NEW YORK STATE OFFICE FOR THE AGING
2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor   Greg Olsen, Acting Director
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PROGRAM INSTRUCTION	**Number 12-PI-01**
	Supersedes
	Expiration Date

DATE: January 3, 2012

TO: NY Connects Programs

SUBJECT: **NY Connects Reporting System Updates and Improvements**

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ACTION REQUESTED: Compliance with NY Connects Reporting Requirements for Program Year 6 (Oct. 1, 2011 – Sept. 30, 2012).

RESPONSE DUE DATE: Quantitative Reports are due quarterly and Qualitative Reports are due semi-annually. (See Reporting Schedule section for details.)

PURPOSE: This correspondence provides guidance on the new web-based reporting system that will be implemented in January 2012, introduces content updates to the Qualitative and Quantitative Reports, and outlines the transition plan to move from aggregate to client level data reporting on the provision of Information and Assistance (I & A).

BACKGROUND:

To demonstrate achievement of required NY Connects deliverables, local programs submit a semi-annual Qualitative Report that contains narrative progress updates on designated key program areas and a quarterly Quantitative Report that measures the provision of I & A. These reports have previously been completed using Microsoft Office software (MS Word and MS Excel) and submitted via email attachment to the New York

State Office for the Aging (NYSOFA). However, there were several barriers inherent to this system (i.e. variations in how data was collected and reported, limited use of data for program evaluation, etc). For Program Year 6 NYSOFA is implementing a reporting system improvement project that will better standardize collection of local data, enhance its accuracy, streamline the submission process, and improve use of the data to demonstrate program outcomes. To accomplish these improvements, the following changes will be implemented.

New Online Reporting System

Effective January, 2012, NYSOFA will expand its web-based reporting system to include NY Connects Reporting requirements. This web-based system will replace the prior method of submitting report forms via email attachment. It will enable local program staff to enter all required data and program narratives directly into a NYSOFA hosted website.

The new online system will allow for both the quantitative and narrative data to be reported via one user friendly interface. To further streamline data submission, NYSOFA has also taken steps to accept the quantitative data through an automated file format that is generated by local software. The method for this submission has been provided to the software vendors and to the counties maintaining their own systems. Further information on this method is described below.

The website that will be used for NY Connects reporting is part of the existing NYSOFA Budget and Reporting Systems page and can be accessed directly at http://www.reporting.aging.ny.gov (or through the AAARIN website at http://www.aaarin.ofa.state.ny.us/index.cfm). Please note that these sites are best viewed using Internet Explorer 7.0 or greater.

NYSOFA has instituted a secure system for individuals to access the reporting website. The user name and password first established for use with the AAARIN resource website will be used for this reporting interface. For those who do not have a username and password, please send an email request to your Long Term Care Coordinator.

Local programs will be introduced to the system in early January, 2012 at which time they will be able to access and begin utilizing the web-based reporting system.

Program Year 6 Report Form Updates

Qualitative Report Updates:

The following new questions have been included to capture activity described in the Year 6 grant application:

1. Please describe how NY Connects program staff currently assists individuals with applying for publicly funded benefits and support (i.e. Medicaid, SNAP/food stamps, etc.). If involvement with this process is fairly limited, are there plans for expanding the role of NY Connects to formalize a connection with appropriate staff from partner agencies to better streamline access (e.g. Department of Social Services/Department of Health)? If so please specify.

2. Please address how the NY Connects program currently collaborates (or plans to collaborate) with existing or newly developing care transitions programs in your locality.

3. Please summarize the process and findings from the case study analysis plan that was described in your grant application for Goal 1, Objective 1.3. Address each of the three NY Connects target populations (older adults, individuals with a disability, and caregivers), describe how the case study was conducted and any resulting Long Term Care Council recommendations that were proposed based on the findings.

4. If applicable to your program, please describe how Options Counseling is provided to individuals. Include an update on its integration as a formal program function and address any encountered successes or barriers.

