



## kynect resources Overview and KHIE Integration Training



# Integration Mission



## Mission

- The kynect resources and KHIE integration provides users a broad data set of **SDoH information** for residents. The integration of the two systems will allow both to **share assessment results** and provide **timely updates of information**.
- This integration situates a direct **link to kynect resources** from **within the ePartnerViewer**, where users can **create referrals** for patients to community organizations and services.
- KHIE and kynect resources will collect **metrics and data** concerning SDoH to help inform policy, processes and practices for all levels of users.



# 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

- Social Determinant of Health information captured by a KHIE Participant is relayed to kynect resources
- kynect resources SDoH Assessment results are shared in the ePartnerViewer
- kynect resources link added to the ePartnerViewer

## 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
- SDoH information shared between KHIE and kynect resources

# kynect resources Overview



# Connecting Kentuckians to Help

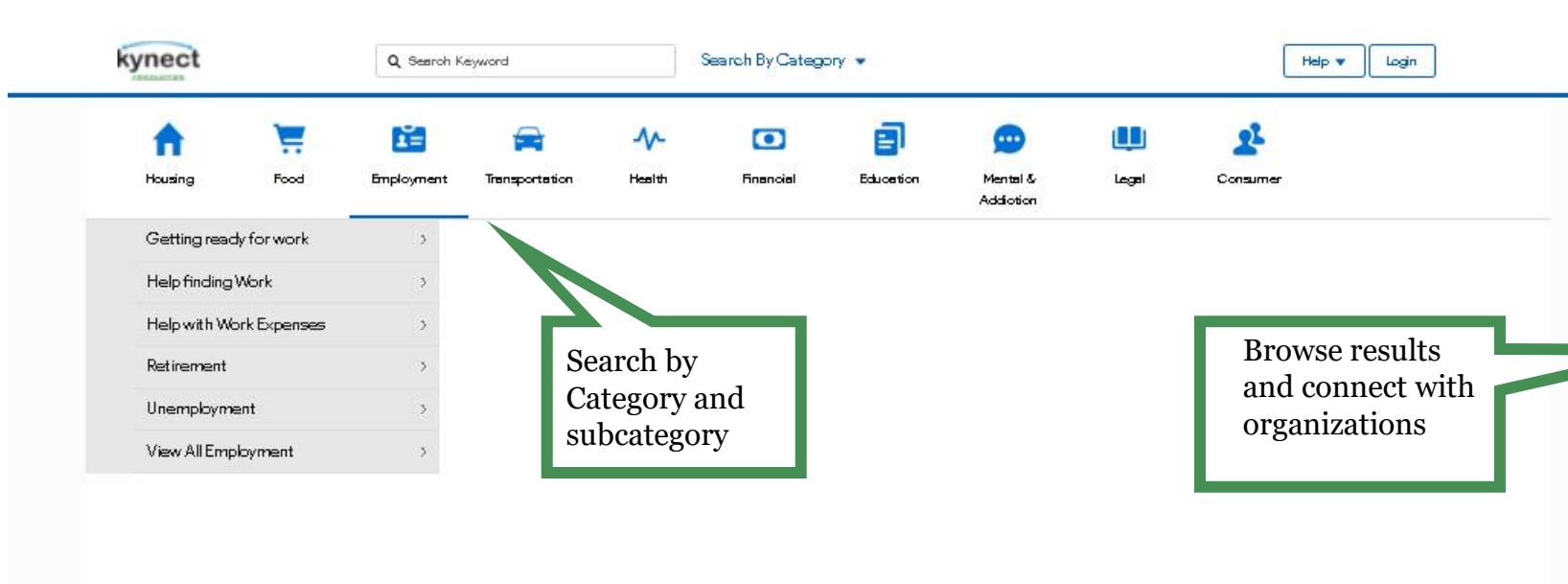


The screenshot shows the kynect resources website interface. At the top left is the kynect resources logo. To its right is a search bar with the text "Search Keyword" and a magnifying glass icon. Further right is a "Search By Category" dropdown menu. On the far right of the top navigation bar are "Help" and "Login" buttons. Below the navigation bar is a grid of 10 category tiles, each with an illustration and a text label: Foster Care, Unemployed, Elder Care, Re-Entry, Homeless, Impacted by Substance Use, Pregnant, Immigrants & Refugees, and Veteran.

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

**Community Organizations and Programs** can manage referral activity and work together with residents and other organizations to address needs

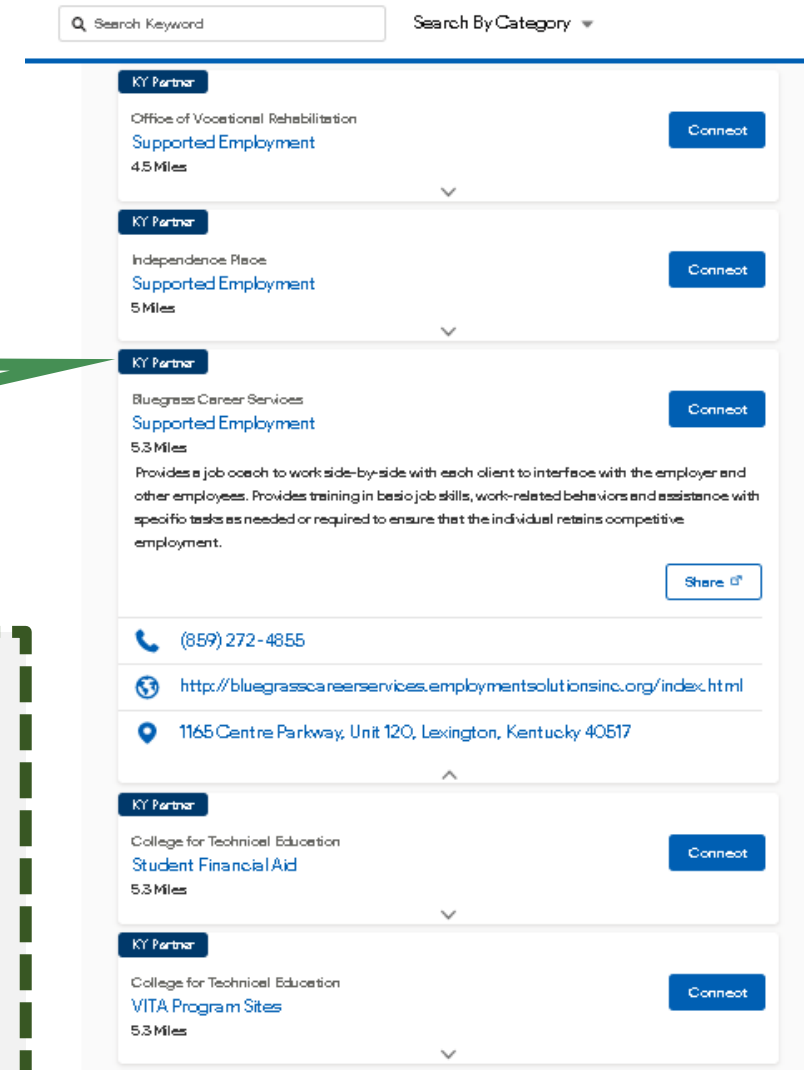
# Connecting Kentuckians to Help

The screenshot shows the main navigation bar with icons for Housing, Food, Employment, Transportation, Health, Financial, Education, Mental & Addiction, Legal, and Consumer. The Employment icon is highlighted, and a dropdown menu is open showing subcategories: Getting ready for work, Help finding Work, Help with Work Expenses, Retirement, Unemployment, and View All Employment.

Search by Category and subcategory

Browse results and connect with organizations



The screenshot shows a list of search results for 'Supported Employment'. Each result includes the organization name, service type, distance, and a 'Connect' button. The third result is expanded to show contact information: phone number (859) 272-4855, website URL, and address 1165 Centre Parkway, Unit 120, Lexington, Kentucky 40517.

**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.

# kynect resources Stakeholders



## United Way

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

United Way

## kynectors

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

kynectors

## State Agencies

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

State Agencies

Provider Offices

## Provider Offices

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

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
- Complete SDOH Assessments

DCBS Staff

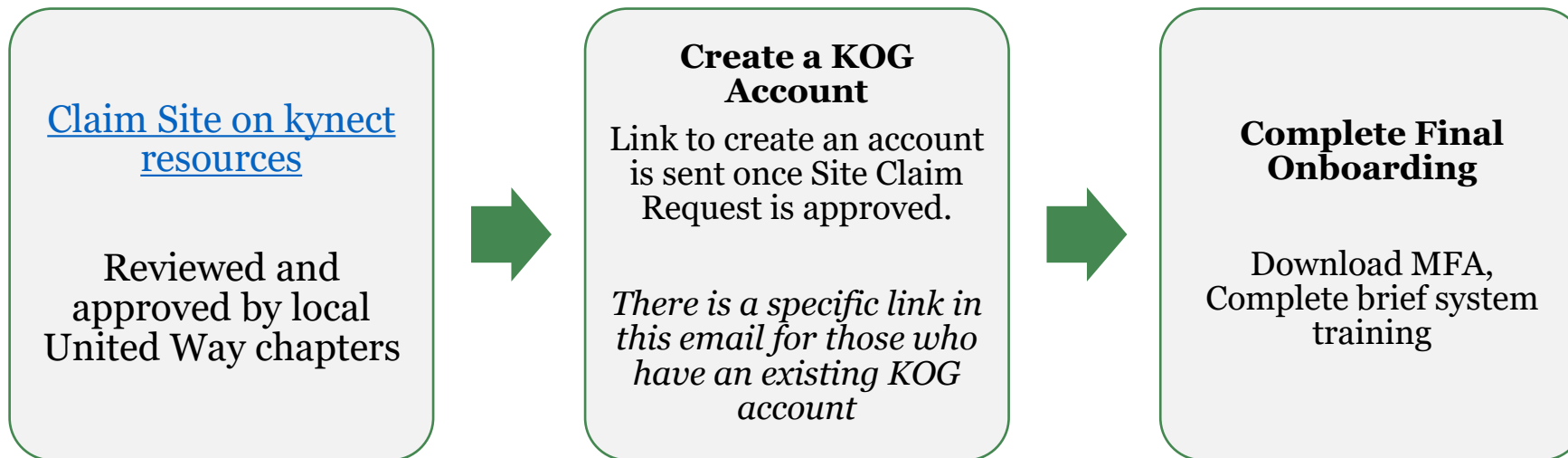
## DCBS Staff

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

# Privacy and Security

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, an Onboarding process is required to be assigned the accurate role in the kynect resources system.

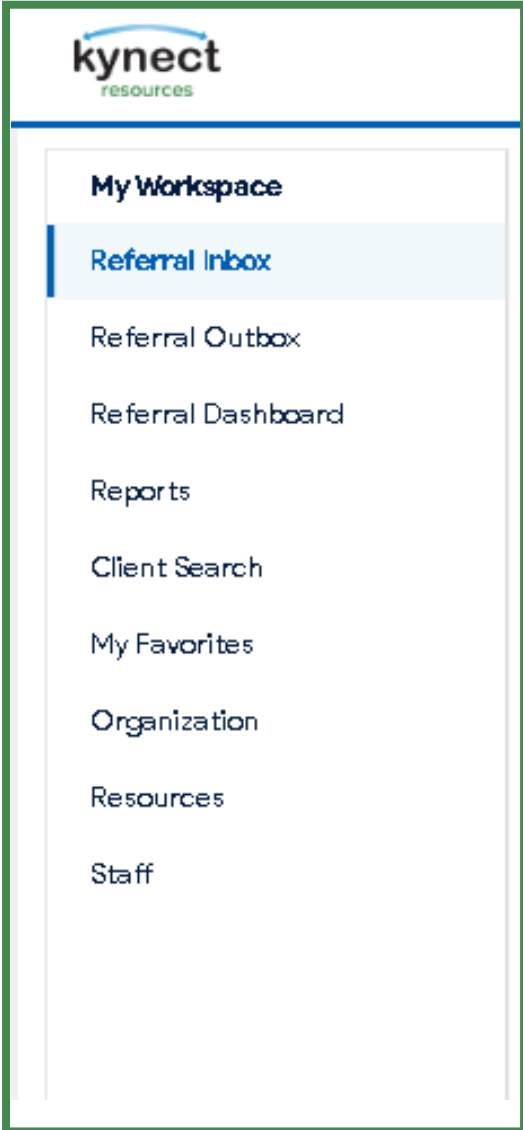


**Resident Consent:** Residents control access to their information in kynect resources. Referrals can be made on behalf of a resident without consent or full access to their information. Consent to view resident record may be provided via email, text or verbal acknowledgement.



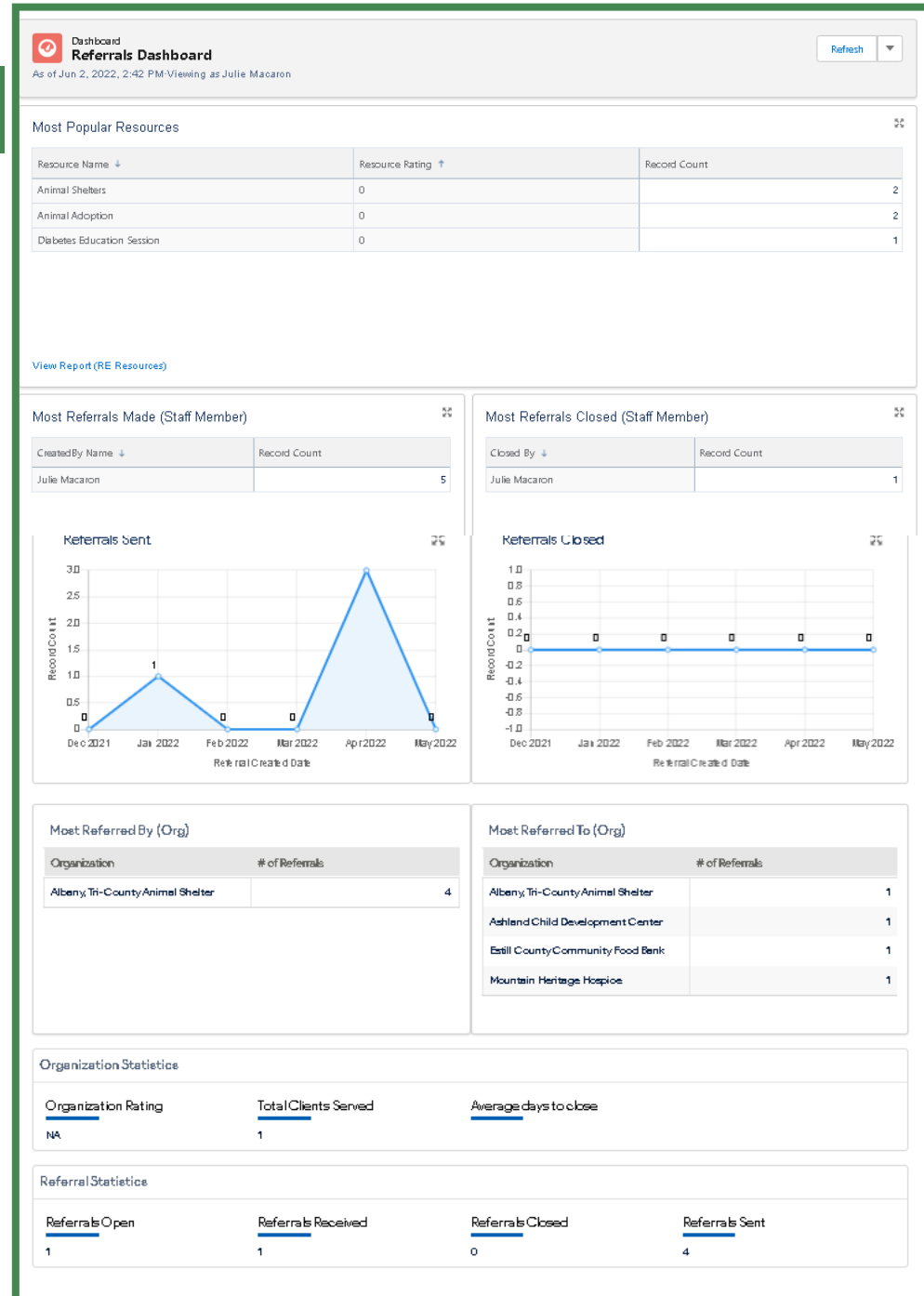
# Community Partner Workspace

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



**My Workspace**

- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Reports
- Client Search
- My Favorites
- Organization
- Resources
- Staff



**Dashboard Referrals Dashboard**  
As of Jun 2, 2022, 2:42 PM Viewing as Julie Macaron

**Most Popular Resources**

Resource Name	Resource Rating	Record Count
Animal Shelters	0	2
Animal Adoption	0	2
Diabetes Education Session	0	1

**View Report (RE Resources)**

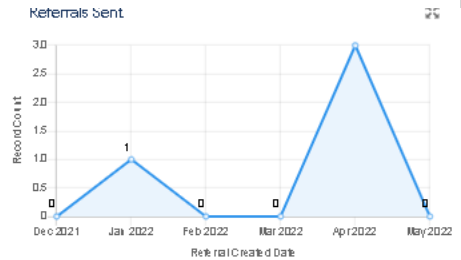
**Most Referrals Made (Staff Member)**

CreatedBy Name	Record Count
Julie Macaron	5

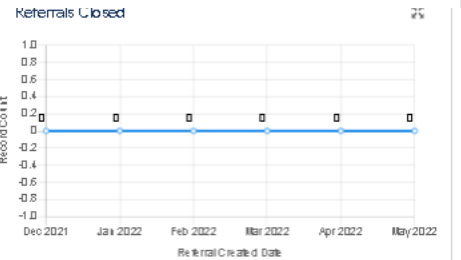
**Most Referrals Closed (Staff Member)**

Closed By	Record Count
Julie Macaron	1

**Referrals Sent**



**Referrals Closed**



**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**

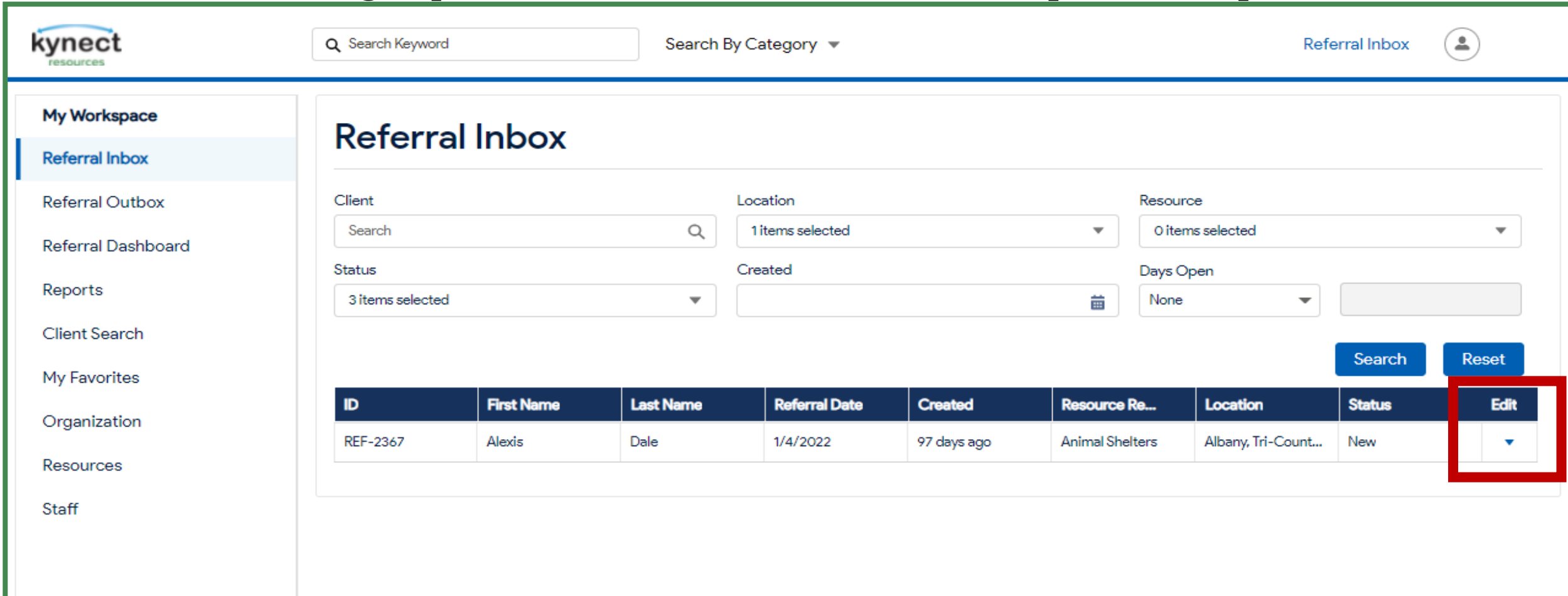
Organization Rating	Total Clients Served	Average days to close
NA	1	

**Referral Statistics**

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

# Stakeholder Dashboard

Upon log in, kynect resources users begin on their Organization's **Dashboard**. The **Referral Inbox** is like an email inbox, containing incoming requests for services. Click the **Edit** drop down to open the referral.



The screenshot shows the Kynect Referral Inbox dashboard. On the left is a navigation menu with options: My Workspace, Referral Inbox (selected), Referral Outbox, Referral Dashboard, Reports, Client Search, My Favorites, Organization, Resources, and Staff. The main content area is titled 'Referral Inbox' and features several filter fields: Client (Search), Location (1 items selected), Resource (0 items selected), Status (3 items selected), Created (calendar icon), and Days Open (None). There are Search and Reset buttons. Below the filters is a table with the following data:

ID	First Name	Last Name	Referral Date	Created	Resource Re...	Location	Status	Edit
REF-2367	Alexis	Dale	1/4/2022	97 days ago	Animal Shelters	Albany, Tri-Count...	New	▼

The 'Edit' button in the table is highlighted with a red box.

