

NY Connects Beneficiary Contact Summary Report

(October 1, 2025 to December 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 NY Connects contacts, demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	51,152
Contact Type	
Consumer	44,153
Professional/Provider	2,181
Caregiver/Family	3,191
Other	827
Friend	345
Legally Authorized Rep	39
Neighbor	80
Parent	48
Parent of Minor Child	25
Spouse	263
Consumer Type	
60+ yrs of age	37,544
Unknown	8,768
19<59 yrs of age	4,638
<18 yrs of age	202
Top 10 Information Provided	
Insurance/Benefit Information & Counseling	25,744
Home Based Serviced	21,502
Residential/Housing Options and Supports	17,633
Consumer and Caregiver Supports	14,456
Nutrition	6,187
Transportation	5,269
Mental Health, Cognitive Status, Support Groups/Counseling	3,394
Home Modification and Repairs	2,888
Legal Services	2,775
Personal Finance and Tax Assistance	2,260
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	37,143
Contact with friends, family or others to better assist consumer	9,135

Referral to CDSME	8,716
Screening for Medicaid or other Public LTC Programs	8,437
Personalized packets distributed/mailed	5,086
Telephone Follow up Delivered	4,066
Translation services provided	3,875
Off Site Visit Conducted	1,843
Assisted with discharge from hospital	1,551
Assisted with EPIC Application	1,496
Total Time Spent	2,268,800
Average Time Spent	44 Minutes