

NEW YORK STATE OFFICE FOR THE AGING

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Andrew M. Cuomo, Governor

Corinda Crossdale, Director

An Equal Opportunity Employer

PROGRAM INSTRUCTION	Number 16-PI-01
	Supersedes
	Expiration Date

DATE: January 19, 2016

TO: NY Connects Program

SUBJECT: NY Connects and NY Connects Expansion and Enhancement PY 2015-16 Reporting Requirements

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ACTION REQUESTED: Compliance with NY Connects and NY Connects Expansion and Enhancement Reporting requirements for Program Year October 1, 2015 – September 30, 2016. For purposes of BIP, other reporting requirements or existing reporting requirements may need to be reported more frequently. Additionally, new timeframes and/or new data collection elements may be requested by CMS and/or DOH.

RESPONSE DUE DATE: Quantitative Reports are due quarterly. Qualitative Reports, Long Term Care Reform Log, LTCC Meeting Minutes, Policies and Procedures, and other required documents related to NY Connects and NY Connects Expansion and Enhancement Deliverables are to be reported in the quarters outlined the attached Reporting Schedule.

PURPOSE: This correspondence provides Qualitative and Quantitative Report requirements for both the NY Connects and NY Connects Expansion and Enhancement Program Year October 1, 2015 - September 30, 2016.

BACKGROUND: To demonstrate achievement of required NY Connects and NY Connects Expansion and Enhancement Deliverables, local programs must submit Qualitative Reports that contain narrative progress updates, any other required documents on designated key program areas and a quarterly Quantitative Report that measures the provision of Information and Assistance (I & A). To assist you in understanding which

Deliverables are applicable to NY Connects and which Deliverables are applicable to NY Connects Expansion and Enhancement, we have added the related Goals and Deliverables next to each reporting area.

Reporting Schedule

Program Year 2015 – 2016 Reporting Updates

Note: For purposes of BIP, other reporting requirements or existing reporting requirements may be requested by CMS and/or DOH to be reported more frequently than what is outlined in this schedule.

Qualitative Report Updates: The following reporting topics capture activity on designated key program areas in the 2015-16 NY Connects and NY Connects Expansion and Enhancement grant applications.

	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
<p>REFORM EFFORTS (NY Connects - Goal 3 Deliverable 2.a) Document the progress to date on long term services and supports reform activities in the long term care reform log. Submit any reform documentation, reports, etc., via email attachment to nyconnects@aging.ny.gov.</p>		X		X
<p>CARE TRANSITIONS (NY Connects - Goal 1 Deliverable 3.a) Describe the key elements of the referral process that you have established with critical pathways, formal care transitions programs, and local service providers to support an integrated long term services and supports delivery system. If referral processes are not in place, provide a description of the progress toward establishing those processes.</p>		X		X
<p>PUBLIC EDUCATION (NY Connects - Goal 2 Deliverable 3.a) Document your Public Education activity in the NY Connects Public Education Activity log.</p>		X		X
<p>SATISFACTION SURVEY (NY Connects - Goal 3 Deliverable 1.a) Describe how your program conducted a satisfaction survey evaluating customer satisfaction with NY Connects provided Information and Assistance. If using a locally developed survey tool, prior approval from NYSOFA is necessary.</p> <p>Please include how the survey was administered, and a description of the sampling technique.</p> <p>Provide a summary of findings. (NY Connects - Goal 3 Deliverable 1.b)</p> <ul style="list-style-type: none"> ✓ Number of respondents ✓ % of Overall Satisfied ✓ % of Overall Dissatisfied <p>Describe program adjustments made to improve the program based on results. (NY Connects - Goal 3 Deliverable 1.c)</p>				X

