

  
**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.**



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## 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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# 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

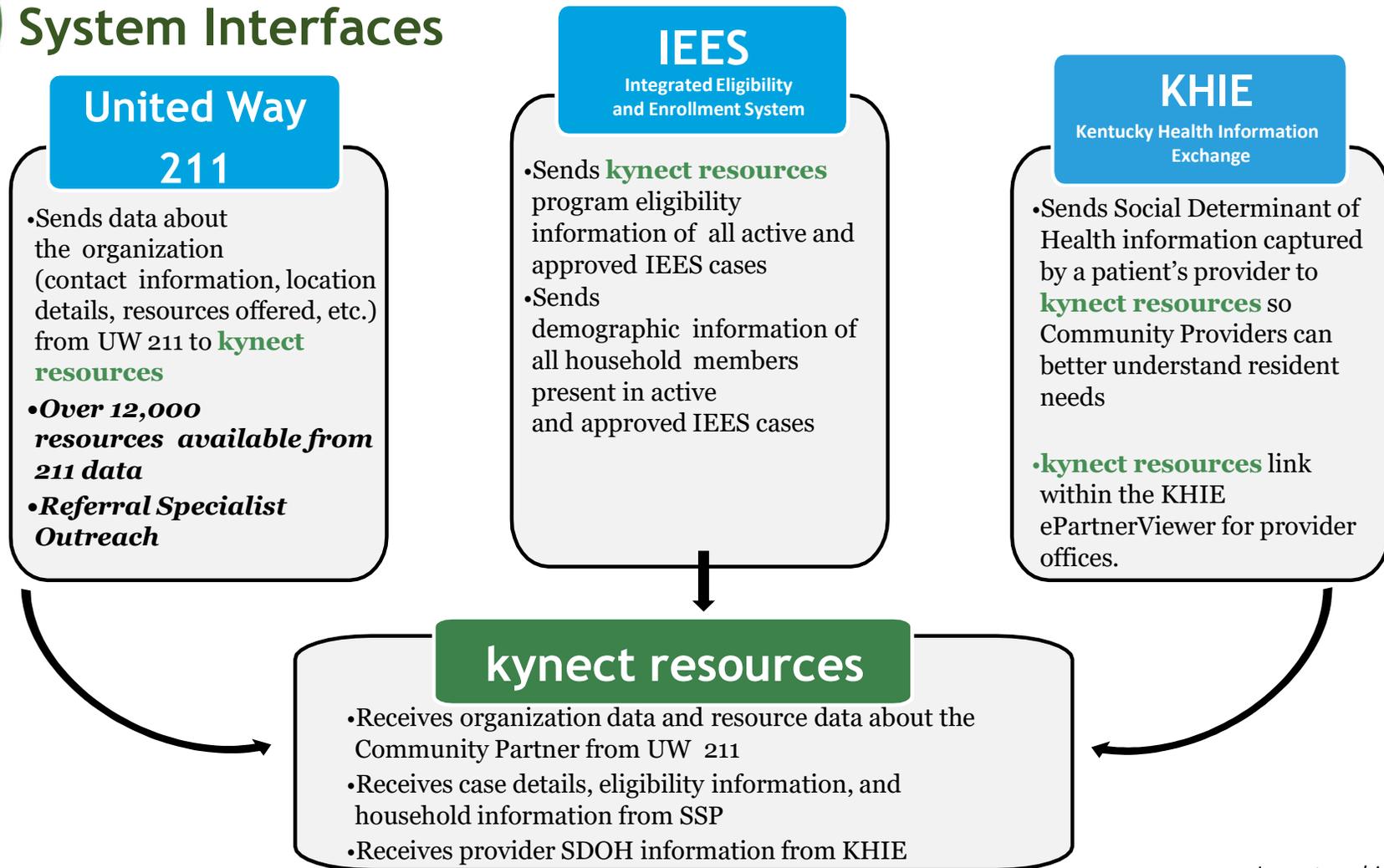
**CP2** provides the resident with the resource (or may not.) **CP2** closes the referral in **kynect resources** so the outcome data is logged.

