NY Connects Beneficiary Contact Summary Report

(July 1, 2025 to September 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 July 1, 2025 and September 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).

Total NY Connects Contacts:	54,375
Contact Type	
Consumer	46,600
Professional/Provider	2,262
Caregiver/Family	3,690
Other	971
Friend	366
Legally Authorized Rep	31
Neighbor	71
Parent	76
Parent of Minor Child	30
Spouse	278
Consumer Type	
60+ yrs of age	38,820
Unknown	10,500
19<59 yrs of age	4,785
<18 yrs of age	270
Top 10 Information Provided	
Home Based Services	24,705
Insurance/Benefit Information & Counseling	21,316
Residential/Housing Options and Supports	18,337
Consumer and Caregiver Supports	15,678
Nutrition	9,895
Transportation	5,455
Legal Services	3,796
Mental Health, Cognitive Status, Support Groups/Counseling	3,662
Personal Finance and Tax Assistance	3,530
Home Modification and Repairs	2,579
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	40,391
Personalized packets distributed/mailed	9,259

Options Counseling to consumer/caregiver	9,185
Referral to Aging Services Network	8,802
Screening for Medicaid or other Public LTC Programs	5,605
Contact with friends, family or others to better assist consumer	5,064
Telephone Follow up Delivered	4,099
Assisted with Application for Publicly Funded Services/Programs	2,213
Referral to LDSS	1,273
On site visit conducted	964
Total Time Spent	24,900
Average Time Spent	46 Minutes