<u>Quantitative Report (Screening/Intake Updates):</u>

The following changes have been made and were distributed to software vendors/local data managers and AAA Directors in October, 2011.

Under Part A 1). Mode of contact:
Wording has been changed from “Walk-Ins” to “Face to Face”.

Under Part A 6). Contacts made by anticipated primary payor source:
Three new categories have been added: “Aging Services Funding”, “Veteran's Benefits”, and “Not asked/Not collected”;

Two categories have been deleted: “Not Applicable”, “Unknown”; and wording changed from “Other” to “Other Public Funding”.

Under Part C 1) Nutrition Specific & Wellness, wording has been changed from “Food Stamps” to “Food Stamps (SNAP)” and “Wellness Programs” has been added.

Under Part C 8) Other, seven fields have been added:

a. Activities of Daily Living Assessment
b. Dementia
c. Employment

h. Kinship Care
i2. Child Guardianship Assistance
j. Personal Finance/Budget Counseling
l. Social Security Retirement Benefits

The duplicate category of “Other” under Legal has been deleted.

Under Part D, Assistance Provided, four new categories have been added:

7. Options Counseling provided to consumer/caregiver
8. Assisted with application for publicly funded services/programs
9. Assisted with discharge from a hospital
10. Assisted with discharge from a nursing home or sub-acute facility

The Transition to Client Level I & A Data Submission

In addition to the new web-based platform that will simplify and improve the overall report submission process, NYSOFA is also working to reduce/eliminate manual data entry of the Quantitative I & A Report while simultaneously expanding the utilization of the I & A data that is collected. The existing Quantitative Report is effective in measuring the magnitude and scope of program utilization, but it was designed for aggregate reporting and does not capture client level tracking of individual outcomes (i.e. one unique record for each individual served).

This new web-based reporting method will enable the tracking of individuals from point of entry into the NY Connects program to service connection. Initially, the system will be limited to tracking those services that are typically offered by the AAA network (e.g. individual connected with home delivered meals, personal care, case management), but will allow for some tracking to the point of referral to agencies and programs outside of the AAA. It will allow NYSOFA to create an individualized profile of the client capturing their age, ADL/IADL information, racial/ethnic characteristics, chronic disease, service use, etc. After review and analysis of these initial system improvements, NYSOFA will explore expansion to other NY Connects partner agencies. This data will be invaluable to program evaluation and policy development at the state level.

NYSOFA is encouraging the adoption of data transfer via a fixed width delimited file format. This file format has been employed for the last ten years by many Area Agencies on Aging (AAAs) and can be generated by using a feature in software programs and existing data systems. Many local NY Connects programs already have this capacity, but are not aware of it or do not know how to use it. This new format will allow for the automated submission of data and will enable the compilation of the data through a server maintained by NYSOFA. This will facilitate the generation of many various reports and analyses.

To initiate the roll out of local transmission of I & A data in a fixed width delimited file format, NYSOFA distributed correspondence to software vendors, local data managers, and AAA Directors in October, 2011 in order to allow local programs to begin making the necessary modifications. Programs using locally created software will need to work with their IT department to explore whether or not the fixed width delimited file format can be generated. NYSOFA will work individually with these programs and those that operate the NY Connects out of other agencies (i.e. local Department of Social Services).

Regardless of program structure or software system, the transition to a fixed width file format will be a gradual process and although encouraged, will not be mandatory for programs. Programs that do not have this capacity will continue to submit the I & A data file in aggregate format via the previously described NYSOFA Budgeting and Reporting Systems website.

Programs that have the capacity can begin submitting the new file format as soon as its available within their software program (as early as the first report due on January 30, 2012). The file can be submitted through the following secure website: https://reporting.ofa.state.ny.us/. This site is also available as a link within the main NY Connects reporting interface on the new online system for quick access.

