

NY Connects Beneficiary Contact Summary Report

(July 1, 2022 to Sept 30, 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 third (3rd) quarter of 2022 (July 1, 2022 to Sept 30, 2022), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	53,898
Contact Type	
Consumer	44,808
Professional/Provider	2,489
Caregiver/Family	4,555
Other	1,080
Friend	438
Legally Authorized Rep	17
Neighbor	84
Parent	100
Parent of Minor Child	45
Spouse	282
Consumer Type	
60+ yrs of age	33,798
Unknown	15,670
19<59 yrs of age	4,318
<18 yrs of age	112
Top 10 Information Provided	
Home Based Services	25,645
Residential/Housing Options and Supports	18,724
Consumer and Caregiver Supports	17,848
Insurance/Benefit Information & Counseling	17,186
Nutrition	9,261
Transportation	5,630
Mental Health, Cognitive Status, Support Groups/Counseling	4,079
Legal Services	3,451
Home Modification and Repairs	2,974
Personal Finance and Tax Assistance	2,936
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	39,802

Personalized Packets Distributed/Mailed	8,987
Options Counseling to consumer/caregiver	8,651
Referral to Aging Services Network	7,055
Contact w/ friends, family or others to better assist consumer	6,607
Telephone follow up delivered	5,061
Screening for Medicaid and other public LTC programs	3,749
Asst. with application for publicly funded services/programs	1,244
Referral to LDSS	1,169
Referral for Comprehensive Assessment - Aging Services Network	920