Perception Programs Inc
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - June 2023   (Data as of Sep 25, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,211	1,160	4%	
	Admits	777	790	-2%	
	Discharges	591	819	-28%	▼
	Service Hours	6,563	7,709	-15%	▼
	Bed Days	5,435	5,365	1%	
	S.Rehab/PHP/IOP	910	559	63%	▲

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	940	68.6%
	IOP	122	8.9%
	Residential Services	101	7.4%
	Case Management	57	4.2%
	Medication Assisted Treatment	56	4.1%
Mental Health			
	Case Management	95	6.9%

Consumer Satisfaction Survey   (Based on 26 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment		72%	80%	92%
Quality and Appropriateness		71%	80%	93%
Respect		71%	80%	91%
Access		61%	80%	88%
General Satisfaction		50%	80%	92%
Overall		50%	80%	91%
Outcome		50%	80%	83%
Recovery		50%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	130	11%	10%
26-34	258	22%	21%
35-44	355	31%	24%
45-54	225	19%	18%
55-64	153	13%	18%
65+	40	3%	9%

Gender

Gender	#	%	State Avg
Male	648	54%	59%
Female	562	46%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	936	77%	67%
Hisp-Puerto Rican	175	14%	10%
Hispanic-Other	60	5%	9%
Unknown	27	2% ▼	13%
Hispanic-Mexican	13	1%	1%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	913	75% ▲	60%
Other	124	10%	12%
Black/African American	98	8%	18%
Unknown	59	5%	7%
Asian	7	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

Legend: Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

Behavioral Health Center OP Willimantic 026200
Perception Programs Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	724	667	9%	
Admits	436	340	28%	▲
Discharges	235	382	-38%	▼
Service Hours	4,772	4,543	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	91%	85%
✓	Valid TEDS Data	86%	74%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	1%	14%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		105	45%	50%	42%	-5%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Not Arrested		529	70%	75%	66%	-5%	
🔴	Abstinence/Reduced Drug Use		354	47%	55%	35%	-8%	
🔴	Employed		308	41%	50%	35%	-9%	
🔴	Stable Living Situation		583	77%	95%	68%	-18%	▼
🔴	Improved/Maintained Function Score		354	57%	75%	42%	-18%	▼
🔴	Self Help		43	6%	60%	18%	-54%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		478	92%	90%	64%	2%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		226	54%	75%	57%	-21%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
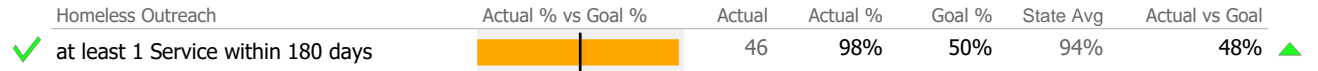
■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

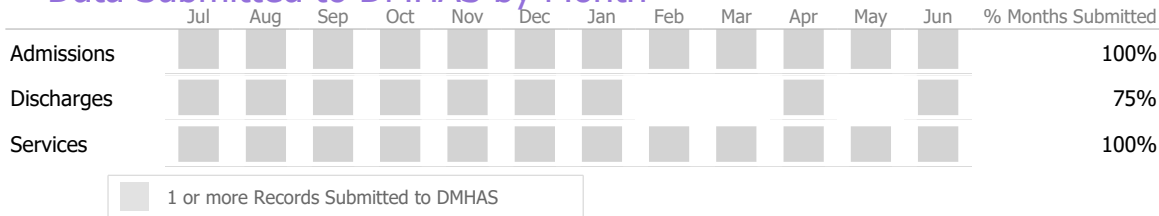Variances in data may be indicative of operational adjustments related to the pandemic.

CM Shelter Outreach 850-294
Perception Programs Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	38	118%	▲
Admits	47	26	81%	▲
Discharges	46	1	4500%	▲
Service Hours	329	66		

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days	▮▮▮	46	98%	50%	94%	48%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢			▢		▢	75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual | Goal ✓ Goal Met ⬤ Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Danielson-IOP 026736
Perception Programs Inc
Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	37		▼
Admits	-	38	-100%	▼
Discharges	-	41	-100%	▼
Service Hours	-	89	-100%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	90%
Valid TEDS Data	N/A	91%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Abstinence/Reduced Drug Use		N/A	N/A	55%	49%	-55%	▼
● Employed		N/A	N/A	50%	27%	-50%	▼
● Improved/Maintained Function Score		N/A	N/A	75%	73%	-75%	▼
● Not Arrested		N/A	N/A	75%	69%	-75%	▼
● Self Help		N/A	N/A	60%	36%	-60%	▼
● Stable Living Situation		N/A	N/A	95%	83%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	86%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

