

**NEW YORK STATE OFFICE FOR THE AGING**

2 Empire State Plaza, Albany, NY 12223-1251

Kathy Hochul, Governor

Greg Olsen, Acting Director

An Equal Opportunity Employer

<b>PROGRAM INSTRUCTION</b>	<b>Number: 23-PI-10</b>
	<b>Supersedes: N/A</b>
	<b>Expiration Date: N/A</b>

**DATE:** 08/09/2023

**TO:** Area Agency on Aging (AAA) Directors  
Local Departments of Social Services (LDSS)  
NY Connects Coordinators

**SUBJECT:** NY Connects Application Procedures for AAAs Implementing and Operating a NY Connects System for the 4/1/23-3/31/24 Period

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**ACTION REQUESTED:**

Local Area Agencies on Aging (AAAs) who have implemented and are currently operating a NY Connects system must complete the attached NY Connects application to receive funding for the 4/1/23-3/31/24 period.

**RESPONSE DUE DATE:**

Please electronically submit the NY Connects application, original signed cover page, and completed budget and subcontractor budget (if applicable), to [NYConnects@aging.ny.gov](mailto:NYConnects@aging.ny.gov) no later than **Friday, September 22, 2023**. Applications received prior to this date will be processed upon receipt.

If you are unable to electronically submit these documents, please mail one copy of each document to the New York State Office for the Aging (NYSOFA) via U.S. Postal Service to:

NY Connects  
NY State Office for the Aging  
2 Empire State Plaza, 4th floor  
Albany, NY 12223

## **BACKGROUND:**

The NY Connects: Choices for Long Term Care Program (NY Connects) was established in 2006 by NYSOFA and New York State Department of Health (DOH). The Program was implemented in counties across the state with the goal of promoting seamless access to long-term services and supports (LTSS) for older adults and individuals of ages with disabilities, to enable them to remain at home and in the community.

In March 2013, New York State was awarded \$598.7 million for participation in the federal Balancing Incentive Program (BIP), a program authorized by Section 10202 of the Patient Protection and Affordable Care Act of 2010. One of the requirements of BIP was the implementation of a statewide No Wrong Door (NWD) system. To accomplish this structural change, NY Connects was expanded geographically, to cover the entire state, and functionally, to serve all populations with LTSS needs. New York State has funded the operation of the expanded and enhanced NY Connects NWD System since the conclusion of BIP in 2017.

NY Connects is statutorily mandated in New York State Elder Law §203(8) and complies with federal statute prescribed in the Older Americans Act (OAA). It is a statewide, locally based system, that provides one-stop access to free, objective, and comprehensive information and assistance on LTSS available in New York State. NY Connects links individuals and their families and caregivers, with the most appropriate services and supports, regardless of age, payer source, or disability.

All entities administering, operating, or performing NY Connects functions must adhere to the program standards identified in 14-PI-16 and any subsequent updates to 14-PI-16 or other NYSOFA issuances related to provision of NY Connects services.

At minimum, the core functions of all NY Connects systems must include the following core functions:

- Information and Assistance;
- NWD screening process which consists of preliminary functional and financial screenings;
- Coordination with other agencies to guide the individual through the financial and functional eligibility processes, including linkages to the UAS-NY assessment or other comparable tool;
- Options counseling/person-centered counseling (OC/PCC);
- Application and enrollment assistance for public benefit programs, including Medicaid, as appropriate;
- Care transitions;
- Maintenance of current provider listings in the on-line NY Connects Resource Directory;
- Evaluation, quality assurance, and continuous improvement;
- Data collection and reporting of service, outcomes, and quality measures;

- Confidentiality, Health Insurance Portability Accountability Act (HIPAA) compliance, and data sharing on LTSS for individuals of all ages, individuals with disabilities, as well as their caregivers and families;
- An active local long-term care council (LTCC); and
- Ongoing public education and awareness campaign promoting NY Connects.

**PURPOSE OF FUNDING:**

The purpose of this funding is to support the NY Connects system and the delivery of all NY Connects core functions.

**BUDGET DIRECTION:**

The NY Connects allocation schedule and the NY Connects Supporting Budget Schedule forms for the 2023-2024 program period (April 1, 2023 to March 31, 2024), are included in this application packet. The Supporting Budget Schedule pages automatically calculate the total for each section and populate the totals to the Summary Budget. The Summary Budget and Supporting Budget Schedule must be consistent with the NY Connects Program Standards, Standard Assurances, and Workplan, and adhere to the following:

1. Funds are to be used solely for NY Connects purposes. Local NY Connects are to include personnel costs whenever feasible. It is understood that the fiscal allocation is not intended to cover the total cost of NY Connects operations. As a result, a county may individualize its NY Connects budget to include the appropriate operating expenses of its choice. Food, beverages, and refreshments of any kind are not an allowable cost, except for meals associated with authorized NY Connects travel.
2. Along with contracts entered into under this program, personnel costs for county agencies other than the AAA are to be listed in the contracts and/or consultants section of the budget (Section 7 of Supporting Budget Schedule). A brief description of the various NY Connects staff titles being funded is required. For each staff, specify the roles and responsibilities related to the provision of NY Connects functions and/or associated administrative tasks.
3. For NY Connects staff attending relevant conferences and trainings, provide specific information about the conference/training and include the title, type of training, sponsor, and location. Additionally, you must include the names of all staff attending, their role in NY Connects and why it is appropriate to allocate the costs to NY Connects (Section 4 of Supporting Budget Schedule). Out of state conferences are not an allowable expense.
4. Contract/consultant costs are allowable in the NY Connects budget. Include the type of contract and description in the budget. When utilizing a contractor, please list the name of the contractor, dollar amount, and a full description in Section 7 of Supporting Budget Schedule. Complete and submit a corresponding Contractor Budget for each

contractor receiving 25 percent or more of your grant amount. When completing the Contractor Budget Schedule, funds should be allocated to the budget categories provided in the form.

5. Advertising and promotional materials in the form of informational brochures and educational materials are acceptable expenses. However, the cost of “giveaways” are not allowable expenses.

