

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



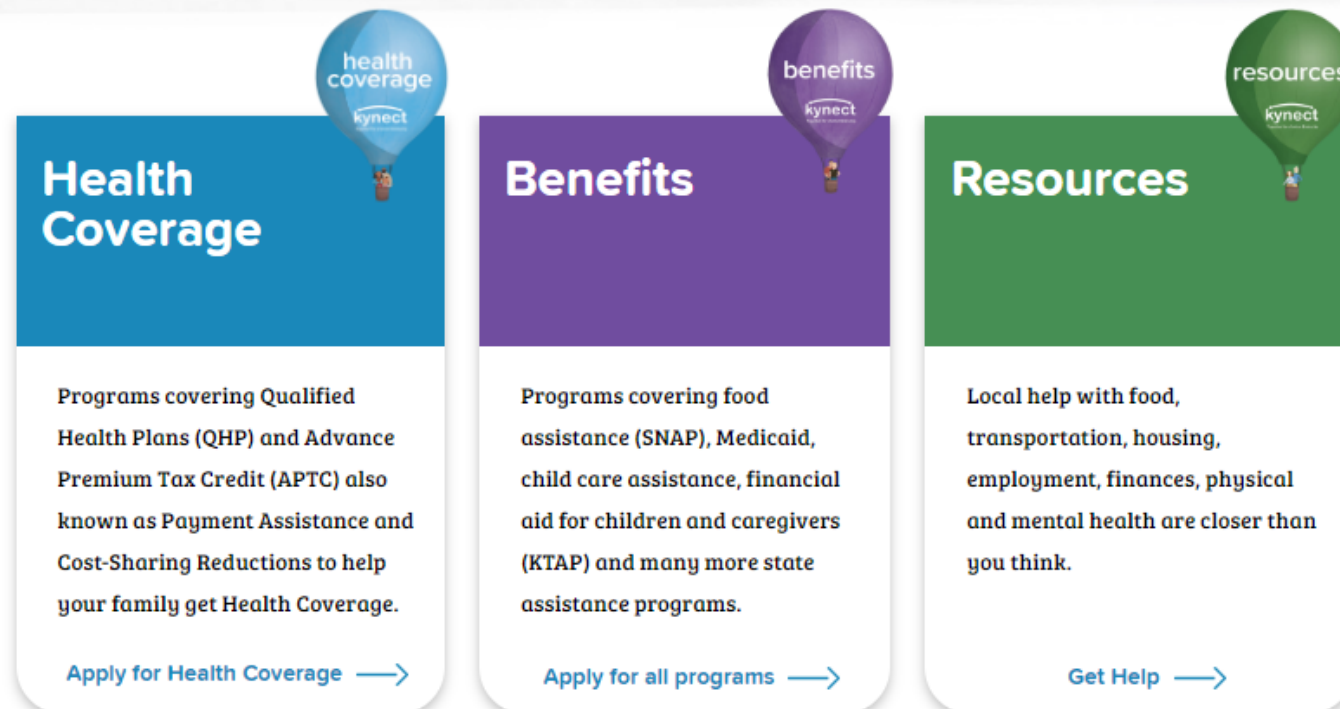
## kynect resources Overview for KHA

**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**

health coverage  
kynect

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**

benefits  
kynect

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**

resources  
kynect

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

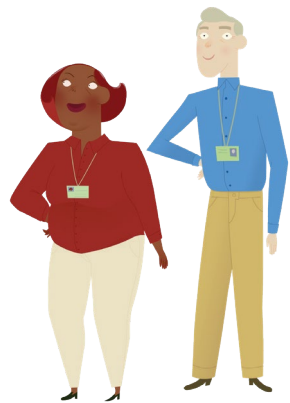
**kynect resources** was developed with the primary mission of bringing together Community Partners and Commonwealth agencies into a comprehensive, **single platform** that **connects Kentuckians to their services.**





# 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 Advantages for Hospitals

- ✓ **Reduced barriers** due to variety of stakeholders and connected groups
- ✓ **Free & secure connections** with a state-based system provided to organizations
- ✓ **One-stop-shop** for a variety of needs
- ✓ **Closed loop referral process** that takes care of follow-ups with Residents, and tracks outcomes for users to view
- ✓ **SDoH data available and collected** in multiple ways, including the updated Medicaid application (May 28)
- ✓ **kynect resources Incentive Initiative** is way for hospitals to support local community resources
- ✓ **Integration with the CMS Assessment** used by some medical facilities and hospitals (only available to hospital users)



# Referral Visual Highlighting United Way Referral Support

**Community Partner 1** works with a resident seeking services for obtaining GED. Resident shares that they are only working part time and struggle to pay for baby supplies.

