



FACT SHEET

NY Connects: Choices for Long Term Care Services

NY Connects provides cost effective comprehensive and easily accessible information and assistance for consumers of all ages seeking long term care services, helping them remain in their communities. A key component of all NY Connects programs are the local long-term care councils. The systems change work the councils are doing is critically important in utilizing existing resources and bringing together a variety of stakeholders. Examples of the work of the NY Connects programs include:



Broadening Choices for Long Term Care

There are over 1,600 consumers, providers and other stakeholders who are working to identify local gaps in services and other issues. The local Long Term Care Councils together with the county Area Agencies on Aging are developing plans and implementing strategies to address the identified issues.

Consumer Feedback

"The help I received with NY Connects has made a difference in my life."

"It was a relief to find a knowledgeable, friendly person who could help me find information regarding services for my aging mom and dad. I did not live where they live...I was at a loss as to how to get them help."

Albany County

NY Connects established a home modification program to assist low-income elderly and people with disabilities to remain in their home. This program supports these individuals by making the necessary adaptations to their homes to better accommodate their physical disabilities and medical needs.

Broome County

Broome county selected to be a pilot county under the Nursing Home Diversion Grant. The goal is to help individuals maintain independence and remain in the community by offering Consumer Directed models of care which allow individuals more involvement and control over the types of service, supports, and benefits they receive.

Delaware County

The Delaware County NY Connects program is preparing to host a "Senior Camp" this summer in order to foster civic engagement. To help them with their planning efforts the county held a two day retreat at the end of January. The camp will offer a variety of

programs and activities geared towards community building. The county received a grant from the Roxbury Arts Center to implement this project.

Erie County

Erie County's NY Connects program is collaborating with the Community Health Foundation of Western NY to work on Project CODA (Creating Options for Dignified Aging). This Project will enable NY Connects to work in partnership with discharge planners to ensure a safe transition into the community, thereby reducing the high rates of recidivism that currently exist post hospital discharge.

Genesee County

NY Connects staff and the local independent living center will conduct community outreach sessions to providers, older adults, and younger persons with disabilities. These sessions will be designed to provide education about long term care resources and determine rider-specific transportation needs.

Livingston County

Livingston County has developed a transitional case management program for older adults residing in primarily rural areas. The project involves the implementation of an Emergency Medical Services (EMS) based system, which works with NY Connects, to screen, identify, and refer rural dwelling older adults at risk for preventable conditions and ensure access to health and social services using aging services case managers and primary care physicians.

Niagara County

Niagara County NY Connects is working with the Local Housing Consortium to develop livable communities that will accommodate the growing elder population and individuals of all ages with disabilities.

Convene local "in-home care providers coalition" to explore innovative ideas such as pooling resources to purchase a van to support aide transportation to rural areas and advocating for state policy reform to increase reimbursement rates.

Orange County

The Long Term Care Council recommends strengthening retention and recruitment capacity of local health care providers. In addition, the Council suggests there should be a countywide effort to enhance the recruitment and retention of professional and paraprofessional health care workforce to care for the elderly and disabled. Document and share best practices in the area of professional and paraprofessional workforce recruitment and retention, is another recommendation of the Council.

The Long Term Care Council suggests that governing entities should increase the hourly reimbursement rate so that home care salaries can be raised to a living wage for the region. Additionally, the Council argues that the Legislature should be lobbied to increase Federal Aid assistance and/or scholarships for home care training. Tax credits to residents who work in the home care field are another area the county suggests the Legislature can address. Mileage reimbursement at the maximum IRS standard mileage rate is recommended for agencies that employ home care workers.

Orleans County

Orleans NY Connects has been awarded grant funding to establish the Transitions of Care Quality Improvement Collaborative. This project will focus on coordinating care for individuals with dementia and their family members. The services being offered through this collaboration are coaching and counseling for patients and their families; public education via brochures and through the internet .

LTC Coordinator to re-visit members; solicit others for 2010, ensuring population provisions are represented

Rockland County

Rockland County is participating in an Aging in Place Initiative. The goal is to make Rockland an elder-friendly community by addressing infrastructure needs and also, identifying and resolving physical and emotional barriers which hinder the promotion of wellness. Rockland NY Connects will partner with AARP and other municipalities to take on this project.

Sullivan County

As a result of Gaps Analysis, three subcommittees have been created to work on the following targeted areas of need: 1) Education – Coordination/Collaboration of Services 2) Workforce – Caregiver – Day Care and 3) Transportation – Housing. Subcommittees were made up of Council members as well as additional non-member providers and consumers who can offer additional perspective.

Tompkins County

Applied for and received \$50,000 in SUNY training funds for Home Heal Aide (HHA) and Certified Nurses Aide (CAN) training; implemented evidence-based retention specialist training with local providers in partnership with Cornell University Institute for Translational Research on Aging; created and distributed "Careers in Caring" recruitment booklet.

NY Connects Information & Assistance Specialist received training in Powerful Tools for Caregivers and co-led a PTCG class in fall 2009.

Wyoming County

Wyoming County NY Connects established a Long Term Care Services Systems Analysis Committee through its Long Term Care Council that analyzes emerging community needs in the long term care service delivery system.

Yates County

Yates NY Connects has developed a protocol for collaboration with Keuka College and the Public Health Department to assist students with disabilities obtain the necessary services in order to attend school.