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





## System Interfaces





### MCO

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

### United Way

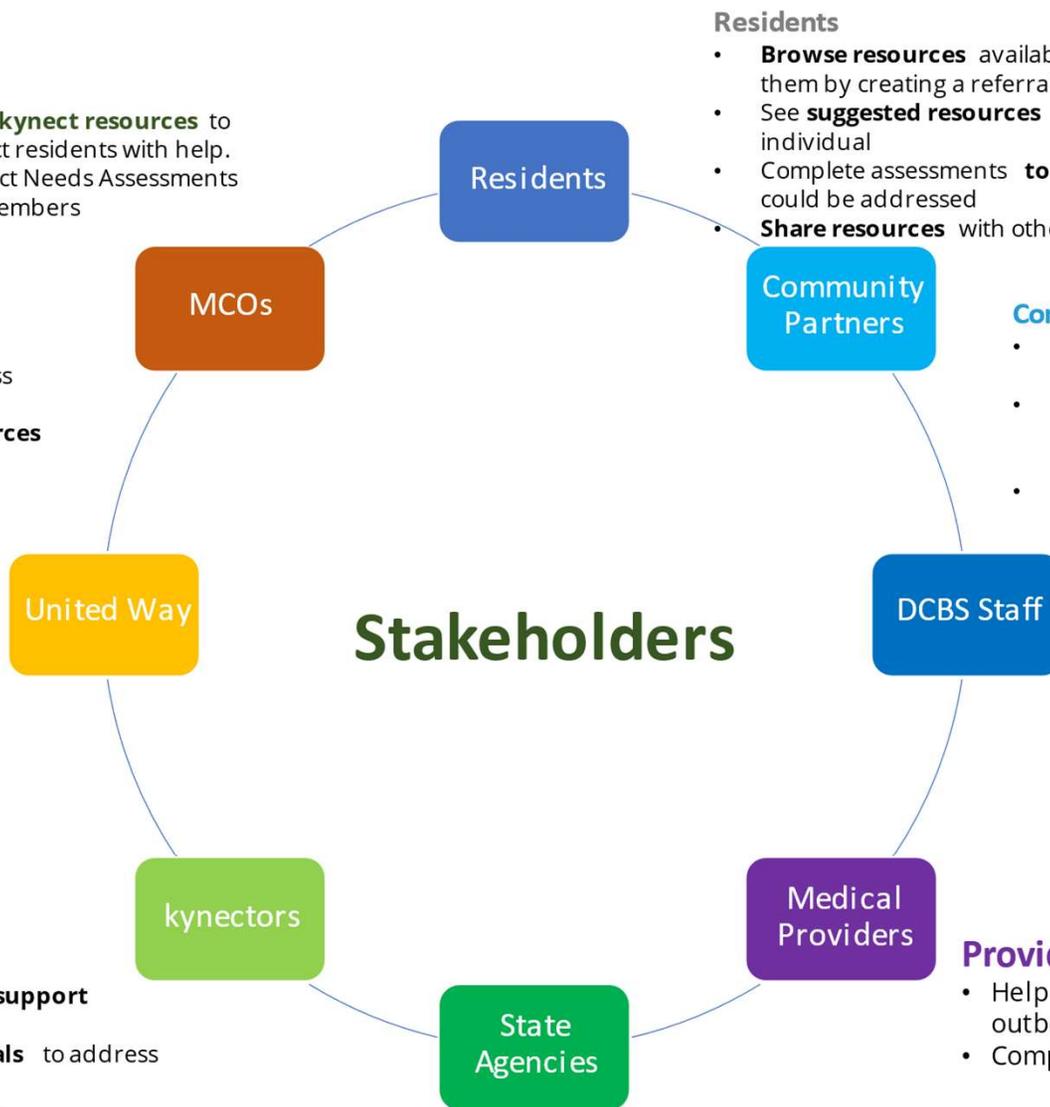
- Helps Community Partners access **kynect resources**
- Provides the **database of resources** that Kentuckians connect with
- Provides **2-1-1 Phone Access** to Resources
- **Referral Support Specialists**

### 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

#### 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



## 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.”*

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# 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, there is a search bar with the text "Search Keyword" and a dropdown menu for "Search By Category". To the right of the search bar are buttons for "Help" and "Login". Below the search bar is a grid of nine categories, each represented by an illustration and a text label:

- Foster Care
- Unemployed
- Elder Care
- Re-Entry
- Homeless
- Impacted by Substance Use
- Pregnant
- Immigrants & Refugees
- Veteran

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# Connecting Kentuckians to Help

Search by a keyword

**kynect** resources

Q 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**  
 4.2 Miles [Connect](#)

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**  
 5.6 Miles [Connect](#)

[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

**Notes**

---

**Qualifications**

Fees  
Free

Qualifications  
Must have/meet:  
\* Resident of Fayette County  
\* First-time or expectant parents  
\* Families must be enrolled prenatally or before a child is 90 days old

Benefiting

---

**Location Instructions**

Next steps  
Appointment required, please call

What to Bring  
Please bring with you:  
\* Picture ID  
\* Medicaid card (if applicable)

Transportation Instructions

Parking Instructions

This page also includes:

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

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





# 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

**Referrals Sent**

Month	Record Count
Dec 2021	0
Jan 2022	1
Feb 2022	0
Mar 2022	0
Apr 2022	3
May 2022	0

**Referrals Closed**

Month	Record Count
Dec 2021	0
Jan 2022	0
Feb 2022	0
Mar 2022	0
Apr 2022	0
May 2022	0

**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
Essex 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



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

Referral Information

**Resource Name**  
Animal Shelters

Status:  Assigned to:

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

Referral Information

Resource Name  
Animal Shelters

Status New	Assigned to 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:





## 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 link labeled "Back to Clients" with a left-pointing arrow. Below this, 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 fields for "Client ID", "Gender", and "DOB". Under "Contact", there are fields for "Email Address", "Contact Preference", and "Mobile Phone".

### Important Note:

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

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## 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.

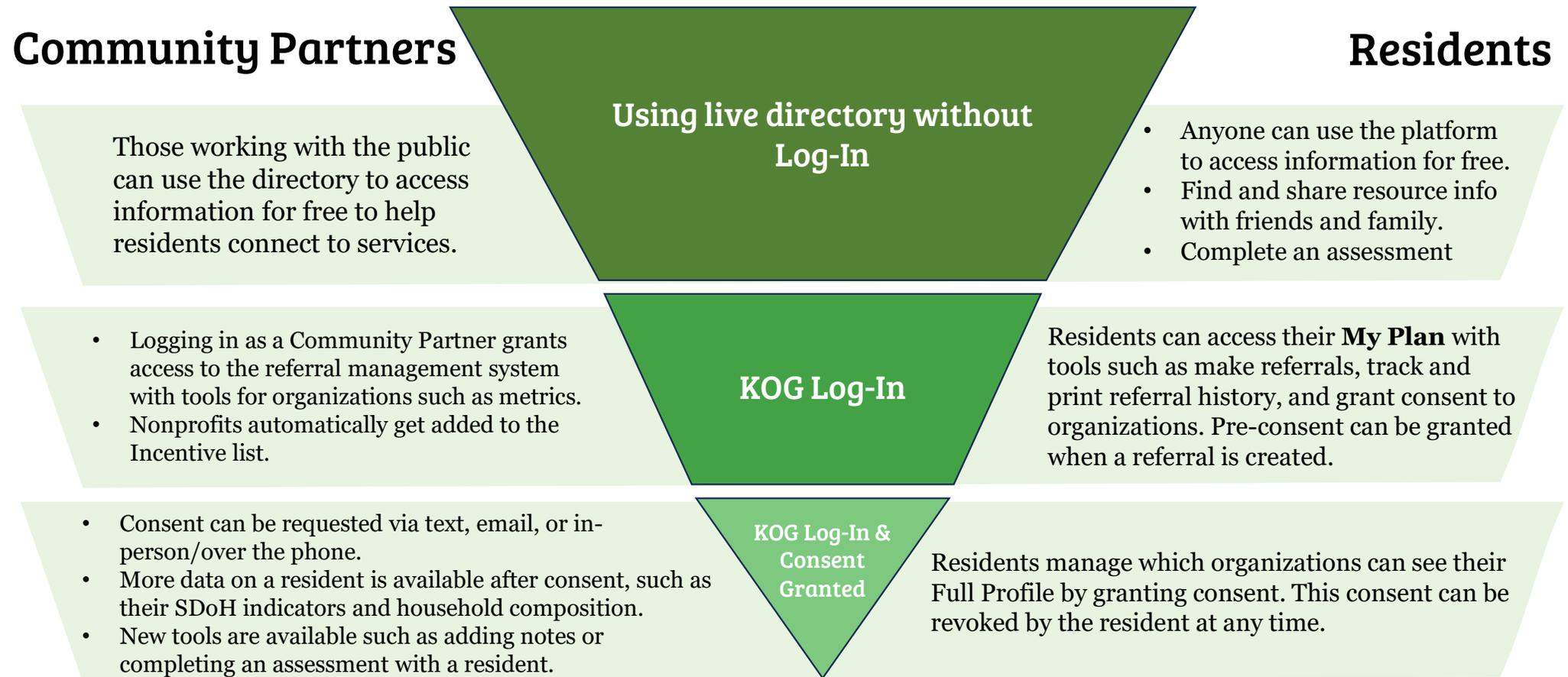
Residents may revoke consent by logging into **kynect resources** and changing their permissions.

The screenshot shows the 'Client Search' interface. At the top, there are tabs for 'Home', '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 'Brand' with '01/01/1990' for DOB, 'amy.brand@emailinator.com' for Email Address, and '(707) 344-9955' for Phone. Below the table is a 'Request Access' dialog box. The dialog box contains the text: 'You do not have permission to view Amy Brand's full information. Please request consent via one of the options below.' There are three buttons: 'Cancel', 'Send Email', 'Send Text', and 'Verbal Consent'. The 'Send Email', 'Send Text', and 'Verbal Consent' buttons are highlighted with a red box.

