

**“My mom is 86** and lives alone. She has trouble walking. She needs help with getting meals prepared, shopping, and transportation to the doctor. What kind of help can she get?”

**“My 10-year-old son** has Spina bifida and needs 24 hour care. We have nursing care at home, but sometimes my wife and I feel like we just need a break. Is there anyone that could help us?”

**“I’m a counselor** for a 34 year old man who suffers from a Traumatic Brain Injury as a result of a car accident. He uses a wheelchair and has some short term memory loss. He lives with his parents and would like to live on his own again, but his parents are concerned about him living without the proper supports. Are there any resources that might be able to help him?”

## How can I get help from NY Connects?

For information and assistance on long term services and supports, call your local NY Connects program or visit in person.

Free language assistance (interpretation and translation) services are available.

To find your local NY Connects program, visit the NY Connects website at:

**[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)**

or call the New York State Office for the Aging Helpline at:  
**1-800-342-9871**

NY Connects is supported by the New York State Office for the Aging.



Your link to long term services and supports



Greg Olsen, Acting Director  
Andrew M. Cuomo, Governor





## What are long term services and supports?

Long term services and supports (also known as long term care) includes a range of services and supports that can help people of all ages remain independent in their daily lives.

Long term services and supports are both medical and non-medical services that help to maintain or improve daily functioning and health. Services can be provided at home, in community-based settings such as a senior center, community center or day care, or residential settings such as Assisted Living Residences, or in nursing homes.

## What is NY Connects?

Finding the right services and supports to meet your needs can be very confusing.

**NY Connects** is a trusted place that gives you information about available options whether you are paying for services yourself, through insurance, or eligible for a government program.

## Who does NY Connects serve?

Anyone who needs information on long term services and supports:

- A child or an adult with a disability
- An older adult
- Family members and caregivers
- Friends or neighbors
- Helping professionals

## What kind of help can I get from NY Connects?

### *Information*

- Home Care
- Caregiver Supports
- Care Coordination or Case Management
- Respite Care
- Transportation
- Home Delivered Meals
- Health Insurance Information
- And more

### *Options Counseling*

**NY Connects** helps you make informed choices about what services and supports will meet your needs and preferences.

### *Help with Linking to Care*

**NY Connects** staff can also help link you to available long term services and supports.

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

