

NY Connects Beneficiary Contact Summary Report

(January 1, 2022 to March 31, 2022)

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 first (1st) quarter of 2022 (January 1, 2022 to March 31, 2022), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	56,394
Contact Type	
Consumer	46,634
Professional/Provider	2,848
Caregiver/Family	4,848
Other	1,085
Friend	449
Legally Authorized Rep	18
Neighbor	56
Parent	109
Parent of Minor Child	85
Spouse	262
Consumer Type	
60+ yrs of age	39,157
Unknown	12,427
19<59 yrs of age	4,686
<18 yrs of age	124
Top 10 Information Provided	
Home Based Services	27,913
Residential/Housing Options and Supports	20,547
Insurance/Benefit Information & Counseling	18,791
Consumer and Caregiver Supports	18,190
Nutrition	6,622
Transportation	6,450
Mental Health, Cognitive Status, Support Groups/Counseling	4,492
Personal Finance and Tax Assistance	4,158
Legal Services	3,518
Other	3,308
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	42,044

Personalized packets distributed/mailed	9,049
Options Counseling to consumer/caregiver	8,782
Contact w/ friends, family or others to better assist consumer	6,914
Referral to Aging Services Network	6,683
Telephone follow up delivered	6,437
Screening for Medicaid and other public LTC programs	3,917
Assisted with HEAP application	1,444
Asst. with application for publicly funded services/programs	1,422
Referral to LDSS	1,277