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# Unlocking the kynect resources tools and features





# 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.

Integrated IEES Data Sources

Coordination across partners

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# 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  
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

**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 resource is not provided, select the reason and submit.

In partnership with:

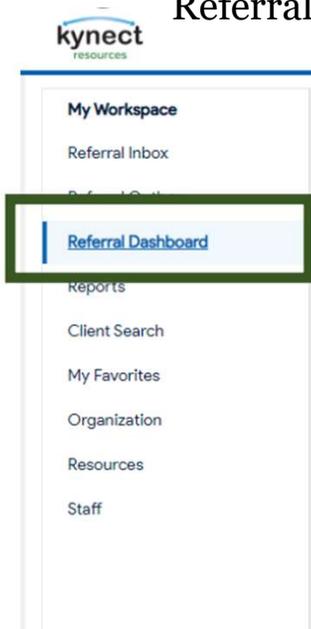




## Closing Referrals and Tracking Outcomes

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



# kynect resources Community Partner Incentive Initiative

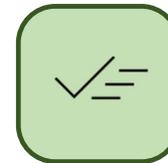
## Incentive Amounts



**\$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. The organization also must be located in 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.

# 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.ky.gov](#) 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

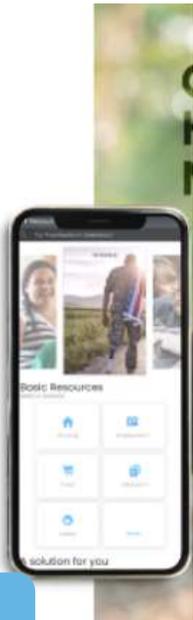
kynect resources is the connection point between members, partners, and providers of kynect resources. Create an account to join a community of Kentuckians providing and accessing assistance and services.

Watch this video below to learn how to register your organization.



2

Click Get Started



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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. You can then join **kynect resources**.

Organization Name:  City:

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

**4** Click Select



# Join As A Community Partner

## Claim Site Request

### Add contact information

Department for Community Based Services	275 East Main Street 3W-A Frankfort, Kentucky 40621
PartnerOrg	<a href="https://ohfs.ky.gov/legencies/dobs/Pages/default.aspx">https://ohfs.ky.gov/legencies/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

5

Enter Information in the Claim Site Request form and click Continue

\* 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.



## 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).

### Example of Email Verbiage

Hello [NAME][LASTNAME], Welcome to **kynect resources**. You are a few steps away from accessing the **kynect resources** tools to view and manage referrals, create referrals, conduct needs assessments and more. To complete onboarding to **kynect resources**, follow the appropriate link below.

Do you have an existing Kentucky Online Gateway (KOG) account with the email address above?

- If **YES**: Click here to login and follow the prompts to complete onboarding.
- If **NO**: Click here and click the Create New Account link to create a KOG account with the email address above.

Links expire after 24 hours.

Please complete all steps within 24 hours of receiving this email.



## How to know which link to select in the Welcome Email:



### 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

After KOG Account Creation is complete, 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	<a href="#">View</a>
	Privacy and Security Quiz	0%	0 min	<a href="#">Launch</a>
v	Program Summary	Status: 0%	Duration: 0 min	
v	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

First Name  
Joan

Last Name  
Hall

\* Email Address  
joan.hall@depoutable.com

\* Mobile Phone  
(304) 444-4444

\* Primary Location  
Lexington

Log Out Save

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

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## KOG Sign-In

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

A screenshot of the KOG sign-in page. At the top, it says 'KENTUCKY ONLINE GATEWAY'. Below that, it says 'Sign in with your Kentucky Online Gateway (KOG) Account'. There is a text input field for 'Email Address' containing 'fake.email@organizationemail.com'. A blue 'Next' button is below the field. At the bottom, there are links for 'Create New Account', 'Resend Account Verification Email', a language dropdown set to 'English', and a 'Help' link.

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**.

A screenshot of the 'My Apps' page on the KOG homepage. At the top, there is a 'My Apps' header and a search bar labeled 'Search for Applications' with a 'QSearch' button. Below the search bar is a navigation bar with letters C through X. Two application tiles are visible: 'Resources Community Portal' and 'Resources Staff Portal'. The 'Resources Community Portal' tile is highlighted with a red border and contains a red arrow pointing down to a 'Launch' button. The 'Resources Staff Portal' tile also has a 'Launch' button.

# 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 Tuesday 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 Tuesday 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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