The Commonwealth of Kentucky

kynect State-Based Marketplace

kynect

health coverage

Together for a better Kentucky

New Certified Application Counselors (CACs) Training

July 13, 2026

Document Control Information

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Introduction

The New Certified Application Counselors (CACs) Training provides an introduction to the Kentucky Health Benefit Exchange (KHBE) Certified Application Counselor (CAC) Program, also known as the kynector program.

Course Objectives:

After taking this course, participants should be able to:

- Provide an overview of the kynector Program.
- Demonstrate and communicate the basics of Medicaid (MA), Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), and Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program.
- Describe how kynectors help meet the health coverage needs of the community.
- Demonstrate best practices when hosting kynector events and networking in the community.
- Demonstrate the importance of outreach and enrollment events and building partnerships with key stakeholders within the community.

Course Expectations:

- Be sure to pay attention to the red text, which gives helpful instructions on how to move forward through the training. When available, click the Continue buttons throughout the training to advance.
- If the training does not let the user move forward, that means the user has not finished the previous sections. Be sure to navigate/scroll to the bottom of the page throughout each training section in order to progress through the training.
- Throughout the training courses, there are ungraded knowledge check questions that review the material covered in the course. Be sure to pay attention throughout the course to the key topics that are covered.
- At the end of all courses, there is a graded assessment. The score required to pass the assessment is 80% or better. New kynectors have three (3) attempts to pass the assessment. kynectors should contact their Organization Administrator or manager after their second failed attempt before contacting the KHBE Program Inbox at KHBE.Program@Ky.gov for a last attempt.

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1 New Certified Application Counselor (CAC) Training: Course Introduction

Welcome to KHBE's New CAC Training!

The Certified Application Counselor (CAC) Training provides CACs with an overview of the KHBE kynector Program and explains the roles and responsibilities of the CAC position. For specificity and State identification, non-contracted kynectors (kynectors that are not part of CAK, KIPDA, or KPCA) in Kentucky are referred to as "Certified Application Counselors".

Certified Application Counselors need to familiarize themselves with the purposes, procedures, and practices of being a kynector to better assist Kentucky Residents with applying for health coverage.

2 Module 1: Being a Certified Application Counselor (CAC)

kynectors help Kentuckians find health coverage, assist with the health coverage enrollment process, and create referrals for resources.

2.1 What is the kynector Program?

The kynector Program is a collaborative program between health coverage providers, local organizations, and the Commonwealth of Kentucky. kynectors assist Kentuckians with applying for health coverage including Medicaid (MA), Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), and Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program.

The primary goal of the kynector Program is to support the health coverage needs of Kentuckians.

2.2 Types of kynectors

kynectors are categorized into two types: Contracted kynectors, also known as Navigators, and Non-contracted kynectors, also known as Certified Application Counselors (CACs).

Contracted kynectors (Navigators)	Non-contracted kynectors (CACs)
Navigators are contracted kynectors who help Residents and small businesses find health coverage through kynect. Navigators are required by KHBE to hold outreach, education, and enrollment events.	Certified Application Counselors (CACs) are non-contracted kynectors who are staff members or volunteers of designated public or private organizations that include: hospitals, Federally Qualified Health Centers (FQHCs), health care providers, and agencies providing social services. CACs are trained by KHBE to help Residents find health coverage in kynect. **Duties of CACs include:** ● Inform Residents and employees about Medicaid, QHPs and insurance affordability programs. ● Assist Residents in applying for Medicaid, QHPs and insurance affordability programs through kynect. ● Facilitate enrollment of eligible Residents in Medicaid, QHPs and insurance affordability programs. **Some additional responsibilities of CACs include:** ● Taking applications from members of the public. ● Assisting Residents within their organization's service area. ● Providing referrals to community organizations (including Navigators).

2.3 CAC Certification Process

CACs are required to take all mandatory trainings on the Commonwealth Offerings for Learning & Training (COLT), pass the required assessments, and send a certificate of completion to KHBE.

