



**Community Partner  
Welcome Packet**

## Introduction

This welcome packet is offered to help Community Partners onboard to **kynect resources** and introduce new users to **kynect resources** functions and capabilities.

The **kynect resources** Welcome Packet provides an overview of relevant topics along with links that direct users to additional resources, Quick Reference Guides, Fact Sheets, micro videos, and other support materials.

These materials can also be found in the **kynect resources Help** section and on the Cabinet for Health and Family Services, Department for Medicaid Services [website](#).

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## 1. Joining as a Community Partner

To get started with **kynect resources**, an organization must first **Claim** their site, and complete the required onboarding steps. Claiming an organization site simply means finding the organization in **kynect resources** and submitting information for approval to manage that listing. The first steps are to [Join as a Community Partner](#) and [Find your Organization](#). Use the links below to access additional help with these functions.

### Joining as a Community Partner Materials

[Claim My Site/Community Partner Onboarding](#) Micro video

[Quick Look at Claiming your Site PDF](#) Quick Reference Guide PDF

## 2. Onboarding

Community Partners must Onboard to **kynect resources** to access the system. Onboarding includes Joining as a Community Partner, creating a Kentucky Online Gateway (KOG) account, completing required training, and a first time log in to **kynect resources**.

When an organization is claimed or a staff member is added, **kynect resources** sends an Onboarding email to begin this process. The email contains a link that is time sensitive. Using the link provided in the email prompts the system to navigate through the onboarding steps and generates the appropriate role for the user in **kynect resources**.

**If a user already has a KOG account, they should NOT create a new account.** It is important for users with an existing KOG account to use the link sent in the Onboarding email.

Use the links below to help with the Onboarding steps.

### Onboarding Reference Materials

[kynect resources Onboarding Quick Reference Guide](#)

[Basic Navigation-Community Partner](#) Micro video

### 3. Community Partner Workspace

Onboarded Community Partners arrive at the **Community Partner Workspace** when logged in to **kynect resources**. From this location, Community Partners can manage referrals, access client information, complete Social Determinant of Health Assessments, and manage organization information, resources, and staff.

Further information on basic navigation and each of the Workspace functions can be accessed with the links below.

#### kynect resources My Workspace Image

The screenshot displays the 'kynect resources My Workspace' interface. On the left is a navigation menu with options: My Workspace, Referral Inbox (highlighted), Referral Outbox, Referral Dashboard, Reports, Client Search, My Favorites, Organization, Resources, and Staff. The main area is titled 'Referral Inbox' and features search filters for Client, Location, Resource, Status, Created, and Days Open. Below the filters is a table with columns: ID, First Name, Last Name, Referral Date, Created, Resource R..., Location, Status, and Edit. The table contains three rows of referral data.

| ID       | First Name | Last Name | Referral Date | Created     | Resource R...      | Location            | Status      | Edit |
|----------|------------|-----------|---------------|-------------|--------------------|---------------------|-------------|------|
| REF-2462 | Amy        | Brand     | 6/2/2022      | 15 days ago | Animal Shelters    | Albany, Tri-Coun... | In Progress | ▼    |
| REF-2461 | Amy        | Brand     | 6/2/2022      | 15 days ago | Animal Adoption    | Albany, Tri-Coun... | New         | ▼    |
| REF-2460 | Amy        | Brand     | 6/2/2022      | 15 days ago | Diabetes Educat... | Albany, Tri-Coun... | New         | ▼    |

#### Community Partner Workspace Reference Materials

[Quick Look at Adding a Location PDF](#)

[Quick Look at Adding or Removing Staff PDF](#)

[Quick Look at Adding a Resource](#)

[Quick Look at Assessments PDF](#)

[Quick Look at Creating Referrals PDF](#)

[Quick Look at Requesting Consent PDF](#)

[Quick Look at the Referral Inbox PDF](#)

[Quick Look at Turning Off Referral Alerts](#)

## Continued: Community Partner Workspace Reference Materials

[Adding Staff micro video](#)

[Searching for Clients micro video](#)

[Requesting Consent micro video](#)

[OneView micro video](#)

[Assessments micro video micro video](#)

[Community Partner Resource Management micro video](#)

## 4. Resident Reference Materials

**kynect resources** enjoys thousands of visits from residents every day. Any resident with a kynect account, can use that log in for **kynect resources** to access additional tools within the system such as create a My Plan, complete an Assessment, and manage access to the information shared with Community Partners.

Community Partners working with residents may find the resident content useful in understanding resident functions in **kynect resources** and provide additional information to resident users.

### Resident Reference Materials

[Resident Privacy Setting micro video](#)

[My Plan - for Residents micro video](#)

[Basic Navigation-Resident micro video](#)

[Resident Assessment micro video](#)

## 5. Frequently Asked Questions

**kynect resources** composed the FAQ Document to cover a very broad range of topics. This comprehensive document is a useful guide for all **kynect resources** users.

[FAQ Document](#)

## 6. Escalating Issues and Contacts

When Community Partners experience problems or issues, the **kynect resources** team is here to help. We have compiled some common issues users may encounter along with the correct escalation path and contact specific to each matter.

| kynect resources Escalation Path  |  |   |
|---|--|---|
| 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><a href="#">FAQ Document</a></li> <li><a href="#">Quick Look at Claiming Your Site PDF</a></li> </ul>   | United Way 211 by dialing 2-1-1 for help with Organization listing.   |
| KOG creation process Issues: <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> | <ul style="list-style-type: none"> <li><a href="#">Onboarding Quick Reference Guide</a></li> <li><b>Email:</b> <a href="mailto:kynectresources@ky.gov">kynectresources@ky.gov</a></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> |
| <b>Identity Proofing</b>  |  |   |
| Experian Identity Proofing  | <ul style="list-style-type: none"> <li>Experian Helpline: 1-866-578-5409</li> </ul>  | If you fail Experian ID Proofing during the KOG Account creation steps, you must contact Experian   |

| Training and System Navigation   |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>System Function and Navigation Support</li> <li>System Demo</li> <li>Meeting Attendance Requests</li> </ul> | <ul style="list-style-type: none"> <li>kynect resources <a href="#">Support Materials</a></li> <li>kynect resources <a href="#">Help</a></li> <li>To schedule demo, site support, or request meeting attendance email: <a href="mailto:kynectresources@ky.gov">kynectresources@ky.gov</a></li> </ul> | <p>United Way 211 by dialing 2-1-1 for help with Organization listing.</p>  |
| Functional/Policy  |  |   |
| <ul style="list-style-type: none"> <li>Functional questions regarding processes (e.g., resident information, IEES integration)</li> </ul>          |  | <p>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></p> |

## Thank you

Thank you for being a kynect resources Community Partner. The kynect resources team is happy to work along with our partners toward improved support for Kentuckians across the Commonwealth.

Website: [kynect.ky.gov/resources](http://kynect.ky.gov/resources)

Email: [kynectresources@ky.gov](mailto:kynectresources@ky.gov)

Phone: United Way: Dial 2-1-1

Support Materials: <https://chfs.ky.gov/agencies/dms/Pages/kynectres.aspx>

