

NY Connects Beneficiary Contact Summary Report

(July 1, 2024 to September 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 July 1, 2024 to September 30, 2024. The data includes demographic information for these contacts and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	58,244
Contact Type	
Consumer	49,695
Professional/Provider	2,432
Caregiver/Family	4,185
Other	1,027
Friend	438
Legally Authorized Rep	29
Neighbor	64
Parent	81
Parent of Minor Child	35
Spouse	258
Consumer Type	
60+ yrs of age	38,978
Unknown	13,306
19<59 yrs of age	5,539
<18 yrs of age	421
Top 10 Information Provided	
Home Based Services	22,940
Insurance/Benefit Information & Counseling	21,623
Residential/Housing Options and Supports	20,166
Consumer and Caregiver Supports	15,727
Nutrition	12,052
Transportation	5,528
Legal Services	4,600
Mental Health, Cognitive Status, Support Groups/Counseling	4,283
Other	3,377
Home Modification and Repairs	3,093
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	42,865
Options Counseling to consumer/caregiver	10,973

Personalized packets distributed/mailed	9,305
Referral to Aging Services Network	8,908
Contact w/ friends, family or others to better assist consumer	5,917
Screening for Medicaid and other public LTC programs	5,161
Telephone Follow up Delivered	4,130
Assisted with application for publicly funded services/programs	1,950
Referral to LDSS	1,224
Referral for Comprehensive Assessment - Aging Services Network	1,159
Total Time Spent	25,631
Average Time Spent	44 Minutes