Reporting for No Wrong Door/Balancing Incentive Program

Reporting Period	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16	10/31/16
LTCC MEMBERSHIP LISTING (NY Connects - Goal 1 Deliverable 1.1a) The LTCC membership must represent the diversity of individuals from the populations in need of LTSS (e.g., underserved, culturally diverse populations, limited English proficiency, and various income levels). Membership should encompass providers of community based LTSS, residential settings, acute care and other critical pathways, advocacy groups, individuals utilizing LTSS, and caregivers. Such membership must represent all age groups (children, adult, older adult) and also represent individuals with physical, behavioral health and Intellectual Disability and/or Developmental Disability (ID/DD).	X						X	
LTCC MEETING MINUTES (NY Connects - Goal 1 Deliverable 2a) (Expansion & Enhancement Goal 1 Deliverable 1.1b) Submit LTCC meeting minutes, as applicable to that reporting quarter, via email attachment to nyconnects@aging.ny.gov .	X	X	X	X			X	X

	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
Reporting Period	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16	10/31/16
<p>SIGNED AGREEMENT WITH PARTNERS (Expansion And Enhancement - Goal 1 Deliverable 1.2b)</p> <p>Each written agreement must, at a minimum, specifically delineate each of the following respective roles and responsibilities:</p> <p>The provision of the core NY Connects functions of:</p> <ul style="list-style-type: none"> ✓ NWD Screen ✓ Information and Assistance, including application assistance for public programs ✓ Options counseling ✓ Public education ✓ LTCC ✓ NWD Implementation Team ✓ Evaluation ✓ Data collection and reporting ✓ Staffing ✓ Referral protocols between the LDSS and NY Connects/Hub ✓ Funding ✓ Administrative, and ✓ Fiscal responsibilities <p>Submit any signed agreement with partners via nyconnects@aging.ny.gov.</p>	X				X			

	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Reporting Period								
Due Date	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16	10/31/16
SIGNED AGREEMENT WITH ILC/CBO (Expansion And Enhancement Goal 1 Deliverable 1.2c) Submit signed and dated written agreement with the State Contracted ILC/CBO and its subcontractor if applicable via nyconnects@aging.ny.gov .			X				X	
NWD IMPLEMENTATION TEAM MEMBER LIST (Expansion and Enhancement Goal 1 Deliverable 1.3a) A local NWD Implementation Team will be established consisting of representatives of each of the NY Connects partners required by NY Connects State Program Standard 1.1 and of the Specialized NWD partners designated by OPWDD and OMH.	X				X			

Reporting Period	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16	10/31/16
<p>NWD IMPLEMENTATION TEAM MEETING MINUTES (Expansion and Enhancement Goal 1 Deliverable 1.3b)</p> <p>The local NWD Implementation Team shall:</p> <ul style="list-style-type: none"> ✓ Conference or meet at least monthly to establish seamless linkages, communication strategies, best practices and other local implementation strategies which align with the NY Connects State Program Standards and State NWD Operating Protocols. ✓ Identify and work on addressing barriers that may be impeding implementation. ✓ Identify outcome measures. <p>Submit meeting minutes, as applicable to that reporting quarter, via email attachment to nyconnects@aging.ny.gov.</p>		X	X	X		X	X	X
<p>NWD BARRIERS AND STRATEGIES (Expansion and Enhancement - Goal 1 Deliverable 1.3c)</p> <p>The Local NWD Implementation Team will report on barriers and strategies to mitigate.</p> <p>NOTE: If additional barriers and/or strategies are identified in the July-September reporting period, you'll need to add and save in the April-June report and resubmit.</p>			X				X	

	Existing NY Connects			
Reporting Period	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16
<p>IMPLEMENTATION TEAM OUTCOMES/INTERRELATIONSHIPS (Expansion and Enhancement - Goal 1 Deliverable 1.3d)</p> <p>The Local NWD Implementation Team will identify outcome measures and report to NYSOFA on outcomes and impact of interrelationships among NY Connects partners.</p> <p>NOTE: Barriers and strategies reported in the April-June reporting period will display on the outcomes page for you to fill in the outcome of each. The barriers and/or strategies will be locked. If additional barriers and/or strategies need to be added, see note above for NWD Barriers and Strategies (Goal 1 Deliverable 1.3c).</p>				X