Reporting Schedule

The reporting schedule for NY Connects Program Year 6 is as follows:

January 30, 2012
- Quantitative Report

April 30, 2012
- Quantitative Report
- Qualitative Report

August 30, 2012
- Quantitative Report

October 30, 2012
- Quantitative Report
- Qualitative Report

Attachments Included: PY 6 Quantitative and Qualitative Report

PROGRAMS AFFECTED: ☐ Title III-B ☐ Title III-C-1 ☐Title III-C-2

☐ Title III-D ☐ Title III-E ☐ CSE ☐ SNAP ☐ Energy

☐ EISEP ☐ NSIP ☐ Title V ☐ HIICAP ☐ LTCOP

☒ NY Connects

CONTACT PERSON: Erin Verdile, NY Connects Senior Long Term Care Coordinator

TELEPHONE: 518-474-8973

E-MAIL: erin.verdile@ofa.state.ny.us

New York State Office for the Aging
NY Connects: *Choices for Long Term Care*
10/01/11-09/30/12 Contract Year
PY 6 Quantitative Report - For Reference Only

Date:
Quarter:
County:

Information & Assistance Aggregate Data

Part A: Demographics

Contact Total: 0

1. **Mode of contact:** E-Mails: Phone Calls: Face to Face: Other:

2. **Contact type:** Consumer: Professional/Provider: Caregiver/Family: Other: Unknown:

3. **Source type:** Friend, Neighbor or Relative: Radio: Brochure: Television: Local Newspaper: Website/Webpage: Local Agency or Human Service Provider: Other:

Consumer Specific Totals:

4. **Contacts by age of consumer:** ≤ 18 yrs of age: 19< 59 yrs of age: 60+ yrs of age: Unknown:

5. **Contacts by gender of consumer:** Male Consumers: Female Consumers: Unknown:

6. **Contacts by anticipated or known payor source :**

Note: Please include any actual/potential sources of payment to reflect all topics discussed. Check all that apply.

Medicaid: Potentially Medicaid eligible: Medicare: Long Term Care Insurance: Aging Services Funding: Veteran's Benefits: Private Resources: Other Public Funding: Not asked/ not collected:

Part B: Information Requested

Instructions: Please provide an estimated count for each of the following categories based on inquiries to NY Connects. Refer to Part C for services that pertain to each category. These counts may not be aligned to those in Part C, as more information may be provided than was initially requested.

1) Consumer and Caregiver Supports

2) Facility Based Services

3) Home Based Services

4) Insurance/Benefit Information & Counseling

5) Protective/Preventative

6) Residential/ Housing Options and Supports

7) Transportation

8) Other

Part C: Information Provided

Instructions: One contact may have received information on more than one type of service and may be counted into more than one category. Please refer to the Definition and Cross References tab below for service term descriptions and corresponding New York State specific program names/titles.

1) Consumer and Caregiver Supports

a. Advocacy
b. Assistive Technology Equipment
c. Caregiver Training
d. Case/Care Management
e. Centers for Independent Living
f. Condition Specific Rehabilitation Services
g. Friendly visiting
h. Outreach Programs
i. Respite Care
j. Senior Centers
k. Vocational Rehabilitation

1.1) Children Specific

a. Child Care Provider Referrals
b. Early Intervention - Children with Disabilities/Delays
c. Special Education Assessment

1.2) Nutrition, Health & Wellness

a. Congregate Meals/Nutrition Sites
b. Food Stamps (SNAP)
c. Nutrition Assessment Services
d. Nutrition Education
e. Food Pantries
f. WIC
g. Wellness Programs

1.3) Support Groups/Counseling

a. Aging/Older Adult Support Groups
b. Caregiver/Care Receiver Support Groups
c. Caregiver Counseling
d. Disability Related Support Groups
e. Specialized Counseling Services

2) Facility Based Services

a. Adult Day Health Programs
b. Adult Day Programs (Social)
c. Nursing Facilities

3) Home Based Services

a. Companionship
b. Home Delivered Meals
c. Home Health Care
d. In Home Attendants for People with Disabilities
e. Personal Care
f. Personal Emergency Response Systems
g. Private Duty Nursing
h. Telephone Reassurance

