

## NY Connects Beneficiary Contact Summary Report

(October 1, 2021 to December 31, 2021)

NY Connects is administered at the county level through a collaboration between the local Area Agencies on Aging (AAAs), the Local Departments of Social Services (LDSS) and Independent Living Centers (ILCs).

NY Connects provides consistent, comprehensive, locally based information and assistance on long term services and supports (LTSS). It empowers individuals, caregivers, and families to identify available services and supports and choose what will best meet their needs. NY connects links individuals to LTSS regardless of age or payment source.

The quarterly statewide summary below provides information on the number of contacts made to the NY Connects program in the fourth (4th) quarter of 2021 (October 1, 2021 to December 31, 2021), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

|  |        |
|--|--------|
| <b>Total NY Connects Contacts:</b>                         | 53,679 |
| <b>Contact Type</b>  |        |
| Consumer   | 44,967 |
| Professional/Provider                                      | 2,327  |
| Caregiver/Family   | 4,358  |
| Other  | 1,160  |
| Friend   | 362    |
| Legally Authorized Rep                                     | 19     |
| Neighbor   | 71     |
| Parent   | 76     |
| Parent of Minor Child                                      | 51     |
| Spouse   | 288    |
| <b>Consumer Type</b>                                       |        |
| 60+ yrs of age   | 32,581 |
| Unknown  | 15,536 |
| 19<59 yrs of age   | 5,470  |
| <18 yrs of age   | 92     |
| <b>Top 10 Information Provided</b>                         |        |
| Home Based Services  | 26,177 |
| Insurance/Benefit Information & Counseling                 | 20,845 |
| Consumer and Caregiver Supports                            | 17,224 |
| Residential/Housing Options and Supports                   | 17,212 |
| Nutrition  | 6,750  |
| Transportation   | 6,030  |
| Other  | 4,219  |
| Mental Health, Cognitive Status, Support Groups/Counseling | 4,096  |
| Legal Services   | 2,918  |
| Health & Wellness  | 2,678  |

**Top 10 Assistance Provided**

|  |        |
|--|--------|
| Connected consumer with agencies, providers or programs        | 38,865 |
| Personalized packets distributed/mailed                        | 8,769  |
| Options Counseling to consumer/caregiver                       | 7,481  |
| Referral to Aging Services Network                             | 7,474  |
| Contact w/ friends, family or others to better assist consumer | 6,357  |
| Telephone follow up delivered                                  | 6,173  |
| Screening for Medicaid and other public LTC programs           | 3,905  |
| Assisted with HEAP application                                 | 1,928  |
| Referral to LDSS   | 1,397  |
| Asst. with application for publicly funded services/programs   | 1,262  |