New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
1/31/16	4/30/16	7/31/16	10/31/16
			X

	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
Reporting Period	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16	10/31/16
<p>ACCESSIBILITY PLAN (Expansion and Enhancement - Goal 2 Deliverable 2.3a)</p> <p>NY Connects will ensure accessibility compliance in the following ways:</p> <ul style="list-style-type: none"> • Physical accessibility, as per federal, state, and local laws, regulations, and issuances. • Language accessibility for consumers with limited English proficiency. • Communication accessibility for individuals with disabilities through auxiliary aids and services (TTY/TTD, large print materials, audio recordings, Braille, etc.) <p>Submit copy of accessibility plan via email attachment to nyconnects@aging.ny.gov.</p>	X				X			

	Existing NY Connects			
Reporting Period	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16
IDENTIFY NEW PROVIDER CATEGORIES FOR THE RESOURCE DIRECTORY (Expansion and Enhancement - Goal 2 Deliverable 2.7a) Identify any new provider types to be added to the Resource Directory as a result of the expansion to serve additional populations.	X			
PURCHASED TECHNOLOGY (Expansion and Enhancement - Goal 3 Deliverable 3.1a) Staff providing Information and Assistance and/or Person-Centered Assistance/Options Counseling need access to the necessary technology to expedite service linkages (e.g., laptops, scanners, MIFI, portable printers, phone system that can conduct three way calls and provide ability to do “warm transfers”, etc.) If applicable, provide a description of technology you have purchased.	X			

New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
1/31/16	4/30/16	7/31/16	10/31/16
X			
X			

Reporting Period	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16	10/31/16
NEW TECHNOLOGY (Expansion and Enhancement - Goal 3 Deliverable 3.1a) If applicable, please describe: <ul style="list-style-type: none"> ✓ If you have already purchased new technology how did it help to enhance and expand your program? ✓ Have you identified any new needs? ✓ Do you anticipate new technology purchases? 			X				X	
BIP PROGRAM ENHANCEMENTS (Expansion and Enhancement Goal 3 Deliverable 3.2b) NY Connects will provide Information and Assistance about LTSS to all populations as required by the BIP structural changes. Program enhancements must be made, as necessary, to accommodate: <ul style="list-style-type: none"> ✓ Off-site visits ✓ Seamless coordinated transfers to the Specialized NWDs ✓ Linkages to more intensive services Submit a description of the process used for EACH and provide a case scenario on coordinated transfers to the specialized NWDs.				X				X

	Existing NY Connects			
Reporting Period	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16
OPTIONS COUNSELING CASE SCENARIOS (NY Connects Goal 2 Deliverable 2b) (Expansion & Enhancement Goal 3 Deliverable 3.6a) As applicable, submit two case scenarios of Options Counseling. Include a description of process used and a summary of the outcome of the Options Counseling.		X		X
STREAMLINED ELIGIBILITY (NY Connects Goal 1 Deliverable 1a) (Expansion & Enhancement Goal 3 Deliverable 3.7a) APPLICATION ASSISTANCE PROTOCOLS Describe how NY Connects program staff assist individuals of all populations with applying for publicly funded benefits and supports (e.g., application assistance for Medicaid, Supplemental Nutrition Assistance Program (SNAP) / food stamps, Low-Income Subsidy (LIS), Medicare Savings Program (MSP) etc.).		X		

New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
1/31/16	4/30/16	7/31/16	10/31/16
			X
			X