**CP1** uses **kynect resources** to find organization that provides free formula and childcare. They create a referral to that organization in **kynect resources**

**Community Partner 2** receives an email from **kynect resources** notifying them of the referral



Outreach to resident to confirm need has been met



Outreach to Community Partner with open referrals older than 1 week

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

**CP2** provides the resident with the resource (or may not.) **CP2** closes the referral in **kynect resources** so the outcome data is logged.

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



# Social Determinants of Health

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

**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





### MCO

- Utilize **kynect resources** to connect residents with help.
- Conduct Needs Assessments with members

### 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**

### kynectors

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

### State Agencies

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

### 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

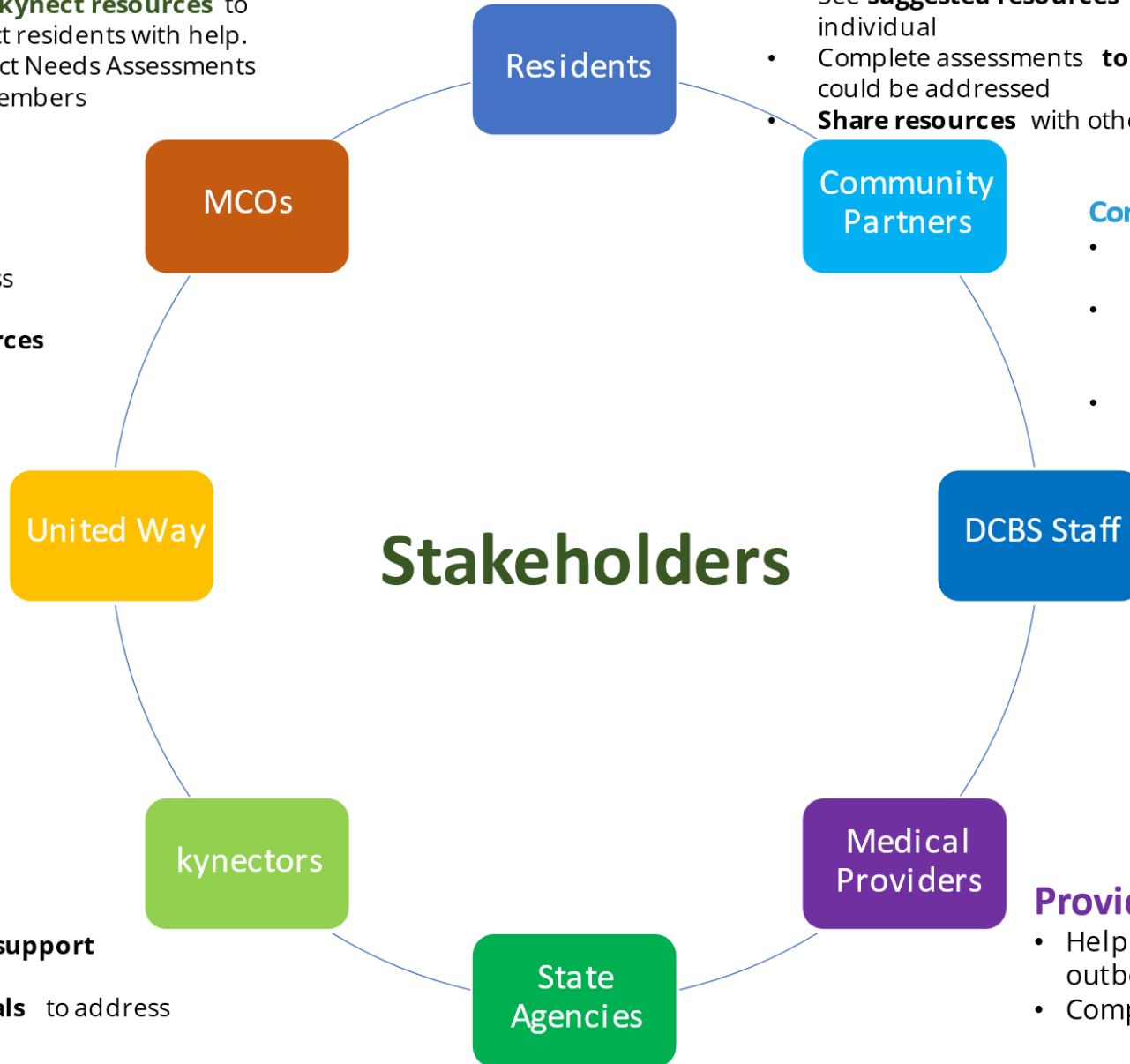
- Support residents by **managing referral activity** in a timely manner
- **Track metrics** related to how your organization is utilizing **kynect resources**
- Help Kentuckians by **creating referrals** to organizations

