



kynect

resources

Together for a better Kentucky.

In partnership with:



kynect resources Overview

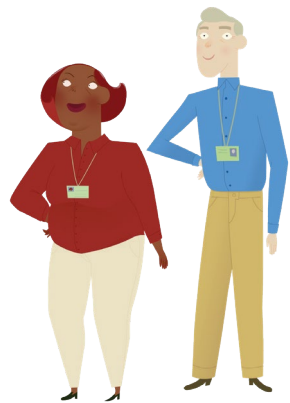
Mission and Benefits

Mission

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

Benefits of Usage

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



System Interfaces

United Way 211

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

IEES

Integrated Eligibility and Enrollment System

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

KHIE

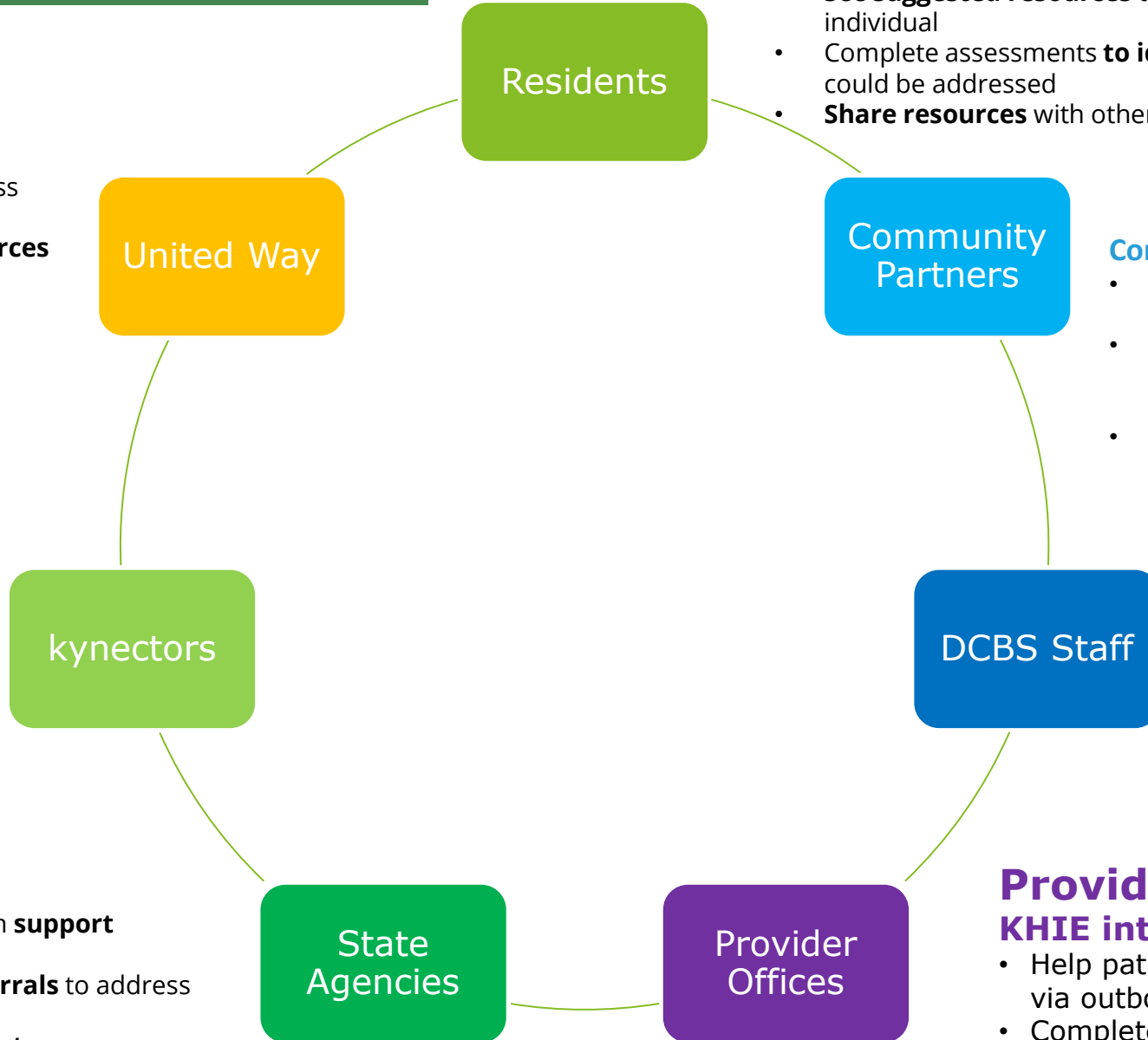
Kentucky Health Information Exchange

- Sends Social Determinant of Health information captured by a patient's provider to kynect resources so Community Providers can better understand resident needs

kynect resources

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

Stakeholders



Residents

- **Browse resources** available in the area and connect with them by creating a referral
- See **suggested resources** that could be helpful to the individual
- Complete assessments **to identify areas of need** that could be addressed
- **Share resources** with other Kentuckians

