

NY Connects Beneficiary Contact Summary Report

(Jan. 1, 2023 to March 31, 2023)

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 (Jan. 1, 2023 to March 31, 2023), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	54,540
Contact Type	
Consumer	45,363
Professional/Provider	2,509
Caregiver/Family	4,661
Other	1,017
Friend	438
Legally Authorized Rep	25
Neighbor	58
Parent	71
Parent of Minor Child	72
Spouse	326
Consumer Type	
60+ yrs of age	37,946
Unknown	11,944
19<59 yrs of age	4,514
<18 yrs of age	136
Top 10 Information Provided	
Home Based Services	25,197
Residential/Housing Options and Supports	20,974
Insurance/Benefit Information & Counseling	20,638
Consumer and Caregiver Supports	18,385
Nutrition	7,171
Transportation	5,064
Mental Health, Cognitive Status, Support Groups/Counseling	3,963
Personal Finance and Tax Assistance	3,728
Legal Services	3,600
Other	2,660
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	40,479
Personalized Packets Distributed/Mailed	9,389

Options Counseling to consumer/caregiver	8,099
Referral to Aging Services Network	7,140
Contact w/ friends, family or others to better assist consumer	7,046
Telephone follow up delivered	4,821
Screening for Medicaid and other public LTC programs	4,439
Assisted with HEAP Application	1,617
Referral to LDSS	1,441
Asst. with application for publicly funded services/programs	1,392