6. Public education costs are to be itemized (Section 6 of Supporting Budget Schedule). Please provide a brief explanation of the activity and how it relates to NY Connects.

7. Reimbursement for technology or related technology costs associated with building or maintaining local directories of long-term care services is not permitted under this funding stream as a result of the availability of the NY Connects Statewide Resource Directory. Costs such as personnel to update the resource listings in the NY Connects Statewide Resource Directory will continue to be allowable charges to NY Connects funding.

8. All Information Technology (IT) costs are to be itemized (Section 6 of Supporting Budget Schedule) and explained sufficiently to determine that only the IT costs attributable and allocable to NY Connects activities are charged to NY Connects funding. IT costs may include local and general IT support.

9. Allowable costs must be incurred by the AAA during the April 1, 2023 to March 31, 2024 program period. Reimbursements for program period extensions are not permitted.

10. Allowable costs must be incurred by the AAA and paid before reimbursement claims may be submitted to NYSOFA. However, each program period, the NY Connects lead administrative agency will receive an advance of up to 25 percent of its grant award.

11. **CLAIMING:** Quarterly claiming is required for all programs and, as such, is mandatory for the NY Connects Expansion and Enhancement funding; claims are due to NYSOFA 30 days after the close of a quarter. Quarterly claiming provides for a consistent outflow of disbursements, thereby demonstrating need, and enables NYSOFA to manage cash flow. It also allows for the adequate monitoring of AAA spending and the expedient reconciliation of accounts. The importance of quarterly claiming is further amplified by state and federal funding source financial and programmatic reporting requirements.

#### **WORKPLAN UPDATES:**

Several program requirements were revised/updated in the 2023-2024 NY Connects Workplan that differ from previous years. These changes include the following:

**1. Deliverable 1.1 – LTCC**

- a. LTCC facilitators/chairs will provide/arrange for a presentation on the availability of the NY Connects Resource Directory and the listings that are available for their area. Council members will be asked to review/update their respective listings and assist with promotion of the NY Connects Resource Directory.

**2. Deliverable 1.3 – Policies & Procedures**

- a. Annual submission of an organizational structure that delineates all NY Connects staffing and reporting relationships, including subcontractors and NWD partners. Staff who do not have roles within NY Connects should not be included.
- b. Maintaining an updated description of the agency’s processes for handling incoming NY Connects calls/contacts on site and any submitting updates directly to the NYSOFA NY Connects reporting website. An attestation box is now included on the NYSOFA NY Connects Reporting website to indicate that the process has been reviewed and updated as applicable.

**3. Deliverable 2.4 – Staff Training**

- a. Completion of required online trainings by I&A staff and submission of applicable certificates of completion to NYSOFA (guidance forthcoming). Reminder regarding OC/PCC: only staff who complete the NYSOFA required OC/PCC training can provide OC/PCC.

**4. Deliverable 3.1 – Public Education**

- a. All public education materials developed for distribution by the AAA, must reflect the contact information for the ILC. All public education materials developed for distribution by the ILC, must contain the contact information for the AAA.

**5. Deliverable 3.3 – Quality Assurance (QA) and Evaluation Activities**

- a. Quarterly Real Time Call Shadowing of I&A staff interacting with individuals accessing NY Connects (NYSOFA prescribed form and submission of results required – guidance forthcoming).  
NY Connects to conduct locally developed call testing exercise.

Please reach out to your NYSOFA NY Connects Coordinator with any questions regarding the updates listed above. Please also review the attached Workplan in full to ensure any programmatic or operational modifications to your local NY Connects are made accordingly.

**REPORT SUBMISSION:**

Quantitative data on persons served by NY Connects must be accurate, timely and complete in the Statewide Client Data System and in the NYC Aging Senior Tracking,

Analysis and Reporting System (STARS). Data will be extracted and placed into NYSOFA's Online Analytical Processing System (OLAP) to 1) comply with required reporting to NYSOFA, DOH, Centers for Medicare and Medicaid Services and the Administration for Community Living; and 2) enable NYSOFA's ability to extract and analyze county specific data at the state level at any time throughout the program period to comply with such reporting requirements and conduct performance monitoring activities. Required documents and narrative reports will continue to be submitted through the NYSOFA NY Connects Reporting website and are due the month following the close of the quarter. A forthcoming Program Instruction (PI) will be issued to further elaborate on the reporting requirements associated with this funding.

Additionally, a cost report must be submitted each quarter that documents all actual costs for performing NY Connects activities in accordance with procedures and format prescribed by NYSOFA for the purposes of potential federal matching funds for certain NY Connects activities.

**NEXT STEPS**

Please electronically submit the NY Connects application, original signed cover page, and completed budget and subcontractor budget (if applicable), to NYConnects@aging.ny.gov no later than **Friday, September 22, 2023**. Please include in the email subject line the name of the county and "NY Connects EE Application." The Qualitative and Quantitative reports with instructions will be sent under separate cover.

- PROGRAMS AFFECTED:**             Title III-B             Title III-C-1             Title III-C-2
- Title III-D             Title III-E             CSE             WIN             Energy
- EISEP             NSIP             Title V             HIICAP             LTCOP
- NY Connects

**CONTACT PERSON:** Amy Hegener

**TELEPHONE:** 518-408-1856

**EMAIL:** Amy.Hegener@aging.ny.gov

**NEW YORK STATE OFFICE FOR THE AGING  
GRANT APPLICATION COVER PAGE  
23-PI-10  
NY Connects  
For the Period 04/01/23-03/31/24**

Area Agency on Aging: \_\_\_\_\_

Director: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Contact person: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

The AAA agrees to comply with all applicable state and federal laws and regulations as well as all of the conditions included in its 2020-2024 Area Plan, any updates to such Area Plan, and this application for funding as approved by NYSOFA.