Community Partners

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

DCBS Staff

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

Provider Offices *pending KHIE integration

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

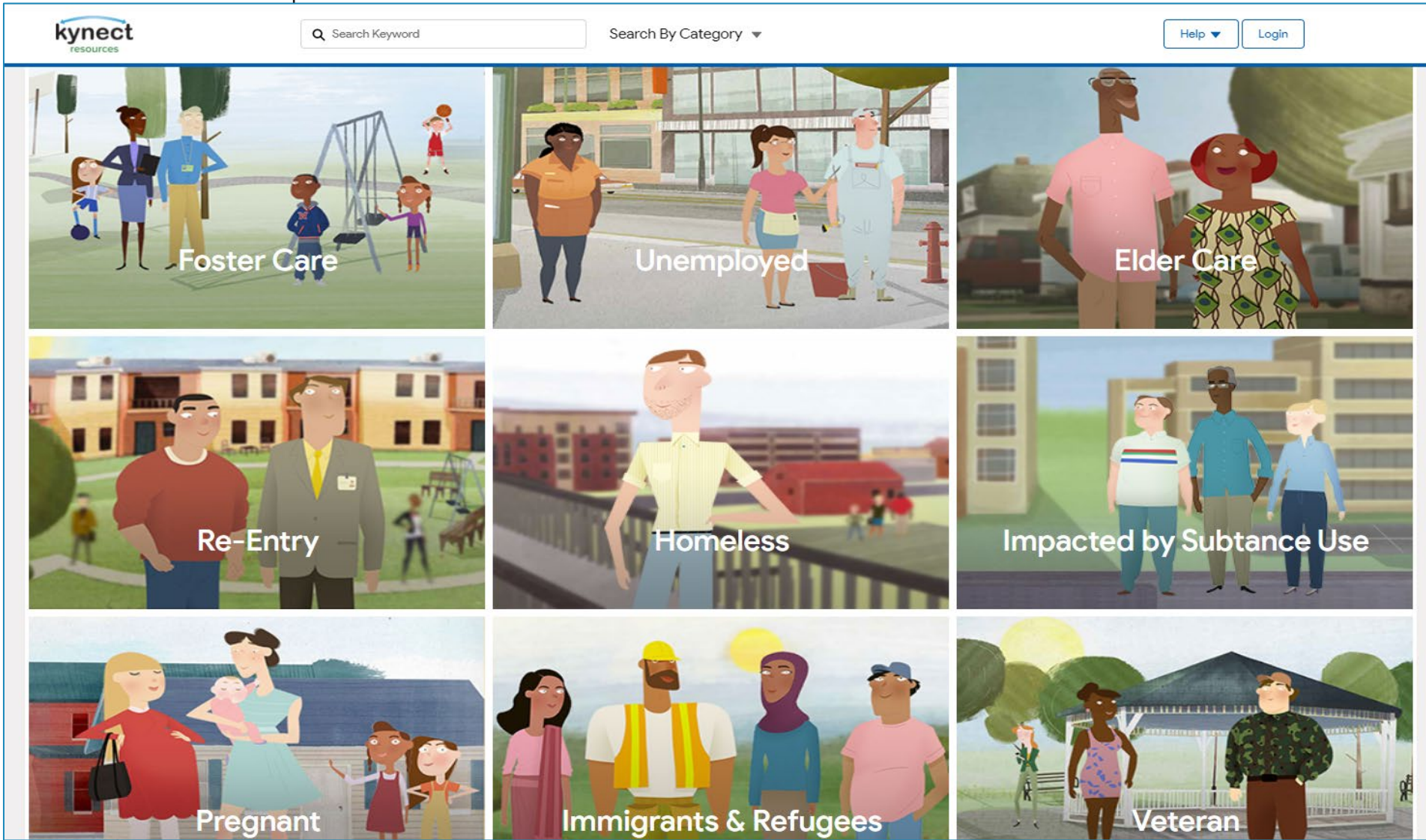
kynectors

- 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**

Connecting Kentuckians to Help



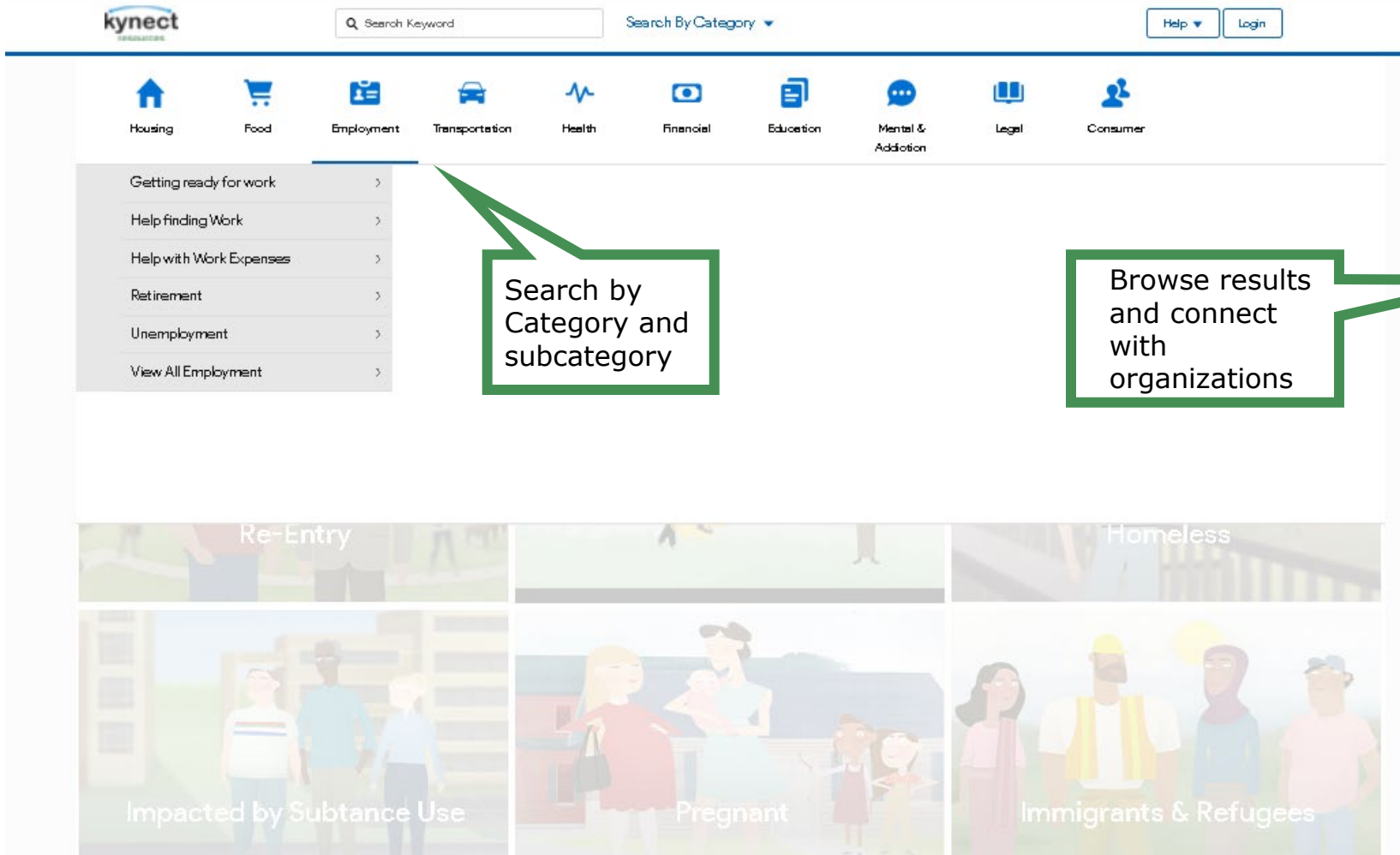
Residents browse programs or services in the community by situation, keyword, or category

