"**My mom is 86** and lives alone. She has trouble walking. She needs help with getting meals prepared, shopping, and transportation to the doctor. What kind of help can she get?"

"**My 10-year-old son** has Spina bifida and needs 24 hour care. We have nursing care at home, but sometimes my wife and I feel like we just need a break. Is there anyone that could help us?"

"**I'm a counselor** for a 34-year-old man who suffers from a Traumatic Brain Injury as a result of a car accident. He uses a wheelchair and has some short term memory loss. He lives with his parents and would like to live on his own again, but his parents are concerned about him living without the proper supports. Are there any resources that might be able to help him?"

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9/9/15

How can I get help from NY Connects?

For information and assistance on long term services and supports, call your local NY Connects program or visit in person.

Free language assistance (interpretation and translation) services are available.

To find your local NY Connects program, visit:
www.nyconnects.ny.gov
or call:
1-800-342-9871

Persons who are deaf or hard of hearing: call the NY Relay System 7-1-1

Local contact information:
NY Connects: Queens
45-35 Kissena Boulevard
Flushing, NY 11355
Tel: (718) 559-4400
Email: nyconnects@aging.nyc.gov

NEW YORK STATE OF OPPORTUNITY. | Office for the Aging

Andrew M. Cuomo, Governor
Corinda Crossdale, Director

NEW YORK STATE OF OPPORTUNITY. | NY Connects
Your Link to Long Term Services and Supports

Where do I find help and information on services and supports in my community?

Call NY Connects

Your link to long term services and supports

1-800-342-9871

What are long term services and supports?

Long term services and supports (also known as long term care) include a range of services and supports that can help people of all ages remain independent in their daily lives.

Long term services and supports are both medical and non-medical services that help to maintain or improve daily functioning and health. Services can be provided at home, in community-based settings such as a senior center, community center or day care, or residential settings such as Assisted Living Residences, or in nursing homes.

What is NY Connects?

Finding the right services and supports to meet your needs can be very confusing.

NY Connects is a trusted place that gives you information about available options whether you are paying for services yourself, through insurance, or are eligible for a government program.

Who does NY Connects serve?

Anyone who needs information on long term services and supports:

- A child or an adult with a disability
- An older adult
- Family members and caregivers
- Friends or neighbors
- Helping professionals

What kind of help can I get from NY Connects? Information about

- Home Care
- Caregiver Supports
- Care Coordination
- Respite Care
- Transportation
- Home Delivered Meals
- Health Insurance Information
- And more

Options Counseling

NY Connects helps you make informed choices about what services and supports will meet your needs and preferences.

Help with Linking to Care

NY Connects staff can also help link you to available long term services and supports.

www.nyconnects.ny.gov