2.4 Certified Application Counselor Entities

The entities below are common locations where CACs assist Residents:

- Social Services Community Partners such as:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Energy assistance
  - Tax assistance

- Examples of these agencies include:
  - Non-federal government entities
  - 501(c) organizations
  - Local government agencies (e.g. health departments, libraries)
- Ryan White HIV/AIDS Providers
- Hospitals and Health Care Providers
- Community Health Centers and Federally Qualified Health Centers (FQHCs)
- Behavioral and/or Mental Health Providers

2.5 Responsibilities of kynectors

Both Navigators and CACs are responsible for assisting Kentuckians in finding and applying for health coverage. The key responsibilities of the CAC role include:

Educate

kynectors educate Residents about health coverage options and the enrollment process.

Assist

kynectors assist Residents with enrollment in Medicaid, Qualified Health Plans (QHPs), and insurance affordability programs through kynect.

Connect

kynectors make referrals to connect Residents to local community resources, including but not limited to food/clothing banks, housing assistance, and Volunteer Income Tax Assistance (VITA) organizations.

2.6 Shared Duties of CACs

kynectors agree to act in the best interest of Residents. kynectors must provide fair and impartial information to those seeking application assistance for insurance affordability programs, Medicaid, Qualified Health Plans, and dental plans offered through kynect.

Some additional duties include:

- **Verifications:** Assisting Residents in uploading required verifications.
- **Case Maintenance:** Continuing to serve new cases and cases on appeal throughout the plan year and follow-up with appropriate state entities regarding the status of benefits for eligible Residents.
- **Reporting:** Tracking and submitting required reports to KHBE including the quarterly metric reports.

2.7 Expectations for CACs in KYID

All kynectors are responsible for updating their personal information in the KYID including work phone number, work address, and counties for which they provide kynector services.

2.8 Expectations for New Versus Existing kynectors

New kynectors	Existing kynectors
New kynectors are required to complete the following training course curriculum: ● KHBE State-Based Marketplace Certification/Registration Training ● New Certified Application Counselors (CACs) Training ● Other trainings as assigned *kynectors, with approved SNAP entities, who have been assigned the Assister other Program role are required to take the required SNAP and CCAP Training in COLT in addition to the above trainings.	Existing kynectors are required to complete the following recertification requirements: ● KHBE State-Based Marketplace Refresher Training ● Other trainings as assigned **Please note** *Training kynectors must be completed annually.

2.9 Helpful Resources for CACs

Below lists the resources available to kynectors and explains the benefits of each resource.

2.9.1 Your Organization Administrator

Your Organization Administrator will assign your roles in kynect, and effectively manage your organization.

2.9.2 KHBE Website

KHBE.ky.gov provides important resources and supplemental materials. Resources include:

- Job aids
- Quick Reference Guides (QRGs)
- Onboarding documentation
- Marketing materials (e.g., flyers, brochures, posters)

2.9.3 kynect resources

kynect resources allows Residents to browse community programs and services available to help with needs like food insecurity, housing concerns, and employment.

kynect resources allows Residents, community partners, and state agencies to work together toward a better Kentucky. kynect resources makes it easier than ever for Residents to connect to help.

2.9.4 kynect benefits

kynect benefits offers Residents access to apply for benefit programs such as:

- Medicaid
- Kentucky Children's Health Insurance Program (KCHIP)
- Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program
- Supplemental Nutrition Assistance Program (SNAP)
- Kentucky Transitional Assistance Program (KTAP)
- Child Care Assistance Program (CCAP)

2.9.5 kynect health coverage

kynect health coverage provides Residents access to enroll in health coverage options such as:

- Qualified Health Plans (QHPs)
- Advance Premium Tax Credit (APTC)
- Cost-Sharing Reductions (CSRs)

If Residents do not qualify for QHP, APTC, or CSR, they may also apply for Medicaid or other benefit programs.

2.9.6 Centers for Medicare and Medicaid Services (CMS)

CMS provides kynectors with information about health care quality and costs including information on Medicare, Medicaid, and the Kentucky Children's Health Insurance Program (KCHIP). CMS also provides information on Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), and Cost-Sharing Reductions (CSRs).

kynectors can visit CMS at Marketplace.CMS.gov for up-to-date information about services, enrollment, and benefits, as well as other helpful tools to support person-centered care.

2.9.7 KYID

KYID is the Commonwealth of Kentucky's Single Sign-On (SSO) web platform. KYID is designed to keep data safe and to let Individuals easily connect to the business applications in Kentucky. A KYID account is required to access COLT, kynect resources, kynect benefits, kynect health coverage, and many other Kentucky online portals.

