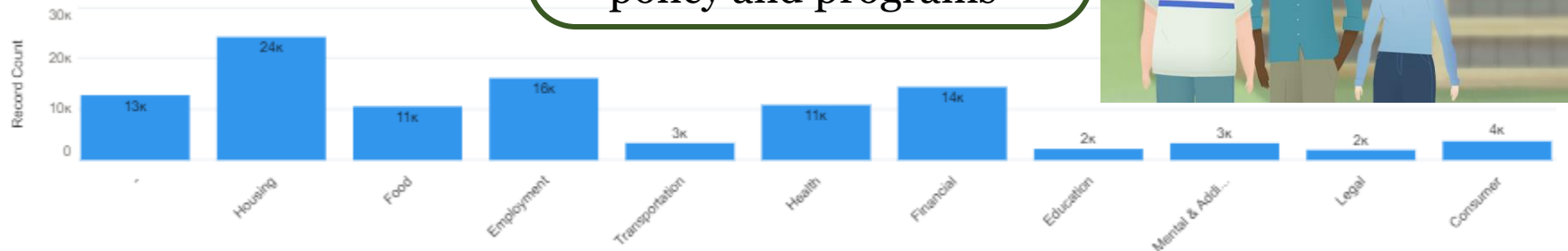
## Referrals Created

**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

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



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



# 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](#).

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.org](#) 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



In partnership with:





# 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**.

Organization Name:  City:  **Search**

**3** Enter your Organization name and click Search

Add organization  
Select your organization below

| Organization Name  | City                       | Address   | Website   | Action |
|--|----------------------------|---|---|--------|
| Department For Community Based Services<br>PartnerOrg                                      | Frankfort, Kentucky, 40621 | 275 East Main Street 3W-A, Frankfort, Kentucky, 40621                     | <a href="https://chfs.ky.gov/agencies/dobs/Pages/def...">https://chfs.ky.gov/agencies/dobs/Pages/def...</a> | Select |
| KENTUCKY DEPARTMENT FOR COMMUNITY BASED SERVICES - NORTHERN BLUEGRASS REGION<br>PartnerOrg | Florence, Kentucky, 41042  | 8311 US Highway 42, First Floor Victory Centre, Florence, Kentucky, 41042 | <a href="http://www.chfs.ky.gov">http://www.chfs.ky.gov</a>   | 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<br>PartnerOrg | 275 East Main Street 3W-A<br>Frankfort, Kentucky, 40621<br><a href="https://ohfs.ky.gov/agencies/dobs/Pages/default.aspx">https://ohfs.ky.gov/agencies/dobs/Pages/default.aspx</a> |
|---|--|

\* First Name

\* Last Name

\* Company Email address

\* 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.

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.

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](http://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](mailto: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.



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.

## 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.

Status: Not Started 0%    Duration: 11 mins

ACTIVITIES

Plan activities

|                           |            |                   |        |
|---------------------------|------------|-------------------|--------|
| ^ 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 |        |

Next

Use the down arrow to complete each module

Next



## 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.

**kynect resources**  
First Time Login

Log Out Save

First Name  
Joan

Last Name  
Hall

\* Email Address  
joan.hall@disportable.com

\* Mobile Phone  
(204) 451-4111

\* Primary Location  
Lexington

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

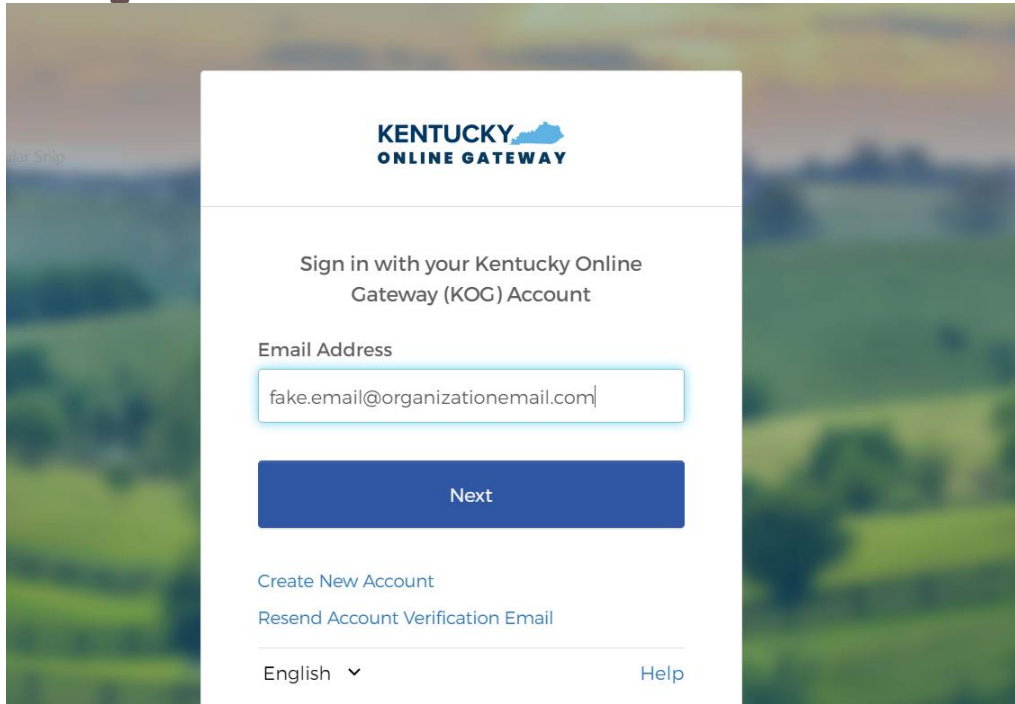
In partnership with:





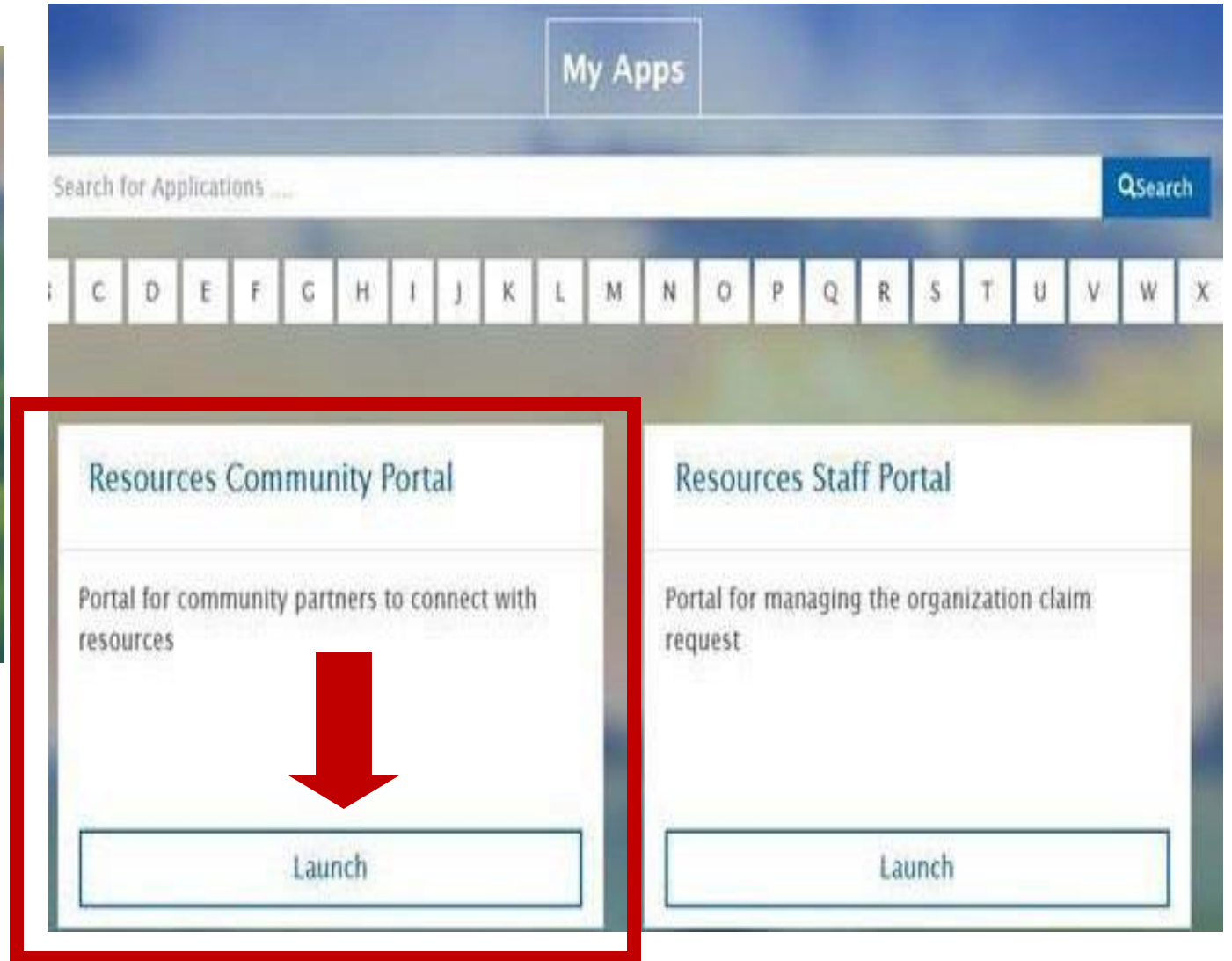
# KOG Sign-In

Start at [KOG.CHFS.ky.gov](https://KOG.CHFS.ky.gov)



Onboarding is complete.  
The Resources Community Portal is now a tile  
on the KOG homepage. [KOG.CHFS.ky.gov](https://KOG.CHFS.ky.gov)

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



# 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>

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

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



## 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](mailto:kynectresources@ky.gov) to schedule at your convenience!

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# Events and Opportunities

| Support Event  | Date/Time  | Additional Information  |
|--|--|---|
| <b>Monthly kynect to You Newsletter Distribution</b> | First Thursday of each month   | <ul style="list-style-type: none"><li>• Spotlight key information and metrics</li><li>• Let us know if you need to be added to the distribution list</li></ul>  |
| <b>Monthly Community Partner Check in Webinar</b>    | Second to last Thursday of each Month  | <ul style="list-style-type: none"><li>• Monthly update on metrics and a system spotlight</li><li>• Spotlight Topics based on reported issues and questions</li></ul>  |
| <b>Onboarding Webinar</b>                            | <ul style="list-style-type: none"><li>• As needed</li><li>• By request</li></ul> | <ul style="list-style-type: none"><li>• Walks attendees through the onboarding process step-by-step</li><li>• Receive system training and have any questions about the system answered in real time</li></ul> |



**For any questions, suggestions, or feedback, please email the team at [kynectresources@ky.gov](mailto:kynectresources@ky.gov).**

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