<70,000 Potential Resident visits within last 30 days

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

337 Community Partners onboarded

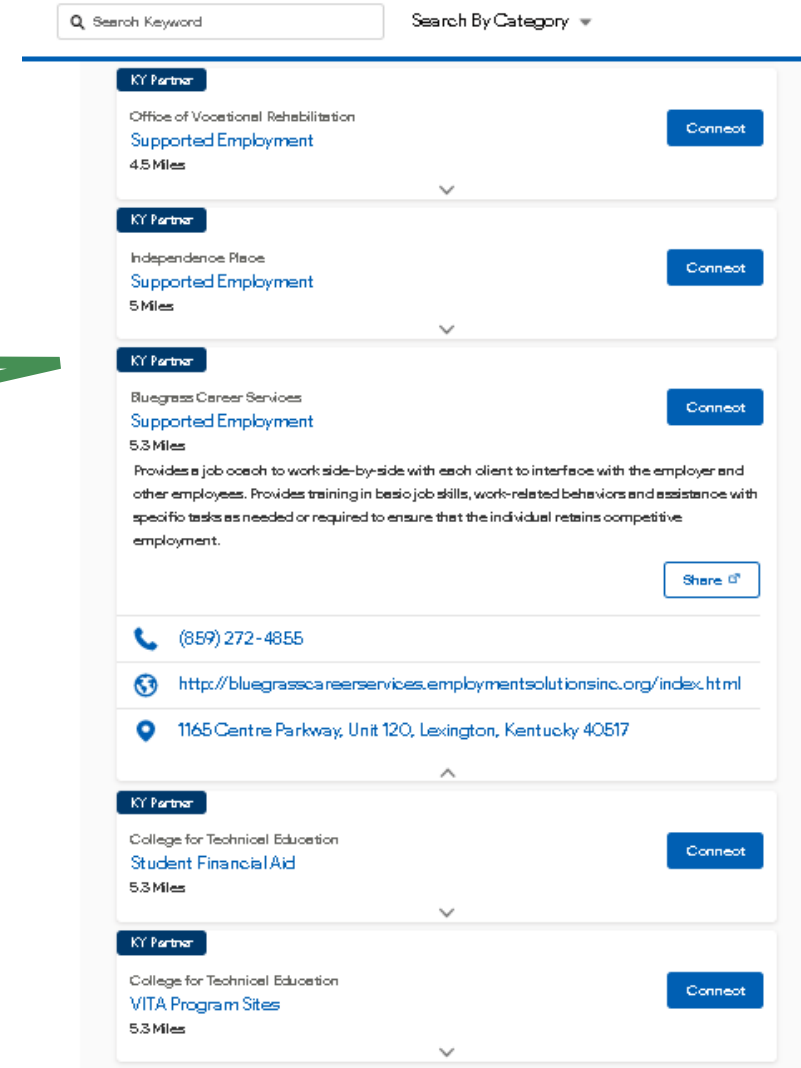
Connecting Kentuckians to Help



The screenshot shows the main navigation area of the kynect website. At the top, there is a search bar and a 'Search By Category' dropdown. Below this is a horizontal menu with icons for various services: Housing, Food, Employment, Transportation, Health, Financial, Education, Mental & Addiction, Legal, and Consumer. The 'Employment' icon is highlighted, and a dropdown menu is open, listing subcategories: 'Getting ready for work', 'Help finding Work', 'Help with Work Expenses', 'Retirement', 'Unemployment', and 'View All Employment'. A green callout box points to this dropdown with the text 'Search by Category and subcategory'. Below the navigation menu are six large, light-colored panels with illustrations and text: 'Re-Entry', 'Homeless', 'Impacted by Substance Use', 'Pregnant', and 'Immigrants & Refugees'.

Search by Category and subcategory

Browse results and connect with organizations



The screenshot shows search results for 'Supported Employment'. At the top, there is a search bar and a 'Search By Category' dropdown. The results are listed in a vertical column. Each result includes the organization name, service type, and distance. The first result is 'Office of Vocational Rehabilitation' (4.5 Miles). The second is 'Independence Place' (5 Miles). The third is 'Bluegrass Career Services' (5.3 Miles), which is expanded to show more details. The expanded result for 'Bluegrass Career Services' includes a 'Connect' button, a 'Share' button, a phone number '(859) 272-4855', a website URL 'http://bluegrasscareerservices.employmentsolutionsinc.org/index.html', and an address '1165 Centre Parkway, Unit 120, Lexington, Kentucky 40517'. Below this are two more results: 'College for Technical Education - Student Financial Aid' (5.3 Miles) and 'College for Technical Education - VITA Program Sites' (5.3 Miles), each with a 'Connect' button.



