kynect resources
Together for a better Kentucky.

In partnership with:

United Way

kynect resources Overview
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
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

State Agencies

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

kynectors

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

Stakeholders

- Residents
- Community Partners
- United Way
- DCBS Staff
- State Agencies
- Provider Offices

Providers

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

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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

Search by Category and subcategory

Browse results and connect with organizations
OneView Screen

Quick Action Buttons

Integrated IES Data Sources

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

Coordination across partners

Referral Activity

Social Determinants of Health

Top 5 Critical Needs:
1. Housing
2. Employment
3. Financial
4. Food
5. Health
Referrals by SDOH

- Housing: 2,479
- Food: 185
- Employment: 337
- Transportation: 122
- Health: 277
- Financial: 1,839
- Education: 403
- Mental & Addiction: 233
- Legal: 178
- Consumer: 10

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Referrals Created in the Last 30 Days
Referrals Closed in the Last 30 Days
Community Partners Onboarded
Assessments Completed in the last 30 days
Community Partner Onboarding Process

Step 1: Claim Site on kynect resources
Reviewed and approved by local United Way chapters

Step 2: Create a KOG Account
Link is sent once Site Claim Request is approved

Step 3: Complete Final Onboarding
Download MFA, Complete brief system training

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
## Support Event

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| Monthly kynect to You Newsletter Distribution | Next Distribution: | • 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: | • Monthly update on metrics and a system spotlight  
• Spotlight Topics based on reported issues and questions |
| Onboarding Webinar                        | Next Occurrences: | • Walks attendees through the onboarding process step-by-step  
• Receive system training and have any questions about they system answered in real time |

## Upcoming Opportunities

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**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.