

## NY Connects Beneficiary Contact Summary Report

(April 1, 2023 to June 30, 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 first (1st) quarter (April 1, 2023 to June 30, 2023), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

<b>Total NY Connects Contacts:</b>	<b>50,739</b>
<b>Contact Type</b>	
Consumer	42,005
Professional/Provider	2,552
Caregiver/Family	4,313
Other	869
Friend	437
Legally Authorized Rep	17
Neighbor	62
Parent	95
Parent of Minor Child	74
Spouse	315
<b>Consumer Type</b>	
60+ yrs of age	34,569
Unknown	11,432
19<59 yrs of age	4,491
<18 yrs of age	247
<b>Top 10 Information Provided</b>	
Home Based Services	23,573
Residential/Housing Options and Supports	18,920
Insurance/Benefit Information & Counseling	18,620
Consumer and Caregiver Supports	15,980
Nutrition	7,524
Transportation	4,789
Mental Health, Cognitive Status, Support Groups/Counseling	3,948
Legal Services	3,459
Home Modification and Repairs	2,943
Personal Finance and Tax Assistance	2,630
<b>Top 10 Assistance Provided</b>	
Connected consumer with agencies, providers or programs	37,582
Personalized Packets Distributed/Mailed	8,752

Options Counseling to consumer/caregiver	8,194
Referral to Aging Services Network	7,578
Contact w/ friends, family or others to better assist consumer	6,138
Screening for Medicaid and other public LTC programs	5,345
Telephone Follow up Delivered	4,804
Asst. with application for publicly funded services/programs	1,522
Referral to LDSS	1,349
Referral for Comprehensive Assessment - Aging Services Network	951