\_\_\_\_\_ Title: \_\_\_\_\_  
Name of person authorized to enter into agreement  
with NYSOFA

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature of person authorized to enter into agreement  
with NYSOFA

**NY CONNECTS STANDARD ASSURANCES**  
**Program Period: April 1, 2023 to March 31, 2024**  
**23-PI-10**

The Area Agency on Aging (AAA), as grantee, understands that this Grant Agreement represents the completed grant application of the AAA, as approved by the New York State Office for the Aging (NYSOFA), and the AAA agrees to comply with New York State (NYS) and Federal laws and regulations that are applicable to this Grant Agreement and to comply with the following requirements that govern the AAA's use of grant funds for the activities funded under this grant.

The AAA agrees that the Work Plan and Budget, included in this Grant Agreement as approved by NYSOFA, are part of this Grant Agreement and shall not be modified without the written consent of NYSOFA.

The AAA shall furnish NYSOFA required supportive documentation for any such changes by utilizing the forms and procedures included in 05-PI-09 Modification Procedures for Grant Applications, dated June 15, 2005, and in accordance with any updates thereafter.

1. The AAA agrees to fulfill the reporting requirements of NYSOFA under this Grant Agreement. This includes maintaining accurate, complete, and timely data on individuals served in the Statewide Client Data System and in the NYC Aging Senior Tracking, Analysis and Reporting System (STARS) which will be extracted and placed into NYSOFA's Online Analytical Processing System (OLAP); and submitting required qualitative reports and documentation within NYSOFA prescribed time frames.
2. The AAA agrees that the Grant Agreement may not be assigned by the AAA or its right, title or interest therein assigned, transferred, conveyed, or disposed of without the prior consent, in writing, of NYSOFA.
3. The AAA shall submit claims quarterly in accordance with procedures established by NYSOFA and are due to NYSOFA no later than 30 days after the close of the quarter.

Payment for invoices submitted by the AAA shall only be rendered electronically unless payment by paper check is expressly authorized by the Director of NYSOFA, in the Director's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with the New York State Office of the State Comptroller's (OSC's) procedures and practices to authorize electronic payments.

The AAA acknowledges that any funds due to NYSOFA or New York State Department of Health (NYSDOH) because of deferred or disallowed expenditures shall be the AAA's



responsibility. NYSOFA is entitled to withhold or recoup any deferred or disallowed expenses from the AAA that submitted such claim.

4. The AAA agrees that state vouchers submitted for reimbursement of allowable expenses incurred in the conduct of this Grant Agreement will not include any expenses which have been, or will be, reimbursed from other sources (e.g., other state or federal funds).

5. The AAA agrees to use the funds obtained under this Grant Agreement only for items of allowable expense that are applicable to the activities set out in its applicable Work Plan(s) and Budget(s). Allowable items of expense shall be reasonable, allocable, and necessary to carry out the activities described in the specific Grant Agreement.

6. The AAA agrees to comply with NYS branding, design, logo and tagline requirements relative to NY Connects marketing and public education to maintain consistency throughout the state. The AAA agrees that any products and public information materials about or related to NY Connects will give due recognition to the fact that it is supported with funds from NYS and such recognition will be in the form which is submitted and approved by NYSOFA.

7. The AAA agrees to operate the NY Connects No Wrong Door (NWD) System in accordance with the NY Connects State Program Standards, including any revisions as may be made during the period covered by this Grant Agreement.

8. The AAA agrees to work in partnership with the Local Departments of Social Services (LDSS) and State contracted Independent Living Centers (ILCs); and work in concert with the Office for People with Developmental Disabilities (OPWDD) Regional Offices, Office of Mental Health (OMH), and other NWD System Partners to fulfill the requirements of the NY Connects/NWD System.

9. The AAA agrees that the NY Connects staff shall participate in all State mandated trainings, as frequently as necessary to perform core functions, and improve, refine and/or update skills to perform those functions.

10. The AAA agrees that the NY Connects I&A Specialist(s) will conduct individualized, person-centered screening utilizing the NY Connects NWD Screening Process to guide the delivery of long term services and supports options and possible services and supports to meet identified needs. Screening will consist of a preliminary evaluation of the individual's general social, medical, and financial status and the availability of informal (e.g., caregiver) and formal (i.e., existing services) supports.

11. The AAA agrees that the NY Connects phone is answered in such a manner to indicate that the caller has reached NY Connects. Phone calls must be answered live by NY Connects staff during the hours of operation. In cases where calls cannot be

answered by a live staff person, phone messages received must be returned by the end of the following business day.

12. The AAA agrees the NY Connects/NWD System is able to accommodate in person visits and agrees the NY Connects/NWD System will have signage that provides “visibility” for individuals who may choose to walk-in and meet with someone in person.

13. The AAA agrees to provide and document public education activities for populations of all ages needing LTSS including the private pay, those eligible for publicly funded services, and minority low-income, frail, vulnerable and limited English proficiency (LEP) populations as identified in NYSOFA’s Equal Access and Targeting Policy in 12-PI-08.

14. The AAA agrees to recruit membership for the NY Connects Local Long Term Care Council (LTCC) in collaboration with the local operating agency (if different), the State contracted ILC, LDSS, any Specialized NWDs covering AAA Planning and Services Area (PSA), as well as any other partners. The AAA will maintain a current NY Connects LTCC Membership Roster which must include contact information, organization and target population(s) represented.

15. The AAA agrees to work with health care systems, including but not limited to hospitals, health homes, medical homes, and other health care providers as well as other service systems, as appropriate, through public education activities, collaboration, and referrals in efforts to support consumers’ ability to remain successfully in the most appropriate and least restrictive environment.

16. The AAA agrees to identify long term services, supports and providers within its PSA which meets NYSOFA’s Inclusion/Exclusion Policy and adds, maintains and updates listings to the NY Connects Statewide Resource Directory.

17. The AAA agrees to maintain data in association with State and Federal requirements, participating in random moment time studies and a quarterly cost reporting process.

18. Federal matching funds may be available for NY Connects/NWD system for costs incurred for administrative activities that directly support efforts to identify and enroll potential eligible individuals into Medicaid and that directly support the provision of services covered under the state Medicaid plan. The AAA agrees to participate in random moment time studies, in accordance with procedures established by NYSOFA that identifies the expenditures incurred for those activities in support of federal reimbursement for a share of those expenditures. The AAA further agrees to submit a cost report each quarter that documents all actual costs for performing NY Connects/NWD System activities in accordance with procedures and in a form established by NYSOFA.