My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

Referral Inbox

Client

Location

Resource

Status

Created

Days Open

Search

Reset

ID	First Name	Last Name	Referral Date	Created	Resource R...	Location	Status	Edit
REF-2367	Alexis	Dale	1/4/2022	132 days ago	Animal Shelters	Albany, Tri-Coun...	In Progress	▾

OneView Screen

Quick Action Buttons

[← Back to Clients](#)

Estill Powell

[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

Coordination across partners

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

Top 5 Critical Needs:

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

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

My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

[Refresh](#) ▾

Dashboard Referrals Dashboard
As of May 16, 2022, 9:51 AM Viewing as Jille Maxson

Most Popular Resources

We can't draw this chart because there is no data.

[View Report \(RE Resources\)](#)

Most Referrals Made (Staff Member)

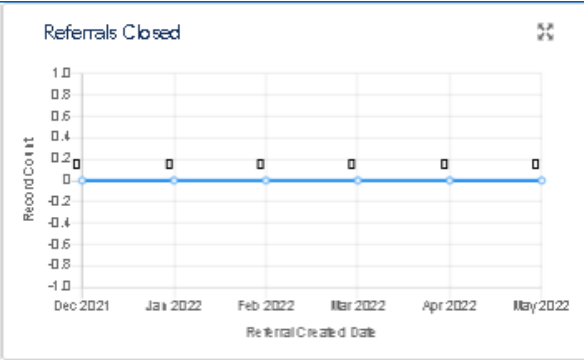
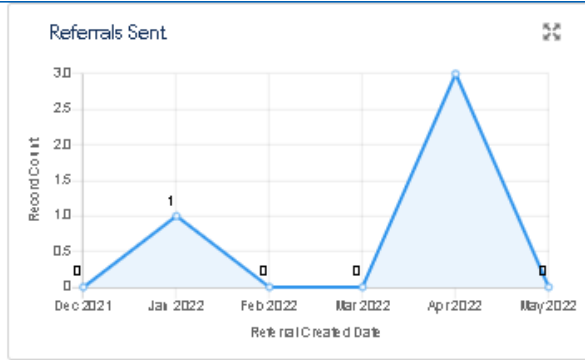
We can't draw this chart because there is no data.

[View Report \(RE Resources\)](#)

Most Referrals Closed (Staff Member)

We can't draw this chart because there is no data.

[View Report \(RE Closed Report\)](#)



Most Referred By (Org)

Organization	# of Referrals
Albany, Tri-County Animal Shelter	4

Most Referred To (Org)

Organization	# of Referrals
Albany, Tri-County Animal Shelter	1
Ashland Child Development Center	1
Estill County Community Food Bank	1
Mountain Heritage Hospice	1

Organization Statistics

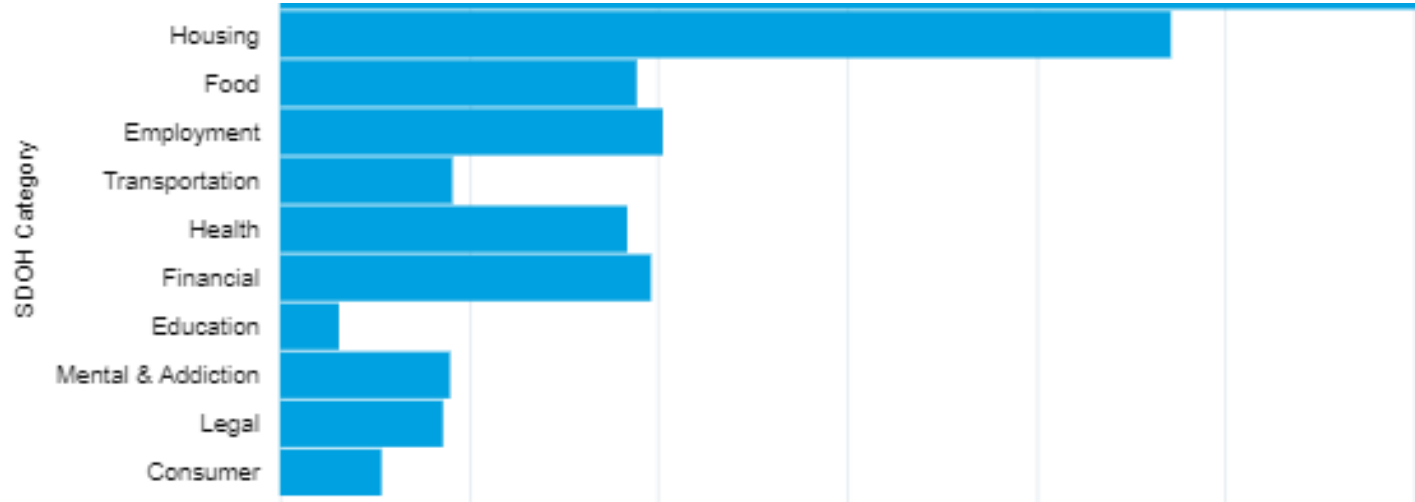
Organization Rating	Total Clients Served	Average days to close
NA	1	

