

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Kathy Hochul, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

TECHNICAL ASSISTANCE MEMORANDUM

Number: 22-TAM-01

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Expiration Date: N/A

DATE: 09/12/2022

TO: Area Agencies on Aging Directors
Independent Living Center Grantee Leads
NY Connects Coordinators

SUBJECT: NY Connects Reporting: "Other-Other" Categorization of Information and Assistance Topics

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PURPOSE: Accurate use of the "Other-Other" topic is essential for consistency and for providing a true reflection of the Information and Assistance (IA) activities occurring across the state. The purpose of this Technical Assistance Memorandum (TAM) is to provide guidance relative to the use of the "Other-Other" category when recording NY Connects data within the Statewide Client Data System.

BACKGROUND: As part of NYSOFA NY Connects' Quality Assurance, the NY Connects team conducted a review of the "Other-Other" reporting category within the NY Connects workflow path. The review focused on the January-March 2020 reporting period. The data was examined to improve reporting accuracy as well as to identify emerging trends in information requests that could potentially result in the addition of new topics within the Statewide Client Data System.

As a result, local NY Connects were contacted individually with a listing of "Other-Other" topics that were miscategorized during the January-March 2020 reporting period by local NY Connects staff. Each NY Connects was also provided with a statewide summary document that contained a listing of the topics from the "Other-Other" category that were most commonly miscategorized by NY Connects staff. This listing is provided in the guidance table below. These entries should have been tracked using one of the existing categories within the NY Connects IA Record in the Statewide Client Data System.

For additional resources related to defining terms and reporting, please refer to 20-PI-10: Standard Definitions and 19-PI-28: NY Connects No Wrong Door (NWD) System: Questions and Responses on NY Connects Information and Assistance Delivery Processes, Data Collection, and Reporting. These PIs can be found on the NYSOFA website: <https://aging.ny.gov/issuances-0>.

Please reach out to your NYSOFA NY Connects Coordinator with any questions or concerns.

PROGRAMS AFFECTED:

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| <input type="checkbox"/> Title III-B | <input type="checkbox"/> Title III-C-1 | <input type="checkbox"/> Title III-C-2 |
| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E | <input type="checkbox"/> CSE |
| <input type="checkbox"/> SNAP | <input type="checkbox"/> Energy | |
| <input type="checkbox"/> EISEP | <input type="checkbox"/> NSIP | <input type="checkbox"/> Title V |
| <input type="checkbox"/> HIICAP | <input type="checkbox"/> LTCOP | |
| <input checked="" type="checkbox"/> NY Connects | <input type="checkbox"/> Other: | |

CONTACT PERSON: Jessica Willard

TELEPHONE: (518) 474-6096

NY Connects IA Record - “Other-Other” Categorization

The following table includes the most common examples of topics that were miscategorized as Other (Category), Other (Subcategory) within the Information Provided section of the IA Record for NY Connects reporting submitted for the period of January – March 2020. The **correct category** and **sub-category** for these examples is provided.

Examples of Mis-Categorized Topics	Correct Category	Correct Sub-Category
Free Phone/Cell Phone Cell Phone Assistance SafeLink Phone Assurance Phone	2) Consumer and Caregiver Supports	I. SafeLink/Free Wireless Phone
CHHA/HHA Aide Home Care EISEP	5) Home Based Services	c. Home Health Care
Project Lifesaver PERS Wander Bracelet Lifeline Life Alert	5) Home Based Services	f. Personal Emergency Response Systems
Lift Chair Oxygen/Oxygen Tank Knee Brace Shower Bench Lift Recliner Seated Walker	5) Home Based Services	k. Durable Medical Equipment
Health Insurance Marketplace/NYSOH Employer plan/Employer Health Coverage Change in Health Insurance QMB COBRA	7) Insurance/Benefit Information & Counseling	a. Health Insurance Information & Counseling
Medicare Savings Program/MSP Medicare Advantage Plan Info. Medicare 101 Medicare Rights Center	7) Insurance/Benefit Information & Counseling	d. Medicare Information/Counseling
Social Security SS Garnishment Social Security Premium Changes to SS amount	7) Insurance/Benefit Information & Counseling	h. Social Security Benefits
Simple Will Rural Law Center Estate Questions/Access Power of Attorney/POA Legal Referral Legal Services Mental Hygiene Lawyer	8) Legal Services	a. Legal Services (General Legal Services Related Questions)
SNAP SNAP eligibility SNAP recertification	10) Nutrition	b. Food Stamps (SNAP)

Examples of Mis-Categorized Topics	Correct Category	Correct Sub-Category
Financial assistance Financial programs Retirement Mortgage Debt discharge assistance	11) Personal Finance and Tax Assistance	a. Personal Finances/Budget Counseling
HEAP 1 st Emergency HEAP 2 nd Emergency HEAP Assistance paying for internet Free Internet	15) Residential/Housing Options and Supports	f. Utility Bill Payment Assistance
Eviction Bed Bugs Unstable Housing Resident Issues Landlord Issues	15) Residential/Housing Options and Supports	i. Housing Issues
Employment Seeking part-time job WIPA Information Job pool list	17) Other	d. Employment

• **Additional Notes on “Other-Other” Reporting:**

- Be as detailed as possible within the “Other-Other” section. Avoid acronyms, jargon, or vague wording. For example, instead of writing “Support Group” specify what kind of support group (e.g., Cancer Support Group). Instead of writing “Supplies” specify the context of the call and the kind of information given (e.g., incontinence supplies for elderly father).
- The “Other-Other” category is not a catch-all notes or comments section for the client interaction. The “Other-Other” section should only be used when the information provided to the client does not fit into any of the pre-existing categories within the Information Provided Section.
- Information provided that is not related to Long Term Services and Supports (e.g., “wrong county”, “wrong phone number”, “miscellaneous”, etc.) should not be reported.
- When entering “Other-Other” it is important to select the “Other-Other” topic check box before entering the “Other-Other” text field to ensure it populates in the Aggregate Data Report.