19. The AAA agrees to maintain an effective NY Connects infrastructure related to purpose and function in all core functions.

20. If the AAA fails to comply with the terms and conditions of this Grant Agreement and/or with any laws, rules, regulations, policies, or procedures affecting this Grant Agreement, NYSOFA may terminate the Grant Agreement immediately, upon written notice of termination to the AAA.

21. The AAA agrees to comply with all applicable federal requirements regarding access including, but not limited to, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, and Federal Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” as well as applicable state and local laws, regulations, and issuances.

22. The AAA agrees that, in accordance with NY Connects State Program Standard 10, the local lead administrator for NY Connects will take responsibility for ensuring that NY Connects and its contractors will provide barrier-free access to its services that accommodates individuals with disabilities and access for individuals who communicate in languages other than English. NY Connects will ensure accessibility compliance in the following ways:

- Physical accessibility, as per federal, state, and local laws, regulations, and issuances;
- Language accessibility for consumers with limited English proficiency (at a minimum, must establish a telephonic interpretation service contract with language interpretation services provider); and
- Communication accessibility for individuals with disabilities through auxiliary aids and services (711/NY Relay, TTY/TTD, large print materials, audio recordings, Braille, etc.).

**NY Connects Expansion and Enhancement Work Plan  
 Program Period April 1, 2023 – March 31, 2024  
 23-PI-10**

<b>GOAL 1: To engage in planning and collaboration to support and improve access to an integrated Long-Term Services and Supports (LTSS) delivery system.</b>	
<b>Deliverable:</b>	<b>Documentation or Metric:</b>
<p>1.1. The Long-Term Care Council (LTCC) consists of membership representing all age groups (children, older adults, caregivers) and individuals with intellectual and developmental disabilities (I/DD) and behavioral health needs. The LTCC must include one representative for each population.</p> <p>The LTCC will meet a minimum of three times, either in-person or virtually, to identify gaps in services and supports, duplication, and accessibility issues as well as making recommendations for system improvements and actions to achieve.</p>	<p>a. Submit updated LTCC membership listing to the New York State Office for the Aging (NYSOFA) in coordination with the Independent Living Center (ILC) partners and any applicable subcontractors.</p> <p>b. The Area Agency on Aging (AAA) and ILC will coordinate submission of meeting minutes for the three LTCC meetings held. Minutes must be submitted to NYSOFA by either the AAA or ILC with a copy sent to the non-submitting partner organization.</p> <p>c. LTCC facilitators/chairs will present on the availability of the NY Connects Resource Directory and the listings in their respective area.</p> <p>d. Council members will be asked to review and update their respective listings and assist with promotion of the Resource Directory.</p>

<p>1.2. NY Connects will collaborate with critical pathways to support care transitions and linkages to LTSS upon discharge (includes skilled nursing facilities, acute care providers, rehabilitation providers, primary care providers, performing provider systems, dementia services providers, and community-based organizations).</p>	<p>a. Description of referral processes with newly established critical pathways and local service providers.</p> <p>b. Description of any changes to referral processes among existing partners that collaborate on care transition support.</p>
<p>1.3. NY Connects has established written policies and procedures.</p>	<p>a. Submit policies and procedures to NYSOFA annually, and as needed when revision occurs.</p> <p>b. Maintain updated policies and procedures at the local NY Connects office.</p> <p>c. Complete attestation check-box on reporting website confirming that policies and procedures are current and have been reviewed and updated.</p> <p>d. Annual submission of an organizational structure that delineates NY Connects staffing and reporting relationships, including with subcontractors and No Wrong Door (NWD) partners.</p> <p>e. Maintain an updated description of processes for handling incoming NY Connects calls that are received at the NY Connects office.</p> <p>f. Complete attestation check-box on reporting website confirming that the processes</p>

	<p>for handling incoming NY Connects calls is current and has been reviewed and updated by the agency, as applicable. Amendments to the processes for handling calls will be submitted to NYSOFA as applicable.</p>
<p>1.4. NY Connects will perform the core functions of NY Connects with a singular identity and voice. To facilitate this process, meetings must occur with the principal NY Connects staff who are delivering NY Connects core functions. The following staff must participate in these meetings:</p> <ul style="list-style-type: none"> <li>• The NY Connects Coordinator from the local administrative agency (AAA or subcontracted agency) and as necessary other staff of the local administrative agency.</li> <li>• The local ILC subcontracted staff assigned to NY Connects and as necessary the ILC Regional Coordinator for NY Connects.</li> </ul>	<p>a. Submission of the AAA and ILC’s referral process, including subcontractors if applicable, that demonstrates an equal partnership and singular identity and voice in the administration of NY Connects core services.</p> <p>b. Submission of a real-life AAA-ILC cross-referral scenario that demonstrates communication and collaboration between the AAA and ILC.</p>
<p>1.5. The local NWD Implementation Team must hold semi-annual meetings, or more often if needed. Meetings may occur in-person or virtually, by phone, regional or otherwise, to establish seamless linkages, communication strategies, conduct quality assurance, and call testing exercises, and best practices that align with the NY Connects NWD System Standards.</p> <ul style="list-style-type: none"> <li>• The intent of these meetings is to enable continued collaboration among NWD partners for performing the core functions of NY Connects with a singular identify and voice. Meetings may include discussion of strategies for coordination of seamless referrals, cross-systems training, quality assurance, and call testing exercises, case conferencing, partner</li> </ul>	<p>a. Submission of current NWD Implementation Team roster demonstrating representation from each NY Connects NWD System partner.</p> <p>b. Coordinated submission of meeting minutes to NYSOFA and NWD Team members by either the AAA or ILC, with a copy sent to the non-submitting partner organization.</p>