Referral Statistics

Referrals Open	Referrals Received	Referrals Closed	Referrals Sent
1	1	0	4

kynect resources Metrics

Referrals by SDOH



2,479

Referrals Created in
the Last 30 Days

185

Referrals Closed in
the Last 30 Days

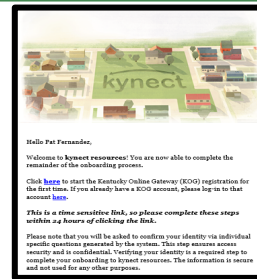
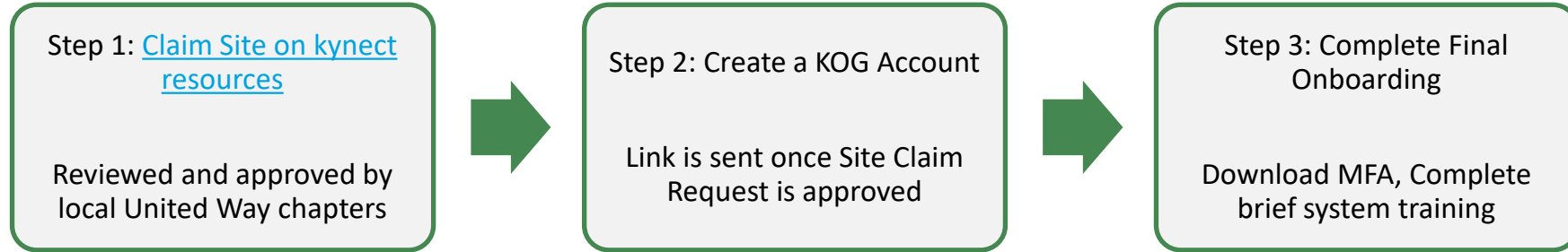
337

Community Partners
Onboarded

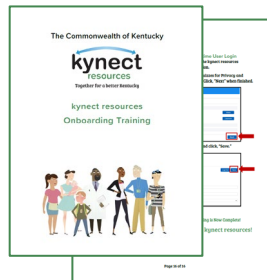
122

Assessments
Completed in the last
30 days

Community Partner Onboarding Process



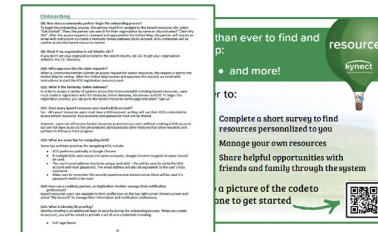
Onboarding Support



Detailed [Quick Reference Guide](#) that outlines all steps to onboarding



Step-by-Step Video instructions on the onboarding process



Support materials including [FAQ document](#), [Communications](#), and [QRGs](#)



System Demo



Upcoming Opportunities

Support Event	Date/Time	Additional Information
Monthly kynect to You Newsletter Distribution	Next Distribution: June, 2022	<ul style="list-style-type: none"> Spotlight key information and metrics Let us know if you need to be added to the distribution list
Monthly Community Partner Check in Webinar	Next Occurrence: June 2022 10:00-11:00	<ul style="list-style-type: none"> Monthly update on metrics and a system spotlight Spotlight Topics based on reported issues and questions
Onboarding Webinar	Next Occurrences: Biweekly as needed 1:00-2:00	<ul style="list-style-type: none"> Walks attendees through the onboarding process step-by-step Receive system training and have any questions about they system answered in real time

Want to Schedule a Virtual Site Visit?



The team is happy to schedule a Virtual Site Visit to provide one-on-one information about kynect resources with your team. Reach out to kynectresources@ky.gov to schedule at your convenience!

Step into the Spotlight



We would love to hear stories of how kynect resources has helped support residents in your community. Please reach out with any news or stories that we may spotlight in upcoming newsletters and webinars.

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Questions and Discussion

Thank you

Tracy.Williams@ky.gov

kynectresources@ky.gov



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