

Perception Programs

Annual Report

Creating
hope
Changing
lives

2016

PRESIDENT'S MESSAGE

In the past year, Perception Programs has had to adapt to the changing fiscal uncertainty from our State funders. We had to transform some of our programs in order to meet the demands and needs of our funders. It was a difficult time but under the able leadership of Kristie Scott, CEO, her administrative team as well as the Board, we have made the necessary adjustments with the least impact on clients and staff.

The Board expects that further change will occur because of the State's financial situation. We believe we are in a good position to weather the coming times and that Ms. Scott and her team will guide us through any further changes as ably as they did this past year.

Not all the news is bad however. We will shortly be opening a Behavioral Health Counseling office in Storrs, thus expanding our efforts to positively impact substance use and mental health disorders in our communities.

As I have written in the past, even though PPI has had and continues to have great leadership, they could not function without our employees. Our employees demonstrate every day that they are dedicated to our mission, to delivering the best possible treatment to our clients and ensuring that clients know that change is possible and that treatment works.

The Board thanks the staff for their hard work and commitment to PPI and to our clients.

Ethel Mantzaris
President, Board of Directors, November 2016

GOVERNING BOARD

Officers

John F.B. Haney, MD, Chairman
Ethel Mantzaris, President
David Correll, Treasurer
Margaret Martin, PhD, Secretary

Profession

Retired, Medical Dir., Natchaug Hospital; Medical Director, PPI
Retired, Chief Probation Officer
Retired, Finance Manager, Pratt & Whitney Legal Services
Professor Emeritus, ECSU

Members at Large

Christopher Burke, Attorney
Gay Douglas
Linda Frisman, PhD
Mary Gawlicki
Ellen Lang
Janit Romayko, LCSW
Karen Zimmer