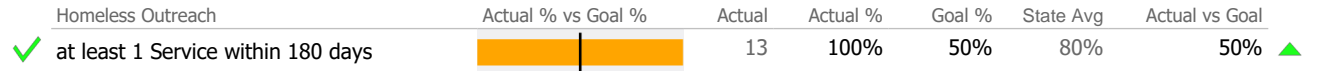▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 59 Active Standard IOP Programs

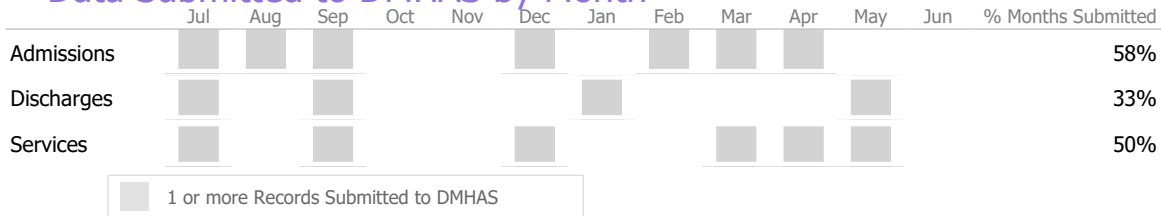Variances in data may be indicative of operational adjustments related to the pandemic.

Latino Outreach
Perception Programs Inc
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	99	-42%	▼
Admits	13	54	-76%	▼
Discharges	34	59	-42%	▼
Service Hours	85	340	-75%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		13	100%	50%	80%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪		▪	▪	▪			58%
Discharges	▪		▪			▪					▪		33%
Services	▪		▪			▪			▪	▪	▪		50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Mobile MAT
Perception Programs Inc
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	2	2700%	▲
Admits	55	2	2650%	▲
Discharges	31	-		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		14	45%	50%	37%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		57	100%	75%	75%	25%	▲
🔴 Stable Living Situation		46	81%	95%	71%	-14%	▼
🔴 Employed		18	32%	50%	32%	-18%	▼
🔴 Abstinence/Reduced Drug Use		14	25%	55%	52%	-30%	▼
🔴 Self Help		5	9%	60%	18%	-51%	▼
🔴 Improved/Maintained Function Score		10	25%	75%	26%	-50%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	90%
✓ Valid TEDS Data		97%	81%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	41%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪		▪	▪				▪	▪	▪	▪	58%

▪ 1 or more Records Submitted to DMHAS
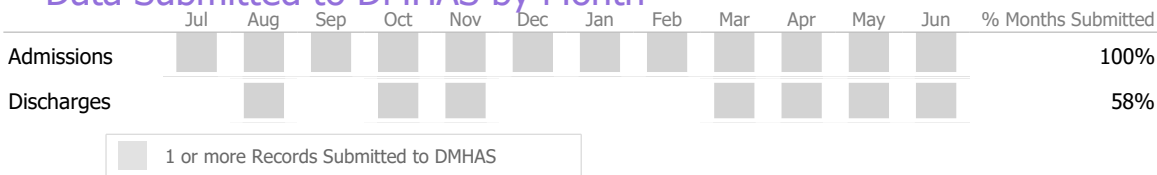
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

OP Danielson 026203
Perception Programs Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	227	351	-35%	▼
Admits	25	157	-84%	▼
Discharges	69	164	-58%	▼
Service Hours	910	2,244	-59%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	96%	85%
	Valid TEDS Data	64%	74%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	14%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		20	29%	50%	42%	-21%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Not Arrested		108	47%	75%	66%	-28%	▼
🔴	Employed		43	19%	50%	35%	-31%	▼
🔴	Abstinence/Reduced Drug Use		46	20%	55%	35%	-35%	▼
🔴	Improved/Maintained Function Score		87	38%	75%	42%	-37%	▼
🔴	Stable Living Situation		110	48%	95%	68%	-47%	▼
🔴	Self Help		7	3%	60%	18%	-57%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		81	51%	90%	64%	-39%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		16	64%	75%	57%	-11%	▼