# Referral Detail Screen

**My Workspace**

## Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources





Staff

[← Back to Referral Inbox](#)

## Referral Details: REF-2367

Save

## Referral Source Information

 Resident  
Alexis Dale Phone Number  
(707) 244-9958 Email Address  
alexisdale@dispostable.com Referral Date  
1/4/22 106 days ago Referral Source  
Albany, Tri-County Animal Shelter Referral Made By  
Julie Mason

## Referral Information

Resource Name  
Animal Shelters

Status

In Progress ▾

Assigned to

Julie Mason ▾

## Notes

Add Note

Subject ↑	Description	Created By	Created Date	Modified Date
Referral Created		Julie Mason	1/4/2022	1/4/2022 ▾

From the **Referral Detail Screen**, click the **Resident** name to view additional information and function.

The **Status** can be changed from **New**, to **In Progress** or **Closed**.

The referral can be **Assigned to Staff** members

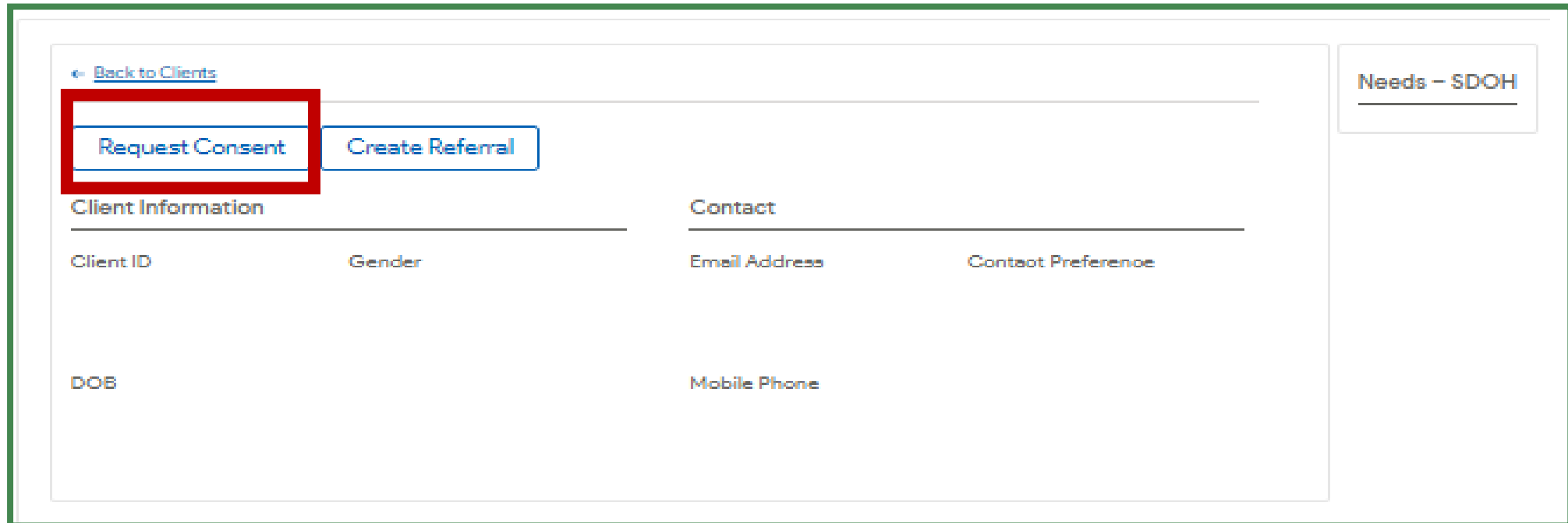
# Request Consent



Click **Request Consent** to launch the Consent process and gain access to resident record in kynect resources

**Create Referral** button is used to create a referral

*Consent is not required to create a referral*



← [Back to Clients](#)

**Request Consent** **Create Referral**

**Needs – SDOH**

Client Information		Contact	
Client ID	Gender	Email Address	Contact Preference
DOB		Mobile Phone	

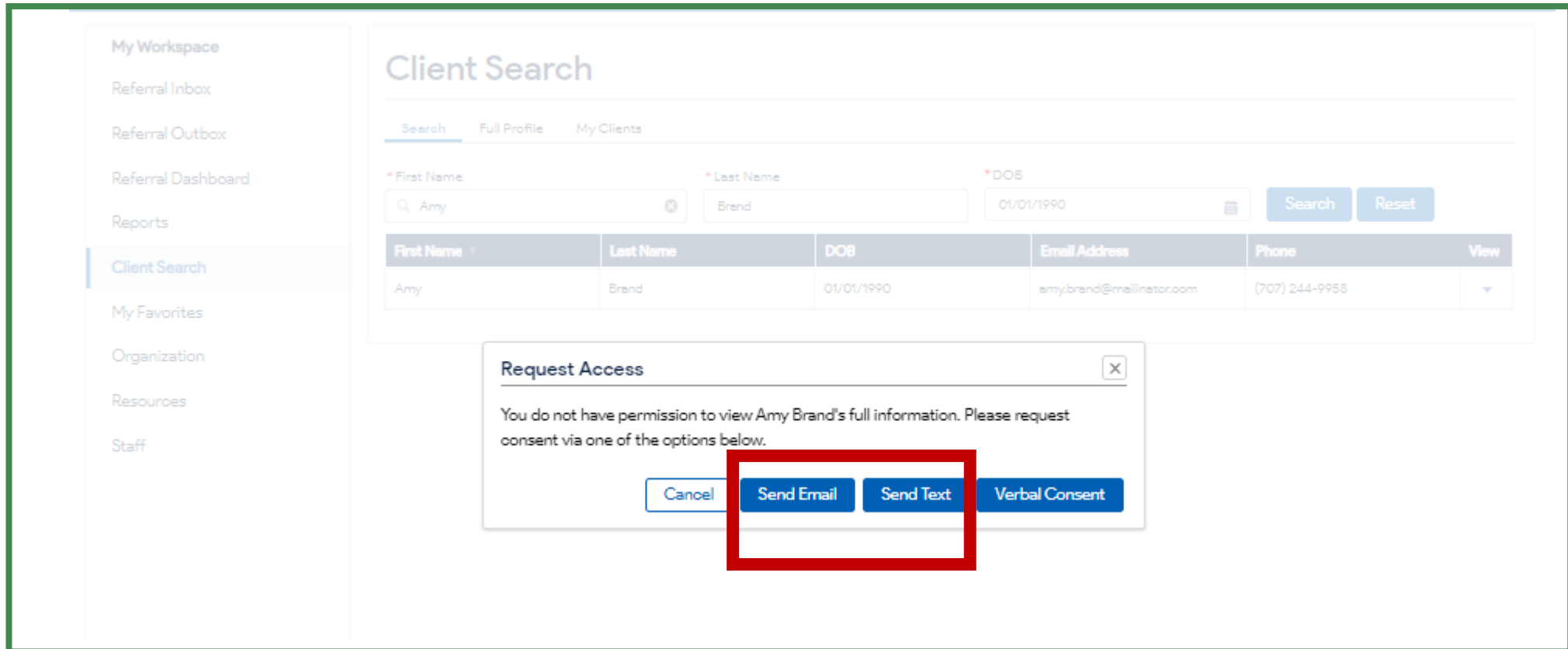
# Request Consent



Consent is granted via email, text or captured verbally.

Select the method to request consent. 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.



The screenshot displays the 'Client Search' interface. On the left is a navigation menu with items: My Workspace, Referral Inbox, Referral Outbox, Referral Dashboard, Reports, Client Search (highlighted), My Favorites, Organization, Resources, and Staff. The main area shows search filters for First Name (Amy), Last Name (Brand), and DOB (01/01/1990). Below the filters is a table with one row for Amy Brand. A 'Request Access' dialog box is open, 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 contains four buttons: Cancel, Send Email, Send Text, and Verbal Consent. The 'Send Email' and 'Send Text' buttons are highlighted with a red rectangle.

First Name	Last Name	DOB	Email Address	Phone	View
Amy	Brand	01/01/1990	amy.brand@emailinator.com	(707) 244-9955	▼

**Request Access**

You do not have permission to view Amy Brand's full information. Please request consent via one of the options below.

Cancel Send Email Send Text Verbal Consent

# Request Consent



## Request Access

You do not have permission to view Amy Brand's full information. Please request consent via one of the options below.

Cancel

Send Email

Send Text

Verbal Consent

When meeting with a resident in person or via phone, select **Verbal Consent**.

Read each acknowledgement statement and **check the box** next to the statement.

When completed, click **Submit**.



### My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

← Back to Client

## Verbal Consent

Cancel

Submit

To share additional data you understand that Julie Macaron will be able to view:

- Your name, address, date of birth, household composition, and contact information
- Your consent can be revoked - and it requires about one day to process the cancellation
- Your program enrollment information from programs such as Medicaid, SNAP, TANF, and other state programs
- Your referrals to other resources
- Your needs assessments and survey information
- Your BackYard referrals (past and present), showing the number of referrals that are new, in progress, and closed
- The information may be shared outside of Resource Engine to monitor quality or to provide better services
- You may be asked to fill out a survey about your experiences
- Your information without your name could be used to support state reporting on needs and resources in the community
- You can cancel at any time

### Additionally, you understand that

- Your information, without your name, can be shared outside of this site to monitor quality or to provide better service
- Service providers can contact you regarding referrals to provide services
- You can remove any partner's access to your data, at any time, within the application
- You will not hold the site responsible in the event you do not receive the resources requested
- If you choose not to share your information with this community partner it will not affect your ability to use this site.

Do you understand everything I have read? Do you have any questions?

Next, let's confirm your current communication preference.

I agree to receive automated text messages and understand that Message and Data rates may apply.

# Resident Information Screen



[← Back to Clients](#)

## Amy Brand

[Send Email](#)
[Add Note](#)
[Create Referral](#)
[Start Assessment](#)

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**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-

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**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

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**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

Quick Action Buttons

Integrated IEES Data Sources

SDOH data is populated based on kynect resources Assessment or KHIE data. This tab indicates the date of last assessment and source.

Coordination across partners

Referral Activity and history

Social Determinants of Health Information

**Referrals** [View My Plan](#)

New	In Progress	Closed
2	0	0

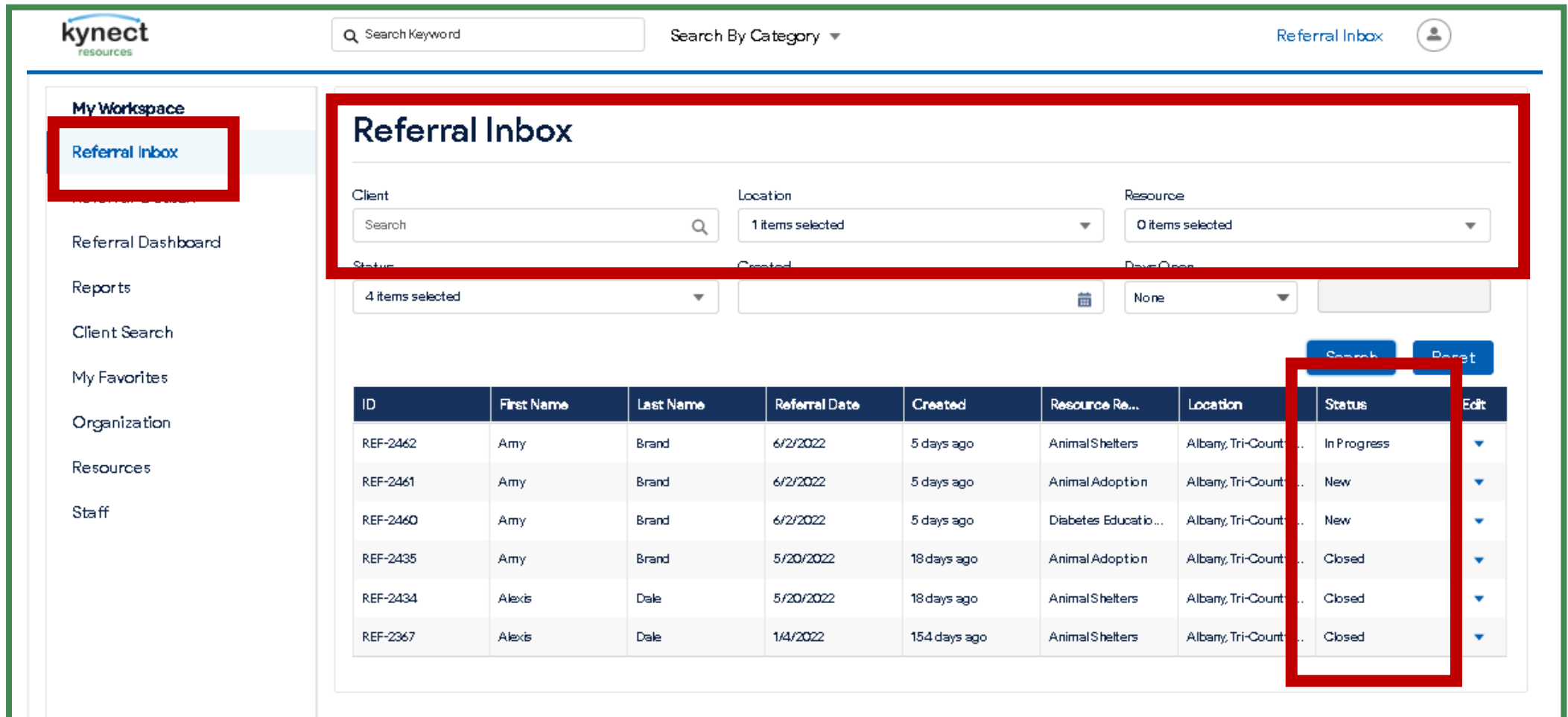
**Risk Factors** [View All](#)

● Stable  
 ● Vulnerable  
 ● In-Crisis  
 ● N/A

- Childcare
- Education
- Food
- Housing
- Access to Services
- Career Resiliency/Training
- Clothing
- Employment Stability
- English Language Skills
- Transportation

# Managing Referrals

The **Referral Inbox** displays referrals received by the organization. Here, users can use the search function for **Clients**, view the **Status** of referrals and Close referrals when services have been provided.



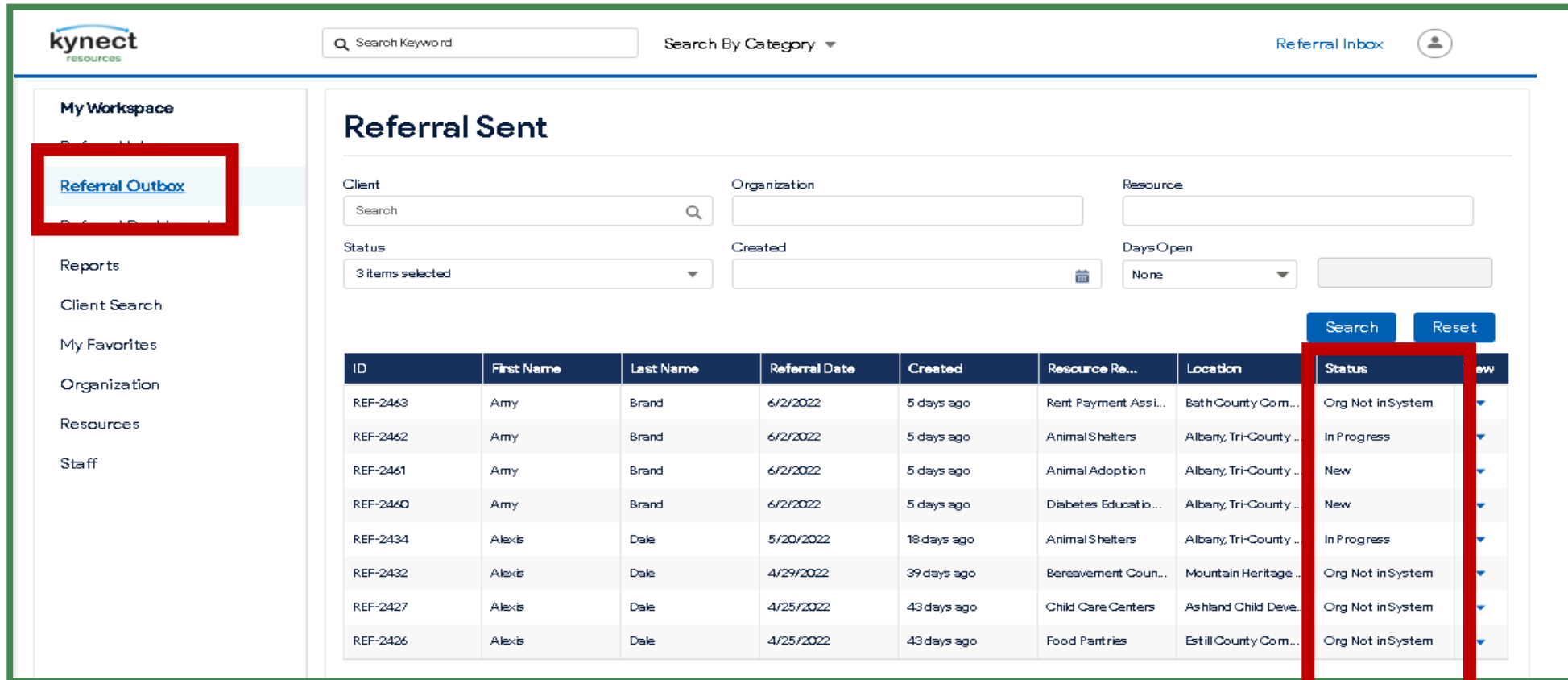
The screenshot shows the Kynect Referral Inbox interface. On the left is a 'My Workspace' sidebar with 'Referral Inbox' highlighted. The main area is titled 'Referral Inbox' and contains search filters for Client, Location, Resource, Status, Created, and Date Open. Below the filters is a table of referrals with columns for ID, First Name, Last Name, Referral Date, Created, Resource Re..., Location, Status, and Edit. A red box highlights the 'Referral Inbox' sidebar item, the search filters, and the 'Status' column of the table.

ID	First Name	Last Name	Referral Date	Created	Resource Re...	Location	Status	Edit
REF-2462	Amy	Brand	6/2/2022	5 days ago	Animal Shelters	Albany, Tri-Count...	In Progress	▼
REF-2461	Amy	Brand	6/2/2022	5 days ago	Animal Adoption	Albany, Tri-Count...	New	▼
REF-2460	Amy	Brand	6/2/2022	5 days ago	Diabetes Educatio...	Albany, Tri-Count...	New	▼
REF-2435	Amy	Brand	5/20/2022	18 days ago	Animal Adoption	Albany, Tri-Count...	Closed	▼
REF-2434	Alexis	Dale	5/20/2022	18 days ago	Animal Shelters	Albany, Tri-Count...	Closed	▼
REF-2367	Alexis	Dale	1/4/2022	154 days ago	Animal Shelters	Albany, Tri-Count...	Closed	▼



# Managing Referrals

The **Referral Sent** or Outbox displays referrals sent by the organization. Users can use the search function for **Clients and** view the **Status** of referrals sent. The organization who received the referral is responsible for managing and closing the referrals when services have been provided. The **Status** is tracked and displayed in the Referral Outbox.

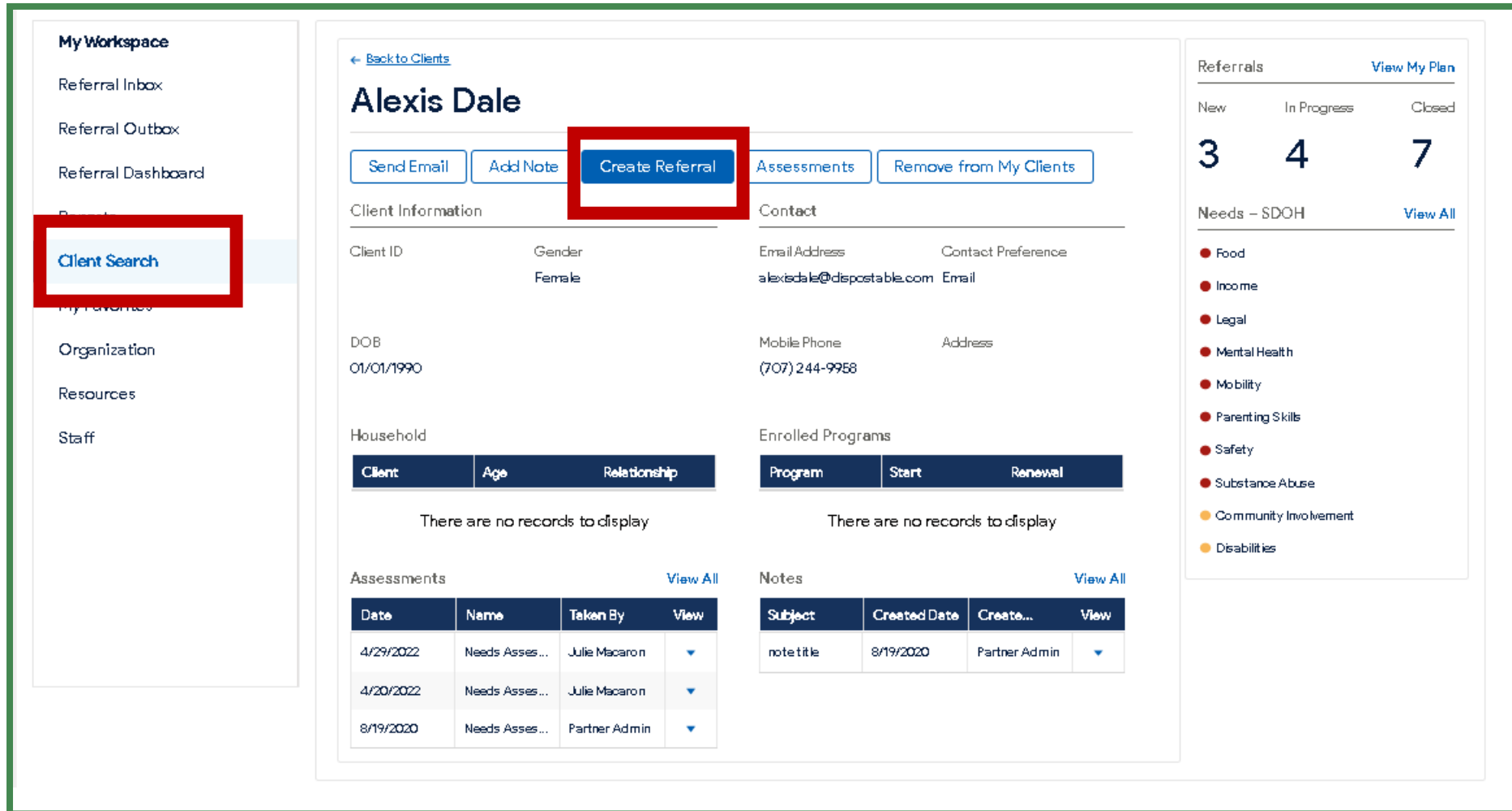


The screenshot shows the 'Referral Sent' interface. On the left is a 'My Workspace' sidebar with 'Referral Outbox' highlighted in a red box. The main area has search filters for Client, Organization, Resource, Status (3 items selected), Created, and Days Open. Below the filters is a table of referrals with columns: ID, First Name, Last Name, Referral Date, Created, Resource Re..., Location, Status, and a 'View' link. The 'Status' column and the 'View' links are highlighted in a red box.