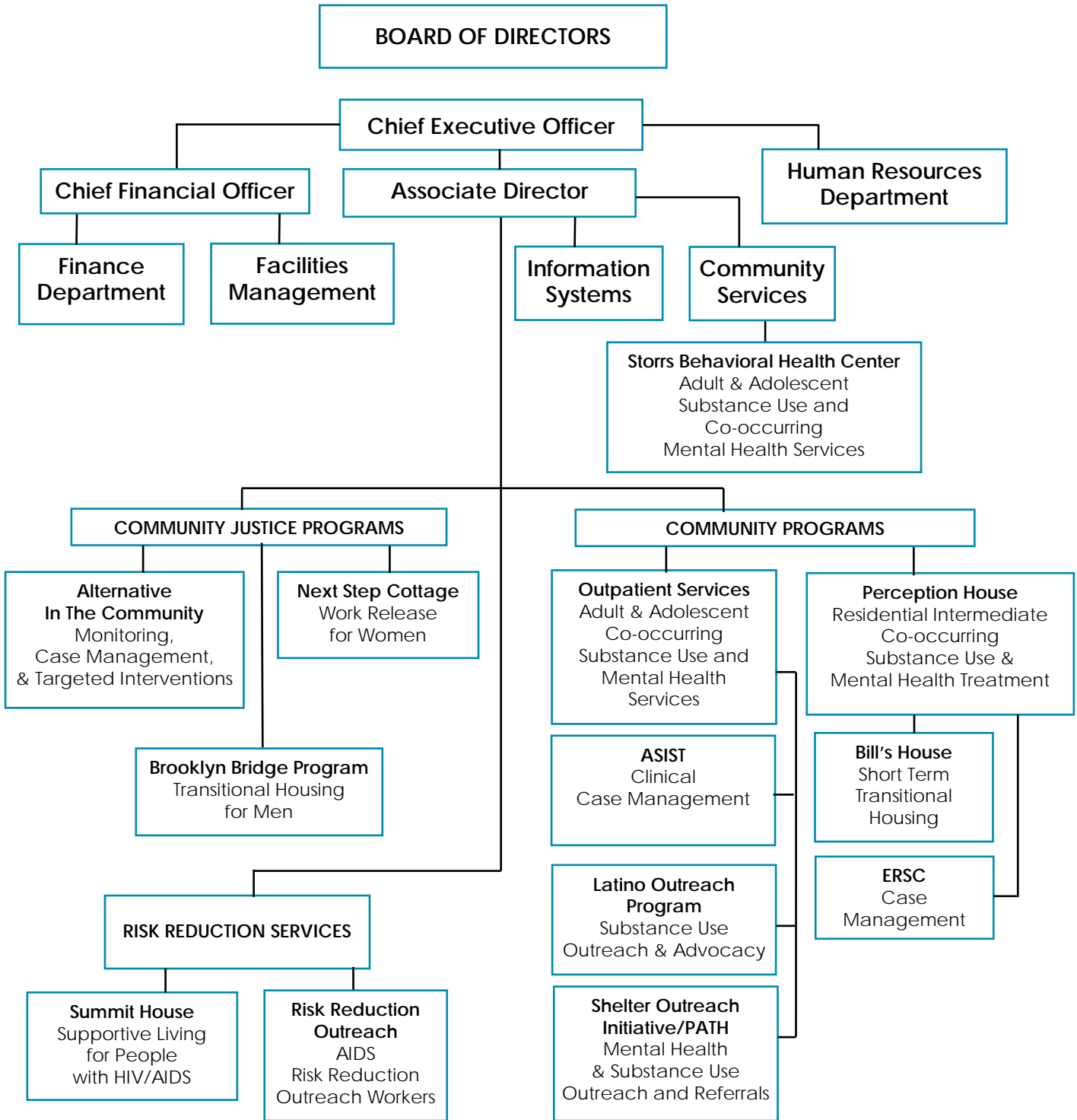
Profession

Retired, Clerk of the Superior Court
Retired Assistant Dean, UCONN
Retired, Director of Research, DHMAS; Research Professor UCONN
Retired, President Corporate Translations
Retired, Owner, Better Than Ever Wellness
Retired, Director, Mansfield Youth Services
Retired, Registered Nurse

MANAGEMENT TEAM

Kristie Scott, LCSW, Chief Executive Officer
Denise Keane, LCSW, LPC, Associate Director
Selma N. Ward, MBA, Chief Financial Officer
Ruth Gordon, MSW, Human Resources Director
Vicki Barbero, MEd, LADC, Program Director, Outpatient Substance Use and Mental Health Services
Ivelisse Antonetty, BA, Program Director, Risk Reduction Services
Lamar Clay, BA, Program Director, Brooklyn Bridge Program
Rhonda Knight, MS, MHP, Program Director, Next Step Cottage
Ann Negron, BA, Program Director, Alternative In The Community – Willimantic & Danielson
Emily Rummel, LPC, Program Director, Perception House, Bill's House, ERSC
Brittney Stanley, LPC, Clinical Coordinator, Outpatient Substance Use and Mental Health Services
Marjorie Koczka, Office Manager, Outpatient Substance Use and Mental Health Services

ORGANIZATIONAL CHART



Agency Mission

Perception Programs promotes the well-being of the residents of Northeastern Connecticut through preventing, treating, and reducing the harm from substance use, co-occurring mental health disorders, criminal behavior, HIV disease and associated at-risk behaviors. Through the expertise of dedicated staff, we help people strengthen their lives. Our services are accessible, culturally competent, promote recovery and individual responsibility. We provide to all. We are a dynamic and responsive agency, committed to and reflective of our community.

Who We Serve

Our clients are adults, adolescents and families who are typically residents of Northeastern Connecticut. We provide them with appropriate, timely, and quality care through treatment, prevention, collaboration and education. We also provide services to area schools.

Our Intervention Philosophy

We are committed to providing the highest quality services for our clients and the community. Perception Programs treats the whole person with dignity and respect through multiple integrated treatment modalities. Our services are provided by professionals who use evidenced-based approaches to meet the unique needs of clients. The operation of our programs is based on the values of respect, empathy, individuality, and confidentiality. We provide culturally competent gender and age appropriate services.

