

**DATE:** December 16, 2016

**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, Temporary Assistance Directors

**FROM:** Jeffrey Gaskell, Assistant Deputy Commissioner  
Employment and Income Support Programs

**SUBJECT:** Social Services District Responsibility for Updating County Profile Information  
found on CentraPort

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** Temporary Assistance Bureau, (518) 474-9344

The purpose of this message is to remind Social Services Districts (SSDs) that each SSD is responsible for submitting changes to their county's general information as well as their directory information found in CentraPort to the Office of Temporary and Disability Assistance (OTDA) in order to update their County Profile on CentraPort. Keeping this information up to date facilitates communication between SSDs throughout the state, as well as between SSDs and state agencies.

The 'General County Information' screen includes SSD location and office hours, as well as a directory that lists contact information for several program contacts including but not limited to; Commissioners Offices, Drug and Alcohol (D&A) Liaisons, District of Fiscal Responsibility (DFR) Contacts, Domestic Violence (DV) Liaisons, Home Energy Assistance Program (HEAP) Coordinators, Out of District Inquiry Contacts, Parole Liaisons, as well as Medicaid (MA), Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance (TA) Directors.

SSDs can submit County Profile changes at any time to OTDA using the CentraPort "Contact Us" feature.

**Instructions for Accessing County Profile Information from CentraPort are as follows:**

1. Access CentraPort.
2. On the left hand side under the Links section, click on Directories.
3. Select County Profiles.
4. Select the desired region: Western, Central, Eastern or Metro. This will bring you to a listing of counties in the selected region.
5. Select your county. This will bring you to the 'General County Information' screen.

The 'General County Information' screen includes the general office information and the program contact directory for your review.

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**Instructions for Changing County Profile Information Using CentraPort “Contact Us” Field are as follows:**

1. Access CentraPort
2. Select the “Contact Us” field located in the bottom right hand corner of the CentraPort homepage.
3. This is linked to an e-mail message where you can send your updates directly to OTDA.