

NY Connects Beneficiary Contact Summary Report

(October 1, 2024 to December 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 made to the NY Connects program between October 1, 2024 and December 31, 2024, demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	53,888
Contact Type	
Consumer	46,416
Professional/Provider	2,272
Caregiver/Family	3,280
Other	1,105
Friend	352
Legally Authorized Rep	29
Neighbor	68
Parent	68
Parent of Minor Child	22
Spouse	276
Consumer Type	
60+ yrs of age	36,576
Unknown	11,459
19<59 yrs of age	5,544
<18 yrs of age	309
Top 10 Information Provided	
Insurance/Benefit Information & Counseling	24,201
Home Based Services	20,460
Residential/Housing Options and Supports	19,690
Consumer and Caregiver Supports	12,055
Nutrition	7,007
Transportation	5,150
Legal Services	3,224
Mental Health, Cognitive Status, Support Groups/Counseling	2,983
Home Modification and Repairs	2,647
Personal Finance and Tax Assistance	2,149
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	39,750
Options Counseling to consumer/caregiver	9,808

Personalized packets distributed/mailed	8,903
Referral to Aging Services Network	8,701
Screening for Medicaid and other public LTC programs	5,308
Contact w/ friends, family or others to better assist consumer	5,165
Telephone Follow up Delivered	3,878
Assisted with HEAP Application	2,112
Assisted with Application for Publicly Funded Services/Programs	1,840
Referral to LDSS	1,231
Total Time Spent	24,410
Average Time Spent	45 Minutes