The KYID quick reference guide (QRG) can be found in the kynector training materials on KHBE.ky.gov.

2.9.8 KYID Usage Requirements

KYID Usage Requirement: Prolonged kynector inactivity in KYID results in the deactivation and removal of access as a kynector.

KYID account information is used to populate the kynector search field that is available for Resident use when they search for kynectors in kynect. Therefore, **it is critical for kynectors to maintain active involvement and keep their information up-to-date in KYID.**

- **Ninety (90) Day Login Requirement:** All kynectors must log into KYID at least once every 90 days or their account is deactivated and their role in the system is removed.
- **Leave of Absence Requirement:** All kynectors must notify their Organization Administrator who will escalate to KHBE in advance if planning to be on leave for more than eight (8) weeks so KHBE may place that user's access in a suspended status. Organization Administrators should email KHBE.Program@ky.gov to provide this notification.

- **KYID Account Integrity:** kynectors should never create new KYID accounts if their email or name changes. Instead, kynectors should update their existing KYID account to reflect any new information.

2.9.9 Accessing CAC Training Materials

kynectors may access CAC Training materials through the KHBE website. Follow the below instructions to access Quick Reference Guides, Job Aids, Welcome Packets, and more.

- Navigate to the KHBE website.
- Select the Agents & kynectors tab.
- From the drop-down, select kynector Training Materials.

3 The Cabinet for Health and Family Services

The Cabinet for Health and Family Services (CHFS) provides quality services that enhance the health, safety, and well-being of all people in the Commonwealth of Kentucky.

The Department for Medicaid Services (DMS) and the Department for Community Based Services (DCBS) are two of the many departments that comprise the Cabinet. KHBE works closely with both DMS and DCBS.

3.1 DMS

DMS is the single state agency that designates responsibility for the administration of Medicaid in compliance with Title XIX of the Social Security Act.

DMS determines time frames for Medicaid eligibility determinations. The scope of medical services provided and payment for those services are the responsibility of DMS.

3.2 DCBS

DCBS is contracted by DMS to determine eligibility for Residents using the policy and procedures set by DMS. These applications must be processed within thirty (30) days of the date of the application submission.

4 Coverage Options through kynect health coverage

Program	Definition
Qualified Health Plans (QHPs)	QHPs are insurance plans that provide essential health benefits, follow established limits on cost-sharing (e.g., deductibles, copayments, and out-of-pocket maximum amounts), and meet other requirements under the Affordable Care Act (ACA).
Advance Premium Tax Credit (APTC)	APTC is a tax credit for Residents who are enrolled in a QHP. It allows Residents to take an advance credit to lower their monthly health insurance payment (or premium). The advanced payment is reconciled on the year's tax return. APTC is also referred to as Payment Assistance.
Cost-Sharing Reductions (CSRs)	CSRs are discounts that lower the required payment amount for expenses like copayments, deductibles, and decrease out-of-pocket maximums. The savings are only applicable to Silver Level Plans. If an Individual chooses any other metal level (e.g., bronze, gold, or platinum) the eligible discounts will not be applied to their plan.

5 kynect Benefit Programs

Below lists the kynect benefits programs available to Residents.

Program	Definition
Medicaid (MA)	Medicaid provides health coverage to eligible low-income adults, children, pregnant women, elderly adults, and individuals with disabilities. Medicaid is administered by states according to federal requirements.
Kentucky Children's Health Insurance Program (KCHIP)	KCHIP provides free health insurance for children younger than 19 without health insurance. Children in families with incomes less than 213% of the federal poverty level are eligible.
Supplemental Nutrition Assistance Program (SNAP)	SNAP is the nation's most important anti-hunger program. SNAP provides important nutritional support for: low-wage working families, low-income seniors, people with disabilities living on fixed incomes, and other Individuals and households with low incomes. SNAP benefits increase household food buying power when added to the household's income.
Kentucky Transitional Assistance Program (KTAP)	KTAP provides financial assistance to help families with children pay for basic household expenses. KTAP also provides medical assistance to needy dependent children and the parents or relatives with whom the children live. Additionally, KTAP helps families find jobs or get training that leads to a job.
Child Care Assistance Program (CCAP)	CCAP provides support to help families pay for child care. The Division of Child Care (DCC) is responsible for all child care provider support and the Division of Family Support (DFS) helps Residents apply for the program. Assistance with payment for child care is on a sliding fee basis for eligible Residents who are parents/guardians. CAC Organizations can have access to submit CCAP applications if approved to do so by DCBS.

