Perception Programs Inc
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024   (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	410	689	-40%	▼
	Admits	21	127	-83%	▼
	Discharges	138	163	-15%	▼
	Service Hours	451	1,225	-63%	▼
	S.Rehab/PHP/IOP	108	121	-11%	▼

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

Consumer Satisfaction Survey   (Based on 6 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%

Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	344	78.4%
	Medication Assisted Treatment	24	5.5%
	IOP	19	4.3%
	Case Management	18	4.1%
Mental Health			
	Case Management	34	7.7%

Client Demographics

Age

Age	#	%	State Avg
18-25	27	7%	8%
26-34	84	21%	18%
35-44	122	31%	24%
45-54	79	20%	18%
55-64	60	15%	20%
65+	26	7%	12%

Gender

Gender	#	%	State Avg
Female	209	51%	42%
Male	201	49%	58%
Transgender/Other			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	326	80%	▲	64%
Hisp-Puerto Rican	50	12%		10%
Hispanic-Other	22	5%		11%
Unknown	8	2%	▼	14%
Hispanic-Mexican	4	1%		1%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
White/Caucasian	310	76%	▲	59%
Other	43	10%		12%
Black/African American	30	7%		17%
Unknown	21	5%		9%
Hawaiian/Other Pacific Islander	3	1%		0%
Am. Indian/Native Alaskan	2	0%		1%
Asian	1	0%		1%
Multiple Races				1%

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

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	262	460	-43%	▼
Admits	14	73	-81%	▼
Discharges	80	97	-18%	▼
Service Hours	323	981	-67%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		88%	92%
✓ Valid TEDS Data		86%	50%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
● 6 Month Updates		1%	9%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		36	45%	50%	51%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Function Score		171	74%	75%	29%	-1%	
● Abstinence/Reduced Drug Use		100	38%	55%	24%	-17%	▼
● Employed		75	29%	50%	22%	-21%	▼
● Not Arrested		124	47%	75%	43%	-28%	▼
● Stable Living Situation		150	57%	95%	44%	-38%	▼
● Self Help		24	9%	60%	12%	-51%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		100	55%	90%	38%	-35%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		4	29%	75%	57%	-46%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 104 Active Standard Outpatient Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	49	-63%	▼
Admits	-	10	-100%	▼
Discharges	1	11	-91%	▼
Service Hours	-	55	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days	(bar)	0	0%	50%	80%	-50%	▼
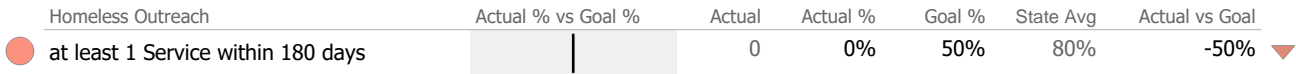
Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▪			33%
Services				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	60%	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%	50%	-55% ▼
Employed		N/A	N/A	50%	26%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	58%	-75% ▼
Not Arrested		N/A	N/A	75%	69%	-75% ▼
Self Help		N/A	N/A	60%	24%	-60% ▼
Stable Living Situation		N/A	N/A	95%	77%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	43%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 60 Active Standard IOP Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	24	-25%	▼
Admits	-	-		
Discharges	-	5	-100%	▼
Service Hours	-	-		

Service Engagement
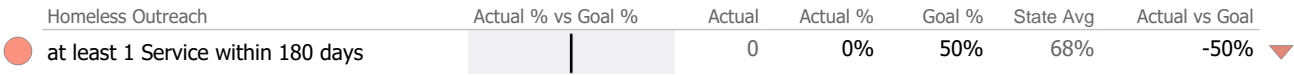
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days		0	0%	50%	68%	-50%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	27	-11%	▼
Admits	-	1	-100%	▼
Discharges	3	2	50%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	50%	59%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Abstinence/Reduced Drug Use		3	12%	55%	45%	-43%	▼
●	Employed		1	4%	50%	26%	-46%	▼
●	Not Arrested		4	17%	75%	55%	-58%	▼
●	Self Help		0	0%	60%	20%	-60%	▼
●	Improved/Maintained Function Score		2	8%	75%	21%	-67%	▼
●	Stable Living Situation		4	17%	95%	52%	-78%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	87%	97%
✓	Valid TEDS Data	92%	65%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	35%

Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▇ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 20 Active Buprenorphine Maintenance Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	75	20%	▲
Admits	1	-		
Discharges	37	9	311%	▲
Service Hours	120	119	0%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	92%
✓ Valid TEDS Data		58%	50%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	9%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		14	38%	50%	51%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Function Score		71	83%	75%	29%	8%	
● Employed		29	32%	50%	22%	-18%	▼
● Not Arrested		46	51%	75%	43%	-24%	▼
● Abstinence/Reduced Drug Use		26	29%	55%	24%	-26%	▼
● Stable Living Situation		59	66%	95%	44%	-29%	▼
● Self Help		2	2%	60%	12%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		40	75%	90%	38%	-15%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1	100%	75%	57%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▮			33%
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 104 Active Standard Outpatient Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	17	-6%	
Admits	-	4	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	34	-100%	▼

Service Engagement
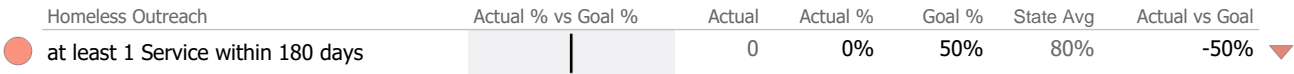
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days		0	0%	50%	80%	-50%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	54	-65%	▼
Admits	6	10	-40%	▼
Discharges	17	17	0%	
Service Hours	9	36	-75%	▼
Social Rehab/PHP/IOP Days	108	121	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	91%	86%
✓	Valid TEDS Data	100%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	53%	50%	57%	3%	
●	Follow-up within 30 Days of Discharge		4	44%	90%	60%	-46%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		16	84%	55%	50%	29%	▲
✓	Improved/Maintained Function Score		15	88%	75%	58%	13%	▲
●	Not Arrested		14	74%	75%	69%	-1%	
●	Stable Living Situation		16	84%	95%	77%	-11%	▼
●	Employed		6	32%	50%	26%	-18%	▼
●	Self Help		6	32%	60%	24%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		1	50%	90%	43%	-40%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 60 Active Standard IOP Programs