ID	First Name	Last Name	Referral Date	Created	Resource Re...	Location	Status	View
REF-2463	Amy	Brand	6/2/2022	5 days ago	Rent Payment Assi...	Bath County Com...	Org Not in System	View
REF-2462	Amy	Brand	6/2/2022	5 days ago	Animal Shelters	Albany, Tri-County ...	In Progress	View
REF-2461	Amy	Brand	6/2/2022	5 days ago	Animal Adoption	Albany, Tri-County ...	New	View
REF-2460	Amy	Brand	6/2/2022	5 days ago	Diabetes Educatio...	Albany, Tri-County ...	New	View
REF-2434	Alexis	Dale	5/20/2022	18 days ago	Animal Shelters	Albany, Tri-County ...	In Progress	View
REF-2432	Alexis	Dale	4/29/2022	39 days ago	Bereavement Coun...	Mountain Heritage ...	Org Not in System	View
REF-2427	Alexis	Dale	4/25/2022	43 days ago	Child Care Centers	Ashland Child Deve...	Org Not in System	View
REF-2426	Alexis	Dale	4/25/2022	43 days ago	Food Pantries	Estill County Com...	Org Not in System	View

# Creating a Referral

To create a referral, click the **Create Referral** button from the resident record.



The screenshot displays the Kynect system interface for a client record. On the left is a navigation menu with 'Client Search' highlighted. The main content area shows the client's name 'Alexis Dale' and a row of action buttons: 'Send Email', 'Add Note', 'Create Referral' (highlighted with a red box), 'Assessments', and 'Remove from My Clients'. Below this are sections for Client Information, Contact, Household, and Enrolled Programs, each with a table that currently shows 'There are no records to display'. At the bottom, there are tables for 'Assessments' and 'Notes'. On the right side, there are summary cards for 'Referrals' (3 New, 4 In Progress, 7 Closed) and 'Needs - SDOH' with a list of categories like Food, Income, Legal, etc.

**My Workspace**

- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Client Search**
- My Favorites
- Organization
- Resources
- Staff

[← Back to Clients](#)

## Alexis Dale

[Send Email](#) [Add Note](#) [Create Referral](#) [Assessments](#) [Remove from My Clients](#)

**Client Information**

Client ID	Gender	Email Address	Contact Preference
	Female	alexisdale@depostable.com	Email

DOB: 01/01/1990

Mobile Phone: (707) 244-9958

Address

**Household**

Client	Age	Relationship
There are no records to display		

**Enrolled Programs**

Program	Start	Renewal
There are no records to display		

**Assessments** [View All](#)

Date	Name	Taken By	View
4/29/2022	Needs Asses...	Julie Macaron	▼
4/20/2022	Needs Asses...	Julie Macaron	▼
8/19/2020	Needs Asses...	Partner Admin	▼

**Notes** [View All](#)

Subject	Created Date	Creates...	View
note title	8/19/2020	Partner Admin	▼

**Referrals** [View My Plan](#)

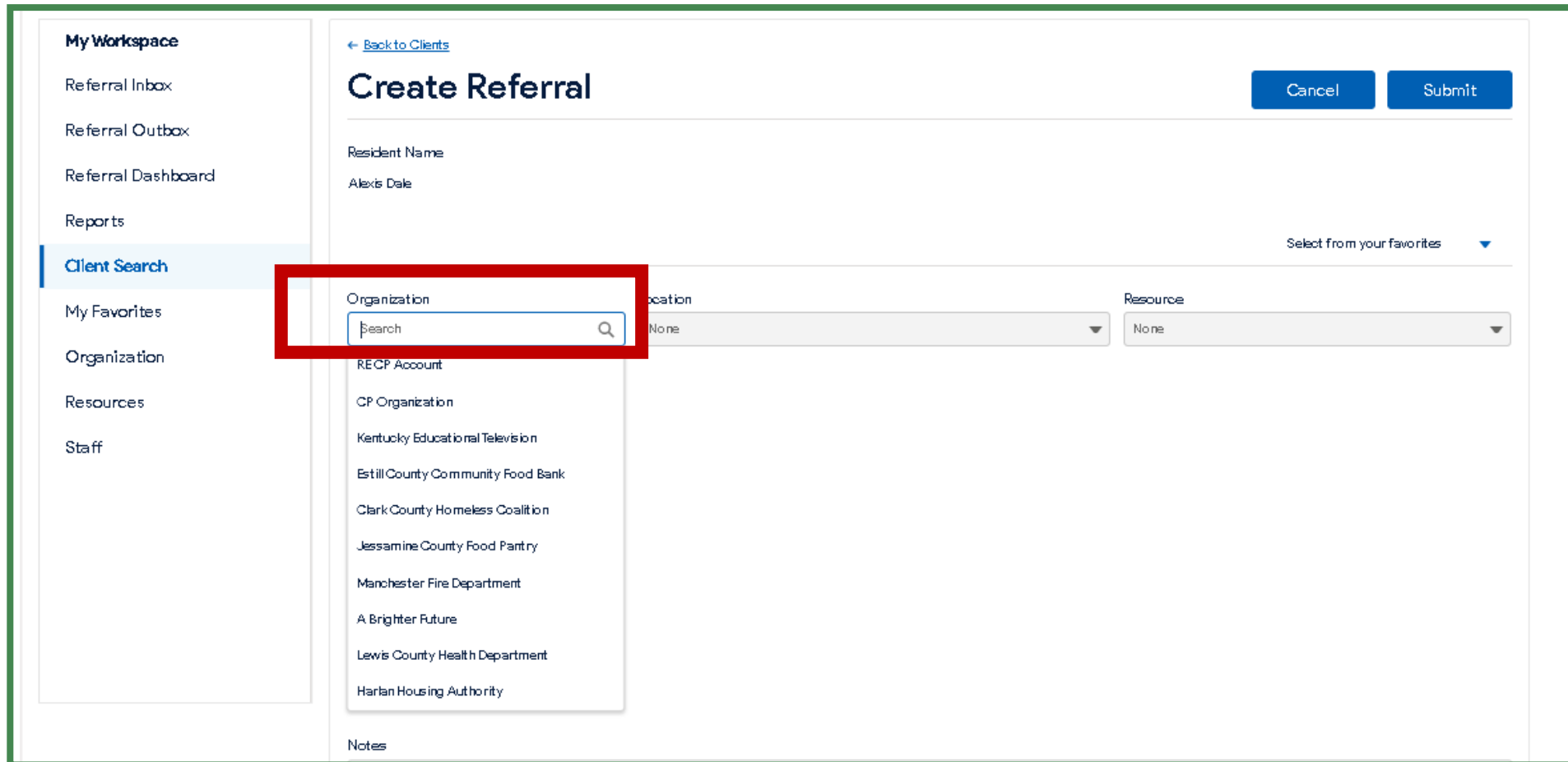
New	In Progress	Closed
3	4	7

**Needs - SDOH** [View All](#)

- Food
- Income
- Legal
- Mental Health
- Mobility
- Parenting Skills
- Safety
- Substance Abuse
- Community Involvement
- Disabilities

# Creating a Referral

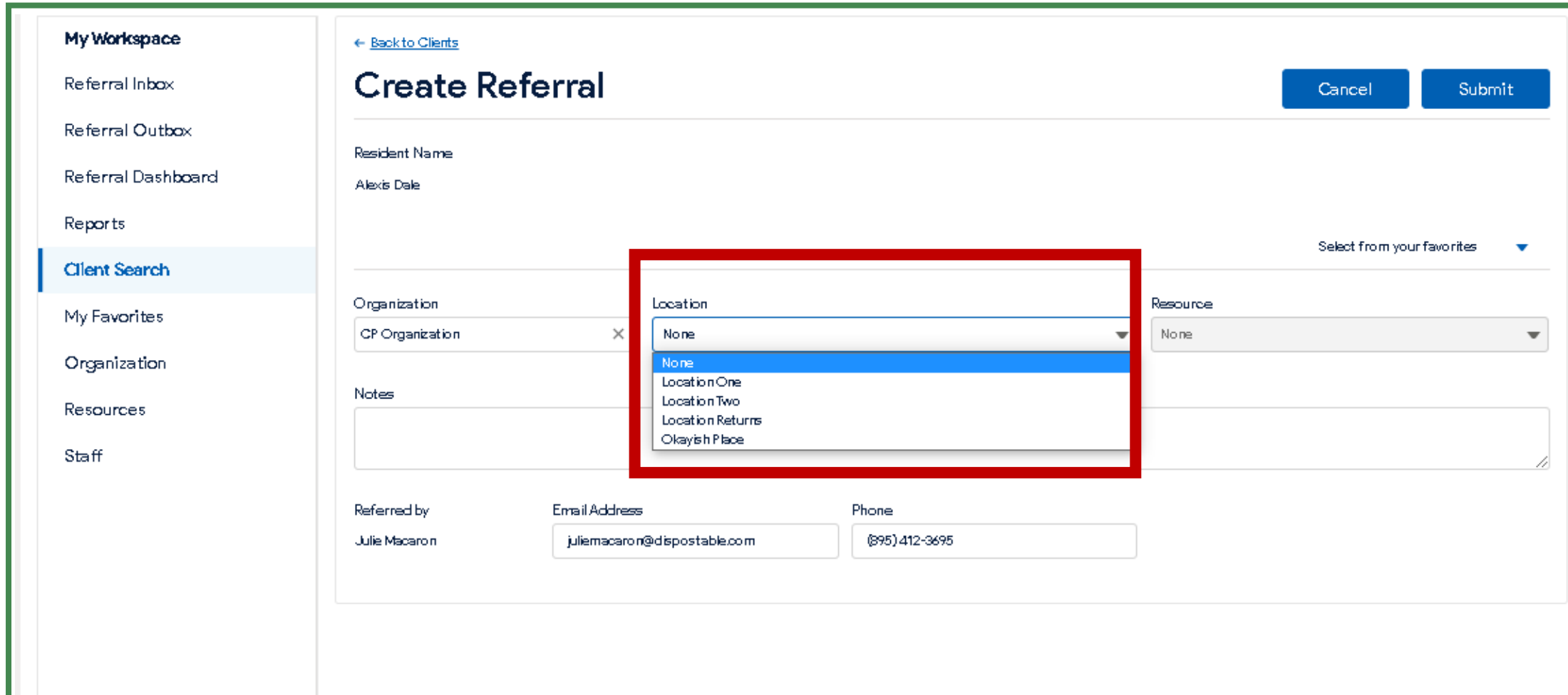
Use the **Search** under **Organization** to find the organization to refer. **Select from your Favorites** can be used if you have built a list of organizations that are frequently used.



The screenshot shows the 'Create Referral' interface. On the left is a sidebar with navigation options: My Workspace, Referral Inbox, Referral Outbox, Referral Dashboard, Reports, Client Search (highlighted), My Favorites, Organization, Resources, and Staff. The main content area has a 'Back to Clients' link and 'Cancel' and 'Submit' buttons. The 'Resident Name' field is filled with 'Alexis Dale'. Below this is a 'Select from your favorites' dropdown. The 'Organization' field is highlighted with a red box and has a search input with a magnifying glass icon. A dropdown menu is open below the search input, listing the following organizations: RECP Account, CP Organization, Kentucky Educational Television, Estill County Community Food Bank, Clark County Homeless Coalition, Jessamine County Food Pantry, Manchester Fire Department, A Brighter Future, Lewis County Health Department, and Harlan Housing Authority. To the right of the search field are 'Location' and 'Resource' dropdown menus, both currently set to 'None'. A 'Notes' field is visible at the bottom of the form.

# Creating a Referral

Select the organization's **Location** as some organizations may offer services in multiple locations.



**My Workspace**

- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Reports
- Client Search**
- My Favorites
- Organization
- Resources
- Staff

[← Back to Clients](#)

## Create Referral

Cancel Submit

Resident Name  
Alexis Dale

Organization: CP Organization X

Location: **None** (dropdown menu open showing: None, Location One, Location Two, Location Returns, Okayish Place)

Resource: None

Select from your favorites ▼

Notes

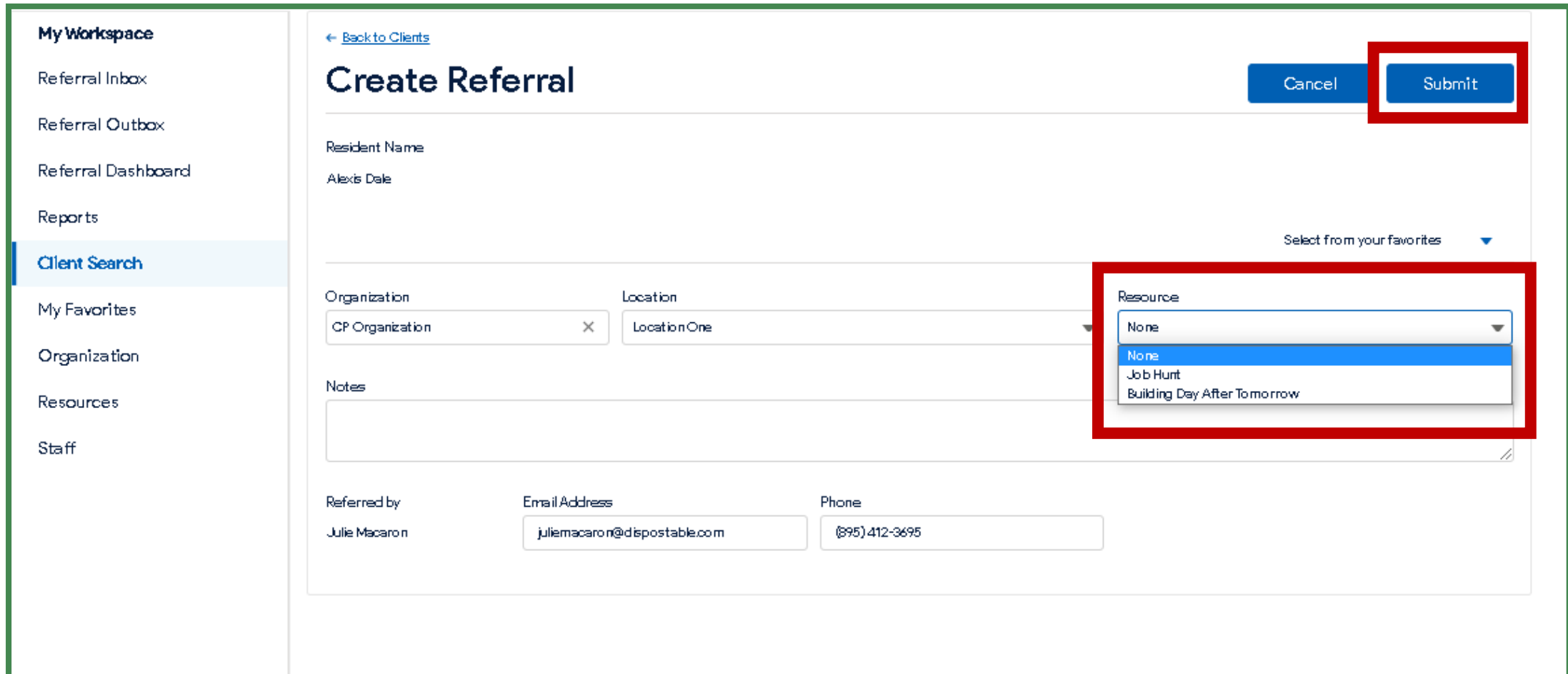
Referred by: Julie Macaron

Email Address: juliemacaron@dispostable.com

Phone: (895) 412-3695

# Creating a Referral

Next, select the **Resource** and click **Submit**. This will send the referral to the Organizations inbox.



**My Workspace**

- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Reports
- Client Search**
- My Favorites
- Organization
- Resources
- Staff

[← Back to Clients](#)

## Create Referral

Resident Name  
Alexis Dale

Organization: CP Organization ×    Location: Location One

Notes

Referred by: Julie Macaron    Email Address: juliemacaron@dispostable.com    Phone: (895) 412-3695