4) Insurance/Benefit Information & Counseling

a. Government Subsidized Prescription Drug Benefits
b. Health Insurance Information & Counseling
c. Long Term Care Insurance Information/Counseling
d. Managed Health Care Information
e. Medicare Information/Counseling
f. Medicaid (General Info.)
g. Prescription Drug Patient Assistance Programs
h. Veteran Benefits Assistance
i. Welfare Rights Assistance

5) Protective/Preventative

a. Adult Protective
b. Children's Protective Services

6) Residential/ Housing Options and Supports

a. Adult Residential Care Homes
b. Assisted Living Facilities
c. Congregate Living Facilities
d. Low Income/Subsidized Rental Housing
e. Utility Payment Assistance
f. Weatherization Programs

6.1) Home Modification and Repairs

a. Home Barrier Evaluation/Removal
b. Home Rehabilitation/Repair Services
c. Home Maintenance and Minor repair Services
d. Yard Work

Part C: Information Provided - Continued

Instructions: One contact may have received information on more than one type of service and may be counted into more than one category. Please refer to the Definition and Cross References tab below for service term descriptions and corresponding New York State specific program names/titles.

7) Transportation

a. Automobile/Van Adaptations	
b. Disability Related Transportation	
c. Escort Programs	
d. Medical Transportation	
e. Senior Ride Programs	

8) Other

a. Activities of Daily Living Assessment	
b. Dementia	
c. Employment	
d. Health Care Referrals	
e. Hospice	
f. Household Safety Education	
g. Interpreter Registries	
h. Kinship Care	
i. Legal Services	
i1. Adult Guardianship Assistance	
i2. Child Guardianship Assistance	
i3. Advance Medical Directives	
j. Personal Finances/Budget Counseling	
k. Property Tax Exemption Information	
l. Social Security Retirement Benefits	
m. Substance Abuse	
n. Other:	

Part D: Assistance Provided

Instructions: One Contact may have received various forms of assistance and counted into all applicable categories below.

1. Personalized Packets Distributed/Mailed	
2. Connected/Linked consumer with agencies, providers or programs	
3. Telephone follow up delivered	
4. Contacted friends, family or others to better assist consumer	
5. Off-site visits conducted	
6. Translation services provided	
7. Options Counseling to consumer/caregiver	
8. Assisted with application for publicly funded services/programs	
9. Assisted with discharge from a hospital	
10. Assisted with discharge from a nursing home or sub-acute facility	

NY Connects Qualitative Report
Program Year 6 (PY6) 10/1/11 – 09/30/12

FOR REFERENCE ONLY –
COMPLETE REPORT VIA ONLINE SYSTEM

Instructions for Completing the Qualitative Report:

1. This report should be developed in collaboration with all partner agencies involved with **NY Connects** implementation and operation, as designated in the grant application submitted for **NY Connects** funding. It should reflect the collective update on **NY Connects** program implementation activities and long term care reform efforts within the reporting period.

2. Staff training log and documentation of Public Education activities must be maintained by the local **NY Connects** program and produced upon request by NYSOFA. **The forms are included at the end of this report form for your convenience but they do not need to be submitted with this report.** Please keep the documentation on file throughout the program year should you receive a direct request from NYSOFA.

3. The Qualitative Report consists of narrative progress updates on key program areas of focus. Updates are submitted semi-annually and follow the schedule below. The online reporting system will display only those programmatic updates that are required for that semi-annual report.

   Updates due April, 30th 2012:

Objective 1.1	Long Term Care Reform Updates
Objective 1.2	Partnerships and Collaborations
	Providing Access to Public Benefits
	Care Transitions Activity
Objective 1.3	Case Study Exercise (One Time Annual Update)
	Long Term Care Council Membership Updates
Goal 2	Options Counseling Activity

   Updates due October 30th 2012:

Objective 1.1	Long Term Care Reform Updates
Objective 1.2	Partnerships and Collaborations
	Providing Access to Public Benefits
	Care Transitions Activity
Objective 1.3	Long Term Care Council Membership Updates
Goal 2	Options Counseling Activity
Goal 3	Customer Satisfaction Survey(One Time Annual Update)

NY Connects Qualitative Report
Program Year 6 (PY6) 10/1/11 – 09/30/12

1. Document long term care reform efforts completed during the current reporting quarter in the Long Term Care Reform Log. Describe gaps or barriers identified through local analysis, how you are addressing the identified gap/barrier and any progress made or outcomes achieved as a result of that intervention. Also submit any additional supporting documentation (e.g. LTCC meeting minutes, gaps report, strategic plan). (Goal 1, Objective 1.1).

