

NY Connects Beneficiary Contact Summary Report

(Oct 1, 2022 to Dec 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, demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	50,367
Contact Type	
Consumer	42,510
Professional/Provider	2,189
Caregiver/Family	3,976
Other	837
Friend	379
Legally Authorized Rep	18
Neighbor	50
Parent	76
Parent of Minor Child	72
Spouse	260
Consumer Type	
60+ yrs of age	35,200
Unknown	10,236
19<59 yrs of age	4,730
<18 yrs of age	201
Top 10 Information Provided	
Home Based Services	23,389
Residential/Housing Options and Supports	19,164
Insurance/Benefit Information & Counseling	18,683
Consumer and Caregiver Supports	14,005
Nutrition	7,199
Transportation	4,755
Mental Health, Cognitive Status, Support Groups/Counseling	3,632
Legal Services	2,961
Other	2,644
Personal Finance and Tax Assistance	2,571
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	36,118
Personalized Packets Distributed/Mailed	8,213

Options Counseling to consumer/caregiver	7,734
Contact w/ friends, family or others to better assist consumer	6,940
Referral to Aging Services Network	6,857
Telephone follow up delivered	5,274
Screening for Medicaid and other public LTC programs	4,107
Assisted with HEAP Application	2,230
Asst. with application for publicly funded services/program	1,290
Assisted with SNAP (Food Stamp) application	1,204