	Existing NY Connects				New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
	Due Date	1/31/16	4/30/16	7/31/16	10/31/16	1/31/16	4/30/16	7/31/16
EVALUATION PLAN (Expansion And Enhancement - Goal 4 Deliverable 4.1a) At a minimum, the evaluation plan must include the examination of measurable objectives, outcomes and existing or future state/federal requirements for consumer, program and systems level activities. Submit an evaluation plan via nyconnects@aging.ny.gov .				X				X
NY CONNECTS EXPANSION & ENHANCEMENT POLICIES AND PROCEDURES (Expansion And Enhancement Goal 4 Deliverable 4.2a) Written policies and procedures must comply with the NY Connects Program Standards and State NWD Operating Protocols and are consistent with existing law, rules and regulations. The written policies and procedures must clearly define how such program is operationalized in accordance with each of the NY Connects State Program Standards and State NWD Operating Protocols. Submit policies and procedures via nyconnects@aging.ny.gov .		X		X				X

	Existing NY Connects			
Reporting Period	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
Due Date	1/31/16	4/30/16	7/31/16	10/31/16
STAFF TRAINING (NY Connects Goal 2 Deliverable 4a) (Expansion And Enhancement Goal 4 Deliverable 4.3a) Staff will participate in trainings to support the implementation of NY Connects and the BIP structural changes. Complete Staff Training log. List trainings and educational opportunities that have enhanced the ability of staff providing Information and Assistance and /or Options Counseling to provide up-to-date, comprehensive and objective information and assistance on long term services and supports.	X	X	X	X
TIME STUDIES Expansion and Enhancement (Goal 4 Deliverable 4.4a) Describe the process and/or provide documentation via nyconnects@aging.ny.gov on the current Medicaid time study process.		X		
TIME STUDIES Expansion and Enhancement (Goal 4 Deliverable 4.4b) Submit all of the time study documentation via nyconnects@aging.ny.gov				X

New NY Connects (New York City, Oswego, Rensselaer, Rockland, Seneca and Seneca Indian Reservation)			
10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/30/16	7/1/16-9/30/16
1/31/16	4/30/16	7/31/16	10/31/16
X	X	X	X
		X	
			X

Other Deliverables

A number of Deliverables in the NY Connects Expansion and Enhancement Application and Work Plan were already required to be submitted. These items are listed below may have already been submitted by the NY Connects Programs. If you have not submitted as of December 31, 2015, please submit immediately to nyconnects@aging.ny.gov.

- MOU – Goal 1 Deliverable 1.2a
- Organizational Chart/Job Descriptions – Goal 2 Deliverable 2.1a
- Identify HCS Coordinators – Goal 2 Deliverable 2.4a
- Local Telephone Number – Goal 2 Deliverable 2.5a
- Description of Call Phone upon Receipt – Goal 2 Deliverable 2.5b

NYSOFA Verified Deliverables

A few Deliverables in the NY Connects Expansion and Enhancement Application and Work Plan will be verified by NYSOFA. These Deliverables include

- NWD Screen Training – Goal 2 Deliverable 2.2a
- Certificate of Completion for the Resource Directory – Goal 2 Deliverable 2.6a
- Compliance with NWD Screen in the UAS – Goal 3 Deliverable 3.3a
- Demonstrate compliance with Statewide Education campaign* – Goal 3 Deliverable 3.4a

**Please note that NYSOFA may require local NY Connects Programs to submit any outreach or education campaign information in order to verify they are in compliance with the Statewide Education campaign*

Quantitative Report Updates:

The following changes have been made to reflect new State and Federal initiatives and requirements. These changes were distributed to software vendors/local data managers and AAA directors in February 2015. Additional changes are forthcoming in subsequent Program Instructions (see, “Upcoming Changes” section below).

New categories have been added to:

Under Part A: Demographics

Caller Type

Veterans Service Member

Referral Source Type

Self

Congregate Setting Provider

School

Physician

Veterans Administration

Hospital

Institution
Re-Entry Coordinator

Primary Payor Source (Anticipated or Known)
Medicaid pending
Medicaid denied
Medicaid not eligible

Under Part C: Information Provided – Other-other

Any counts of information and assistance provided in relation to **myBenefits** or the **NYS of Health** should be coded as “Other-other” in Section 17 of the Quantitative Report. You must also visit the NYSOFA Budgeting and Reporting website (<http://www.reporting.aging.ny.gov>) to enter in the count along with a brief description (e.g. myBenefits, NYSOH).

