

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Kathy Hochul, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

TECHNICAL ASSISTANCE MEMORANDUM

Number: 23-TAM-05

Supersedes: N/A

Expiration Date: N/A

DATE: 05-11-23
TO: Area Agencies on Aging Directors
Independent Living Center Grantee Leads
NY Connects Coordinators

SUBJECT: NY Connects Policies and Procedures Optional Template

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PURPOSE: The purpose of this Technical Assistance Memorandum (TAM) is to provide Area Agencies on Aging (AAAs) and Independent Living Centers (ILCs) that administer NY Connects with an **optional** policies and procedures sample template that may be used to: (1) revise or update existing NY Connects Policies and Procedures, or (2) develop new NY Connects Policies and Procedures.

BACKGROUND: As per NY Connects No Wrong Door (NWD) System Standard 11, each local NY Connects must have written policies and procedures that comply with the NY Connects NWD System State Program Standards and that are consistent with existing law, rules, and regulations. The written policies and procedures must clearly define how such program is operationalized in accordance with each of the NY Connects NWD System State Program Standards. Policies and Procedures must be reviewed and submitted to the New York State Office for the Aging (NYSOFA) annually, and as needed when revision occurs. Although local NY Connects already have existing NY Connects Policies and Procedures in place, NYSOFA is issuing this TAM as a resource for guiding future revisions or updates, or if applicable, creating new NY Connects Policies and Procedures.

Please reach out to your NYSOFA NY Connects Coordinator with any questions or concerns.

PROGRAMS AFFECTED:

- Title III-B
- Title III-C-1
- Title III-C-2
- Title III-D
- Title III-E
- CSE
- SNAP
- Energy
- EISEP
- NSIP
- Title V
- HIICAP
- LTCOP
- NY Connects
- Other:

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