

## NY Connects Beneficiary Contact Summary Report

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

<b>Total NY Connects Contacts:</b>	52,288
<b>Contact Type</b>	
Consumer	43,578
Professional/Provider	2,657
Caregiver/Family	4,172
Other	1,045
Friend	340
Legally Authorized Rep	26
Neighbor	63
Parent	68
Parent of Minor Child	36
Spouse	303
<b>Consumer Type</b>	
60+ yrs of age	34,568
Unknown	12,103
19<59 yrs of age	5,086
<18 yrs of age	531
<b>Top 10 Information Provided</b>	
Home Based Services	21,043
Insurance/Benefit Information & Counseling	21,017
Residential/Housing Options and Supports	19,339
Consumer and Caregiver Supports	13,420
Nutrition	6,685
Transportation	4,578
Mental Health, Cognitive Status, Support Groups/Counseling	3,369
Legal Services	3,037
Other	2,947
Home Modification and Repairs	2,712
<b>Top 10 Assistance Provided</b>	
Connected consumer with agencies, providers or programs	38,171
Personalized Packets Distributed/Mailed	8,936

Referral to Aging Services Network	7,637
Options Counseling to consumer/caregiver	7,314
Contact w/ friends, family or others to better assist consumer	6,157
Screening for Medicaid and other public LTC programs	4,769
Telephone Follow up Delivered	4,536
Assisted with HEAP Application	1,912
Assisted with application for publicly funded services/programs	1,683
Referral to LDSS	1,365