Select from your favorites ▼

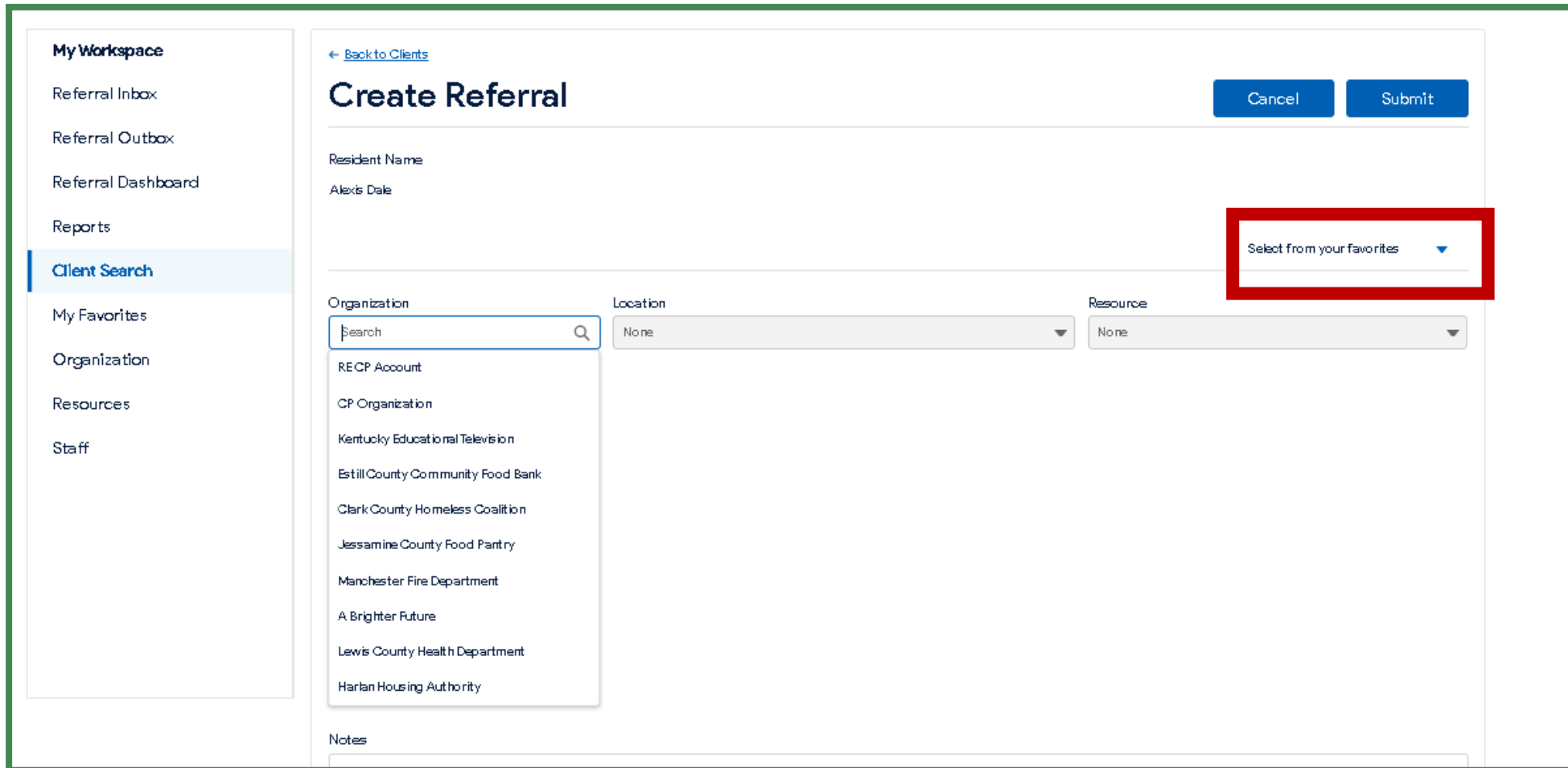
Resource

- None
- None**
- Job Hunt
- Building Day After Tomorrow

Cancel    **Submit**

# Creating a Referral using My Favorites

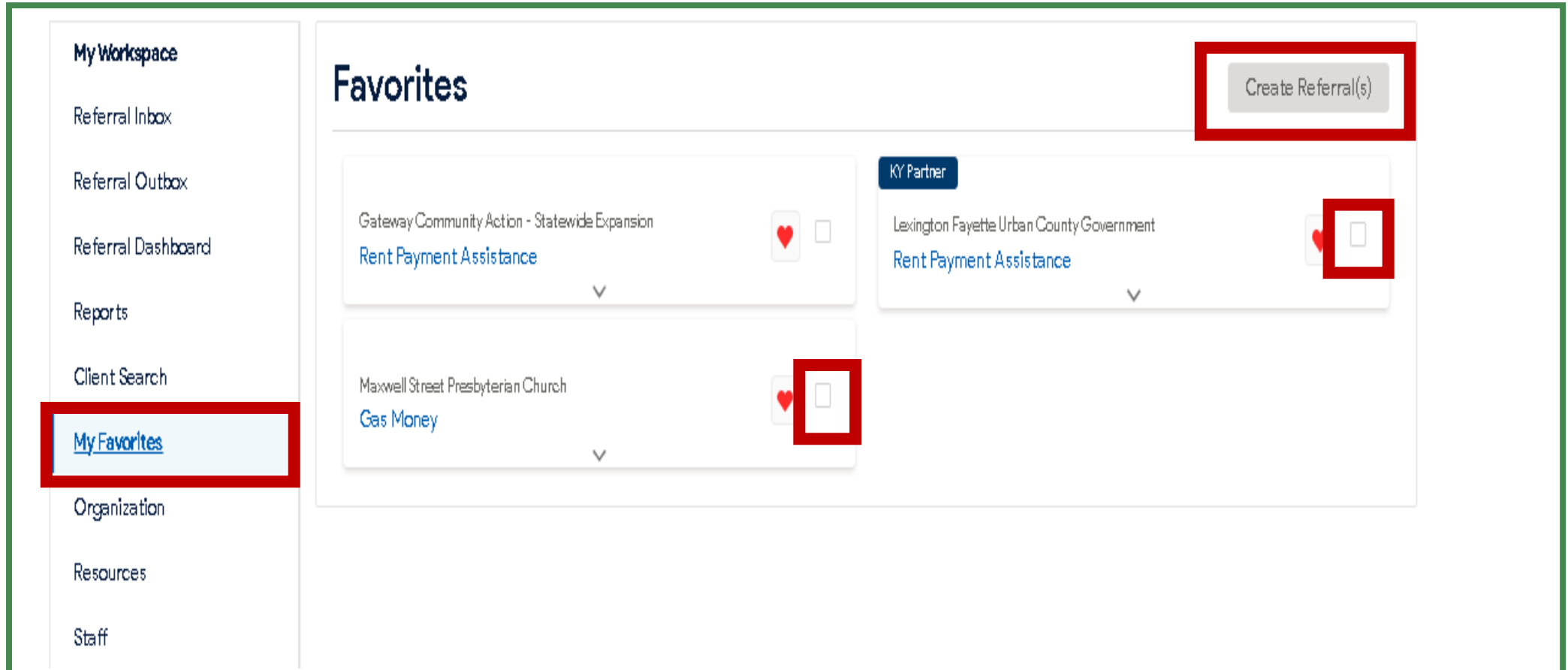
Users can build a **My Favorites** list for organizations that are frequently used. These favorites are listed in the **My Favorites tab**. Click the **Select from you Favorites** drop down.



The screenshot shows the 'Create Referral' interface. On the left is a navigation menu with 'Client Search' selected. The main form has a 'Resident Name' field with 'Alexis Dale' entered. Below it is an 'Organization' search field with a dropdown list of organizations including 'RECP Account', 'CP Organization', 'Kentucky Educational Television', 'Estill County Community Food Bank', 'Clark County Homeless Coalition', 'Jessamine County Food Pantry', 'Manchester Fire Department', 'A Brighter Future', 'Lewis County Health Department', and 'Harlan Housing Authority'. To the right of the organization field are 'Location' and 'Resource' dropdown menus, both set to 'None'. A red box highlights a dropdown menu labeled 'Select from your favorites'.

# Creating a Referral using Favorites

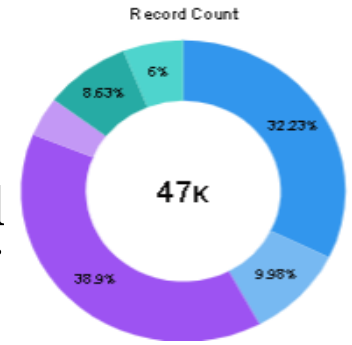
When creating referrals from the **Favorites** list, **multiple organizations can be selected** to send several referrals for a resident. **Click the selector box** to select the resources, then click **Create Referral(s)**.



The screenshot displays the Kynect interface. On the left is a sidebar menu with the following items: My Workspace, Referral Inbox, Referral Outbox, Referral Dashboard, Reports, Client Search, **My Favorites** (highlighted with a red box), Organization, Resources, and Staff. The main content area is titled 'Favorites' and contains three resource cards. Each card includes the organization name, a service type, a heart icon, and a square selector box. The cards are: 1) Gateway Community Action - Statewide Expansion, Rent Payment Assistance, with a red box around its selector box. 2) Lexington Fayette Urban County Government, KY Partner, Rent Payment Assistance, with a red box around its selector box. 3) Maxwell Street Presbyterian Church, Gas Money, with a red box around its selector box. In the top right corner of the main area, there is a 'Create Referral(s)' button, also highlighted with a red box.

# Closing Referrals and Tracking Outcomes

Closed Loop Referral systems require the closing of the received referral once services have been provided. kynect resources monitors closure of referrals and tracks **Outcomes** by **closure reason**.



Current Closed Referrals by Outcome graph

Tell us about your experience

\* How was your experience with the resident?

None

\* Was the resource provided?

None

Yes

No

Cancel Submit

**How was your experience with the resident?:** Though a mandatory field, this information is not currently displayed or shared within the kynect resources system. Stakeholders will be included in future development for this feature.

If Was the resources Provided question is answered with No, user will be prompted to select a Reason.

Tell us about your experience

\* How was your experience with the resident?

\* Was the resource provided?

No

\* Reason it was not provided

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

After Reason it was not provided has been selected, click Submit to close the referral.

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

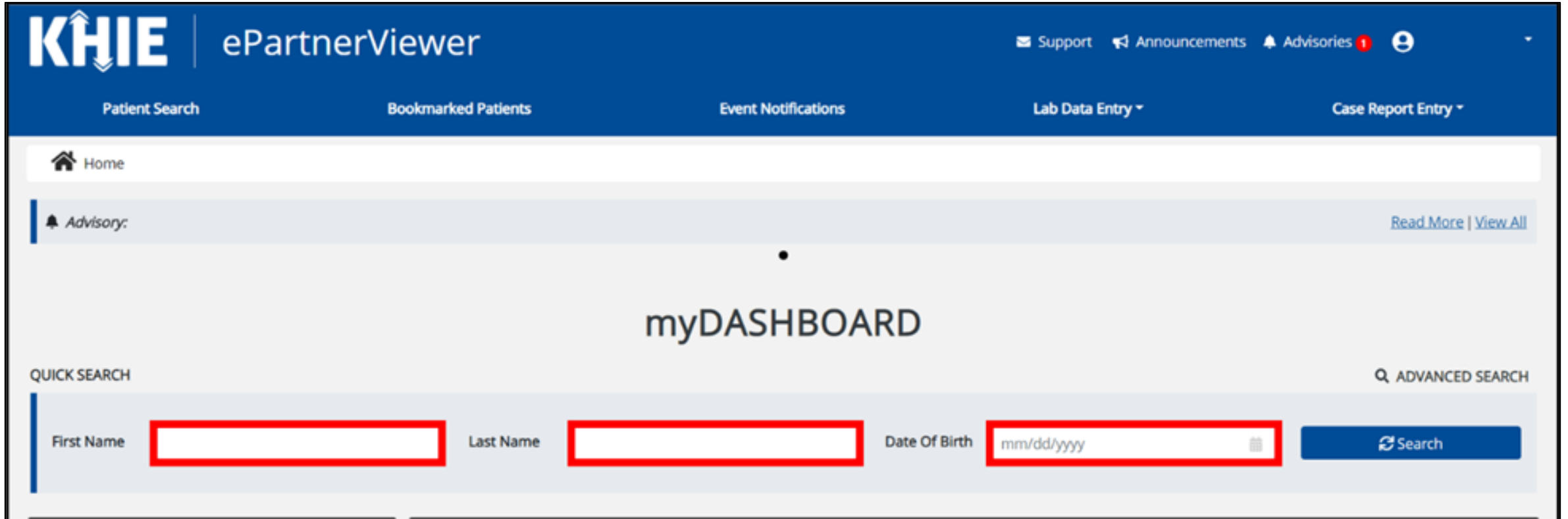
Additional Comments

Cancel Submit



# ePartnerViewer Screens





The screenshot shows the ePartnerViewer interface. At the top, there is a navigation bar with the KHIE logo and the text 'ePartnerViewer'. On the right side of the navigation bar, there are links for 'Support', 'Announcements', 'Advisories' (with a red notification icon), and a user profile icon. Below the navigation bar, there are several menu items: 'Patient Search', 'Bookmarked Patients', 'Event Notifications', 'Lab Data Entry', and 'Case Report Entry'. The main content area features a 'Home' button, an 'Advisory' section with a 'Read More | View All' link, and a central 'myDASHBOARD' heading. Below this, there is a 'QUICK SEARCH' section with three input fields: 'First Name', 'Last Name', and 'Date Of Birth' (with a date format 'mm/dd/yyyy' and a calendar icon). A blue 'Search' button is located to the right of these fields. An 'ADVANCED SEARCH' link is also visible on the right side of the search area.

To view SDoH data in the ePartnerViewer, ePartnerViewer Users must first search for a patient by entering the patient's **First Name**, **Last Name**, and **Date of Birth** in the appropriate fields on the *Quick Search* section of the **myDASHBOARD** screen. Once the patient details are entered, click **Search**.

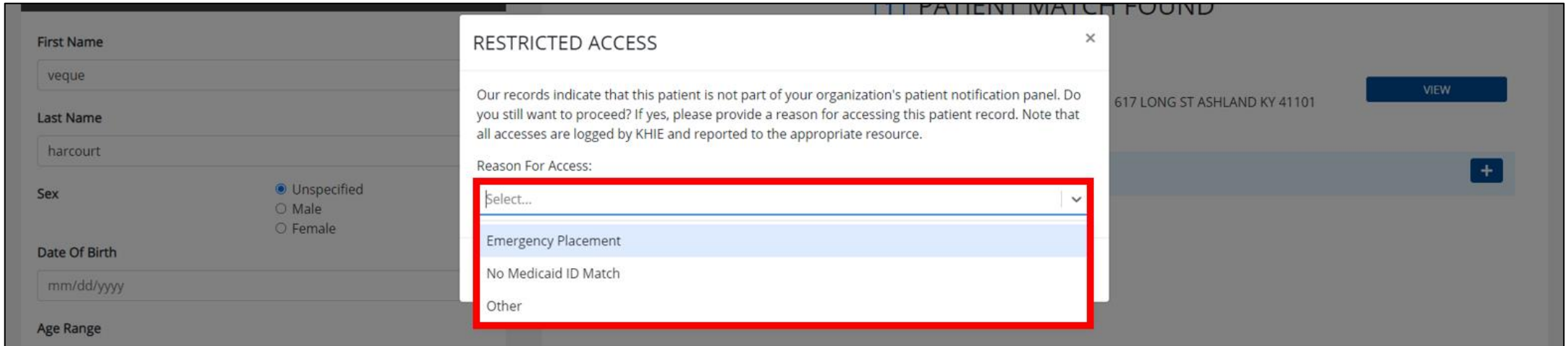
# SDoH Data in ePartnerViewer: Patient Search



The screenshot displays the ePartnerViewer interface. At the top, the KHIE logo and 'ePartnerViewer' title are visible. Navigation links for 'Patient Search', 'Bookmarked Patients', and 'Event Notifications' are present. The search filters on the left include: First Name (Veque), Last Name (Harcourt), Sex (Unspecified selected), Date Of Birth (04/29/1984), and Age Range (0-115). The search results on the right show '1 PATIENT MATCH FOUND' for a 38-year-old female named VEQUE, HARCOURT, with a DOB of 04/29/1984 and address 617 LONG ST ASHLAND KY 41101. A 'VIEW' button is highlighted with a red box. Below the result is a 'VIEW 0 SIMILAR RESULT' button.

The patient search results display. ePartnerViewer Users can click **View** next to the appropriate patient to navigate to the **Patient Summary** screen for the patient.

# SDoH Data in ePartnerViewer: Patient Search



First Name  
veque

Last Name  
harcourt

Sex  
 Unspecified  
 Male  
 Female

Date Of Birth  
mm/dd/yyyy

Age Range

RESTRICTED ACCESS

Our records indicate that this patient is not part of your organization's patient notification panel. Do you still want to proceed? If yes, please provide a reason for accessing this patient record. Note that all accesses are logged by KHIE and reported to the appropriate resource.

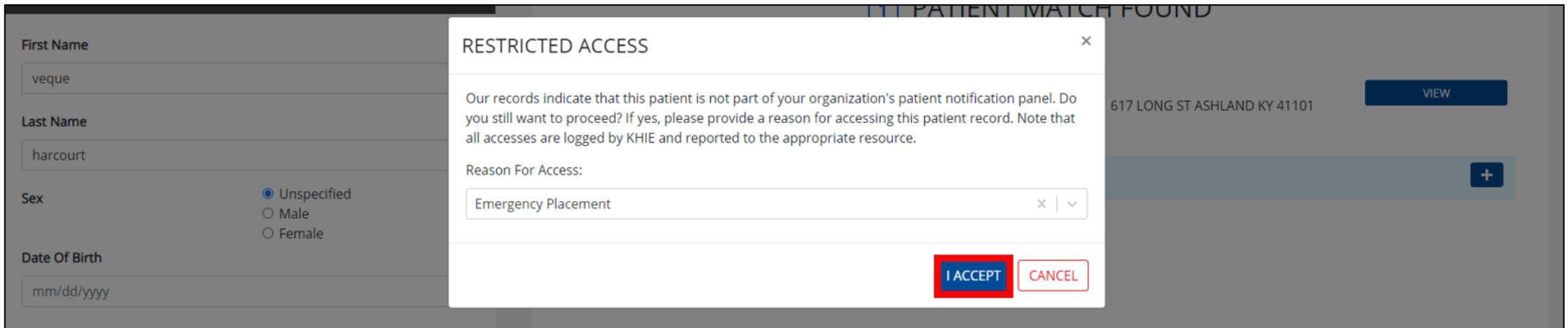
Reason For Access:

select...  
Emergency Placement  
No Medicaid ID Match  
Other

617 LONG ST ASHLAND KY 41101

VIEW

+



First Name  
veque

Last Name  
harcourt

Sex  
 Unspecified  
 Male  
 Female

Date Of Birth  
mm/dd/yyyy

RESTRICTED ACCESS

Our records indicate that this patient is not part of your organization's patient notification panel. Do you still want to proceed? If yes, please provide a reason for accessing this patient record. Note that all accesses are logged by KHIE and reported to the appropriate resource.

Reason For Access:

Emergency Placement

I ACCEPT CANCEL

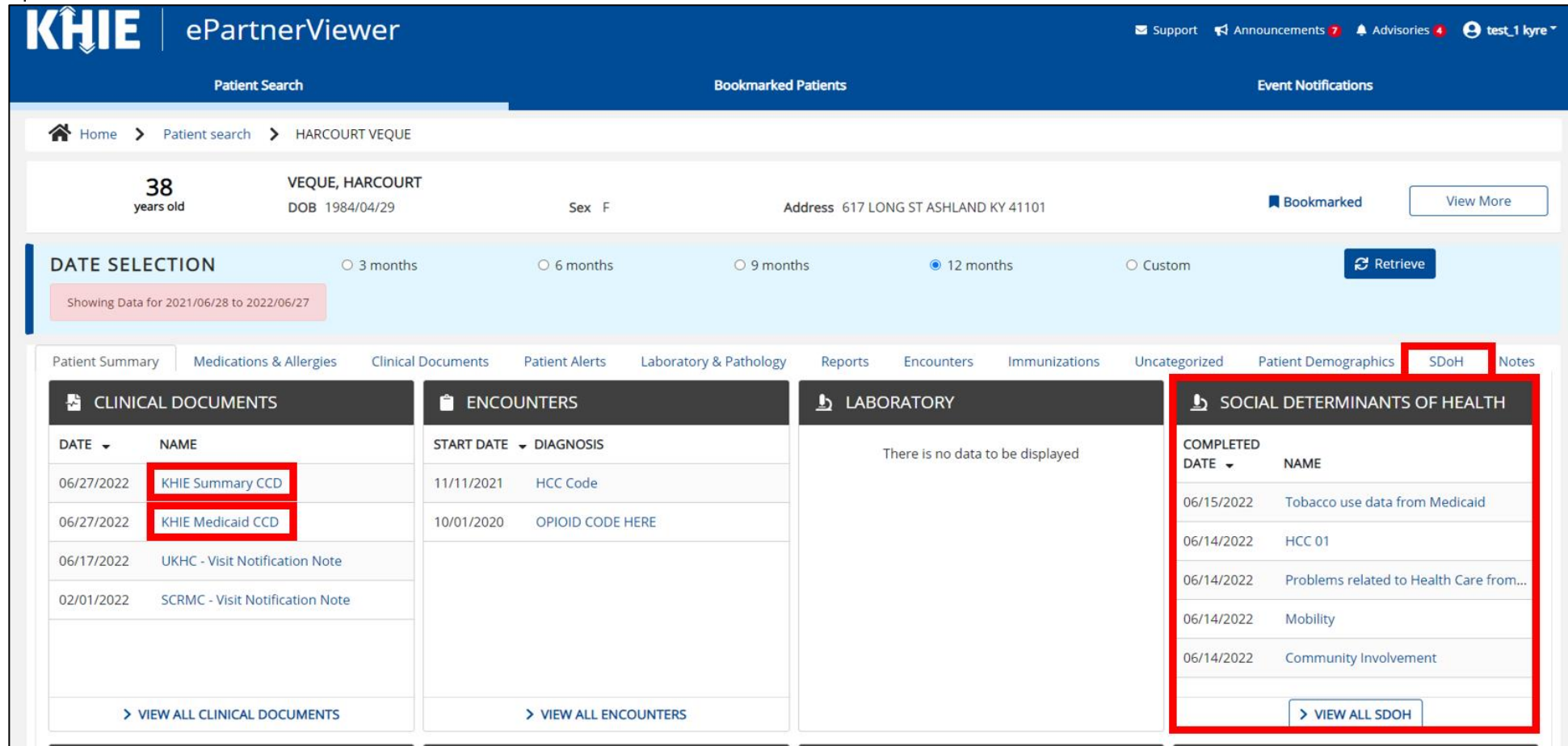
617 LONG ST ASHLAND KY 41101

VIEW

+

If the selected patient is not part of the ePartnerViewer User's organization's patient notification panel, the *Restricted Access* pop-up displays. Select the appropriate **reason for accessing this patient record** from the dropdown menu. Once complete, click **I Accept**.

# SDoH Data in ePartnerViewer: Patient Summary



**KHIE ePartnerViewer**

Support | Announcements 7 | Advisories 4 | test\_1 kyre

Patient Search | Bookmarked Patients | Event Notifications

Home > Patient search > HARCOURT VEQUE

38 years old | VEQUE, HARCOURT | DOB 1984/04/29 | Sex F | Address 617 LONG ST ASHLAND KY 41101 | Bookmarked | View More

DATE SELECTION: 3 months | 6 months | 9 months | 12 months | Custom | Retrieve

Showing Data for 2021/06/28 to 2022/06/27

Patient Summary | Medications & Allergies | Clinical Documents | Patient Alerts | Laboratory & Pathology | Reports | Encounters | Immunizations | Uncategorized | Patient Demographics | **SDoH** | Notes

CLINICAL DOCUMENTS		ENCOUNTERS		LABORATORY		SOCIAL DETERMINANTS OF HEALTH	
DATE	NAME	START DATE	DIAGNOSIS	There is no data to be displayed		COMPLETED DATE	NAME
06/27/2022	<b>KHIE Summary CCD</b>	11/11/2021	HCC Code			06/15/2022	Tobacco use data from Medicaid
06/27/2022	<b>KHIE Medicaid CCD</b>	10/01/2020	OPIOID CODE HERE			06/14/2022	HCC 01
06/17/2022	UKHC - Visit Notification Note					06/14/2022	Problems related to Health Care from...
02/01/2022	SCRMC - Visit Notification Note					06/14/2022	Mobility
						06/14/2022	Community Involvement

> VIEW ALL CLINICAL DOCUMENTS | > VIEW ALL ENCOUNTERS | > VIEW ALL SDOH

ePartnerViewer Users have 4 options to view SDoH data for the patient on the **Patient Summary** screen of the ePartnerViewer portal: (1) **KHIE Summary CCD** which is a consolidated summary of the patient's health history, the (2) **KHIE Medicaid CCD** which contains Medicaid claims data and is applicable only if the patient is a Medicaid recipient, the (3) **Social Determinants of Health Portlet**, and the (4) **SDoH Tab**.