<p>updates on resources &amp; agency activities relevant to NY Connects, etc.</p> <ul style="list-style-type: none"> <li>Meeting participation must include representatives from each of the NY Connects NWD partners (AAA, Local Department of Social Services (LDSS), ILC).</li> </ul>	
<p>1.6. Written and signed agreement(s) with NY Connects partners such as a Memorandum of Understanding (MOU), Memorandum of Agreement (MOA), contract, or subcontract is developed and maintained.</p> <p>Each written agreement must specifically delineate the respective roles and responsibilities for the provision of all NY Connects core functions.</p>	<p>a. All written agreements (MOU, MOA, contracts, and subcontracts) must be signed, dated, and submitted to NYSOFA and all respective parties upon development and when amended.</p> <p>b. All written agreements must be reviewed annually by the lead administrative agency operating NY Connects.</p>

<p><b>GOAL 2: To sustain and enhance a NY Connects NWD System that serves individuals and caregivers in need of LTSS through the operation of core functions in a manner that supports their independence and self-determination.</b></p>	
<p><b>Deliverable:</b></p>	<p><b>Documentation or Metric:</b></p>
<p>2.1. NY Connects will conduct the NWD Screening process and provide objective information and assistance on LTSS available to individuals and caregivers to meet their identified needs.</p>	<p>a. Number of contacts</p> <p>b. Units of topics discussed and type</p> <p>c. Units of assistance provided and type</p> <p>d. Time spent</p> <p>e. Follow-up if needed</p>
<p>2.2. NY Connects will provide options counseling/person-centered counseling (OC/PCC) to assist individuals and caregivers in making informed choices to meet their identified needs.</p>	<p>a. Number of OC/PCC units</p> <p>b. Completed follow-ups</p> <p>c. Description of an actual OC/PCC case scenario, that includes current processes for providing OC/PCC when</p>

	<p>needed, and a summary of the outcome.</p>
<p>2.3. NY Connects will assist with streamlining eligibility determinations and application assistance for publicly funded benefits and supports.</p>	<p>a. Description of current processes for:</p> <ul style="list-style-type: none"> <li>• providing information on and making referrals to the MyBenefits pre-screening and NY State of Health;</li> <li>• providing application and enrollment assistance for benefits, including Medicaid;</li> <li>• submission of a completed applications;</li> <li>• following up on eligibility determination status; and</li> <li>• linking an individual to another entity for assessment, if needed.</li> </ul>
<p>2.4. All NY Connects direct service staff will participate in all state mandated trainings, and other in-person and online trainings and educational opportunities, to enhance their ability to provide up-to-date, comprehensive, objective information and assistance and OC/PCC on LTSS.</p>	<p>a. Submission of all training events agendas and staff attendance roster to NYSOFA.</p> <p>b. Documentation of completion of required online trainings by all NY Connects staff providing information and assistance and submission of applicable certificates of completion to NYSOFA (guidance forthcoming)</p> <p>c. For OC/PCC certification: Response to NYSOFA's annual OC/PCC training request email and provision of any applicable updates as needed.</p> <p>*Note: Only staff who receive</p>



	<p>this training can provide OC/PCC.</p> <p>d. Documentation of completion of required online trainings by all NY Connects staff providing OC/PCC and submission of applicable certificates of completion to NYSOFA (guidance forthcoming)</p>
2.5. NY Connects will maintain comprehensive and current resource listings of LTSS programs and providers in the online NY Connects Statewide Resource Directory.	a. Monthly reviews of the NY Connects Statewide Resource Directory to maintain updated and accurate listings.
2.6. NY Connects staff time dedicated to all Medicaid-related NY Connects activities will be tracked.	a. Participation in the NY Connects Random Moment Time Study (RMTS) and timely submission of quarterly cost allocation reports.

<b>GOAL 3: To evaluate the visibility and effectiveness of NY Connects in serving individuals and caregivers in need of LTSS, as well as the impact of NY Connects on the local system of LTSS.</b>	
<b>Deliverable:</b>	<b>Documentation or Metric:</b>
3.1. NY Connects will conduct public education utilizing materials that are approved by NYSOFA.	<p>a. Use of state provided branding and materials</p> <p>If applicable, locally designed materials must be submitted to NYSOFA for review and approval prior to distribution.</p> <p>All public education materials developed for distribution by the AAA, must reflect the contact information for the ILC. All public education materials developed for distribution by the ILC, must contain the contact information for the AAA.</p>

	<p>b. Record of all public education activities and events.</p> <p>c. Completion of at least two events jointly coordinated by the AAA and ILC to increase public awareness about NY Connects services and the NWD system.</p>
<p>3.2. NY Connects, in collaboration with its partners and the LTCC, will work to improve the LTSS system. This will include providing new or expanded services and supports, quality improvements, and forming new partnerships and collaborations resulting in easy access to services and supports by individuals and caregivers.</p>	<p>a. Completion of Reform Efforts Log maintained within the NY Connects reporting website. Responses must be a collaborative effort between the AAA and the ILC and any applicable subcontractors.</p>
<p>3.3. NY Connects will conduct ongoing quality assurance (QA) and evaluation activities that measure the delivery of NY Connects core functions.</p>	<p>a. Ongoing quality assurance and evaluation activities in coordination with the ILC and any applicable subcontractors will be conducted and at minimum, must include the following:</p> <ul style="list-style-type: none"> <li>• <b>NY Connects Local Operations</b> QA Tasks: <ul style="list-style-type: none"> <li>○ Quarterly Real Time Call Shadowing of staff providing information and assistance interacting with individuals accessing NY Connects (NYSOFA prescribed form and submission of results required – guidance forthcoming)</li> <li>○ Conduct locally developed call testing exercise</li> <li>○ Review NYSOFA reporting requirements</li> <li>○ Local staff training report reviews</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Communication with the ILC partner</li> <li>○ Review of information and assistance data to monitor appropriateness of information and assistance provided.</li> <li>• <b>Technology/Process Functionality</b> <u>QA tasks:</u> <ul style="list-style-type: none"> <li>○ Resource Directory maintenance: <ul style="list-style-type: none"> <li>▪ Attend monthly CareDirector calls</li> <li>▪ Complete hyperlink validations</li> <li>▪ Review and update provider and program listings that are owned and maintained by the AAA/ILC on an annual basis and as needed</li> </ul> </li> <li>○ Review of accurate and real-time data entry into the system, in compliance with NYSOFA information and assistance data validation</li> </ul> </li> <li>• <b>Community Outreach</b> <u>QA Tasks:</u> <ul style="list-style-type: none"> <li>○ Review of information and assistance data to monitor demographics and populations served</li> <li>○ Public education activity review</li> </ul> </li> </ul>
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<p>3.4. NY Connects will evaluate the effectiveness of the provision of information and assistance and OC/PCC through NYSOFA's Customer Satisfaction Survey or other satisfaction survey approved by NYSOFA.</p>	<ul style="list-style-type: none"><li>a. Evaluate Satisfaction Survey findings</li><li>b. Annual submission of Satisfaction Survey results into the NY Connects Reporting website. Submission must include a description of the results will inform future improvements to the NY Connects NWD System.</li></ul>
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New York State Office for the Aging  
 New York Connects Expansion and Enhancement Program  
 State Fiscal Year- 4/1/23-3/31/24  
 Final Allocation Schedule - MA Cap Funds and FFP Funding

