

## NY Connects Beneficiary Contact Summary Report

(Jan 1, 2024 to March 31, 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, demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

<b>Total NY Connects Contacts:</b>	<b>55,664</b>
<b>Contact Type</b>	
Consumer	46,383
Professional/Provider	2,704
Caregiver/Family	4,524
Other	1,121
Friend	443
Legally Authorized Rep	40
Neighbor	66
Parent	88
Parent of Minor Child	32
Spouse	263
<b>Consumer Type</b>	
60+ yrs of age	37,848
Unknown	12,625
19<59 yrs of age	4,921
<18 yrs of age	270
<b>Top 10 Information Provided</b>	
Home Based Services	23,912
Insurance/Benefit Information & Counseling	20,660
Residential/Housing Options and Supports	20,437
Consumer and Caregiver Supports	15,370
Nutrition	6,361
Transportation	5,180
Legal Services	3,639
Mental Health, Cognitive Status, Support Groups/Counseling	3,547
Personal Finance and Tax Assistance	3,041
Other	3,041
<b>Top 10 Assistance Provided</b>	
Connected consumer with agencies, providers or programs	41,315
Personalized Packets Distributed/Mailed	9,849

Options Counseling to consumer/caregiver	8,282
Referral to Aging Services Network	7,957
Contact w/ friends, family or others to better assist consumer	6,669
Screening for Medicaid and other public LTC programs	4,947
Telephone Follow up Delivered	4,834
Assisted with application for publicly funded services/programs	1,938
Referral to LDSS	1,478
Assisted with HEAP Application	1,393
<b>Total Time Spent</b>	<b>25,558</b>
<b>Average Time Spent</b>	<b>50 Minutes</b>