6 Module 2: Procedures for Certified Application Counselors

This section explains the standard practices and expectations for Certified Application Counselors.

6.1 CAC Referrals

Referrals are an important resource for kynectors to help Individuals connect to various community resources.

6.1.1 What are Referrals?

Referrals help Residents access additional resources for which they may qualify. These come in the form of **formal referrals** escalated via the assigned channels within KHBE or **informal verbal referrals** to locations for assistance such as a local housing agency or Goodwill.

6.1.2 Referral Sources

The following referral types are available to assist Residents:

Department for Community Based Services (DCBS)

Resident referrals to DCBS provide assistance with child and adult protection, foster care and adoption, and family self-sufficiency services to include nutrition and cash assistance.

Navigators (contracted kynectors)

Navigators work with contracted organizations to provide health coverage information and assist with other social needs.

CACs (non-contracted kynectors)

Residents are referred to CACs in order to provide information about the full range of QHPs and insurance affordability programs for which they are eligible.

kynect resources

Residents are referred to kynect resources community programs and services that can help with needs like: food insecurity, housing concerns, and child care.

6.1.3 Referral Requirements for CACs

- kynectors must track their submitted referrals to make certain that the needs of the Resident are addressed.
- kynectors must report interactions and referrals to their assigned Organization Administrator in their quarterly metrics report.
- kynectors are encouraged to log into kynect resources at least weekly to check for, create, and respond to referrals.

6.2 Issue Escalation Path

kynectors can be Residents' best advocates in identifying and addressing information gaps and social needs. However, there may be some instances where the kynector may not be able to fully resolve a Resident's issue. In these instances, kynectors should follow proper procedures outlined below to escalate the issue and ensure that the appropriate helpdesk is being contacted for the specified issue.

Please refer to the Escalation Path when you encounter Account, Case, or other issues.

6.2.1 kynect Self-Service Portal (SSP) Issues

kynect SSP issues are typically technical access issues such as:

- Gaining access and becoming associated to an active case
- Speaking to DCBS
- Reporting errors received in kynect benefits
- Training materials on COLT LMS

Please follow the below criteria when escalating these issues:

Check these materials first:

- kynect training materials on the DMS website: kynect benefits - Cabinet for Health and Family Services
- Release notes
- kynector training materials at KHBE.ky.gov

If questions persist, take the following actions:

- Call the Professional Services Lines (PSL): 1-855-326-4650 (This number is NOT to be shared with the public)

Information to have prior to the call:

- The kynector ID
- The case/application number
- The actual Resident available (if trying to complete a case association)

Information to obtain from PSL representative:

- Ticket number (if it is a system issue)
- Name of representative who provided assistance
- Case/application number of case if newly associated

For any issue that remains unresolved or requires further escalation, notify KHBE by email at KHBE.Program@ky.gov. Please copy your manager or Organization Administrator on any correspondence with the KHBE Program Inbox.

KHBE will review and escalate further as appropriate.

When emailing KHBE, kynectors should include the ticket number from PSL, case number, description of issue, and screenshot of issue. No personally identifiable information (PII) can be included in the email.

6.2.2 DMS Issues

DMS issues are typically related to eligibility requirements for Residents.

Please follow the below criteria when escalating these issues:

Check these materials first:

- CHFS Policy Manuals on the DCBS website
- Training materials on COLT LMS

To access COLT LMS, please sign into KYID. You may also access the Training Guides on the KHBE website.

If questions persist, take the following actions:

For any issue that remains unresolved or requires further escalation, first notify your Organization Administrator, and if they are unable to resolve your question, please reach out to the KHBE Program Inbox at khbe.program@ky.gov.

KHBE will review and escalate further as appropriate.

6.2.3 Dire Need Issues

Dire Need issues are medically urgent cases requiring attention within a 24-hour period.