23-PI-10

<u>Area Agency on Aging</u>	<u>MA Cap Funding</u>	<u>FFP Funding</u>	<u>Total Allocation</u>
Albany	\$369,034	\$31,787	\$400,821
Allegany	\$235,258	\$20,264	\$255,522
Broome	\$410,816	\$35,386	\$446,202
Cattaraugus	\$279,541	\$24,078	\$303,619
Cayuga	\$220,754	\$19,015	\$239,769
Chautauqua	\$413,018	\$35,576	\$448,594
Chemung	\$282,480	\$24,332	\$306,812
Chenango	\$222,792	\$19,190	\$241,982
Clinton	\$283,216	\$24,395	\$307,611
Columbia	\$150,254	\$12,942	\$163,196
Cortland	\$235,258	\$20,264	\$255,522
Delaware	\$180,642	\$15,560	\$196,202
Dutchess	\$462,662	\$39,852	\$502,514
Erie	\$612,810	\$52,785	\$665,595
Essex	\$235,258	\$20,264	\$255,522
Franklin	\$227,183	\$19,569	\$246,752
Fulton	\$234,523	\$20,201	\$254,724
Genesee	\$234,523	\$20,201	\$254,724
Greene	\$234,523	\$20,201	\$254,724
Herkimer	\$283,949	\$24,458	\$308,407
Jefferson	\$185,167	\$15,950	\$201,117
Lewis	\$235,991	\$20,327	\$256,318
Livingston	\$206,712	\$17,805	\$224,517
Madison	\$183,422	\$15,799	\$199,221
Monroe	\$670,214	\$57,729	\$727,943
Montgomery	\$201,932	\$17,394	\$219,326
Nassau	\$465,424	\$40,090	\$505,514
Niagara	\$284,066	\$24,468	\$308,534
Oneida	\$461,927	\$39,788	\$501,715
Onondaga	\$679,022	\$58,488	\$737,510
Ontario	\$283,216	\$24,395	\$307,611
Orange	\$458,989	\$39,535	\$498,524
Orleans	\$200,496	\$17,270	\$217,766
Oswego	\$263,637	\$22,709	\$286,346
Otsego	\$179,771	\$15,485	\$195,256
Putnam	\$250,799	\$21,603	\$272,402
Rensselaer	\$299,412	\$25,790	\$325,202
Rockland	\$461,927	\$39,788	\$501,715
St. Lawrence	\$240,748	\$20,737	\$261,485
Saratoga	\$412,282	\$35,512	\$447,794
Schenectady	\$413,018	\$35,576	\$448,594
Schoharie	\$235,258	\$20,264	\$255,522
Schuyler	\$146,478	\$12,617	\$159,095
Seneca	\$237,375	\$20,447	\$257,822
Steuben	\$220,825	\$19,021	\$239,846
Suffolk	\$651,119	\$56,085	\$707,204
Sullivan	\$283,216	\$24,395	\$307,611
Tioga	\$146,478	\$12,617	\$159,095
Tompkins	\$283,949	\$24,458	\$308,407
Ulster	\$261,374	\$22,514	\$283,888
Warren/Hamilton	\$206,860	\$17,818	\$224,678
Washington	\$234,523	\$20,201	\$254,724
Wayne	\$283,216	\$24,395	\$307,611
Westchester	\$664,339	\$57,223	\$721,562
Wyoming	\$178,769	\$15,398	\$194,167
Yates	\$185,671	\$15,993	\$201,664
New York City	\$3,812,067	\$328,356	\$4,140,423
Seneca Nation	\$124,090	\$10,689	\$134,779
St. Regis	\$64,152	\$5,526	\$69,678
<b>Total</b>	<b>\$21,066,425</b>	<b>\$1,814,575</b>	<b>\$22,881,000</b>

**NY Connects Expansion and Enhancement 2023-2024**

**SUMMARY BUDGETS**

**23-PI-10**

AAA: \_\_\_\_\_ **Allocation Amount**

Program Period: April 1, 2023 - March 31, 2024

<b>Budget Category</b>		<b>Budget Amount</b>
1	Personnel	
2	Fringe Benefits	
3	Equipment	
4	Travel	
5	Maintenance and Operations	
6	Other Expenses	
7	Contracts and/or Consultants	
8	<b>Total Budget (Sum of Lines 1-7)</b>	
9	<b>State Funds Requested</b>	
10	<b>Local Funds</b>	

Notes The Total Budget amount (Line 8) must equal the Total Budget amount (Line 8) on the last page.

Area Agencies may include additional Local Funding in the budget above, however additional funds are not required.

