

NY Connects Beneficiary Contact Summary Report

(April 1, 2024 to June 30, 2024)

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 between April 1, 2024 to June 30, 2024, demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

| | |
|--|---------------|
| Total NY Connects Contacts: | 53,469 |
| Contact Type | |
| Consumer | 44,942 |
| Professional/Provider | 2,625 |
| Caregiver/Family | 4,186 |
| Other | 893 |
| Friend | 368 |
| Legally Authorized Rep | 19 |
| Neighbor | 70 |
| Parent | 73 |
| Parent of Minor Child | 32 |
| Spouse | 261 |
| Consumer Type | |
| 60+ yrs of age | 35,590 |
| Unknown | 12,023 |
| 19<59 yrs of age | 5,382 |
| <18 yrs of age | 474 |
| Top 10 Information Provided | |
| Home Based Services | 23,139 |
| Insurance/Benefit Information & Counseling | 20,347 |
| Residential/Housing Options and Supports | 18,916 |
| Consumer and Caregiver Supports | 13,070 |
| Nutrition | 7,431 |
| Transportation | 4,980 |
| Legal Services | 3,630 |
| Mental Health, Cognitive Status, Support Groups/Counseling | 3,227 |
| Personal Finance and Tax Assistance | 3,112 |
| Other | 2,275 |
| Top 10 Assistance Provided | |
| Connected consumer with agencies, providers or programs | 39,857 |
| Options Counseling to consumer/caregiver | 9,993 |

| | |
|---|-------------------|
| Personalized packets distributed/mailed | 9,176 |
| Referral to Aging Services Network | 8,154 |
| Contact w/ friends, family or others to better assist consumer | 7,183 |
| Screening for Medicaid and other public LTC programs | 5,027 |
| Telephone Follow up Delivered | 4,381 |
| Assisted with application for publicly funded services/programs | 2,003 |
| Referral to LDSS | 1,312 |
| Referral for Comprehensive Assessment - Aging Services Network | 1,106 |
| Total Time Spent | 24,740 |
| Average Time Spent | 46 Minutes |