Due April 30, 2012 and October 30, 2012.

Long Term Care Reform Log			
TOPIC (Long Term Care Priority Identified as per 2011 Grant Application)	**IDENTIFIED GAP OR BARRIER**	**STRATEGIES TO ADDRESS**	**PROGRESS UPDATE/ ACHIEVED OUTCOMES**
Housing			
Transportation			
Workforce			
Civic Engagement/ Community Empowerment			
Coordination/ Collaboration			
Service Accessibility/ Availability			
Caregiver Support			
Other			

2. Cite specific examples of how **NY Connects** partnerships and collaborations have positively impacted the long term care system by improved local coordination or improved consumer access to long term care services. Include vignettes or consumer testimonials. (Goal 1, Objective 1.2) **Due April 30, 2012 and October 30, 2012.**

3. Please describe how **NY Connects** program staff currently assists individuals with applying for publicly funded benefits and support (i.e. Medicaid, SNAP/food stamps, etc.). If involvement with this process is fairly limited, are there plans for expanding the role of NY Connects to formalize a connection with appropriate staff from partner agencies to better streamline access (e.g. Department of Social Services/Department of Health)? If so please specify. (Goal 1, Objective 1.2) **Due April 30, 2012 and October 30, 2012.**

4. Please address how the **NY Connects** program currently collaborates (or plans to collaborate) with existing or newly developing care transitions programs in your locality. (Goal 1, Objective 1.2) **Due April 30, 2012 and October 30, 2012, as applicable.**

5. Please summarize the process and findings from the case study analysis plan that was described in your grant application for Goal 1, Objective 1.3. Address each of the three NY Connects target populations (older adults, individuals with a disability, and caregivers), describe how the case study was conducted and any resulting Long Term Care Council recommendations that were proposed based on the findings. **Due April 30, 2012.**

6. Complete the **NY Connects** Long Term Care Council Membership Roster to reflect any changes and includes contact information, agency and target population represented. Caregivers and consumers are identified as such in the Title column. Complete the Target Population column by using the drop down pick list. Click on the arrow at the right side of the cell and click on the appropriate choice.
(Goal 1, Objective 1.3) **Due April 30, 2012 and October 30, 2012, as applicable.**

7. If applicable to your program, please describe how Options Counseling is provided to individuals. Include an update on its integration as a formal program function and address any encountered successes or barriers. (Goal 2, Objective 2.3) **Due April 30, 2012 and October 30, 2012, as applicable.**

8. Describe how your program conducted a survey to evaluate customer satisfaction with **NY Connects** provided Information and Assistance. Include description of how the survey (either the NYSOFA Program Satisfaction Survey or local survey) was administered (i.e. phone/in-person, how often and to whom), summary of findings, and discussion of any resulting program adjustments made to improve the program. If using a locally developed survey tool, prior approval from NYSOFA is necessary. (Goal 3, Objective 3.1) **Due October 30, 2012.**

NY Connects Qualitative Report
Program Year 6 (PY6) 10/1/11 – 9/30/12

NY Connects PY 6 Staff In-Service Log
(Goal 2, Objective 2.1)

Staff Name	Staff Title	Date of In-Service	Topic

NY Connects Qualitative Report
Program Year 6 (PY6) 10/1/11 – 9/30/12

NY Connects PY 6 PUBLIC EDUCATION ACTIVITY LOG (Goal 2, Objective 2.2)			OUTCOME
Date	**Target Audience**	**Method**	**Number Reached**