

## NY Connects Beneficiary Contact Summary Report

(April 1, 2025 to June 30, 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 provides information on the number of contacts made to NY Connects between April 1, 2025 and June 30, 2025.

<b>Total NY Connects Contacts:</b>	<b>52,186</b>
<b>Contact Type</b>	
Consumer	44,343
Professional/Provider	2,402
Caregiver/Family	3,374
Other	1,207
Friend	340
Legally Authorized Rep	41
Neighbor	62
Parent	93
Parent of Minor Child	43
Spouse	281
<b>Consumer Type</b>	
60+ yrs of age	36,091
Unknown	10,768
19<59 yrs of age	4,970
<18 yrs of age	357
<b>Top 10 Information Provided</b>	
Home Based Services	24,057
Insurance/Benefit Information & Counseling	20,554
Residential/Housing Options and Supports	18,725
Consumer and Caregiver Supports	13,660
Nutrition	7,088
Transportation	5,145
Legal Services	3,652
Mental Health, Cognitive Status, Support Groups/Counseling	3,532
Personal Finance and Tax Assistance	3,107
Home Modification and Repairs	2,309
<b>Top 10 Assistance Provided</b>	
Connected consumer with agencies, providers or programs	39,242
Options Counseling to consumer/caregiver	9,001

Personalized packets distributed/mailed	8,555
Referral to Aging Services Network	7,533
Contact w/ friends, family or others to better assist consumer	5,031
Screening for Medicaid or other Public LTC Programs	4,921
Telephone Follow up Delivered	4,229
Assisted with Application for Publicly Funded Services/Programs	2,108
Referral to LDSS	1,330
Translations Services Provided	926
<b>Total Time Spent</b>	<b>24,029</b>
<b>Average Time Spent</b>	<b>46 Minutes</b>