We encourage our clients' recovery by building on their strengths and assisting them in developing the cognitive, emotional, behavioral and social resources to live healthy lives. Our objective is to collaborate with clients so they are able to sustain mental and physical health, family and social supports, lawful behavior, employment, educational goals, and overall community health and safety.

To achieve these objectives, the agency maintains alliances and collaborative efforts with other service providers to deliver a seamless continuum of care, from admission to treatment to aftercare for our clients. The agency maintains its accreditation and appropriate certifications and licenses for programs and staff.

PROFESSIONAL AND COMMUNITY AFFILIATIONS

Advanced Behavioral Health (ABH)
AIDS Network of Windham
Community Assistance Network
Connecticut Community Non-Profit Alliance
AIDS CT (ACT)
Eastern Region Service Center (ERSC)
Northeast Communities Against Substance Abuse (NECASA)
Ryan White Consortium of Northeastern Connecticut
The Chamber of Commerce, Inc. - Windham Region
Windham County Reentry Council

Perception Programs
54 North Street, PO Box 407, Willimantic, CT 06226
Telephone 860 450 7122

www.perceptionprograms.org

PROGRAM UPDATES

Perception Programs currently operates 16 programs in addition to its administrative function. The following is a brief year-in-review of our programs. Program start date appears in parenthesis.

OUTPATIENT ADULT & ADOLESCENT SUBSTANCE USE AND CO-OCCURRING MENTAL HEALTH SERVICES

54 North Street, Willimantic, CT 06226 & 13 Water Street, Danielson, CT 06239

Outpatient Services (1971)

- Outpatient substance use and co-occurring mental health treatment, evaluations and medication management for adults and adolescents
- Referral sources include Department of Mental Health and Addiction Services, Department of Correction, Department of Children and Families (Project SAFE), Adult Probation, Parole, Probate Court, Federal Probation, other mental health and substance use agencies, and self-referrals.
- Funded by the Department of Mental Health and Addiction Services and Department of Correction

Outpatient Services offers treatment services in English and Spanish. Services include Intensive Outpatient (IOP), trauma informed treatment, co-occurring treatment, early recovery, relapse prevention, anger management, cognitive behavioral, domestic violence and employment services.

- ❖ *1,398 people received services from Outpatient Services*
- ❖ *219 participated in the Intensive Outpatient Program*
- ❖ *1025 received Chemical Dependency Evaluations*
- ❖ *91 received an evaluation through Project SAFE*
- ❖ *35 participated in Suboxone treatment*

ASIST (Advanced Supervision and Intervention Support Team) Program (2012)

- Mental Health Clinical Case Management, 25 slots
- Referral sources include Adult Probation, Bail, Jail Diversion Program, and Parole
- Funded by Judicial Branch, Court Support Services Division

The ASIST Program provides intensive clinical case management to clients with chronic mental health disorders. Services include clinical assessments, medication assisted treatment, toxicology screens, crisis management and START NOW group which is a life skills curriculum.

The program received 43 referrals, screened 40 clients, accepted 38 clients and 21 successfully completed the program.

Treating opioid addiction with same day access and medication assisted therapy.

OUTREACH SERVICES

Latino Outreach Program (1997)

- Support, information and intervention services for Latinos needing substance use assessment & treatment
- Funded by the Department of Mental Health and Addiction Services

The Latino Outreach Program had 253 outreach contacts and of this number 93 clients were identified to be in need of a substance use evaluation and/or treatment. The Latino Outreach Worker referred 72 clients for treatment and 67 clients for non-treatment services (shelters, self-help groups). The outreach worker provided transportation assistance to 110 clients for treatment services from Putnam to Stamford to meet their cultural and language needs and performed 31 community outreach presentations.