# SDoH Data in ePartnerViewer: KHIE Summary CCD

Patient Summary | Medications & Allergies | Clinical Documents | Patient Alerts | Laboratory & Pathology | Reports | Encounters | Immunizations | Uncategorized | Patient Demographics | SDoH | Notes

**CLINICAL DOCUMENTS**

DATE	NAME
06/29/2022	<b>KHIE Summary CCD</b>
06/29/2022	KHIE Medicaid CCD

**ENCOUNTERS**

START DATE	DIAGNOSIS
11/11/2021	HCC Code
10/01/2020	OPIOID CODE HERE

**LABORATORY**

There is no data to be displayed

**SOCIAL DETERMINANTS OF HEALTH**

COMPLETED DATE	NAME
06/15/2022	Tobacco use data from Medicaid

**AVAILABLE DOCUMENTS**

Organize Documents By...

**FILTER DOCUMENTS**

Search by name or title...

- 06/28/2022 KHIE Summary CCD 12:43:12 pm
- 06/28/2022 KHIE Medicaid CCD 12:43:07 pm
- 06/17/2022 UKHC - Visit Notification Note 9:30:15 pm
- 02/01/2022 SCRMC - Visit Notification Note 2:08:55 pm

**Social History** Back to Top

Date	Social History Type	Response	Source
06/14/2022	Employment	Present	Kynect Resources
06/14/2022	Food	Present	Kynect Resources
06/14/2022	Health Care Coverage	Present	Kynect Resources
06/14/2022	Children's Education	Present	Kynect Resources
06/14/2022	Disabilities	Present	Kynect Resources
06/14/2022	Community Involvement	Present	Kynect Resources
06/14/2022	Mental Health	Present	Kynect Resources
06/14/2022	HCC 01	Present	UKHC
06/14/2022	Parenting Skills	Present	Kynect Resources
06/14/2022	Legal	Present	Kynect Resources

ePartnerViewer Users can select the **KHIE Summary CCD** from the *Clinical Documents* Portlet on the **Patient Summary** screen and review the *Social History* section for SDoH details received from kynect resources and/or KHIE Participants. The *Social History* section displays the list of social determinants of health impacting the patient's health.

# SDoH Data in ePartnerViewer: Medicaid CCD

Patient Summary Medications & Allergies Clinical Documents Patient Alerts Laboratory & Pathology Reports Encounters Immunizations Uncategorized Patient Demographics SDoH Notes

**CLINICAL DOCUMENTS**

DATE	NAME
06/29/2022	KHIE Summary CCD
06/29/2022	<b>KHIE Medicaid CCD</b>

**ENCOUNTERS**

START DATE	DIAGNOSIS
11/11/2021	HCC Code
10/01/2020	OPIOID CODE HERE

**LABORATORY**

There is no data to be displayed

**SOCIAL DETERMINANTS OF HEALTH**

COMPLETED DATE	NAME
06/15/2022	Tobacco use data from Medicaid
06/14/2022	HCC 01

---

**AVAILABLE DOCUMENTS**

Organize Documents By... ▾

**FILTER DOCUMENTS**

Search by name or title... ✕

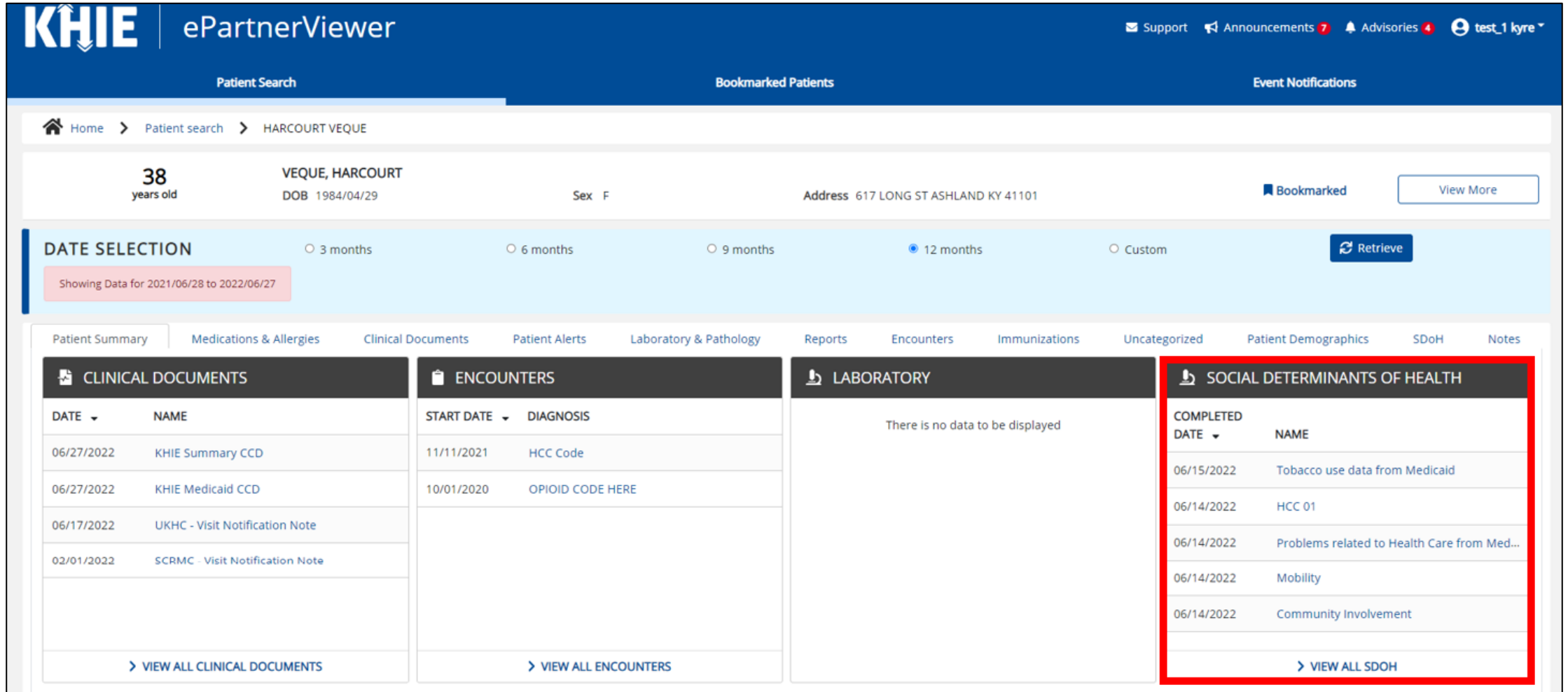
- 06/28/2022 KHIE Summary CCD 12:43:12 pm
- 06/28/2022 KHIE Medicaid CCD 12:43:07 pm
- 06/17/2022 UKHC - Visit Notification Note 9:30:15 pm
- 02/01/2022 SCRMC - Visit Notification Note 2:08:55 pm

**Social History** Back to Top

Date	Social History Type	Response	Source
06/15/2022	Tobacco use data from Medicaid	Present	khie.MEDICAID
06/14/2022	Problems related to Health Care from Medicaid	Present	khie.MEDICAID
06/13/2022	Child in welfare custody data from Medicaid	Present	khie.MEDICAID
06/02/2022	Community Involvement from Medicaid	Present	khie.MEDICAID
05/30/2022	Income from Medicaid	Present	khie.MEDICAID
05/30/2022	Income from Medicaid	Present	khie.MEDICAID
05/30/2022	Substance Use from Medicaid	Present	khie.MEDICAID
11/24/2021	Life Skill domain data	Present	khie.MEDICAID
07/29/2021	Health from Medicaid	Present	khie.MEDICAID
07/28/2021	Healthcare Medicaid	Present	khie.MEDICAID

ePartnerViewer Users can select the **Medicaid CCD** from the *Clinical Documents* Portlet on the **Patient Summary** screen and review the *Social History* section for SDoH details received from Medicaid claims data. The *Social History* section displays the list of social determinants of health impacting the patient's health.

# SDoH Data in ePartnerViewer: SDoH Portlet

**KHIE ePartnerViewer**

Support | Announcements 7 | Advisories 4 | test\_1 kyre

Patient Search | Bookmarked Patients | Event Notifications

Home > Patient search > HARCOURT VEQUE

38 years old | VEQUE, HARCOURT | DOB 1984/04/29 | Sex F | Address 617 LONG ST ASHLAND KY 41101 | Bookmarked | View More

DATE SELECTION: 3 months | 6 months | 9 months | 12 months | Custom | Retrieve

Showing Data for 2021/06/28 to 2022/06/27

Patient Summary | Medications & Allergies | Clinical Documents | Patient Alerts | Laboratory & Pathology | Reports | Encounters | Immunizations | Uncategorized | Patient Demographics | SDoH | Notes

CLINICAL DOCUMENTS		ENCOUNTERS		LABORATORY		SOCIAL DETERMINANTS OF HEALTH	
DATE	NAME	START DATE	DIAGNOSIS	There is no data to be displayed		COMPLETED DATE	NAME
06/27/2022	KHIE Summary CCD	11/11/2021	HCC Code			06/15/2022	Tobacco use data from Medicaid
06/27/2022	KHIE Medicaid CCD	10/01/2020	OPIOID CODE HERE			06/14/2022	HCC 01
06/17/2022	UKHC - Visit Notification Note					06/14/2022	Problems related to Health Care from Med...
02/01/2022	SCRCM - Visit Notification Note					06/14/2022	Mobility
						06/14/2022	Community Involvement

> VIEW ALL CLINICAL DOCUMENTS | > VIEW ALL ENCOUNTERS | > VIEW ALL SDOH

The ***Social Determinants of Health Portlet*** on the **Patient Summary** screen displays a list of the 5 most recent individual determinants impacting the patient’s health. ePartnerViewer Users can click **View All SDOH** to navigate to the **SDoH Tab** to review the full list of SDOH domain indicators and individual determinants.



# SDoH Data in ePartnerViewer: SDoH Tab



Patient Summary Medications & Allergies Clinical Documents Patient Alerts Laboratory & Pathology Reports Encounters Immunizations Uncategorized Patient Demographics **SDoH** Notes

### SDoH Domain Indicators

DOMAIN	LAST ASSESSMENT DATE
● Adult Education	06/14/2022
● Employment	06/14/2022
● Income	06/14/2022
● Housing	06/14/2022
● Food	06/14/2022
● Mobility	06/14/2022
● Health Care Coverage	06/14/2022
● Life Skills	06/14/2022
● Disabilities	06/14/2022
● Mental Health	06/14/2022
● Substance Abuse	06/15/2022
● Safety	06/14/2022
● Community Involvement	06/14/2022
● Legal	06/14/2022
● Childcare	06/14/2022
● Parenting Skills	06/14/2022
● Children's Education	06/14/2022
● Family/Social Relations	

**LEGEND**  
● Critical      ● Important  
● Stable      ● No Data Available

### Individual Determinants Impacting Health

SHOWING 28 ITEMS APPLY FILTER

DATE	DOMAIN	DETERMINANTS	RESPONSE	SOURCE	SDoH INDICATOR EVALUATION
06/15/2022	Substance Abuse	Tobacco use data from Medicaid	Present	khie.MEDICAID	Yes, Determinant considered
06/14/2022	Health Care Coverage	HCC 01	Present	UKHC	Yes, Determinant considered
06/14/2022	Health Care Coverage	Problems related to Health Care from Medicaid	Present	khie.MEDICAID	Yes, Determinant considered
06/14/2022	Mobility	Mobility	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Community Involvement	Community Involvement	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Life Skills	Life Skills	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Substance Abuse	Substance Abuse	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Food	Food	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Employment	Employment	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Housing	Housing	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Children's Education	Children's Education	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Safety	Safety	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Health Care Coverage	Health Care Coverage	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Childcare	Childcare	Present	Kynect Resources	Yes, Determinant considered
06/14/2022	Mental Health	Mental Health	Present	Kynect Resources	Yes, Determinant considered

First Back **1** 2 Next Last

Maximum 15 entries per page

The **SDoH Tab** in the **ePartnerViewer** is populated with the comprehensive list of Individual Determinants Impacting Health received from kynect resources, KHIE Participants, and Medicaid claims data.

# SDoH Data in ePartnerViewer: SDoH Tab



Patient Summary Medications & Allergies Clinical Documents Laboratory & Pathology Reports Encounters Immunizations Uncategorized Patient Demographics **SDoH**

SDoH Domain Indicators	
DOMAIN	LAST ASSESSMENT DATE
● Adult Education	06/23/2021
● Employment	06/23/2021
● Income	06/22/2021
● Housing	06/23/2021
● Food	06/21/2021
● Life Skills	06/22/2021
● Disabilities	06/22/2021
● Transportation	06/23/2021
● Community Involvement	06/22/2021
● Family Involvement	06/22/2021
● Legal	06/22/2021
● Child Care	
● Substance Abuse	
● Mental Health	
● Healthcare Coverage	
● Safety	
● Parenting Skills	
● Children Education	

Individual Determinants Impacting Health						
DATE	DOMAIN	DETERMINANTS	RESPONSE	SOURCE	SDoH INDICATOR EVALUATION	
06/23/2021	Housing	Housing	Present	kynect resources	Yes, determinant considered	
06/23/2021	Employment	Change of job	Present	UKHC	Yes, determinant considered	
06/23/2021	Employment	Employment	Present	kynect resources	Yes, determinant considered	
06/23/2021	Adult Education	What is the highest grade or level of school you have completed or the highest degree you have received	11	MCCH	Yes, determinant considered	
06/23/2021	Family Social Relations	Other specified problems related to primary support group	Present	MCCH	Yes, determinant considered	
06/23/2021	Transportation	Transportation	Present	kynect resources	Yes, determinant considered	
06/22/2021	Income	How hard is it for you to pay for the very basics like food, housing, medical care, and heating	Somewhat bad	MCCH	No, determinant not considered	
06/22/2021	Housing	Homeless	Present	UKHC	Yes, determinant considered	
06/22/2021	Life Skills	Problem related to life management difficulty, unspecified	Present	MCCH	Yes, determinant considered	
06/22/2021	Disabilities	Need for assistance with personal care	Present	MCCH	Yes, determinant considered	
06/22/2021	Legal	Conviction in civil and criminal proceedings without imprisonment	Present	MCCH	Yes, determinant considered	
06/21/2021	Income	Low income	Present	MCCH	Yes, determinant considered	

[kynect resources](#)

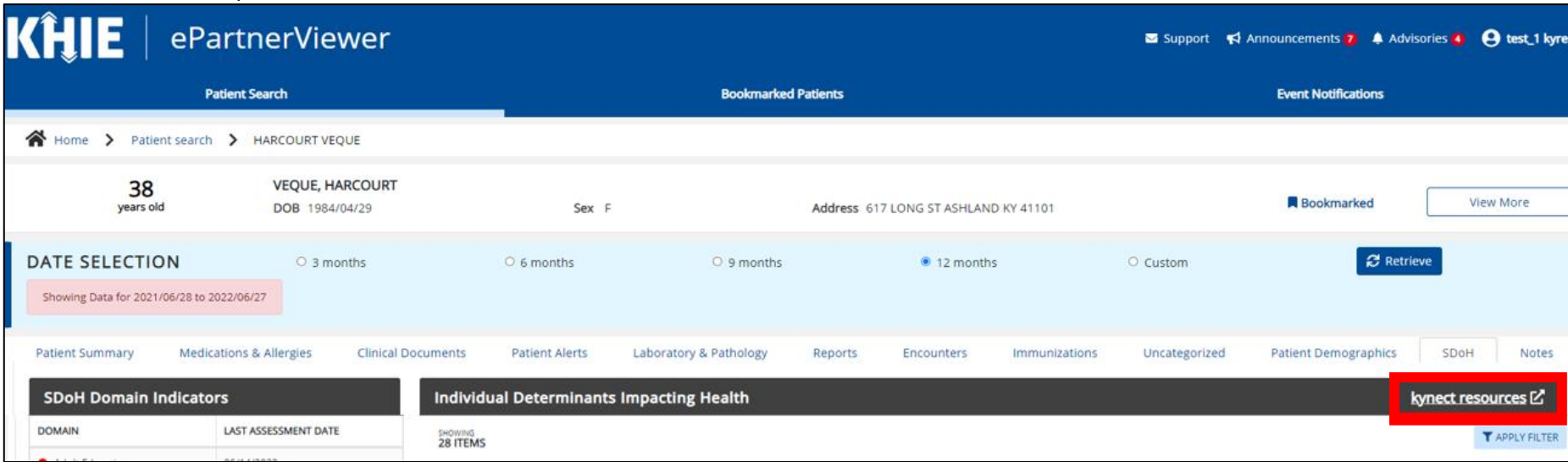
kynect resources

Click the **kynect resources** hyperlink to navigate to the kynect resources tool.

- **Individual Determinants Impacting Health** are displayed along with the source from which the information was obtained.
- **Link to kynect resources** has been added to the SDoH Tab for ePartnerViewer users to connect resident to resources.

**LEGEND**  
● Critical ● Important ● Stable ● No Data Available

# ePartnerViewer to kynect resources

The screenshot shows the ePartnerViewer interface for a patient named HARCOURT VEQUE, 38 years old, DOB 1984/04/29. The interface includes a navigation bar with 'Patient Search', 'Bookmarked Patients', and 'Event Notifications'. Below the patient information, there is a 'DATE SELECTION' section with radio buttons for 3 months, 6 months, 9 months, 12 months (selected), and Custom. A 'Retrieve' button is visible. The main content area has tabs for 'Patient Summary', 'Medications & Allergies', 'Clinical Documents', 'Patient Alerts', 'Laboratory & Pathology', 'Reports', 'Encounters', 'Immunizations', 'Uncategorized', 'Patient Demographics', 'SDoH', and 'Notes'. Under the 'SDoH' tab, there are two sections: 'SDoH Domain Indicators' and 'Individual Determinants Impacting Health'. A 'kynect resources' link is highlighted in a red box in the bottom right corner of the main content area.

The kynect resources screen that ePartnerViewer Users land on when using the kynect resources hyperlink will vary depending on **onboarding status** of the user and level of **consent** from the resident.

## Onboarded User with Consent

ePartnerViewer User has completed kynect resources onboarding steps and has previously received consent from resident.

## Onboarded User without Consent

ePartnerViewer User has completed kynect resources onboarding steps but has not yet confirmed consent from resident.

## Onboarded User: No SDoH Data

ePartnerViewer User has completed kynect resources onboarding steps and received consent from resident, but there is no SDoH data for the resident in kynect resources.

## Onboarded User: Client Not Found

ePartnerViewer User has completed kynect resources onboarding steps, but no client match was found within kynect resources.

## Onboarded User: Multiple Clients Found

ePartnerViewer User has completed kynect resources onboarding steps, but multiple individual IDs were found in kynect resources.

## User Not Onboarded

ePartnerViewer User has not completed kynect resources onboarding steps and cannot access kynect resources.

# Onboarded User

An ePartnerViewer User who has completed kynect resources Onboarding will be navigated to the **Welcome to the Kentucky Online Gateway** screen upon clicking the kynect resources hyperlink on the SDoH Tab of the ePartnerViewer.

The user must click **Sign In** to proceed. The onboarded ePartnerViewer User does not have to re-enter his KOG credentials because the kynect resources hyperlink uses the Single Sign-On functionality.

## Welcome to the Kentucky Online Gateway

- Are you doing business in or with the Commonwealth of Kentucky?
- Are you a citizen or resident applying for or receiving benefits?
- Are you seeking government services from the Commonwealth?

If you answered "Yes" to any one of these questions, please sign into your existing Kentucky Online Gateway account or click on the button below to create an account.

**SIGN IN**

**CREATE ACCOUNT**

### State Employee Gateway Login

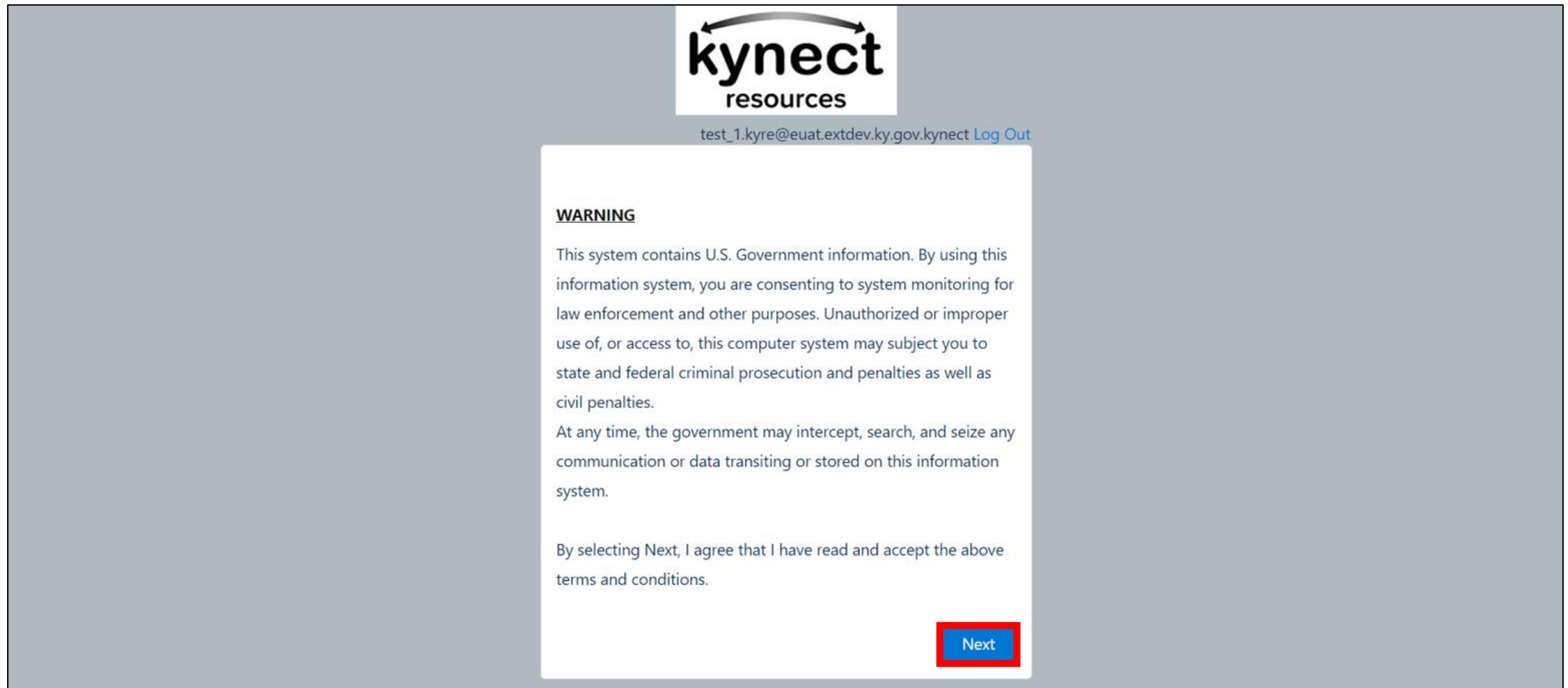
Login to your State Employee account using:

**EMAIL ADDRESS**

## Onboarded User (cont.)

An ePartnerViewer User who has completed kynect resources Onboarding will be navigated to the **kynect resources Warning** screen upon clicking **Sign In**.