Under Part D: Assistance Provided

Referral to OMH
Assisted Re-Entry coordinator with individuals with LTSS needs

Quantitative reports are due quarterly:

Time Period	Report Due date
October 1, 2015 to December 31, 2015	January 31, 2016
January 1, 2016 to March 31, 2016	April 30, 2016
April 1, 2016 to June 30, 2016	July 31, 2016
July 1, 2016 to September 30, 2016	October 31, 2016

Definitions of all topics contained in the Quantitative Report can be found in the Alliance of Information and Referral Systems (AIRS) Terms and Definitions Reference (posted on the NYSOFA Budgeting and Reporting System in NY Connects reporting section).

NYSOFA Statewide Data Collection and Reporting System:

NYSOFA is currently in the early phase of a large scale transition to a statewide data collection and reporting system that will be supported through a contract with PeerPlace, Inc. Details on this transition and its impact on NY Connects reporting will be specified in an additional, forthcoming Program Instruction.

Reporting Tips

In order to assure quality data, please follow the procedures below:

- ✓ **Recording Unknown Contacts:** Where consumers are anonymous, 9999999999 should be used as the Record Number/KEY. The IDs created by the software are for unique consumers only.
- ✓ **Recording Repeat Contacts regarding One Consumer:** Repeat contacts for one consumer may be reported involving the same or different issues in any given month. The purpose of the system is to collect data on the consumer (i.e. the person receiving the service or for whom the NY Connects program was contacted). Calls made on behalf of a consumer or potential consumer are to be entered under the consumer to be served. For consumers who are already in the system from prior contacts, that person's unique record key should be retrieved and the contact should be added to that particular file. For new consumers, a new record is to be created. To capture other types of individuals contacting NY Connects, your existing NY Connects data collection system does allow the caller to be identified and reported using one of the provided categories: professional/provider, caregiver/family, other or unknown.
- ✓ **Contacts Made by Professionals/Providers:** A professional may contact NY Connects and discuss multiple consumers during one exchange with NY Connects staff. In this case, information is reported for each consumer discussed, using each consumer's unique record key. For example, a health professional calls NY Connects to discuss three different consumers. A separate record would be updated or created for each consumer and the contact type recorded as "professional/provider".
- ✓ **Incoming vs. Outgoing Calls:** Only incoming calls are to be reported as a contact to the program (i.e. counted toward the overall "contact total"). To record follow-up and outgoing calls, please use Part D, "Assistance Provided", within the consumer's individual file. Since a single consumer may be calling with multiple questions, the assistance provided section allows for the reporting of multiple types of assistance provided.
- ✓ **Please also review the section, "Recording Incoming Contacts to the Program"** contained within the reference resource entitled, "Instructions for Completing the Quarterly Quantitative Report: Information and Assistance Data". This can be found on the NYSOFA Budgeting and Reporting System website (<http://www.reporting.aging.ny.gov/>) in the Reference Material section.
- ✓ **Reporting Topics as "Other":** If you have counts of information provided that are coded as "Other" in Section 17 of the Quantitative Report, you must also visit the NYSOFA Budgeting and Reporting website (<http://www.reporting.aging.ny.gov/>) to enter a brief description of each of those "other" topics (e.g., local GPS program for autistic children).

Regardless of whether you submit client level I & A data or manually enter aggregate I & A data into the web-based reporting platform, “**other topics**” **must be entered manually** through the [NYSOFA Budgeting and Reporting website](http://www.reporting.aging.ny.gov/) (<http://www.reporting.aging.ny.gov/>).

If a particular topic is not listed in the AIRS reference (See Tools section on the NYSOFA Budgeting and Reporting website listed above) and is within the scope of the long term care system, you must go to the [NYSOFA Budgeting and Reporting website](#) and select Detail of "Other" Topics within the Quantitative Data section.

