

NY Connects Beneficiary Contact Summary Report

(January 1, 2025 to March 31, 2025)

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 from January 1, 2025 through March 31, 2025.

Total NY Connects Contacts:	55,737
Contact Type	
Consumer	47,620
Professional/Provider	2,221
Caregiver/Family	3,822
Other	1,205
Friend	369
Legally Authorized Rep	26
Neighbor	64
Parent	89
Parent of Minor Child	27
Spouse	294
Consumer Type	
60+ yrs of age	38,024
Unknown	12,283
19<59 yrs of age	5,106
<18 yrs of age	324
Top 10 Information Provided	
Home Based Services	24,656
Insurance/Benefit Information & Counseling	21,926
Residential/Housing Options and Supports	20,726
Consumer and Caregiver Supports	14,319
Nutrition	6,656
Transportation	5,973
Legal Services	3,657
Mental Health, Cognitive Status, Support Groups/Counseling	3,515
Personal Finance and Tax Assistance	2,944
Home Modification and Repairs	2,879
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	41,808
Options Counseling to consumer/caregiver	9,913
Personalized packets distributed/mailed	9,441

Referral to Aging Services Network	8,229
Screening for Medicaid and other public LTC programs	5,450
Contact w/ friends, family or others to better assist consumer	5,400
Telephone Follow up Delivered	4,441
Assisted with Application for Publicly Funded Services/Programs	1,918
Referral to LDSS	1,421
Assisted with HEAP Application	1,249
Total Time Spent	25,329
Average Time Spent	45 Minutes