The user must click **Next** to proceed to the kynect resources tool.



The screenshot shows the kynect resources interface. At the top center is the kynect resources logo. Below it, the user email 'test\_1.kyre@euat.extdev.ky.gov' and a 'Log Out' link are visible. A white warning box is centered on the page. The warning text reads: 'WARNING This system contains U.S. Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system. By selecting Next, I agree that I have read and accept the above terms and conditions.' A blue 'Next' button is located at the bottom right of the warning box.

**kynect**  
resources

test\_1.kyre@euat.extdev.ky.gov [Log Out](#)

**WARNING**

This system contains U.S. Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties.

At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

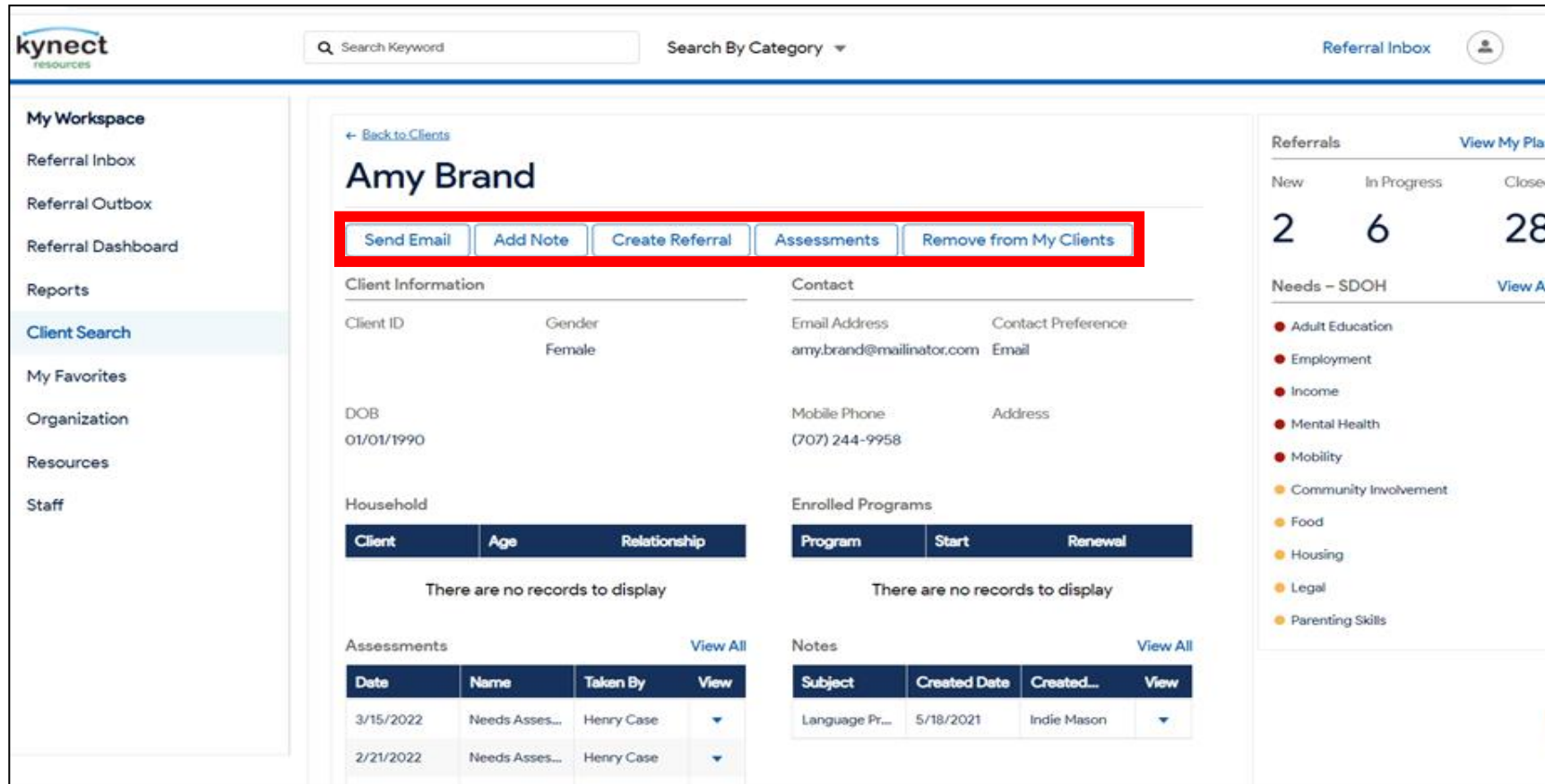
By selecting Next, I agree that I have read and accept the above terms and conditions.

**Next**

# Onboarded User with Consent

An ePartnerViewer User who has completed kynect resources Onboarding and has obtained resident consent will be navigated to the **Resident Detail** screen on kynect resources.

The onboarded ePartnerViewer User arrives at this screen when the patient/clientid (IndividualID) is present in the IEES system, and the patient/client has already given the request for consent for the ePartnerViewer User to view his details in kynect resources.



The screenshot shows the 'Resident Detail' screen for 'Amy Brand'. The interface includes a search bar, navigation menu, and various data sections. A red box highlights the action buttons: 'Send Email', 'Add Note', 'Create Referral', 'Assessments', and 'Remove from My Clients'.

**Client Information**

Client ID	Gender	Contact
	Female	Email Address: amy.brand@mailinator.com, Contact Preference: Email

**DOB**: 01/01/1990

**Household**

Client	Age	Relationship
There are no records to display		

**Enrolled Programs**

Program	Start	Renewal
There are no records to display		

**Assessments**

Date	Name	Taken By	View
3/15/2022	Needs Asses...	Henry Case	▼
2/21/2022	Needs Asses...	Henry Case	▼

**Notes**

Subject	Created Date	Created...	View
Language Pr...	5/18/2021	Indie Mason	▼

**Referrals**

New	In Progress	Closed
2	6	28

**Needs - SDOH**

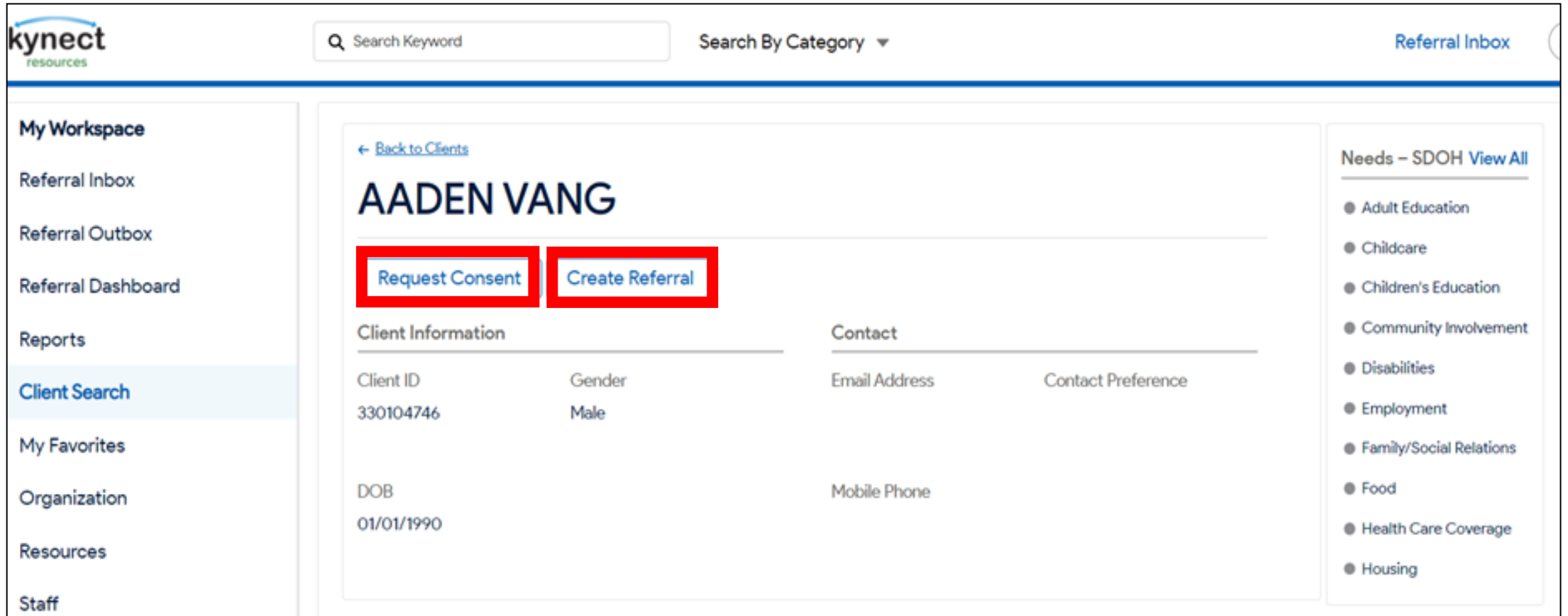
- Adult Education
- Employment
- Income
- Mental Health
- Mobility
- Community Involvement
- Food
- Housing
- Legal
- Parenting Skills

*User has access to all functions on the resident record*

# Onboarded User without Consent

An ePartnerViewer User who has completed kynect resources Onboarding, the patient/clientid (IndividualID) is present in IEES system, **but the patient/client has not yet given consent for the ePartnerViewer User to view his details**, will land on the kynect resources screen shown below.

From this screen, the user can **Request Consent** or **Create a Referral** for this resident.



The screenshot displays the kynect resources interface. At the top, there is a search bar with the text "Search Keyword" and a "Search By Category" dropdown menu. The "Referral Inbox" link is visible in the top right corner. On the left side, a navigation menu includes "My Workspace", "Referral Inbox", "Referral Outbox", "Referral Dashboard", "Reports", "Client Search" (highlighted), "My Favorites", "Organization", "Resources", and "Staff". The main content area shows the client profile for "AADEN VANG" with a "Back to Clients" link. Below the name are two buttons: "Request Consent" and "Create Referral", both of which are highlighted with red boxes. The client information is presented in two columns: "Client Information" and "Contact".

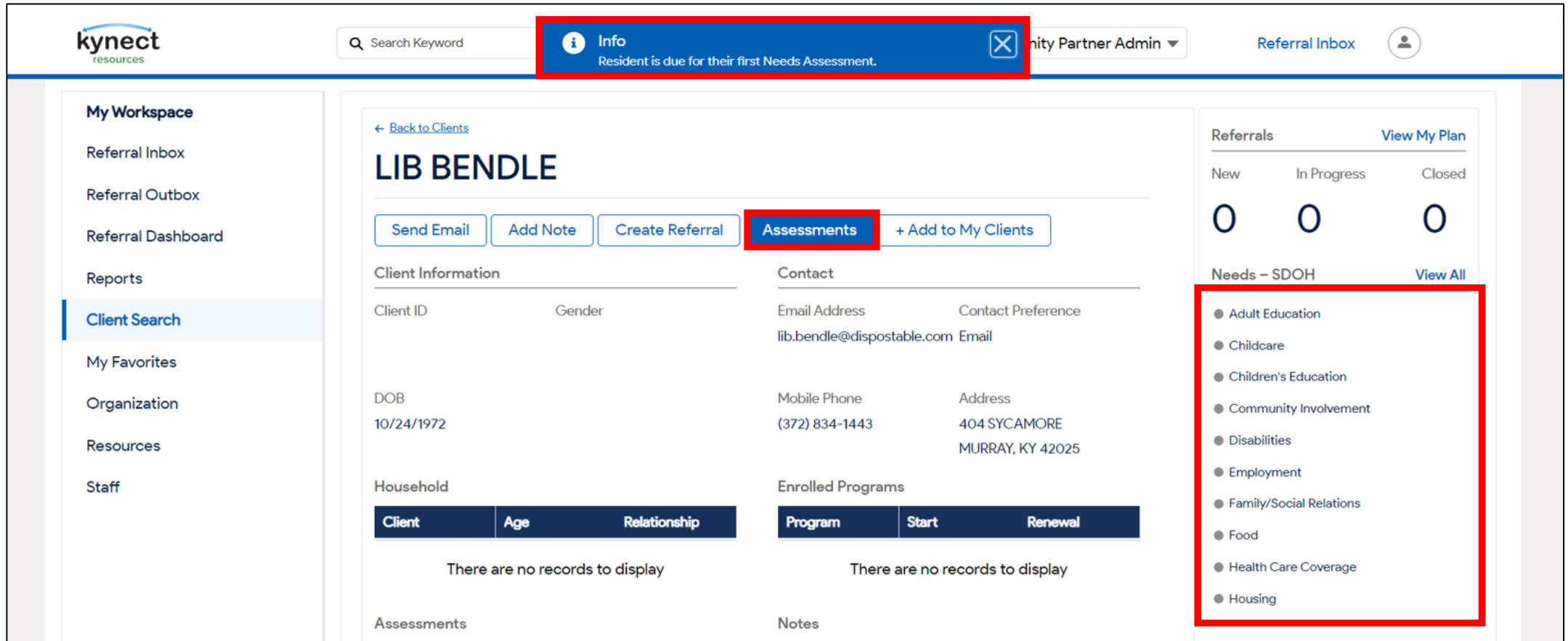
Client Information		Contact	
Client ID	Gender	Email Address	Contact Preference
330104746	Male		
DOB		Mobile Phone	
01/01/1990			

On the right side, there is a "Needs - SDOH View All" section with a list of categories: Adult Education, Childcare, Children's Education, Community Involvement, Disabilities, Employment, Family/Social Relations, Food, Health Care Coverage, and Housing.

# Onboarded User: No SDoH Data

An ePartnerViewer User who has completed kynect resources onboarding and has obtained resident consent, and the patient/clientid (IndividualID) is present in IEES, **but there is no SDoH data for the resident in kynect resources**, users will land on the **Resident Detail** screen. However, the *Needs - SDoH* section will be grayed out and a banner will display indicating that the resident is due for his first *Needs Assessment*.

From this screen, the user is encouraged to complete the **Assessment** to capture SDoH data for the resident.



**Info**  
Resident is due for their first Needs Assessment.

Community Partner Admin

Referral Inbox

My Workspace

- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Reports
- Client Search**
- My Favorites
- Organization
- Resources
- Staff

Search Keyword

← Back to Clients

## LIB BENDLE

Send Email Add Note Create Referral **Assessments** + Add to My Clients

Client Information

Client ID	Gender

DOB: 10/24/1972

Household

Client	Age	Relationship
There are no records to display		

Assessments

Contact

Email Address	Contact Preference
lib.bendle@dispostable.com	Email

Mobile Phone: (372) 834-1443

Address: 404 SYCAMORE MURRAY, KY 42025

Enrolled Programs

Program	Start	Renewal
There are no records to display		

Notes

Referrals View My Plan

New	In Progress	Closed
0	0	0

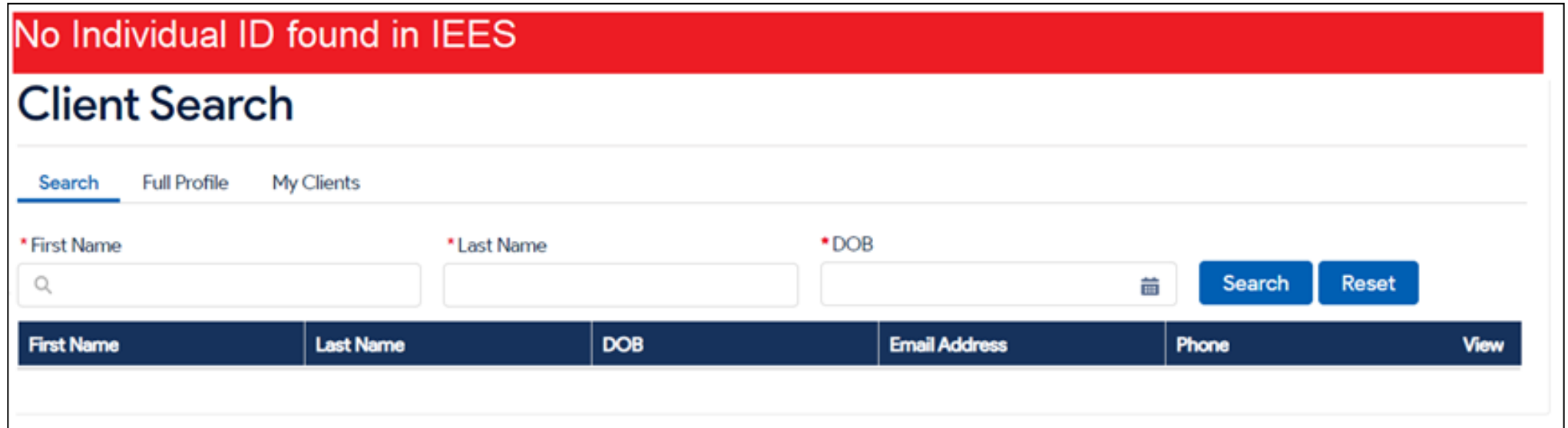
Needs - SDOH View All

- Adult Education
- Childcare
- Children's Education
- Community Involvement
- Disabilities
- Employment
- Family/Social Relations
- Food
- Health Care Coverage
- Housing



# Onboarded User: client not found

When no match is found within kynect resources for the patient/clientid (IndividualID) KHIE record, a **No Individual ID Found in IEES** banner will display.



**No Individual ID found in IEES**

## Client Search

[Search](#) [Full Profile](#) [My Clients](#)

\* First Name  \* Last Name  \* DOB

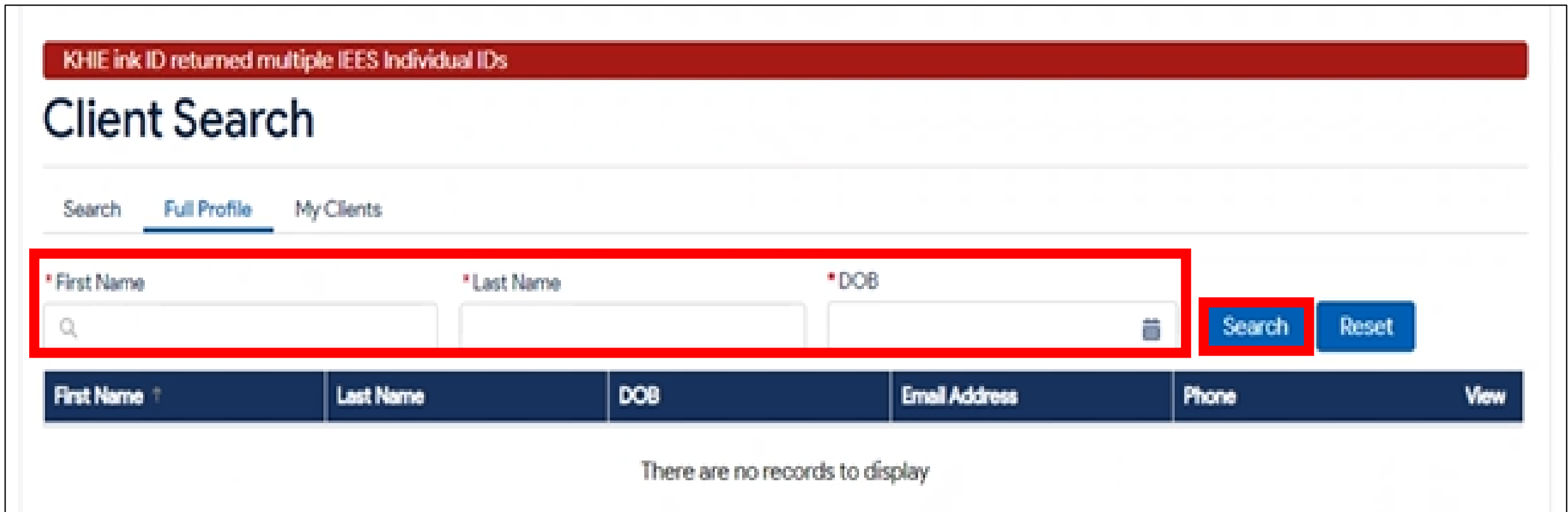
First Name	Last Name	DOB	Email Address	Phone	View
------------	-----------	-----	---------------	-------	------

To appear in search results, the resident would need to create a Kentucky Online Gateway (KOG) account. **ePartnerViewer Users** can click the **kynect resources home page** at the top left of the website to find resources and provide information on organizations, programs, and services.