Enter a one to three word description of each topic (e.g., pet therapy service) and the number of occurrences that it was discussed (i.e. indicate how many times this topic of information was provided within that reporting quarter). Save and submit when you are finished.

- ✓ **Reporting Options Counseling:** The Options Counseling function is recorded in Part D of the NY Connects report as a method of “Assistance” and is to be used **only** if it is provided by staff serving in a NY Connects capacity that have completed both the State’s NY Connects Information and Assistance Staff Training Manual and CD-ROM, **and** the NY Connects Options Counseling training. Options Counseling must include discussion of long term services and supports options **AND** include decision support around long term services and supports options. If both these criteria are not met, the encounter should NOT be counted as Options Counseling.

Examples of situations associated with the Options Counseling category:

- A significant change in a life situation such as a change in level of functioning or transition from hospital to home;
- Medicaid denials requiring decision support about non-Medicaid options;
- Individuals receiving multiple services across systems who may not be aware of other options or the need for coordination between systems;
- Need for assistance and decision support in determining available services and supports;
- Inadequate or lack of accessible housing;
- Planning for the future related to anticipated housing, caregiver, transportation and financial needs;
- Caregiver has diminished capabilities to continue to provide care at current level;
- Need for assistance in applying for public benefits, such as SNAP (formally Food Stamps), Medicaid, etc.

Preparing for Submission

- ✓ **Saving Report:** Once data is entered into the web based system press the “Save Changes” button on the top or bottom of the screen. Otherwise, any data entered will be deleted.
- ✓ **Complete Error Check:** Prior to submission an error check must be completed. The error check can be found on the NY Connects Main Menu under tools or under the tools drop down menu within each section of the report.
 - **Warning Error:** A warning error will alert users if there is a count under Section 17 Other and no description or number of occurrence have been entered in the Detail of “Other” Topics.
 - **Fatal Error:** A fatal error will appear if a required field is incomplete or sections of the report have not been saved. This error must be corrected in order for the NY Connects report to be submitted.
- ✓ **Creating the NYConnects.txt file:** NYSOFA’s reporting system uses a delete and replace structure. The reports are cumulative starting from October 2011. Always use **October 2011** as the start date, unless, the I & R function is new and has just started to be used for reporting. In this case the beginning of the first quarter that the I & R function was used to report should be used.

The End Date will be the last month of the reporting quarter of the current program year. For example, for Quarter 1, the End Date will be December 2015. For Quarter 2, the End Date will be March 2016.

It is imperative that the correct Start and End Date are used. If an incorrect date is used, all of the prior data will be deleted.

- ✓ **Submission of the File:** The NYConnects.txt file must be submitted using the NYSOFA Data Exchange web site, <http://www.reporting.aging.ny.gov/>. When accessing your county’s folder, please double-click on the NY Connects folder and load your file. (Instructions for submitting reports through the NYSOFA Data Exchange can be found on AAARIN).

NYSOFA requires that all NY Connects programs that have the existing software capacity to submit client level data utilizing this submission method for the Program Year October 1, 2015 – September 30, 2016.

For those programs that do not currently have software capacity nor funding available to acquire it, please continue to submit the I & A data in aggregate via the NYSOFA Budgeting and Reporting System. As a reminder, NY Connects funding can be used to support this software upgrade should you choose to pursue this feature. Please contact your Long Term Care Coordinator if you have questions.

NYSOFA is available to provide technical assistance on this data submission method. Please refer to the attached coding instructions for guidance and contact Jessica Rice (Jessica.Rice@aging.ny.gov at (518) 474-6096) should you have any questions or concerns.

- PROGRAMS AFFECTED:**
- | | | | | |
|--------------------------------------|--------------------------------------|----------------------------------|---------------------------------|---------------------------------|
| <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 |
- NY Connects

CONTACT PERSON: Jessica Rice, NY Connects

TELEPHONE: (518) 474-6096

E-MAIL: Jessica.Rice@aging.ny.gov