

## NY Connects Beneficiary Contact Summary Report

(July 1, 2023 to Sept 30, 2023)

NY Connects is administered locally through a collaboration between the 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 between July 1, 2023 and September 30, 2023. The report also includes demographic information and a ranked listing of the types of information requested and assistance provided by NY Connects.

<b>Total NY Connects Contacts:</b>	55,314
<b>Contact Type</b>	
Consumer	46,229
Professional/Provider	2,536
Caregiver/Family	4,515
Other	1,025
Friend	454
Legally Authorized Rep	28
Neighbor	80
Parent	87
Parent of Minor Child	43
Spouse	317
<b>Consumer Type</b>	
60+ yrs of age	36,339
Unknown	10,631
19<59 yrs of age	5,258
<18 yrs of age	3086
<b>Top 10 Information Provided</b>	
Home Based Services	23,922
Residential/Housing Options and Supports	20,289
Insurance/Benefit Information & Counseling	20,254
Consumer and Caregiver Supports	16,363
Nutrition	9,960
Transportation	5,027
Mental Health, Cognitive Status, Support Groups/Counseling	3,901
Legal Services	3,485
Home Modification and Repairs	3,041
Other	3,040
<b>Top 10 Assistance Provided</b>	
Connected consumer with agencies, providers or programs	40,012
Personalized Packets Distributed/Mailed	9,399

Options Counseling to consumer/caregiver	8,784
Referral to Aging Services Network	8,125
Contact w/ friends, family or others to better assist consumer	6,466
Screening for Medicaid and other public LTC programs	5,581
Telephone Follow up Delivered	4,656
Asst. with application for publicly funded services/programs	1,863
Referral to LDSS	1,241
Referral for Comprehensive Assessment - Aging Services Network	970