# Onboarded User: Multiple clients found

When multiple patient/clientid(IndividualID) are found in IEES system, a banner will display indicating that multiple individuals were found.

Enter the individual's **First Name, Last Name, and DOB** and click **Search** to display the multiple search results.



KHIE ink ID returned multiple IEES Individual IDs

## Client Search

Search Full Profile My Clients

First Name Last Name DOB

Search Reset

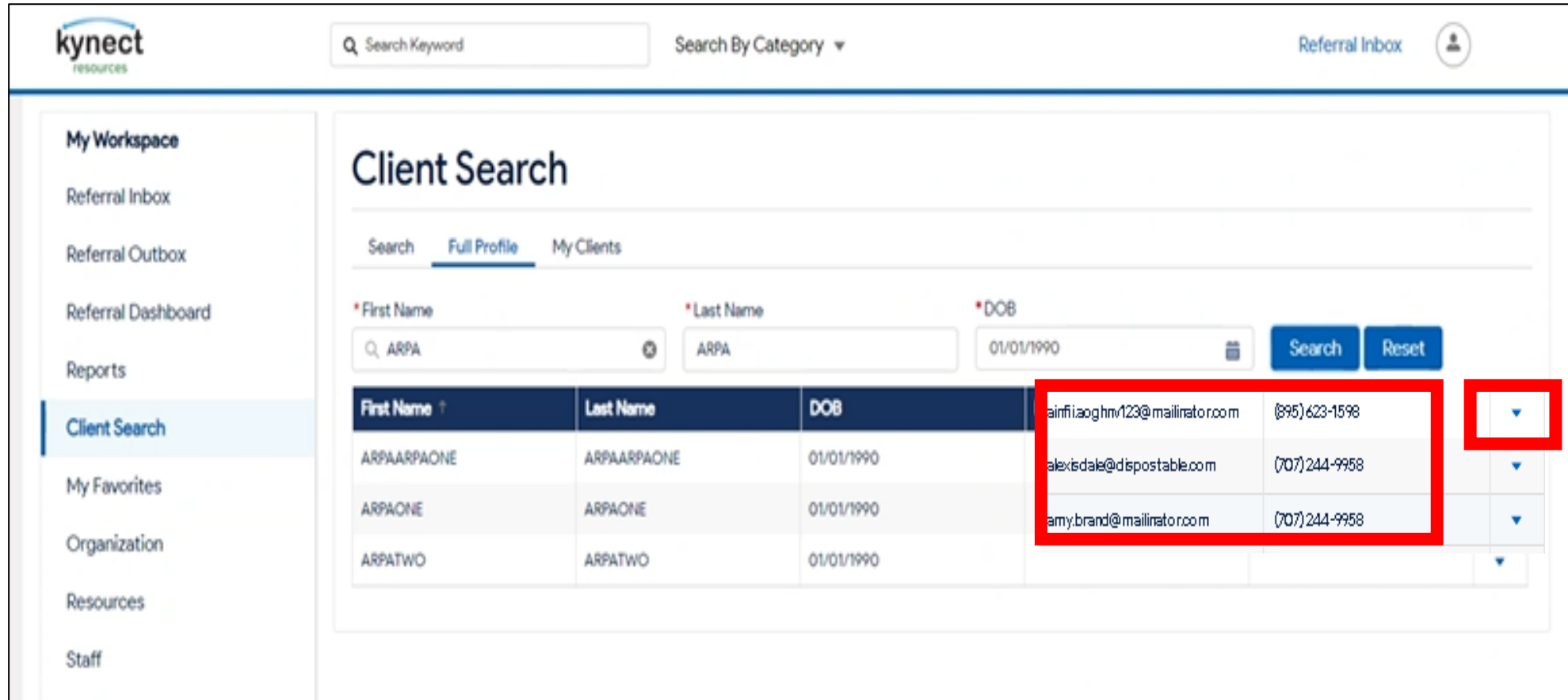
First Name ↑	Last Name	DOB	Email Address	Phone	View
--------------	-----------	-----	---------------	-------	------

There are no records to display

# Onboarded User: Multiple clients found

The multiple results will display upon clicking Search. Determine the correct match by using **Email Address** and **Phone Number**.

Use the **View** dropdown to open the Resident Information screen and **Request Consent** from the resident.



The screenshot shows the Kynect Client Search interface. The search criteria are: First Name: ARPA, Last Name: ARPA, and DOB: 01/01/1990. The search results table is as follows:

First Name	Last Name	DOB	Email Address	Phone Number	View
ARPAARPAONE	ARPAARPAONE	01/01/1990	airfili.aoghm123@mailinator.com	(895) 623-1598	▼
ARPAONE	ARPAONE	01/01/1990	alexisdale@dispostable.com	(707) 244-9958	▼
ARPATWO	ARPATWO	01/01/1990	amy.brand@mailinator.com	(707) 244-9958	▼

# User Not Onboarded

An ePartnerViewer user who has not completed the kynect resources Onboarding steps will receive an **Access Denied** message.

Use the link within the **Access Denied** message to link to kynect resources.

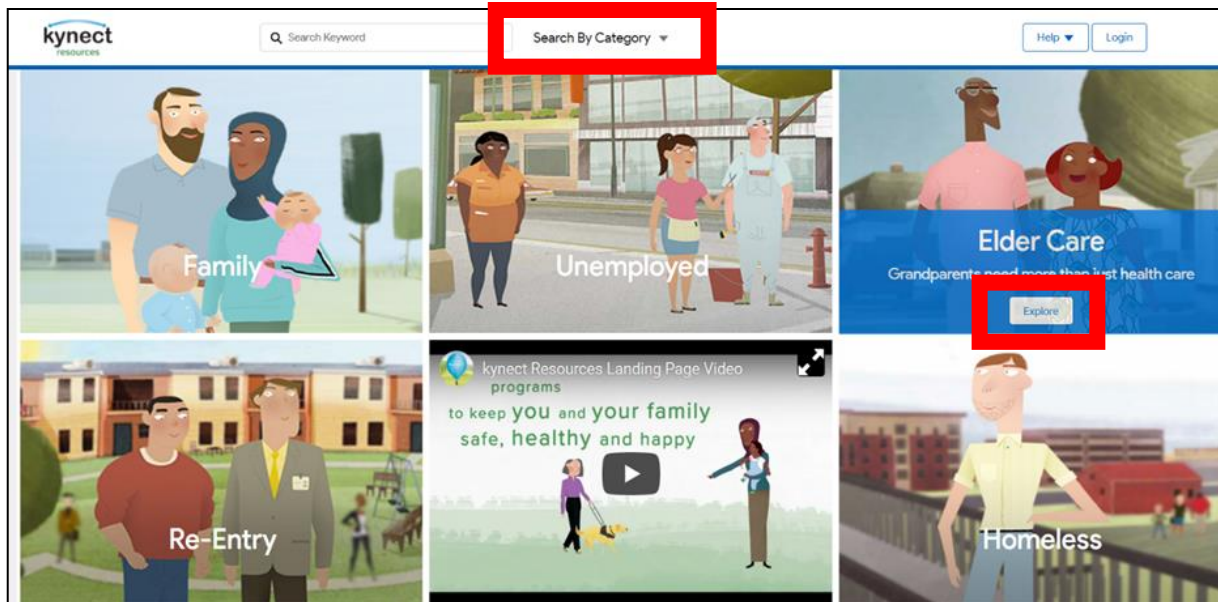
## Access Denied

If you are a resident, select **“Create Account”** and click **“Log in”**

If your organization wishes to join kynect resources, please click the **“Join as a Community Partner”** link at the bottom of the home page.

To navigate to the homepage, click the link below:

[kynect resources](#)



kynect resources can still be used as a directory to find information about organizations, programs, and services that can be shared with residents.

Use the **Search Keyword**, **Search by Category** or click **Explore** within a **situation tile** to populate resource results.

## Onboarding to kynect resources



## **Step 1: Claim Site on kynect resources**

---

Reviewed and approved by  
local United Way chapters



## **Step 2: KOG Account Set up**

---

ePartnerViewer users have  
an existing KOG Account  
and must use specific link  
to add kynect resources to  
their KOG Role.



## **Step 3: Complete required training**

---

Complete brief system  
trainings

- Privacy and Security
- kynect programs  
Overview
- System Navigation

First time log in

## [Join as a Community Partner](#)



Use the **Join as a Community Partner** link in the footer of [kynect.ky.gov/resources](http://kynect.ky.gov/resources)

My situation is different

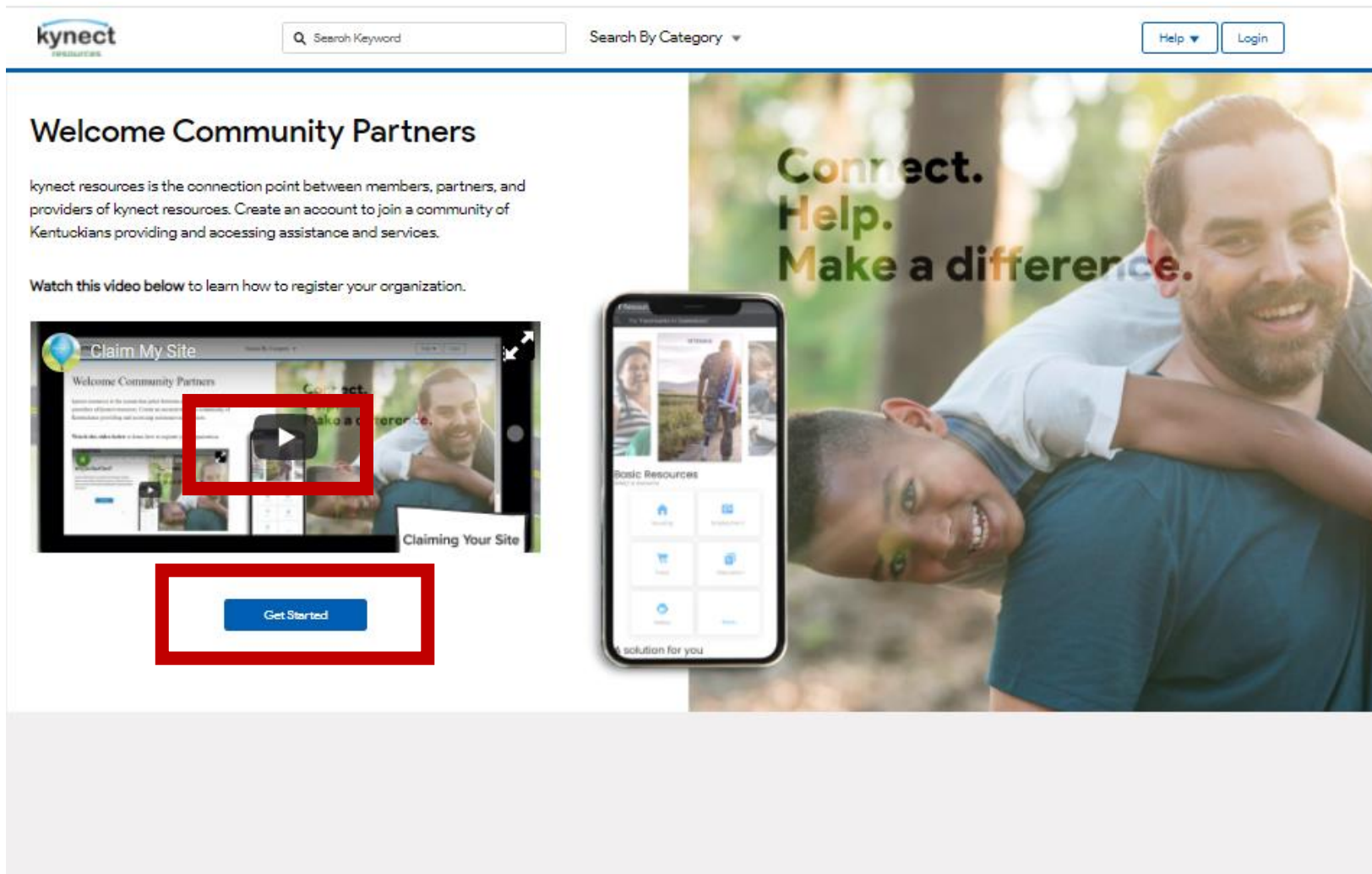
Show me more

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

Go to [kynect.ky.gov](http://kynect.ky.gov) to see all your options.

# Welcome Community Partners

[https://kynect.ky.gov/resources/s/get-started?language=en\\_US](https://kynect.ky.gov/resources/s/get-started?language=en_US)



The screenshot shows the website's header with the kynect resources logo, a search bar, and navigation links for Help and Login. The main content area features a large banner with the text "Connect. Help. Make a difference." and a photo of a man and a child. Below the banner is a video player titled "Claim My Site" with a red box around the play button. A "Get Started" button is also highlighted with a red box. The video player shows a step-by-step guide to claiming a site.

The Welcome page offers a six-minute video with step-by-step view of **Claiming Your Site**

Click **Get Started** to find your Organization





## Find Your Organization

Organization Name

Q Search by Organization

City

Q Search by City

Search

Enter Organization name in the search field and click **Search**. Organizations can be searched by Name or by City.

**Please Note:** *You may find your organization under full name or abbreviated name. Example: Search CHFS if Cabinet for Health and Family Services is not found.*



Search By Category ▾

Help ▾

Login

Add organization

## Select your organization below

Organization Name

City

Search

I can't find my organization

**BROOK HOSPITALS**  
PartnerOrg

8521 LaGrange Road,  
Louisville, Kentucky, 40242

<https://thebrookhospitals.com>

Select

**CARROLL COUNTY MEMORIAL HOSPITAL**  
PartnerOrg

309 11th Street,  
Carrollton, Kentucky, 41008

<http://www.ccmhosp.com>

Select

**CHI SAINT JOSEPH HEALTH - FLAGET MEMORIAL HOSPITAL**  
PartnerOrg

4305 New Shepherdsville Road (Hwy 245),  
Bardstow, Kentucky, 40004

<https://www.chisaintjosephhealth.org/flaget-...>

Select

**CLARK MEMORIAL HOSPITAL**  
PartnerOrg

1220 Missouri Avenue,  
Jeffersonville, Indiana, 47131

<http://www.clarkmemorial.org>

Select

**Cumberland Hall Hospital**  
PartnerOrg

270 Walton Way,  
Hopkinsville, Kentucky, 42240

<https://www.cumberlandhallhospital.com/>

Select

Load More

Click **Select** to Claim the Organization to navigate to the **Site Claim Request** form.

If the organization is not displayed, click **Load More** to display additional organizations.

If the organization is not found, click **I can't find my organization**.



[https://kynect.ky.gov/resources/s/searchorganization?language=en\\_US](https://kynect.ky.gov/resources/s/searchorganization?language=en_US)

Search Keyword

Search By Category

Help

Login

## Claim Site Request

### Add contact information

BROOK HOSPITALS  
PartnerOrg

8521 LaGrange Road  
Louisville, Kentucky, 40242  
<https://thebrookhospitals.com>

\* 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.

Back

Continue

**Claim Site Request** form must be completed by entering information into the required fields as indicated by a red asterisk \*.

Click **Continue**

# Search Organization



kynect resources

Search Keyword  Search By Category

Help Login

Add organization

## Select your organization below

Organization Name  City

<b>BROOK HOSPITALS</b> PartnerOrg	8521 LaGrange Road, Louisville, Kentucky, 40228 <a href="https://thebrookhospitals.com">https://thebrookhospitals.com</a>	<input type="button" value="Select"/>
<b>CARROLL COUNTY MEMORIAL HOSPITAL</b> PartnerOrg	3000 C 3000	<input type="button" value="Select"/>
<b>CHI SAINT JOSEPH HEALTH - FLAGET MEMORIAL HOSPITAL</b> PartnerOrg	43 Ba	<input type="button" value="Select"/>
<b>CLARK MEMORIAL HOSPITAL</b> PartnerOrg	1220 Missouri Avenue Jeffersonville, Indiana, 47131 <a href="http://www.clarkmemorial.org">http://www.clarkmemorial.org</a>	<input type="button" value="Select"/>
<b>Cumberland Hall Hospital</b> PartnerOrg	270 Walton Way, Hopkinsville, Kentucky, 42240 <a href="https://www.cumberlandhallhospital.com/">https://www.cumberlandhallhospital.com/</a>	<input type="button" value="Select"/>

**Can't Find Your Organization?**

Call 2-1-1 to add your organization to the United Way 211 directory.  
Once your organization has been added, come back and proceed with submitting an access request.

If the organization is not listed. **Dial 2-1-1**

A United Way coordinator will gather the organization details and add the organization to kynect resources.



Add organization

## Select your organization below

Organization Name

Q Henry County health department

City

Q Search by City

Search

I can't find my organization

**HENRY COUNTY HEALTH DEPARTMENT** 75 Park Road,  
PartnerOrg New Castle, Kentucky, 40050

<https://www.nodhd.com>

Claimed

If the organization has already been claimed, a grayed, inactive button is displayed in the search results. If you need additional information about the Claimed status, please email [kynectresources@ky.gov](mailto:kynectresources@ky.gov)

# Onboarding Email

Upon approval of the Claim Site Request, kynect resources will send a Welcome email with next steps to complete Onboarding.

**Important Note:** Users with an existing Kentucky Online Gateway (KOG) account **MUST** use the link specified in the Welcome email message. This assigns the correct role in kynect resources and adds the kynect Staff Portal widget to the KOG homepage.



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.***

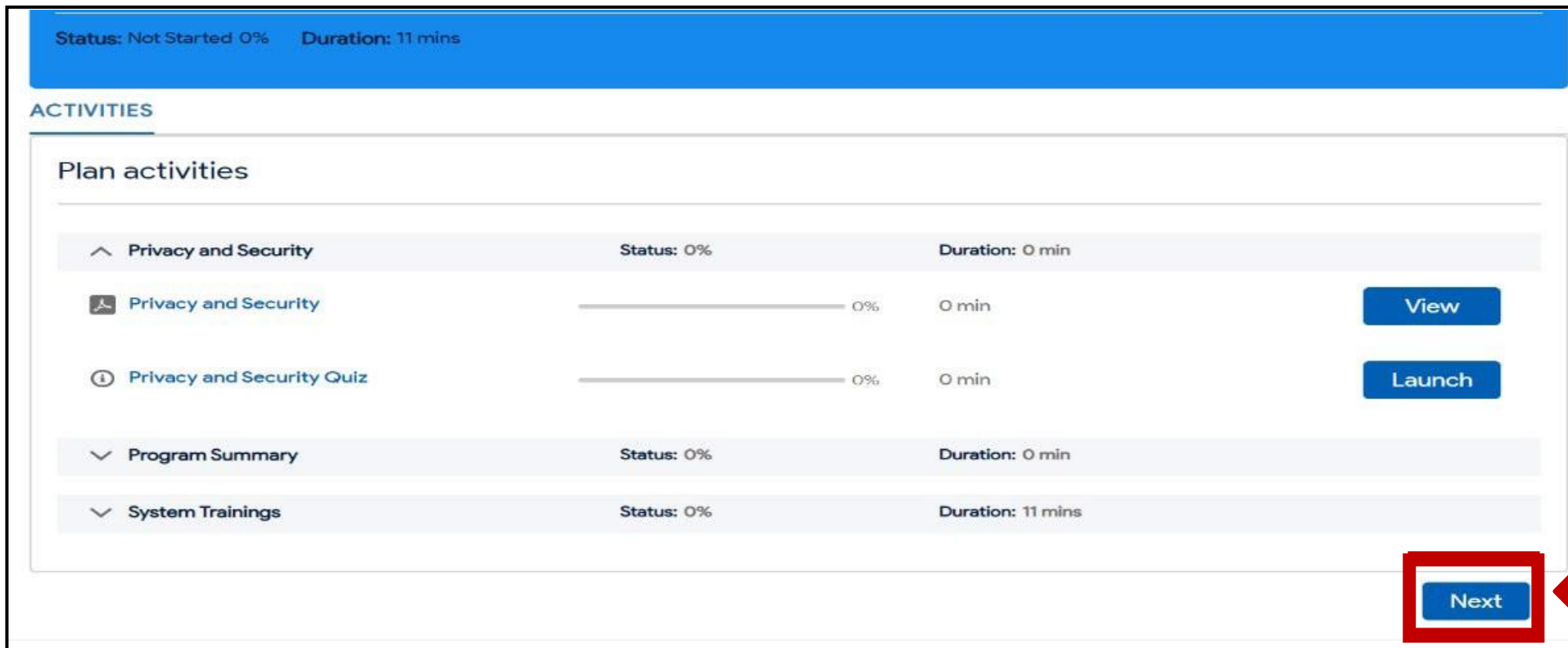
Please note that you will be asked to confirm your identity via individual specific questions generated by the system. This step ensures access security and is confidential. Verifying your identity is a required step to complete your onboarding to kynect resources. The information is secure and not used for any other purposes.

# Required kynect resources Training



Upon log in, three required training modules will be displayed. Click **Launch** to begin each training.

