

## Frequently Asked Questions

### Time

#### How should drive time for events be logged?

- Total activity time should include drive time. Log actual drive time separately in the 'Drive Time' field.

#### If a kynector is at a secondary campus all day but only has a two-hour event, where should travel be recorded?

- Include the travel time with the event reporting. Do not duplicate it in other activity types for that day.
- DO NOT include unpaid commute time. For any issues, please refer to your Organization Management.

#### Does kAART replace kynector's current time keeping?

- No, Please consult with your Organization Management on timekeeping expectations.

#### When and why do I use the "activity was completed as part of an event checkbox"?

Question 1: How much total time was spent on this activity?(include any Overtime and/or Drivetime Hours)

☐ Activity was completed as part of an event.

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- To avoid reporting the same hours twice, any enrollment-related activities you completed during an event will be captured using this checkbox. For example, if you were to complete an enrollment during an event, you would log the event as you normally would. Then you would submit a new activity for the enrollment separately and would select this checkbox, then finish that activity as normal. **This checkbox is only for the collection of enrollment activities that were completed during an event;** otherwise you will never need to select it.
- CAK users, disregard toggle at the bottom of the form.

### Case Maintenance

#### If a pending application is later approved, how should this be recorded?

- Submit a new report under 'Case Maintenance' indicating the updated disposition of the pending case.

#### How should situations be logged where an application was started but the individual was already receiving benefits (reentry population)?

- Use "Case change" if the status has to be updated in the system.

#### When changing MCO assignment, how do I record this?

- Submit under 'Case Maintenance,' > Disposition of Pending Case

### Office Hours

#### Where should kynectors log time spent on internal reporting to managers or entering data into the tool?

- Log as 'administrative' under Office Hours activities. The time spent entering the data is considered part of the related activity.

#### How should kynectors record time spent processing paper applications in the office?

- This should be recorded as an enrollment activity.

**How should phone calls be recorded if they involve case-related work?**

- If SSP is accessed as part of direct client interaction, it should be recorded as an enrollment activity.
- Otherwise, log as Office Hours > Administrative > Phone calls.

**Where should kynectors log Manual IDs?**

- Log as Office hours and put it under filing.

## Applications

**How should mixed application outcomes (some parts pending, others approved) be reported?**

- Only report the outcome for health coverage (Medicaid/QHP). Use 'approved' if any health coverage was approved, otherwise use 'pending'.
- Denied should only be used in instances where NO eligibility was determined.

**When recording applications, should kynectors record what the client applied for or what they were approved for?**

- Record what the client applied for (where the application started), not just what they were approved for.
- Case outcomes are captured separately.

**How should biracial individuals be recorded under race in the system?**

- Select the race the individual most strongly identifies with. The tool currently only allows a single race selection.

**Are kynectors allowed to initiate SNAP renewals?**

- Yes, kynectors can initiate SNAP renewals but the process must be completed by a DCBS caseworker. This would be recorded as a pending renewal in kAART if SNAP were the only program applied for.

## Miscellaneous

**When multiple kynectors host event, who submits the metric numbers?**

- The primary kynector submits all numbered outcomes regarding event, and support kynectors will list the time/name of event without the outcomes/numbers for the event to ensure there is no double reporting.

**For kynect on Demand activities, which county should be recorded?**

- Record the kynector's home county. A future enhancement will allow capturing both the kynector and resident counties.

**What is the correct format for naming uploaded event photos?**

- The format is: date (MMDDYYYY)\_City\_EventName\_KynectorInitials.

**Where can I capture my notes for why certain activities took the amount of time that it did?**

- There will not be a place to capture notes within kAART because this is not being used as a time keeping tool.

**Who do I contact for kAART support?**

- Email [KHBEWebsiteMail@ky.gov](mailto:KHBEWebsiteMail@ky.gov) for questions or concerns.

**How do I troubleshoot the tool?**

- Clear your browser history and cache, then attempt to log in again using the kAART link for your organization.
- If the issue persists, try accessing the link using a different browser (e.g., Chrome, Edge, or Firefox).

## Mobile Usage

### **Is there a mobile version of the tool or an app?**

- No dedicated app, but the tool is formatted to work in mobile browsers.
- Using your Organization's link provided, you can navigate to kAART via any mobile device.