### 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





# Connecting Kentuckians to Help

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

The screenshot displays 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 3x3 grid of nine categories, each represented by 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 in front of a modern 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 rooftop or balcony overlooking a city.
- 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 a keyword

**kynect** resources

Search Keyword  Search By Category ▾

- Housing
- Food
- Employment
- Transportation
- Health
- Financial
- Education

**Getting ready for work** > Computer Skills

Help finding Work > GED/HS Diploma

Help with Work Expenses > Interview Preparation

Retirement > Resume Preparation

Unemployment > Skills Assessment

View All Employment > Specialized Training

Vocational Rehabilitation (for Disabilities)

Search by Category and subcategory

### Find support after birth

**KY Partner**

Lexington-Fayette County Health Department  
**Prenatal/Postnatal Home Visitation Programs** [Connect](#)  
4.2 Miles

Provides Health Access Nurturing Development Services (HANDS), a voluntary home visitation program for moms, dads and families. Services can begin during pregnancy and last up to 1 year post delivering. HANDS promotes healthy pregnancies, births, healthy child growth and development, healthy and safe homes and self-sufficient families. [Share](#)

(859) 288-2338

[www.lexingtonhealthdepartment.org](http://www.lexingtonhealthdepartment.org)

650 Newtown Pike, Lexington, Kentucky 40508

Today 8:00 AM to 4:30 PM

**KY Partner**

Lexington Fayette Urban County Government  
**Prenatal/Postnatal Home Visitation Programs** [Connect](#)  
5.6 Miles

[See All Resources](#)



# Connecting Kentuckians to Help

## Prenatal/Postnatal Home Visitation Programs Connect

4.2 Miles

Provides Health Access Nurturing Development Services (HANDS), a voluntary home visitation program for moms, dads and families. Services can begin during pregnancy and last up to 1 year post delivering. HANDS promotes healthy pregnancies, births, healthy child growth and development, healthy and safe homes and self-sufficient families.

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**Main: (859) 288-2338**

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**[www.lfchd.org](http://www.lfchd.org)**

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**650 Newtown Pike**

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Hours
<b>Mon</b> 8:00 am - 4:30 pm
<b>Tue</b> 8:00 am - 4:30 pm
<b>Wed</b> 8:00 am - 4:30 pm
<b>Thu</b> 8:00 am - 4:30 pm
<b>Fri</b> 8:00 am - 4:30 pm
<b>Sat</b> Closed
<b>Sun</b> Closed

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### Notes

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<h4>Qualifications</h4> <p>Fees Free</p> <p>Qualifications Must have/meet:</p> <ul style="list-style-type: none"><li>* Resident of Fayette County</li><li>* First-time or expectant parents</li><li>* Families must be enrolled prenatally or before a child is 90 days old</li></ul> <p>Benefiting</p>	<h4>Location Instructions</h4> <p>Next steps Appointment required, please call</p> <p>What to Bring Please bring with you:</p> <ul style="list-style-type: none"><li>* Picture ID</li><li>* Medicaid card (if applicable)</li></ul> <p>Transportation Instructions</p> <p>Parking Instructions</p>
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This page also includes:

- Frequently Paired Together
- Related Services
- Other Services offered at this Location

In partnership with:





# How do we get involved?

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:







# Privacy and Security Information

System was built with Resident's privacy in mind. Consent process gives them total control of their information including the option to revoke consent from an organization at any time.

Community Partners complete a user agreement and receive training on privacy and security before accessing the system.

United Way staff have Privacy and Security training and guidelines to follow when contacting residents about referrals.

