Public Assistance kynectors

Allies in public service

Welcome!

Introductions:

Megan Snow
PAPS – SNAP/CCAP kynectors

Agenda:

1. **SNAP-101**
   a. Overview of SNAP benefits
   b. Eligibility basics
   c. How to apply
2. **What are kynectors?**
   a. Types of kynectors: CAC, Contract, Outreach, SNAP vs Medicaid
3. **…And what do they do?**
   a. Abilities and limitations
   b. What's the difference between Medicaid and SNAP kynector abilities?
4. **Extra kynector info!**
   a. How can someone reach a kynector?
   b. How can new orgs become kynectors?
5. **Questions & Wrap Up**

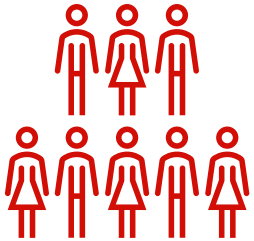
01

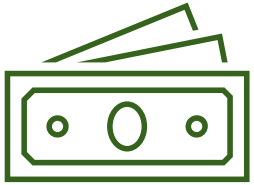
SNAP-101

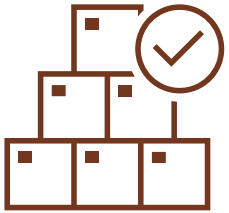
Overview of SNAP benefits

- Benefit amounts vary depending on a household's situation
  - Determined by calculating a ratio between a household's income and qualifying expenses.
  - Initial benefit amount is pro-rated based on the date of application.
- If approved, the recipient receives an EBT card in the mail
  - Card is used like a traditional credit card at qualifying retailers
  - Benefits are loaded to the card monthly based on the head of household's SSN
- SNAP cannot be used on prepared hot food, or for non-food items.
- Households that qualify may get expedited SNAP benefits to quickly get them help.

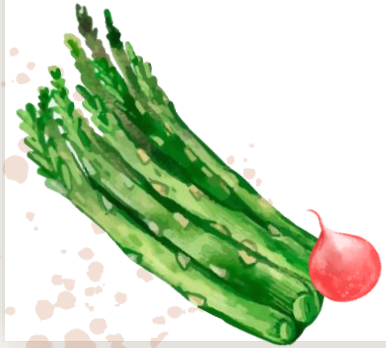
SNAP Eligibility







- Number of people in the household
  - Comprised of people who live together, and buy/prepare meals together
  - All residents in the household are listed in the case but might not receive benefits (ex. Roommate)
- Income for all household members
  - Earned Income
  - Unearned income
- Qualifying household expenses
  - Rent/Mortgage
  - Utilities
  - Medical expenses
  - Dependent care
- Technical eligibility factors
  - Residency
  - Financial resources
  - ABAWD
  - Immigration status/citizenship
  - Disqualifications



How can people apply for SNAP?

- In person at a local DCBS office
- Over the phone by calling **855-306-8959**
- By filling out and submitting a paper application
- Online via the Self-Service Portal
- Through a kynector that has SNAP access

02

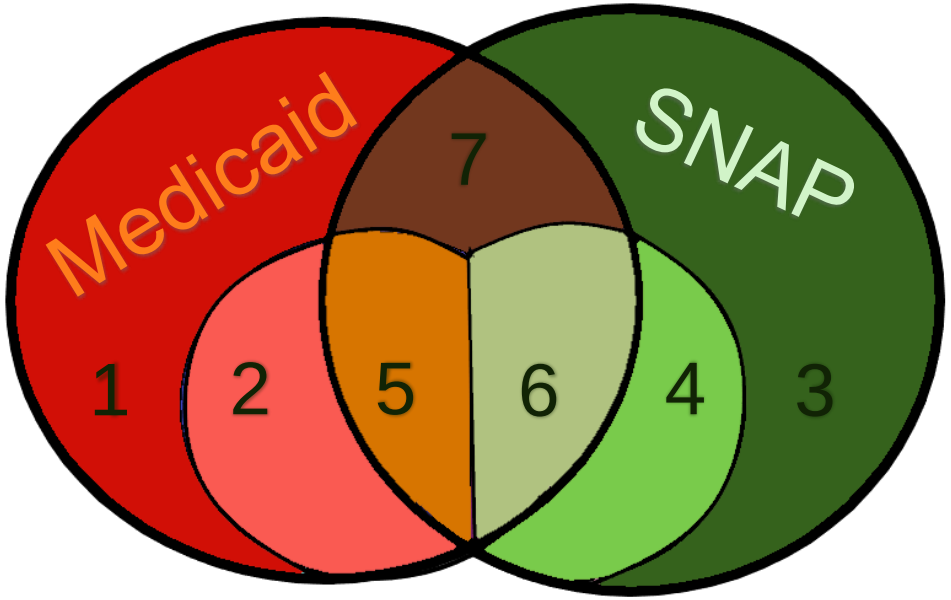
What are kynectors?