Please follow the below criteria when escalating these issues:

- Make every attempt to solve the problem using resources available to you before escalation.

If questions persist, take the following actions:

- For any issue that remains unresolved or requires further escalation, notify KHBE by email kynectdireneed@ky.gov.
- When emailing kynectdireneed@ky.gov, "Dire Need" must be typed in the subject line.
- Include an explanation of the "Dire Need" in the body of the email and indicate whether the "Dire Need" is for a Medicaid, QHP, or another case.
- Communicate the email as quickly as possible to ensure swift action.
- KHBE will review all "Dire Need" emails and escalate as appropriate.

6.2.4 KYID Issues

The KYID Helpdesk should be contacted for account related issues.

Please follow the below criteria when escalating these issues:

Check these materials first:

- KYID Quick Reference Guide
- Training materials on the COLT LMS

If questions persist, take the following actions:

- These unresolved issues should be emailed to KYIDHelpdesk@ky.gov.
- When emailing the KYID helpdesk, Agents and Navigators should include a brief description and screenshot of the issue.
- No Personally Identifiable Information (PII) can be included in the email.

6.2.5 Contact Information

- Kentucky Health Benefit Exchange (KHBE): KHBE.Program@ky.gov
- Call the Professional Services Lines (PSL): 1-855-326-4650
- Department of Community Based Services (DCBS): Call 1-855-306-8959
- KYID Help Desk at 502-564-0104 Extension 2

Navigators (kynector) and Agent Escalation Process

kynector and Agent Escalation Process (Page 1 of 7)
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Type of Incident	Incident Description	Reference Information	If Unresolved, Next Steps
kynect Self-Service Portal (SSP)	kynect SSP and technical incidents	kynect training materials on the DMS website: • Cabinet for Health and Family Services • KHBE Website • Agent Training Materials • kynector Training Materials	• Call the Professional Services Lines (PSL): 1-855-326-4650 • For any Incident that remains unresolves or requires further escalation, notify KHBE by email at KHBE.Program@ky.gov. **Please allow 3 to 5 business days for a response.** • When emailing KHBE, kynectors and Agents should include ticket number from PSL, case number, description of Incident, and screenshots of Incident. No Personal Identifiable Information (PII) can be included in the email.
Department for Medicaid Services (DNS) Incidents	DMS Incidents related to eligibility requirements for Residents.	CHFS Policy Manuals on the DCBS website, training manuals on the KHBE Training Guides page.	• For any Incident that remains unresolved or requires further escalation, notify KHBE by email at KHBE.Program@ky.gov.
Dire Need (Medically Urgent and life-threatening)	A Dire Need case is where an individuals needs access to medical care that cannot be missed and needs immediate active health coverage.	When submitting any request as Dire Need (QHP or Medicaid) it is imperative that you indicate that the **individuals is facing an urgent Access to Care situation.** Only include a simple/general statement about the situation.	• For these Incidents, email kynectDireNeed@ky.gov. Please do not send these to the KHBE Program inbox. • "Dire need" needs to be in the subject lines as well as case number, and if it is for Medicaid or a Qualified Health Plan (QHP). • **These cases are given the highest priority and are typically completed within 1 business day.**
KYID	KYID account related Incidents, such as trouble logging in.	KHBE website materials: • Agent Onboarding Quick Reference Guide (QRG) • New kynector Welcome Packet • kynector KYID QRG • KYID Login QRG	• Unresolved Incidents should contact the KYID Help Desk at 502-564-0104 Extension 2. • For further unresolved Incidents email KYIDHelpDesk@ky.gov. When emailing the KYID Help Desk, users should include a brief description of the Incident. No PII can be included in the email.

7 Module 3: Summary and Additional Resources

7.1 Key Takeaways

Certified Application Counselors (kynectors) play an integral role in facilitating enrollment for Residents in Medicaid and Qualified Health Plans. kynectors are essential in helping improve the quality of life for all eligible Kentuckians.

