Perception Programs Inc
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	900	869	4%
	Admits	120	307	-61% ▼
	Discharges	92	187	-51% ▼
	Service Hours	1,225	1,984	-38% ▼
	Bed Days	861	1,769	-51% ▼
	S.Rehab/PHP/IOP	121	257	-53% ▼

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

Consumer Satisfaction Survey (Based on 117 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		88%	80%	91%
✓ Access		87%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		80%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	749	77.9%
	IOP	65	6.8%
	Residential Services	31	3.2%
	Medication Assisted Treatment	27	2.8%
	Case Management	25	2.6%
Mental Health			
	Case Management	64	6.7%

Client Demographics

Age	#	%	State Avg
18-25	81	9%	8%
26-34	186	21%	18%
35-44	273	31%	24%
45-54	175	20%	19%
55-64	119	14%	20%
65+	43	5%	11%

Gender	#	%	State Avg
Male	482	54%	58%
Female	417	46%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	682	76%	66%
Hisp-Puerto Rican	143	16%	11%
Hispanic-Other	46	5%	10%
Unknown	18	2% ▼	13%
Hispanic-Mexican	11	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	663	74% ▲	60%
Other	99	11%	12%
Black/African American	80	9%	17%
Unknown	45	5%	8%
Asian	5	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races	2	0%	1%

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	593	494	20%	▲
Admits	70	174	-60%	▼
Discharges	60	68	-12%	▼
Service Hours	981	1,414	-31%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	89%
✓ Valid TEDS Data	78%	76%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	11%

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		48	80%	50%	51%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Not Arrested		356	60%	75%	48%	-15%	▼
● Employed		199	34%	50%	25%	-16%	▼
● Abstinence/Reduced Drug Use		226	38%	55%	24%	-17%	▼
● Improved/Maintained Function Score		274	57%	75%	30%	-18%	▼
● Stable Living Situation		371	63%	95%	49%	-32%	▼
● Self Help		27	5%	60%	14%	-55%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		270	51%	90%	32%	-39%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		43	61%	75%	49%	-14%	▼

Data Submitted to DMHAS by 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 103 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	47	4%	
Admits	10	10	0%	
Discharges	7	11	-36%	▼
Service Hours	55	68	-19%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		10	100%	50%	89%	50%	▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 52 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 2023 - September 2023 (Data as of Dec 26, 2023)

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	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	53%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	59%	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%	53%	-55%
Employed		N/A	N/A	50%	27%	-50%
Improved/Maintained Function Score		N/A	N/A	75%	74%	-75%
Not Arrested		N/A	N/A	75%	81%	-75%
Self Help		N/A	N/A	60%	33%	-60%
Stable Living Situation		N/A	N/A	95%	76%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	53%	N/A

Data Submitted to DMHAS by 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

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	51	-51%	▼
Admits	-	6	-100%	▼
Discharges	-	32	-100%	▼
Service Hours	-	45	-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%	77%	-50%	▼

Data Submitted to DMHAS by 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

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	25	8%	
Admits	1	23	-96%	▼
Discharges	1	2	-50%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
✓ Valid TEDS Data	88%	57%

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	50%	42%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		27	100%	75%	62%	25%	▲
● Stable Living Situation		24	89%	95%	59%	-6%	
● Abstinence/Reduced Drug Use		7	26%	55%	50%	-29%	▼
● Employed		5	19%	50%	28%	-31%	▼
● Self Help		1	4%	60%	15%	-56%	▼
● Improved/Maintained Function Score		0	0%	75%	22%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	224	-29%
Admits	-	22	-100%
Discharges	4	24	-83%
Service Hours	119	330	-64%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	89%
Valid TEDS Data	25%	76%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	11%

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

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	1	25%	50%	51%	-25%

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	66	42%	75%	30%	-33%
Employed	6	4%	50%	25%	-46%
Abstinence/Reduced Drug Use	3	2%	55%	24%	-53%
Self Help	0	0%	60%	14%	-60%
Not Arrested	13	8%	75%	48%	-67%
Stable Living Situation	12	8%	95%	49%	-87%

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	55	36%	90%	32%	-54%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	0	0%	75%	49%	-75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 103 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	41	-24%	▼
Admits	25	28	-11%	▼
Discharges	13	23	-43%	▼
Bed Days	861	1,626	-47%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	94%
✓ Valid TEDS Data	100%	94%

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	54%	70%	70%	-16%	▼
✓ No Re-admit within 30 Days of Discharge		13	100%	85%	90%	15%	▲
● Follow-up within 30 Days of Discharge		3	43%	90%	60%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Abstinence/Reduced Drug Use		18	58%	70%	61%	-12%	▼
● Improved/Maintained Function Score		11	85%	95%	86%	-10%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		20	51 days	0.6	47%	90%	68%	-43%	▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 19 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	11	55%	▲
Admits	4	-		
Discharges	1	1	0%	
Service Hours	34	14	149%	▲

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%	89%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■		■	67%
Discharges	■			33%
Services		■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	60	8%	
Admits	10	44	-77%	▼
Discharges	6	21	-71%	▼
Service Hours	36	114	-69%	▼
Social Rehab/PHP/IOP Days	121	257	-53%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	86%
✓ Valid TEDS Data	94%	86%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	50%	50%	53%	0%	
● Follow-up within 30 Days of Discharge		1	33%	90%	59%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		55	85%	75%	81%	10%	
✓ Abstinence/Reduced Drug Use		39	60%	55%	53%	5%	
● Stable Living Situation		50	77%	95%	76%	-18%	▼
● Employed		14	22%	50%	27%	-28%	▼
✓ Improved/Maintained Function Score		28	85%	75%	74%	10%	
● Self Help		6	9%	60%	33%	-51%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		24	41%	90%	53%	-49%	▼

Data Submitted to DMHAS by 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 60 Active Standard IOP Programs

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