What ARE kynectors?

- Kynectors are trained people, working with an approved organization, that help individuals and families apply for benefits
  - Access a version of the Self-Service Portal to submit applications
  - Work with applicants to understand the application process
  - Provide support to applicants in how to navigate public assistance programs
- Kynectors may be able to assist with Medicaid/QHP, SNAP & CCAP, or both!

Types of kynectors

- **Medicaid**
  1. CAC *(Voluntary)*
  2. Contract *(paid)*
- **SNAP**
  3. Volunteer org
  4. SNAP outreach *(paid)*
- **Both**
  5. Contract Medicaid *(paid)* & Voluntary SNAP
  6. SNAP outreach *(paid)* & CAC *(voluntary)*
  7. CAC *(voluntary)* & Voluntary SNAP



03

...And what do they do?

SNAP/CCAP kynector Abilities

- ✓ Start applications & recertifications for SNAP\CCAP
- ✓ View correspondence from DCBS to advise on next steps
- ✓ Upload verification documents to be processed by DCBS
  - ✓ SNAP kynectors are encouraged to review this documentation for common errors to help reduce churn.
- ✓ Advise on how to navigate the program, explain what to expect and what steps to take next.
- ✓ Provide additional helpful communication/education like EBT theft prevention, changes to work requirements, etc.

SNAP/CCAP kynector Limitations

- Complete a case: approve/deny
- Currently data tracking only accounts for applications successfully submitted on the portal.
- Cannot submit changes for a case - These need to go through DCBS
  - This includes moving someone out of a household
- Advertise for SNAP - Solicit applications
- Apply for SNAP-adjacent programs like SAFE or ESAP

SNAP SAME

- Start applications & recertifications for SNAP/CCAP
- Upload documentation to the case and provide guidance on types of documentation needed
- Provide program support:
  - *Provide advice navigating the program, next steps, verification, etc.*
  - *Review documents for common errors before submitting*

MA SAME

- Take applications for kynect health coverage (*Medicaid, KCHIP & QHP*)
- Upload documentation to case and provide guidance
- Provide Program support
  - *Assist with choosing health plans*
  - *Enrollment*
  - *Explain tax credits and special discounts*

←SNAP vs Medicaid→

SNAP DIFFERENT

- SNAP kynectors only initiate the application
- Cannot submit changes to cases
- Only gains access to a case for one action at a time - Individuals can use any SNAP kynector they'd like at any time!
- Cannot talk to DCBS about SNAP without client present.

MA DIFFERENT

- Medicaid kynectors can complete cases and even enroll
- Allowed to submit changes to medical cases
- Serves as an individual's kynector on an ongoing basis - Associated to a case to provide a continuity of care
- May talk to DCBS about Medicaid without client

04

Extra kynector info!

How can someone reach a kynector?

KHBE website

Used to search for kynectors by location and program. Provides contact information for the kynector.