Data Submitted to DMHAS by Month
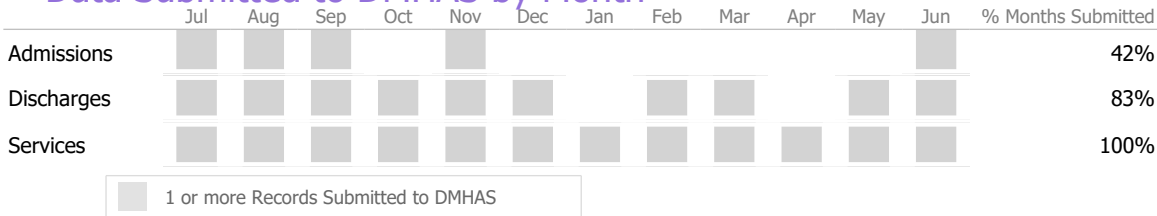
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪							▪	42%
Discharges	▪	▪	▪	▪	▪			▪	▪		▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Perception House
Perception Programs Inc
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	51	92%	▲
Admits	85	48	77%	▲
Discharges	94	39	141%	▲
Bed Days	5,292	2,679	98%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		54	57%	70%	66%	-13%	▼
✅	No Re-admit within 30 Days of Discharge		87	93%	85%	90%	8%	
🔴	Follow-up within 30 Days of Discharge		35	65%	90%	65%	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✅	Valid NOMS Data	94%	92%
✅	Valid TEDS Data	100%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	6%

Diagnosis		Actual	State Avg
✅	Valid Axis I Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Abstinence/Reduced Drug Use		87	89%	70%	68%	19%	▲
🔴	Improved/Maintained Function Score		78	83%	95%	77%	-12%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Avg Utilization Rate		10	70 days	0.1	145%	90%	78%	55%	▲

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Perception House CSSD
Perception Programs Inc
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	39	-87%	▼
Admits	-	32	-100%	▼
Discharges	5	34	-85%	▼
Bed Days	143	306	-53%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	80%	70%	66%	10%	▲
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	90%	15%	▲
●	Follow-up within 30 Days of Discharge		3	75%	90%	65%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	92%
✓ Valid TEDS Data		100%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	6%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		5	100%	70%	68%	30%	▲
●	Improved/Maintained Function Score		0	0%	95%	77%	-95%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		10	97 days	2.0	4%	90%	78%	-86%	▼
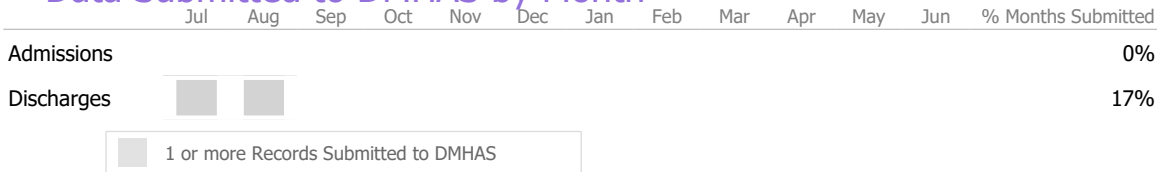
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges	■	■											17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
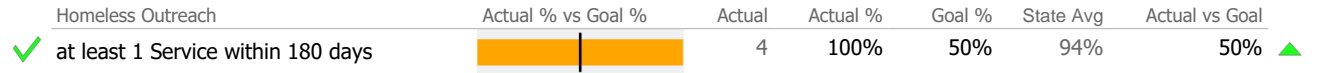
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

SOAR - COVID 19
Perception Programs Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	15	0%	
Admits	4	15	-73%	▼
Discharges	3	4	-25%	▼
Service Hours	75	47	57%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		4	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢	▢				▢				25%
Discharges	▢			▢									17%
Services	▢		▢	▢	▢	▢		▢	▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Willimantic-IOP 026735
Perception Programs Inc
Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	98	24%	▲
Admits	112	77	45%	▲
Discharges	74	85	-13%	▼
Service Hours	392	372	5%	
Social Rehab/PHP/IOP Days	910	398	129%	▲

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	87%	90%
✔	Valid TEDS Data	95%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	0%	0%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		39	53%	50%	51%	3%
🔴	Follow-up within 30 Days of Discharge		32	82%	90%	75%	-8%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		87	67%	55%	49%	12%	▲
✔	Not Arrested		106	82%	75%	69%	7%	
🔴	Stable Living Situation		109	84%	95%	83%	-11%	▼
✔	Improved/Maintained Function Score		70	76%	75%	73%	1%	▼
🔴	Employed		35	27%	50%	27%	-23%	▼
🔴	Self Help		15	12%	60%	36%	-48%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		50	91%	90%	86%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 59 Active Standard IOP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.