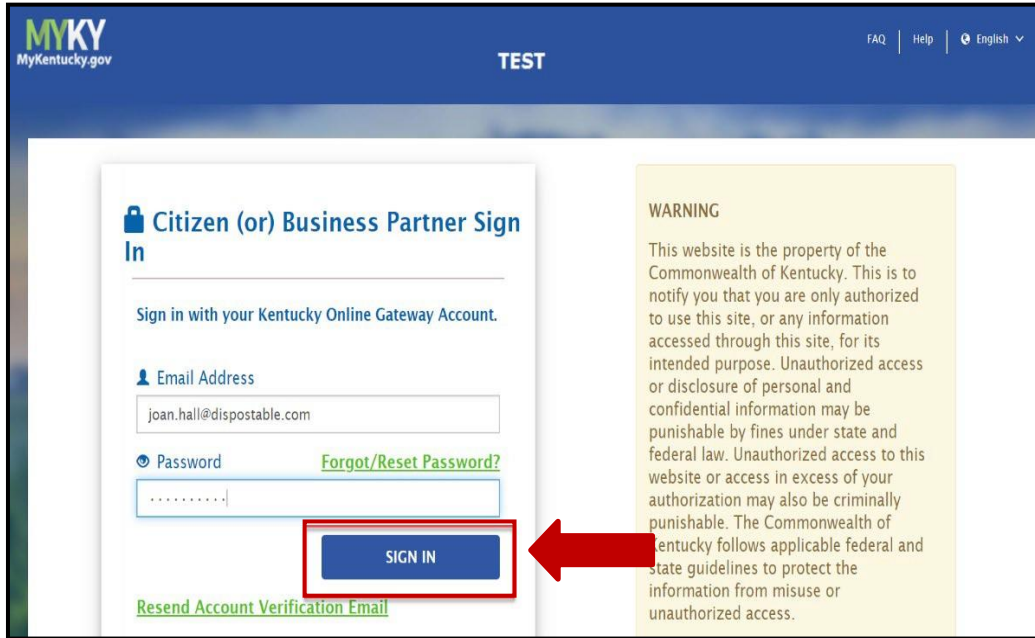
Upon completion of the Privacy and Security, Program Summary, and System Trainings, click **Next** to complete this step.



The screenshot shows a training interface with a blue header bar containing the text "Status: Not Started 0%" and "Duration: 11 mins". Below the header is a section titled "ACTIVITIES" with a sub-section "Plan activities". The activities are listed in a table-like format:

Activity	Status	Duration	Action
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	

At the bottom right of the interface, there is a blue button labeled "Next", which is highlighted with a red square and a red arrow pointing to it from the right.



MYKY MyKentucky.gov TEST

FAQ | Help | English

### Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

Email Address  
joan.hall@dispostable.com

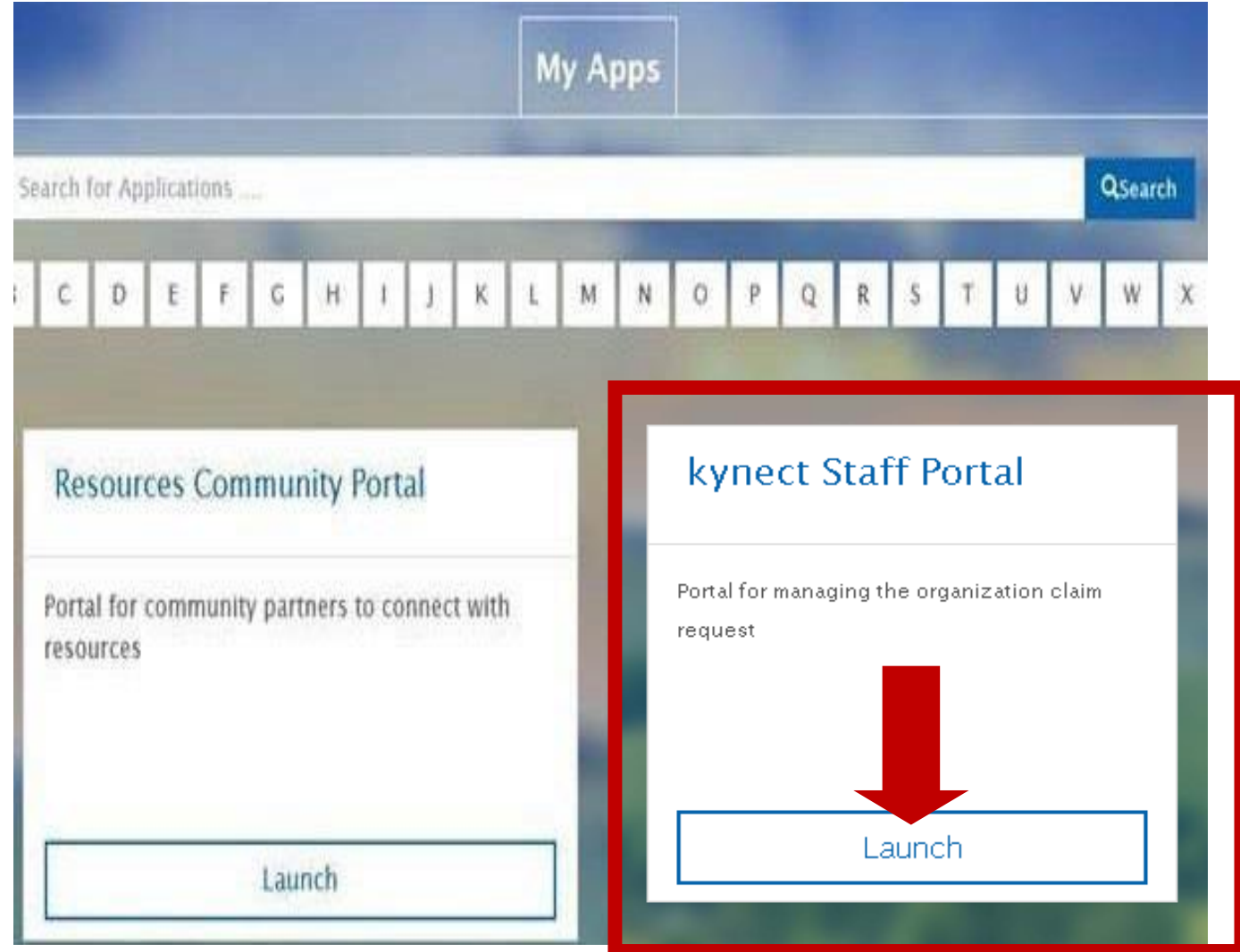
Password [Forgot/Reset Password?](#)

**SIGN IN**

[Resend Account Verification Email](#)

**WARNING**  
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

Onboarding is complete. When you log into your KOG Account you will see the **kynect Staff Portal** widget added to your KOG homepage. Click **Launch** to access kynect resources.



My Apps

Search for Applications ... **QSearch**

C D E F G H I J K L M N O P Q R S T U V W X

**Resources Community Portal**  
Portal for community partners to connect with resources  
**Launch**

**kynect Staff Portal**  
Portal for managing the organization claim request  
**Launch**

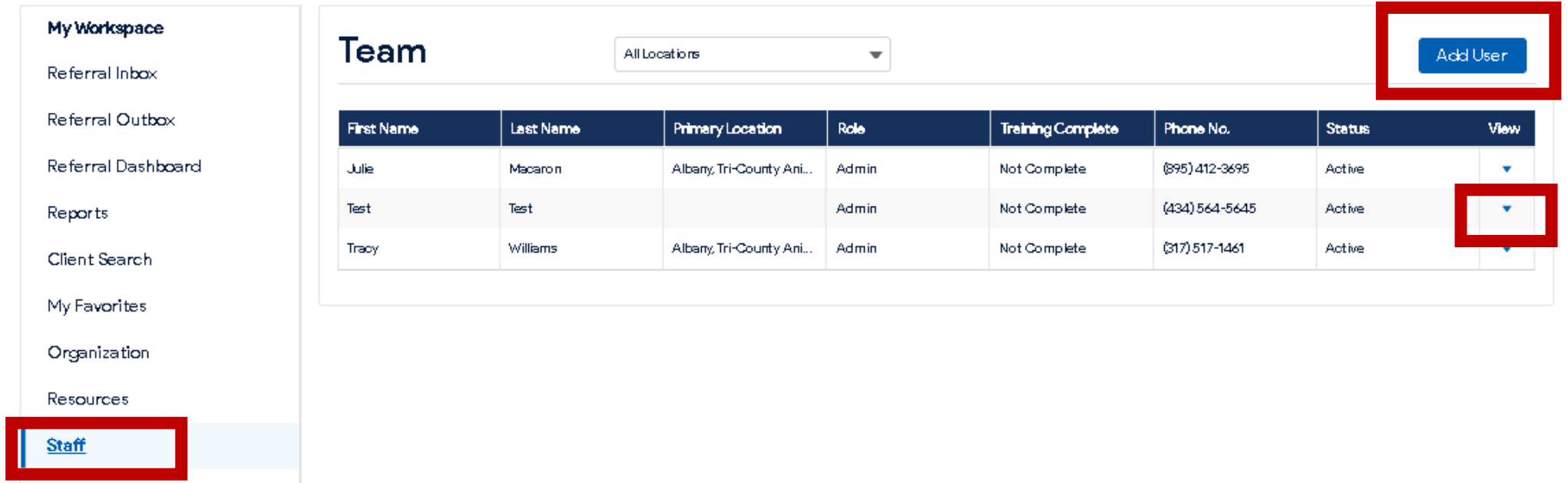


# Adding Staff



To manage the organization users, navigate to the **Staff** link in the **My Workspace** section. Use the **View drop down** to open staff record and change status to inactive when staff is no longer employed or required to have access to kynect resources.

To add Staff to your organization, click **Add User**.



The screenshot shows the 'My Workspace' sidebar on the left with the 'Staff' link highlighted in a red box. The main content area is titled 'Team' and includes a dropdown menu for 'All Locations'. A blue 'Add User' button is highlighted in a red box. Below this is a table with columns: First Name, Last Name, Primary Location, Role, Training Complete, Phone No., Status, and View. The table contains three rows of data. The 'View' column for the second row (Test) is highlighted in a red box.

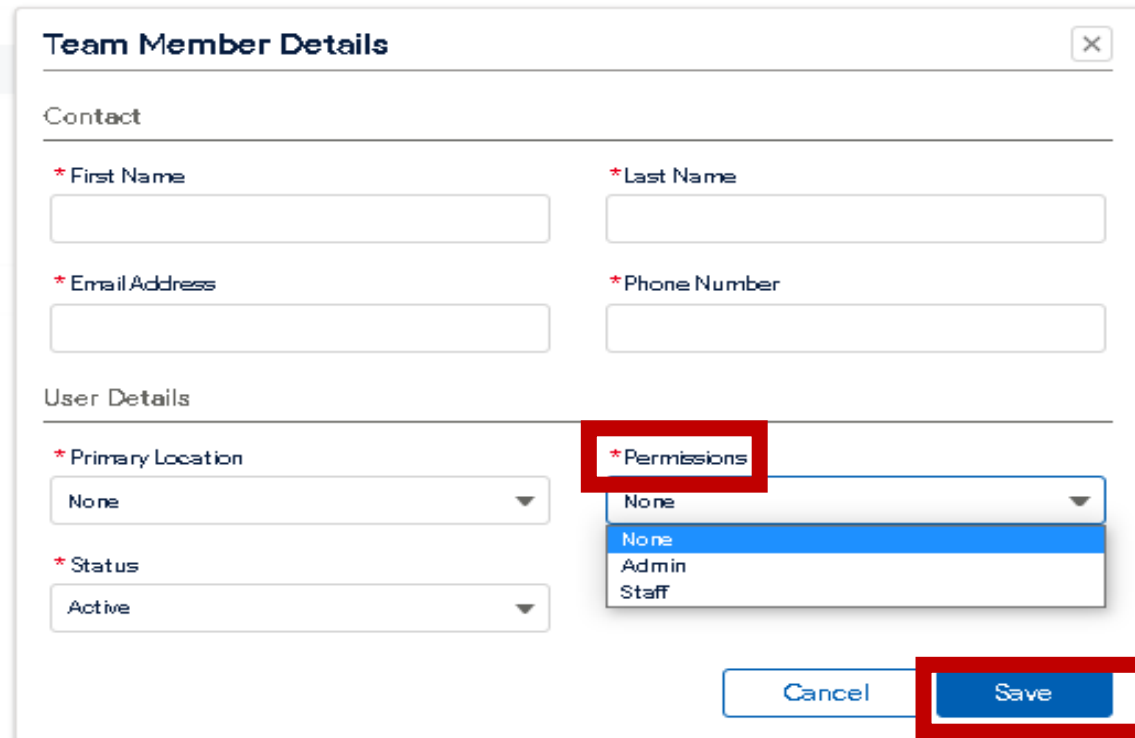
First Name	Last Name	Primary Location	Role	Training Complete	Phone No.	Status	View
Julie	Macaron	Albany, Tri-County Ani...	Admin	Not Complete	(895) 412-3695	Active	▼
Test	Test		Admin	Not Complete	(434) 564-5645	Active	▼
Tracy	Williams	Albany, Tri-County Ani...	Admin	Not Complete	(317) 517-1461	Active	▼

# Adding Staff



Enter the staff member's information into the **Team Members Details** screen. Assign the Team Member either **Admin** or **Staff Permissions** and click **Save**. **The added staff member will receive the onboarding email from kynect resources to complete the required training.**

*Admin Permission allows user to edit Organization details, add other staff, and add or remove resources.*



The screenshot shows a web form titled "Team Member Details" with a close button (X) in the top right corner. The form is divided into two sections: "Contact" and "User Details".

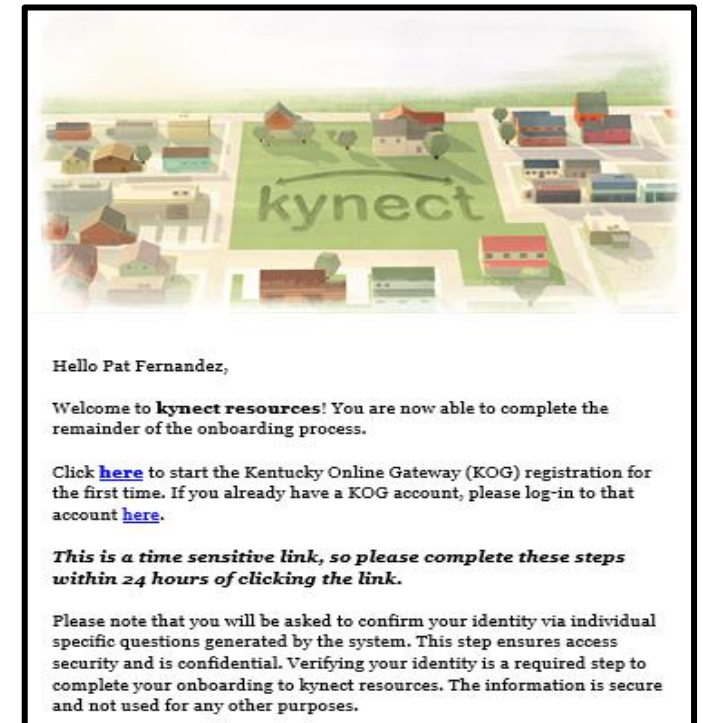
**Contact Section:**

- \* First Name: Text input field
- \* Last Name: Text input field
- \* Email Address: Text input field
- \* Phone Number: Text input field

**User Details Section:**

- \* Primary Location: Dropdown menu with "None" selected
- \* Permissions: Dropdown menu with "None", "Admin", and "Staff" options. The "Permissions" label and the dropdown menu are highlighted with a red box.
- \* Status: Dropdown menu with "Active" selected

At the bottom of the form, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red box.



# Additional Training and Support



Additional training materials and videos are found in the **Help** section of kynect resources.

These videos and materials can also be accessed on the Department for Medicaid website [here](#)

*Support materials and trainings continue to be updated and added*

## Support Materials

<https://chfs.ky.gov/agencies/dms/Pages/kynectresources.aspx>

### Videos

[KOG Account Creation](#)

[Resources Suggested for Me Resident Privacy Setting](#) 1:43

[My Plan - for Residents](#) 1:16

[Community Partner Resource Management](#) 1:50

[Adding Staff](#) 1:46

[Creating Referrals](#)

[Referral Inbox](#)

[Searching for Clients](#) 1:35

[Basic Navigation-Resident](#) 1:47

[OneView](#) 1:49

[Claim My Site/Community Partner Onboarding](#) 6:12

[Basic Navigation-Community Partner](#) 2:24

[Requesting Consent](#) 2:01

[Assessments - Community Partners](#) 1:44

[Assessments - Residents](#) 1:06

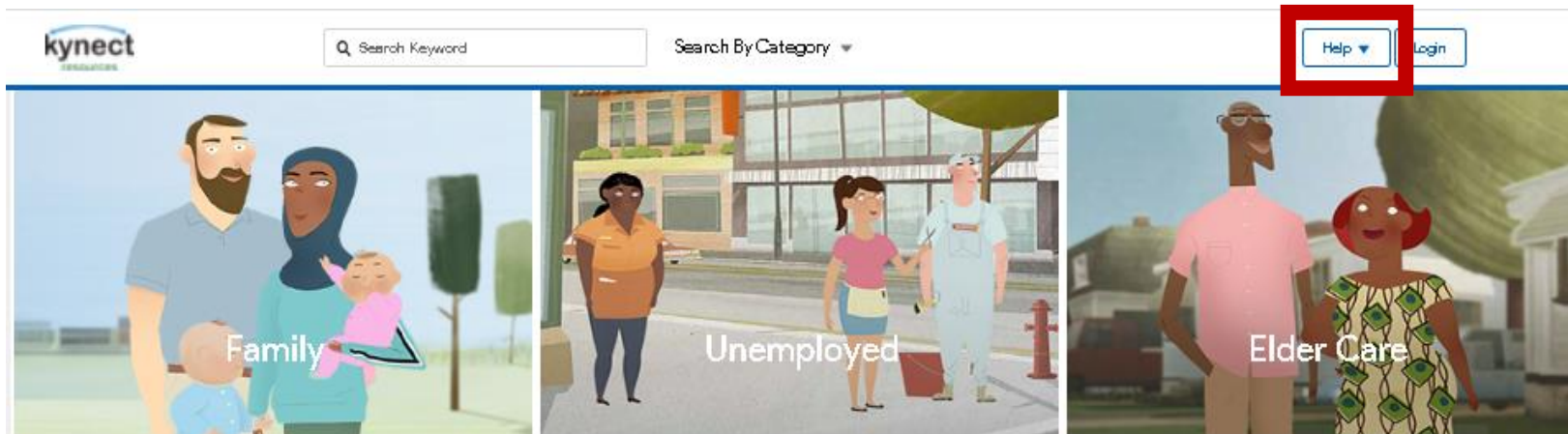
[DCBS Searching for Clients](#) 1:46

### Additional Information

[kynect resources Onboarding Quick Reference Guide](#) 16 pages

[FAQ Document](#) 10 pages

[Business Card](#)



# kynect resources Escalation Path



Community Partners		
Topic	Check These Materials First	I still have questions, who do I contact?
<b>Onboarding</b>		
<ul style="list-style-type: none"> <li>Organization not found in kynect resources</li> <li>Questions about resource information, data</li> </ul>	<ul style="list-style-type: none"> <li>Onboarding Quick Reference Guide</li> <li>Onboarding Micro Video</li> <li>Frequently Asked Questions Document</li> <li>Find other Micro Videos and QRGs at: <a href="#">kynect resources - Cabinet for Health and Family Services</a></li> </ul>	<ul style="list-style-type: none"> <li>United Way 211 by dialing 2-1-1</li> </ul>
KOG creation process: <ul style="list-style-type: none"> <li>Access Denied error message</li> <li>Community Partners logged in with a Resident role rather than CP Staff/Admin role</li> <li>Expired KOG link</li> </ul>		For help with KOG account creation, contact the KOG Helpdesk <ul style="list-style-type: none"> <li>Email Address: <a href="mailto:KOGhelpdesk@ky.gov">KOGhelpdesk@ky.gov</a></li> <li>Phone Number: 502-564-0104</li> <li>Hours of Operation: Monday – Friday 8:30am-5:00pm ET</li> </ul>
System Training		<ul style="list-style-type: none"> <li>United Way 211 by dialing 2-1-1</li> </ul>
<ul style="list-style-type: none"> <li>Multi-Factor Authentication (MFA)</li> </ul>		<ul style="list-style-type: none"> <li>United Way 211 by dialing 2-1-1</li> </ul>
Experian Identity Proofing	<ul style="list-style-type: none"> <li>Helpline: 1-866-578-5409</li> </ul>	<ul style="list-style-type: none"> <li>If you fail Experian ID Proofing while creating a KOG account, you must contact Experian</li> </ul>
<b>System Navigation</b>		
<ul style="list-style-type: none"> <li>Managing/Creating Referrals</li> <li>Accessing Resident Information</li> </ul>	<ul style="list-style-type: none"> <li>Materials on <a href="#">DMS Website</a>, WalkMe Solutions, Help content</li> </ul>	<ul style="list-style-type: none"> <li>Email <a href="mailto:kynectresources@ky.gov">kynectresources@ky.gov</a></li> </ul>
<b>Functional/Policy</b>		
<ul style="list-style-type: none"> <li>Functional questions regarding processes (e.g., resident information, IEES integration)</li> </ul>	<ul style="list-style-type: none"> <li><a href="mailto:kynectresources@ky.gov">kynectresources@ky.gov</a></li> </ul>	<ul style="list-style-type: none"> <li>Email <a href="mailto:Tracy.Williams@ky.gov">Tracy.Williams@ky.gov</a> or <a href="mailto:Seth.Butt@ky.gov">Seth.Butt@ky.gov</a></li> </ul>



Thank You  
[kynectresources@ky.gov](mailto:kynectresources@ky.gov)