**NY Connects Expansion and Enhancement 2023-2024  
Supporting Budget Schedules**

AAA: \_\_\_\_\_

1. Personnel - AAA salaries are listed here.( DSS and other <i>county</i> partners' salaries are listed in the contract section, as applicable.)							
	Complete for Each Position (N)ame, (T)itle, (L)ocation	Annual Salary or Hourly Rate*	Hours worked on program per week	Total Hours worked per week	Chargeable to Program		Narrative justification: For each position, provide a brief summary of duties related to each program.
					% of Time	Amount	
1	N						
	T						
	L						
2	N						
	T						
	L						
3	N						
	T						
	L						
4	N						
	T						
	L						
5	N						
	T						
	L						
6	N						
	T						
	L						
7	N						
	T						
	L						
8	N						
	T						
	L						
9	N						
	T						
	L						
10	N						
	T						
	L						
11	N						
	T						
	L						
<b>TOTAL Program Personnel:</b>							
*Note: If employee is paid a salary, then list the annual salary. If employee is not on salary, then list the hourly rate. When reporting the rate of pay on vouchering forms, the format (i.e., salary or hourly rate) must match this budget (although the actual salary or the hourly rate paid may be different than budgeted).							
<b>2. Fringe Benefits-</b> Fringe Benefits should be directly proportional to that portion of personnel costs that are program related. Provide a clear justification if the expenses are not proportionally allocated.							
<b>Fringe Benefit Rate %:</b>						<b>TOTAL Fringe:</b>	

**NY Connects Expansion and Enhancement 2023-2024  
Supporting Budget Schedules**

**23-PI-10**

AAA: \_\_\_\_\_

<b>3. Equipment:</b>																				
<ul style="list-style-type: none"> <li>•List all equipment items whether purchased or leased.</li> <li>•Provide a detailed description for all equipment with a unit cost of \$1,000 or more.</li> <li>•Equipment with a unit cost of less than \$1,000 should be listed individually under Miscellaneous Equipment in the Maintenance &amp; Operations budget section.</li> </ul>																				
<b>Item and Description</b>	<b>Quantity</b>	<b>Unit Purchase Price</b>	<b>Percent Chargeable to Program</b>	<b>Amount Chargeable to Program</b>																
<b>TOTAL Equipment</b>																				
<b>4. Travel:</b>																				
<ul style="list-style-type: none"> <li>•Outline reason for travel and indicate the number of staff traveling.(e.g., staff to training, field interviews, advisory group meeting, etc.).</li> <li>•Show the basis of computation (e.g., two people to 3-day training at \$X airfare, \$X lodging, \$X food).</li> </ul>																				
<b>Mileage:</b> _____ miles @ _____ per mile <b>Parking &amp; Tolls</b> <b>Public Transportation:</b> <b>Rental Vehicles (specify destination):</b> <b>Other Travel Costs (Specify):</b>				<b>Program Expenses</b>																
<b>Reasons for Travel:</b>																				
<b>TOTAL Travel</b>																				
<b>5. Maintenance &amp; Operations:</b>																				
<ul style="list-style-type: none"> <li>•In the space provided, detail each expense.</li> <li>•For equipment with a unit cost of less than \$1,000, list the items and the total for these items under Miscellaneous Equipment.</li> </ul>																				
<b>Equipment Maintenance and Repair:</b> <b>Postage:</b> <b>Printing &amp; Photocopying:</b> <b>Rent:</b> <table border="1" style="width:100%; margin-top: 5px;"> <tr> <td style="width:30%;"> </td> <td style="width:30%;">Monthly Rent</td> <td style="width:20%;">% Charge to Prg</td> <td style="width:20%;">No. of months</td> </tr> <tr> <td>NY Connects:</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>Location:</td> <td colspan="3"> </td> </tr> <tr> <td>Owner:</td> <td colspan="3"> </td> </tr> </table> <b>Supplies:</b> <b>Telephone:</b> <b>Utilities:</b> <b>Miscellaneous Equipment (List Items):</b>					Monthly Rent	% Charge to Prg	No. of months	NY Connects:				Location:				Owner:				<b>Program Expenses</b>
	Monthly Rent	% Charge to Prg	No. of months																	
NY Connects:																				
Location:																				
Owner:																				
<b>TOTAL M&amp;O:</b>																				



# NY Connects Expansion and Enhancement 2023-2024 Supporting Budget Schedules

AAA: \_\_\_\_\_

<b>6. Other Expenses: List specific item and cost.</b>		
<ul style="list-style-type: none"> <li>•Itemize all Public Education costs.</li> <li>•Promotional materials in the form of informational brochures and the like are acceptable expenses.</li> <li>•“Giveaways” are not an allowable expense under this funding.</li> <li>•Food and refreshments (other than travel related expenses) are not an allowable expense under this funding.</li> </ul>		
<b>Public Education:</b>		<b>Amount</b>
<b>Information Technology (Specify):</b>		<b>Amount</b>
<b>Other (Specify):</b>		<b>Amount</b>
<b>TOTAL Other Expenses:</b>		
<b>7. Contracts/Consultants:</b>		
<ul style="list-style-type: none"> <li>•List each contractor or consultant, amount, and describe service below.</li> <li>•A copy of each contract or consultant agreement must be submitted to NYSOFA before reimbursement will be made.</li> <li>•Complete and submit a Contractor Budget for each contractor that will receive 25% or more of your grant amount in the form of line item contracts.</li> <li>•For Consultants, please list unit rate (e.g., \$25 per hour) and Number of Units in the columns provided. (Note: If you hire a translator, language and/or sign interpreter, include the expense here.) DSS or other county partners' salaries are to be listed in this section.</li> <li>•The Unit Rate and Number of Units do not need to be completed for line item contracts.</li> </ul>		
Contractor/Consultant and description of service <b>(List them individually)</b>	# of Units (Consultant)	Program Total
<b>TOTAL Contractors/Consultants:</b>		
<b>8. Total Budget: (numbers 1-7)</b>		
<b>9. State Funds Requested</b>		
<b>10. Local Funds: Describe below</b>		<b>Amount</b>
<b>TOTAL Local Funds:</b>		

**NY Connects Expansion and Enhancement 2023-2024  
Contractor Supporting Budget Schedule  
23-PI-10**

Contractor: \_\_\_\_\_ **Allocation Amount**

Program Per April 1, 2023 - March 31, 2024

<b>Budget Category</b>		<b>Budget Amount</b>
1	Personnel	
2	Fringe Benefits	
3	Equipment	
4	Travel	
5	Maintenance and Operations	
6	Other Expenses	
7	Contracts and/or Consultants	
8	<b>Total Budget (Sum of Lines 1-7)</b>	
9	<b>State Funds Requested</b>	
10	<b>Local Funds</b>	

Notes The Total Budget amount (Line 8) must equal the Total Budget amount (Line 8) on the last page.

