NY Connects Beneficiary Contact Summary Report

(April 1, 2026 to June 30, 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 first (1st) quarter (April 1, 2026 to June 30, 2026), demographic information for these contacts, and the types of information requested and assistance provided by NY Connects.

Total NY Connects Contacts:	53,004
Contact Type	
Consumer	44,157
Professional/Provider	2,729
Caregiver/Family	4,153
Other	962
Friend	404
Legally Authorized Rep	54
Neighbor	79
Parent	92
Parent of Minor Child	38
Spouse	336
Consumer Type	
60+ yrs of age	35,496
Unknown	12,701
19<59 yrs of age	4,596
<18 yrs of age	211
Top 10 Information Provided	
Home Based Serviced	24,476
Insurance/Benefit Information & Counseling	20,618
Residential/Housing Options and Supports	16,414
Consumer and Caregiver Supports	16,405
Nutrition	6,754
Transportation	6,030
Home Modification and Repairs	3,813
Mental Health, Cognitive Status, Support Groups/Counseling	3,660
Legal Services	3,605
Personal Finance and Tax Assistance	2,606
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	23,713
Average Time Spent	45 Minutes