Important language from user agreement:

*“Client confidential Information is valuable and sensitive, and is protected by CHFS policies, as well as state and federal laws governing the confidentiality, privacy, and security of confidential information, including but not limited to: KRS Chapter 61.931 et seq.; Privacy Act of 1974; Patient Protection and Affordable Care Act (PPACA); Health Insurance Portability and Accountability Act (HIPAA); and 42 CFR Part 2. The intent of these laws and policies is to safeguard information against unauthorized use or disclosure in support of the organization's mission. Community Partners and their authorized users who access the kynect resources system are required to conform to all applicable laws and policies governing confidential information.”*

In partnership with:



# Unlocking the kynect resources tools and features

## Community Partners

## Residents

Those working with the public can use the directory to access information for free to help residents connect to services.

Using live directory without Log-In

- Anyone can use the platform to access information for free.
- Find and share resource info with friends and family.
- Complete an assessment

- Logging in as a Community Partner grants access to the referral management system with tools for organizations such as metrics.
- Nonprofits automatically get added to the Incentive list.

KOG Log-In

Residents can access their **My Plan** with tools such as make referrals, track and print referral history, and grant consent to organizations. Pre-consent can be granted when a referral is created.

- Consent can be requested via text, email, or in-person/over the phone.
- More data on a resident is available after consent, such as their SDoH indicators and household composition.
- New tools are available such as adding notes or completing an assessment with a resident.

KOG Log-In & Consent Granted

Residents manage which organizations can see their Full Profile by granting consent. This consent can be revoked by the resident at any time.



# 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.

The image shows two overlapping screenshots of a feedback form titled "Tell us about your experience". The form is used for collecting feedback on the resident experience and resource provision.

**Form Fields:**

- \* How was your experience with the resident?:** Two buttons: a blue button with a thumbs-up icon and a white button with a thumbs-down icon.
- \* Was the resource provided?:** A dropdown menu with options: None, Yes, No. The "None" option is currently selected.
- \* Reason it was not provided:** A dropdown menu with a list of reasons. The "None" option is currently selected.

**Reasons for not providing resource (from the dropdown):**

- None
- 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
- Outside Service Area
- Yes, resident got help from another organization
- Yes, resident got help from family or friend
- No, resident did not get a response from the Organization
- No, the organization was too far away
- Resident no longer needing help
- The resource didn't fit the resident's need
- The referral was made in error

**Buttons:** "Cancel" and "Submit" buttons are located at the bottom of the form.

In partnership with:

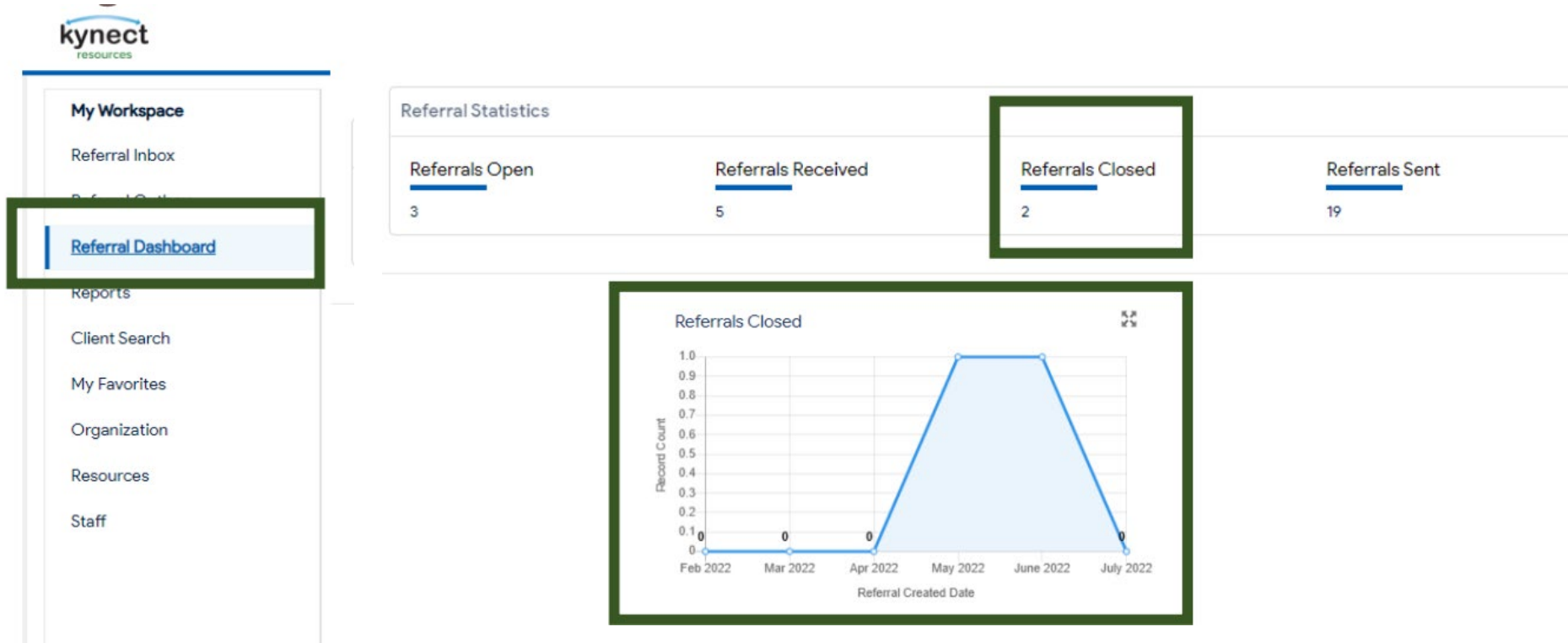




# Closing Referrals and Tracking Outcomes

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. Status of referrals can also be seen in the Referral Outbox.



In partnership with:



# kynect resources Metrics

## Referrals Created

**129,089** All Time

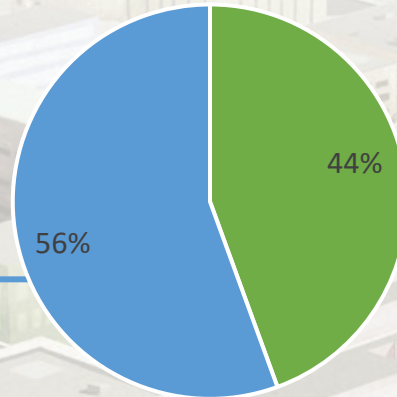
**15,348** In 2024

## Referrals Closed

**126,898** All Time

**13,157** In 2024

## Resource Provision Metrics *Based on last 30 days*



### Not Provided: Top 3 Reasons

- Unable to reach
- Got help from other organization
- Outside Service Area

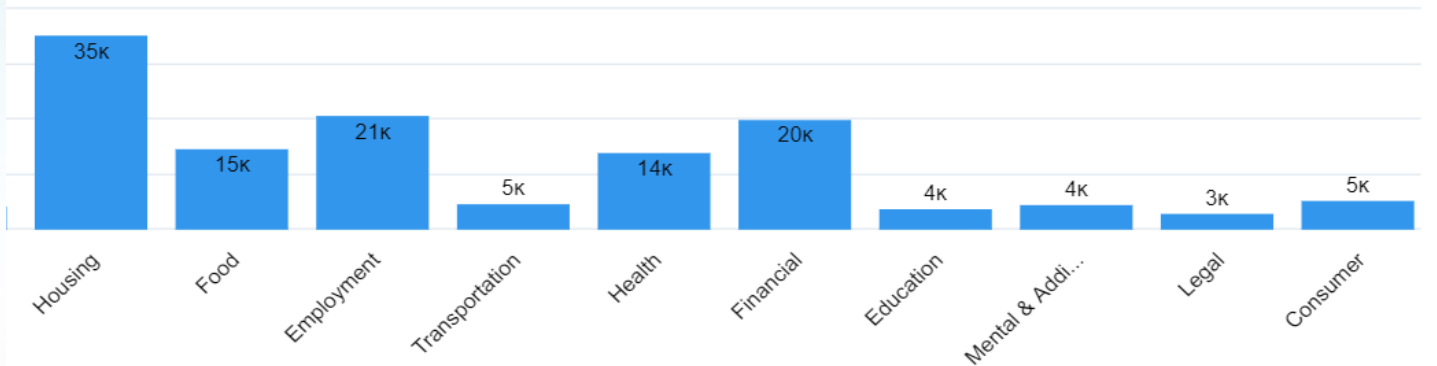
## Community Partner Network

**788**

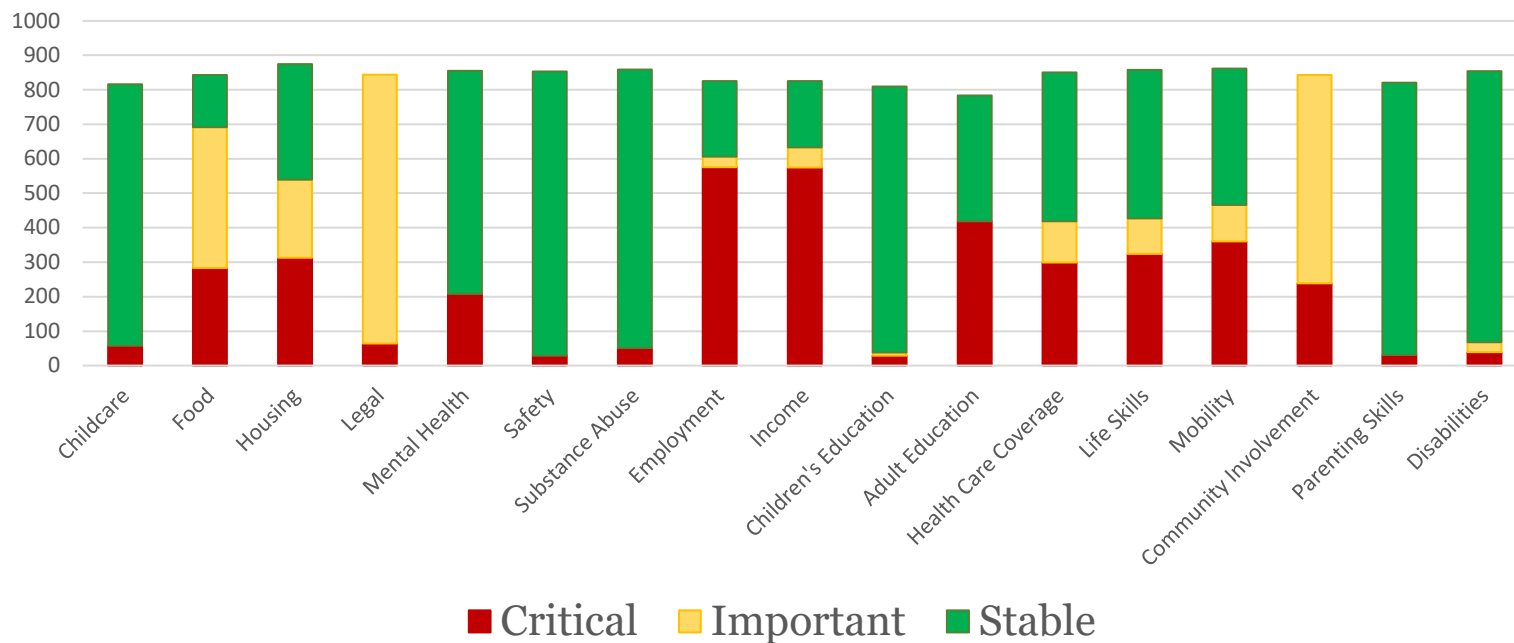
■ Resource Provided   ■ Resource Not Provided

# kynect resources Metrics

## SDoH by Referral Creation



## Social Drivers of Health Assessment Results 2024



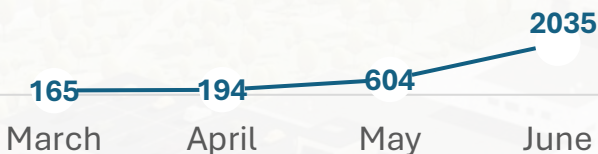
## Top Creators

**Jackson Purchase Medical Center**  
**Spring View Hospital**  
**DCBS**  
**Norton Hospital**

## Top Closers

**Louisville Metro Resilience and Community Services**  
**Lake Cumberland Community Action**  
**Pennyriple Allied Community Services**

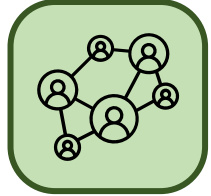
## ASSESSMENT COUNTS



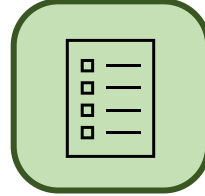


# kynect resources Community Partner Incentive Initiative

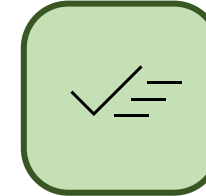
## Incentive Amounts



**\$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.