- KHBE provides support and resources to assist Kentuckians with enrolling in health coverage.
- Community outreach helps kynectors provide information and services to Residents.
- Kentucky's Medicaid program is a health care program for eligible low-income Residents including children, families, pregnant women, the aged, and the disabled.
- QHPs are health benefits that follow established limits on cost-sharing, like deductibles, copayments, and out-of-pocket maximums, while meeting other requirements under the ACA.
- kynectors educate Kentucky communities about health coverage, assist Residents in enrolling, and connect Residents to health coverage and other community resources.

7.2 Additional Resources

See below links to available resources that further assist kynectors in providing the latest news, materials, and information to Residents.

- KHBE.ky.gov: Training information, onboarding documents, and job aids.
- kynector Supplemental Materials

8 Assessment Questions

The questions below are drawn from the knowledge checks throughout the New CAC Training.

1. Which of the following is a duty of a CAC?

a. Inform Residents and employees about Medicaid, QHPs and insurance affordability programs

b. Assist Residents in applying for Medicaid, QHPs and insurance affordability programs through kynect

c. Facilitate enrollment of eligible Residents in Medicaid, QHPs and insurance affordability programs

d. All of the above

2. True or False: CACs are required to host outreach, education, or enrollment events.

a. True
b. False

3. The best method(s) for kynectors to find helpful resources is?

a. kynect benefits
b. KYID
c. KHBE Website
d. Both C and D

4. kynect resources may be used to connect Residents to all of the following EXCEPT:

a. Food assistance
b. Housing services
c. Employment services
d. Construction services

5. Which of the following benefit programs is designed to provide health insurance for children up to the age of 19?

a. Kentucky Children's Health Insurance Program (KCHIP)
b. Supplemental Nutrition Assistance Program (SNAP)
c. Child Care Assistance Program (CCAP)
d. Kentucky Transitional Assistance Program (KTAP)

6. Residents may apply for coverage through which of the following?

a. Online
b. With an Agent or kynector
c. DCBS
d. All of the above

7. Which of the following factors help determine eligibility for health coverage?

a. Tax Household size
b. Household income
c. Citizenship/immigration status
d. All of the above

8. kynectors must log in to KYID every ____ days to avoid their account being deactivated.

a. 150
b. 120
c. 90
d. 30

9. If planning a leave of absence more than eight (8) weeks, kynectors should first notify whom?

a. Organization Administrator
b. KHBE
c. Peers
d. Community contacts

10. Which program provides nutritional support to low-income families?

a. KCHIP
b. SNAP
c. CCAP
d. KI-HIPP

11. Which program helps families pay for childcare services?

a. SNAP
b. CCAP
c. KI-HIPP
d. KTAP

12. True or False: For unresolved issues, a kynector should refer to the Escalation Path documentation on the KHBE website.

a. True
b. False

13. kynectors should remove what kind of information when reaching out to an inbox for assistance?

a. Case number
b. Personally Identifiable Information (PII)
c. Description
d. Ticket number

14. Which of the following best describes the difference between Navigators and CACs?

a. Navigators are non-contracted kynectors; CACs are contracted kynectors

b. Navigators are contracted kynectors required to hold events; CACs are non-contracted kynectors not required to hold events

c. CACs work only in hospitals; Navigators work only in schools

d. There is no difference between Navigators and CACs

15. Which of the following is a type of organization where CACs commonly assist Residents?

a. Hospitals and health care providers

b. Federally Qualified Health Centers (FQHCs)

c. Local government agencies such as health departments and libraries

d. All of the above

16. What is the primary goal of the kynector Program?

a. To generate revenue for the Commonwealth of Kentucky

b. To support the health coverage needs of Kentuckians

c. To reduce the number of Medicaid participants in the state

d. To train medical professionals in health care delivery

17. Cost-Sharing Reductions (CSRs) are discounts that apply to which type of health plan?

a. Bronze Level Plans only

b. Gold Level Plans only

c. Silver Level Plans only

d. All metal level plans equally

18. What type of referral involves escalating through the assigned channels within KHBE?

a. Informal verbal referral

b. Formal referral

c. Community referral

d. Self-referral

19. What must be typed in the subject line when emailing the KHBE Dire Need inbox?

a. "Urgent"

b. "Emergency"

c. "Dire Need"

d. "Priority Case"

20. How often should kynectors log into kynect resources to check for, create, and respond to referrals?

a. Daily
b. At least weekly
c. Monthly
d. At least quarterly