



# BUILT ON PRIVACY & TRUST



All Community Partners are trained and required to follow strict confidentiality guidelines.

Access is secure, monitored, and only used to support clients with verified consent.

## WHY THIS MATTERS

Many families lose benefits simply because they miss recertification deadlines. Community Partners help prevent this by keeping clients informed and connected.

## INTERESTED IN BECOMING AN APPROVED DSS-ES COMMUNITY PARTNER?

Contact us to learn more about eligibility and training.

**Call:** (315) 435-2985 ext. 7540

**Contact:** elizabeth.ohara@dfa.state.ny.us



## ALREADY WORKING WITH DSS-ES?

Learn how to get access, today!



[onondaga.gov/dss/communitypartnersystem](https://onondaga.gov/dss/communitypartnersystem)



ONONDAGA COUNTY DSS-ES

# HELP YOUR CLIENTS GET ANSWERS FASTER.



Become a DSS Community Partner and access tools that support the people you serve directly.

# WHAT IS A COMMUNITY PARTNER?

Community Partners are trusted organizations that work directly with the Department of Social Services to better support individuals and families in our community.

With access to our secure system, partners can help clients check case information and navigate services more efficiently.



## WHO CAN BECOME A COMMUNITY PARTNER?

Approved community-based organizations that assist individuals and families with accessing services such as Temporary Assistance, Medicaid, and SNAP.



## HOW IT WORKS

1. Get approved as a Community Partner
2. Complete a confidentiality agreement
3. Receive secure login access
4. Search client information (with permission)
5. Help guide clients to the services they need

# WHAT THIS LETS YOU DO

- Help clients check the status of their benefits
- Reduce wait times and unnecessary trips
- Support applications for programs like Medicaid, SNAP, and Temporary Assistance
- Provide more accurate, real-time guidance
- Strengthen trust between clients and services



### \*MEDICAID ACCESS NOTE

Medicaid information is available for cases managed by the local district (about 35% of cases), including individuals who are 65+, receiving SSI, in home care, or in a nursing facility.