

NY Connects Beneficiary Contact Summary Report

(January 1, 2026 to March 31, 2026)

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 in the fourth (4th) quarter (January 1, 2026 to March 31, 2026), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	51,121
Contact Type	
Consumer	43,499
Professional/Provider	2,229
Caregiver/Family	3,801
Other	817
Friend	324
Legally Authorized Rep	35
Neighbor	67
Parent	58
Parent of Minor Child	22
Spouse	269
Consumer Type	
60+ yrs of age	37,081
Unknown	9,681
19<59 yrs of age	4,155
<18 yrs of age	204
Top 10 Information Provided	
Home Based Serviced	23,736
Insurance/Benefit Information & Counseling	21,783
Residential/Housing Options and Supports	17,672
Consumer and Caregiver Supports	15,956
Nutrition	6,139
Transportation	5,701
Mental Health, Cognitive Status, Support Groups/Counseling	3,571
Personal Finance and Tax Assistance	3,563
Legal Services	3,263
Home Modification and Repairs	3,135
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	38,104
Referral to Aging Services Network	9,098

Personalized packets distributed/mailed	8,740
Options Counseling to consumer/caregiver	8,181
Screening for Medicaid and other public LTC programs	5,088
Telephone Follow up Delivered	4,375
Contact with friends, family or other to better assist consumer	4,194
Assistance with Application for publicly funded services/programs	2,224
Referral to LDSS	1,570
Assisted with HEAP Application	1,395
Total Time Spent	22,596
Average Time Spent	44 Minutes