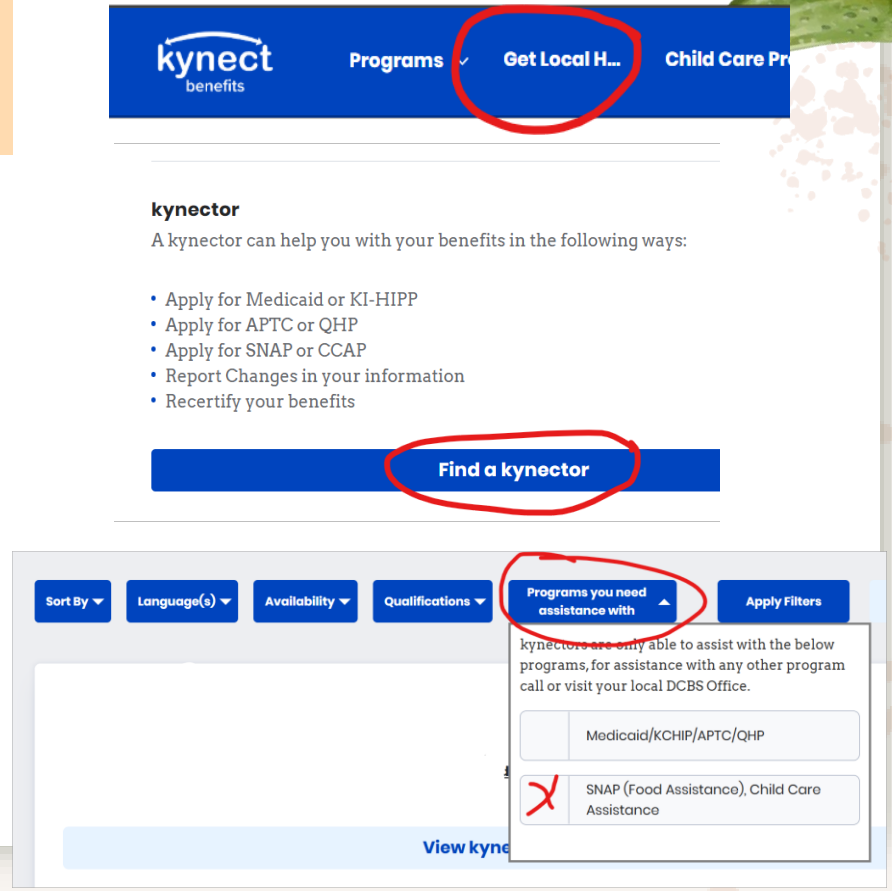
kynect Resources

Used to search for various community resources and send referrals requesting an organization to reach out.

NOTE: You must first, contact kynectresources@ky.gov to create a profile for your location.

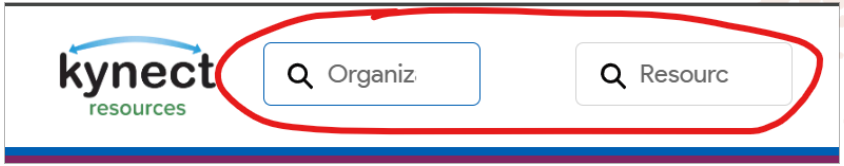
KHBE website

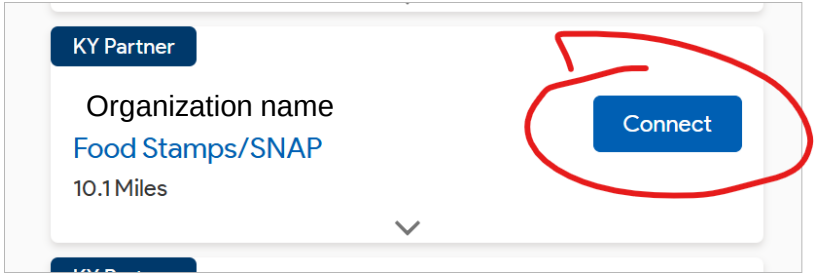
1. In the top banner, click **get local help**.
2. Scroll down and click **find a kynector**
3. Enter name, county, or organization, and click search
4. At the top of results **programs you need assistance with** and select SNAP, CCAP (or medicaid if that's what you need) and **Apply Filter**



kynect Resources

1. In top left banner, search by organization or resource (SNAP, CCAP, etc)
2. Select organization and click **connect** (*or* **refer** *if logged in as a staff member*)
3. Enter individual's information. Be sure to enter contact information
4. Click **Submit**





Cliff's notes:

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Types of kynector organizations

Requirements:

- **Not for profit**
- **Compatible mission**
- **Completed training**

How to join:

Know an organization that would be a great addition? Have them email me!

Famsupportkynectors@ky.gov

Thanks!

Do you have any questions?

famsupportkynectors@ky.gov

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