Area Agencies may include additional Local Funding in the budget above, however additional funds are not required.

**NY Connects Expansion and Enhancement 2023-2024  
Contractor Supporting Budget Schedule**

Contractor: \_\_\_\_\_

1. Personnel - AAA salaries are listed here.( DSS and other <i>county</i> partners' salaries are listed in the contract section, as applicable.)							
	Complete for Each Position (N)ame, (T)itle, (L)ocation	Annual Salary or Hourly Rate*	Hours worked on program per week	Total Hours worked per week	Chargeable to Program		Narrative justification: For each position, provide a brief summary of duties related to each program.
					% of Time	Amount	
1	N						
	T						
	L						
2	N						
	T						
	L						
3	N						
	T						
	L						
4	N						
	T						
	L						
5	N						
	T						
	L						
6	N						
	T						
	L						
7	N						
	T						
	L						
8	N						
	T						
	L						
9	N						
	T						
	L						
10	N						
	T						
	L						
11	N						
	T						
	L						
<b>TOTAL Program Personnel:</b>							
*Note: If employee is paid a salary, then list the annual salary. If employee is not on salary, then list the hourly rate. When reporting the rate of pay on vouchering forms, the format (i.e., salary or hourly rate) must match this budget (although the actual salary or the hourly rate paid may be different than budgeted).							
<b>2. Fringe Benefits-</b> Fringe Benefits should be directly proportional to that portion of personnel costs that are program related. Provide a clear justification if the expenses are not proportionally allocated.							
<b>Fringe Benefit Rate %:</b>					<b>TOTAL Fringe:</b>		

## NY Connects Expansion and Enhancement 2023-2024 Contractor Supporting Budget Schedule

Contractor: \_\_\_\_\_

<b>3. Equipment:</b> •List all equipment items whether purchased or leased. •Provide a detailed description for all equipment with a unit cost of \$1,000 or more. •Equipment with a unit cost of less than \$1,000 should be listed individually under Miscellaneous Equipment in the Maintenance & Operations budget section.																
Item and Description	Quantity	Unit Purchase Price	Percent Chargeable to Program	Amount Chargeable to Program												
<b>TOTAL Equipment</b>																
<b>4. Travel:</b> •List travel costs. •Outline reason for travel and indicate the number of staff traveling.(e.g., staff to training, field interviews, advisory group meeting, etc.). •Show the basis of computation (e.g., two people to 3-day training at \$X airfare, \$X lodging, \$X food).																
Mileage: _____ miles @ _____ per mile Parking & Tolls Public Transportation: Rental Vehicles (specify destination): Other Travel Costs (Specify):				<b>Program Expenses</b> _____ _____ _____ _____												
<b>Reasons for Travel:</b> _____ _____																
<b>TOTAL Travel</b>																
<b>5. Maintenance &amp; Operations:</b> •In the space provided, detail each expense. •For equipment with a unit cost of less than \$1,000, list the items and the total for these items under Miscellaneous Equipment.																
Equipment Maintenance and Repair: Postage: Printing & Photocopying: Rent: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 60%;"> <tr> <th style="width: 30%;">Monthly Rent</th> <th style="width: 20%;">% Charge to Prg</th> <th style="width: 50%;">No. of months</th> </tr> <tr> <td>NY Connects: _____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Location: _____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Owner: _____</td> <td>_____</td> <td>_____</td> </tr> </table> Supplies: Telephone: Utilities: Miscellaneous Equipment (List Items):				Monthly Rent	% Charge to Prg	No. of months	NY Connects: _____	_____	_____	Location: _____	_____	_____	Owner: _____	_____	_____	<b>Program Expenses</b> _____ _____ _____ _____ _____ _____
Monthly Rent	% Charge to Prg	No. of months														
NY Connects: _____	_____	_____														
Location: _____	_____	_____														
Owner: _____	_____	_____														
<b>TOTAL M&amp;O:</b>																

# NY Connects Expansion and Enhancement 2023-2024 Contractor Supporting Budget Schedule

23-PI-10

Contractor: \_\_\_\_\_

<b>6. Other Expenses: List specific item and cost.</b>		
<ul style="list-style-type: none"> <li>•Itemize all Public Education costs.</li> <li>•Promotional materials in the form of informational brochures and the like are acceptable expenses.</li> <li>•“Giveaways” are not an allowable expense under this funding.</li> <li>•Food and refreshments (other than travel related expenses) are not an allowable expense under this funding.</li> </ul>		
<b>Public Education:</b>		<b>Amount</b>
<b>Information Technology (Specify):</b>		<b>Amount</b>
<b>Other (Specify):</b>		<b>Amount</b>
<b>TOTAL Other Expenses:</b>		
<b>7. Contracts/Consultants:</b>		
<ul style="list-style-type: none"> <li>•List each contractor or consultant, amount, and describe service below.</li> <li>•A copy of each contract or consultant agreement must be submitted to NYSOFA before reimbursement will be made.</li> <li>•Complete and submit a Contractor Budget for each contractor that will receive 25% or more of your grant amount in the form of line item contracts.</li> <li>•For Consultants, please list unit rate (e.g., \$25 per hour) and Number of Units in the columns provided. (Note: If you hire a translator, language and/or sign interpreter, include the expense here.) DSS or other county partners' salaries are to be listed in this section.</li> <li>•The Unit Rate and Number of Units do not need to be completed for line item contracts.</li> </ul>		
Contractor/Consultant and description of service <b>(List them individually)</b>	# of Units (Consultant)	Program Total
<b>TOTAL Contractors/Consultants:</b>		
<b>8. Total Budget: (numbers 1-7)</b>		
<b>9. State Funds Requested</b>		
<b>10. Local Funds: Describe below</b>		<b>Amount</b>
<b>TOTAL Local Funds:</b>		