PATH to Recovery (2004)

- Outreach and intervention services for homeless people with mental health needs
- Funded by the Department of Mental Health and Addiction Services

PATH services include community outreach, primary health services referrals, mental health and substance use treatment, job training, educational services and housing services. There were 158 client contacts. Of these contacts, 123 received case management services and 66 clients were referred to co-occurring treatment services. The PATH outreach worker provided housing assistance to 28 clients including security deposits and one time rental payment to prevent eviction.

Shelter Outreach Initiative (2001)

- Intervention services for homeless people needing mental health/substance use assessment & treatment
- Case management services and crisis intervention services at Holy Family Shelter in Willimantic, the Access Shelter in Danielson and TVCCA Shelter in Norwich
- Funded by the Department of Mental Health and Addiction Services

The Shelter Outreach Initiative had 193 clients resulting from 255 initial contacts. The outreach worker made 104 referrals to treatment and provided 247 case management services. The program facilitated 46 groups for shelter residents and several in-service trainings for shelter staff.

***93% of case management clients
were satisfied with the services provided.***

RESIDENTIAL SUBSTANCE USE AND CO-OCCURRING MENTAL HEALTH SERVICES

[Perception House \(1971\)](#) 134 Church Street, Willimantic, CT 06226

- Intermediate length residential treatment for 20 people living with substance use and co-occurring mental health disorders.
- Funded through a collaborative contract with the Department of Mental Health and Addiction Services and Court Support Services Division

Perception House provided co-occurring treatment services to 97 clients and had a 94% occupancy rate. The residents are provided psychiatric medication-management and consultation, individual treatment sessions, and group treatment. The Program is recognized as Co-Occurring Enhanced, and utilizes treatment strategies such as the Recovery Model of Treatment, Motivational Enhancement Therapy, Cognitive-Behavioral Therapy, and Twelve-Step Facilitation Therapy. These treatment strategies, along with techniques that best fit our residents' individual issues have proven conducive towards achieving the residents' recovery goals. A SMART Recovery group was initiated to augment the treatment schedule.

Residents are very involved in the local recovery meetings, CCAR, and volunteering at 3rd Thursday and the Windham community at large. Residents participated in speaking engagements to students at Eastern Connecticut State University, E.O. Smith High School, St. Mary Parochial School in Coventry and the Hebron Elementary School.

[Bill's House \(1991\)](#) 219 Valley Street, Willimantic, CT 06226

- A sober housing option for six people who have completed residential treatment

Bill's House had 10 residents and an occupancy rate of 96%. Residents transition into Bill's House from Next Step Cottage, Perception House and other area sober houses. Residents attend outpatient treatment at Outpatient Services, obtain employment, and are active in the local recovery community and CCAR.

CASE MANAGEMENT SERVICES

[Eastern Region Service Center \(ERSC\) \(1996\) and Willimantic Outreach Worker \(2003\)](#) 90 South Park Street, Willimantic, CT 06226

[General Assistance Intensive Case Management \(GAICM\) \(2002\)](#) 401 West Thames Street, Building 301, Norwich, CT 06360

- Case management and referral

Case management services are provided through the ERSC, with the GAICM and Willimantic Outreach workers being specialty areas within the system. The Case Managers provide clients with consistent support as they assist them with navigating through different levels of treatment and then on into the community. The services also increase treatment retention and decrease emergency service needs. The five Case Managers provided 1,984 hours of direct care service to 238 clients. As a result of recent budget changes, the GAICM and one ERSC position have been eliminated.

***99% of clients in residential treatment
reduced their substance use.***

RISK REDUCTION SERVICES

Summit House, formerly Omega House (1993) PO Box 407, Willimantic, CT 06226

- Permanent housing for people living with HIV/AIDS: 10 beds
- Funded by CT Department of Housing and HOPWA (Housing Options for People With AIDS/HIV)

Housing instability remains one of the most critical unmet needs affecting low-income people living with HIV/ AIDS. Summit House provides a safe environment for men and women who are HIV-positive and at risk of homelessness. Utilizing the Housing First, harm reduction philosophy, residents receive the support they need to lead healthy, independent lives.

Onsite case management provides the residents with increased access to primary care, social services, nutritional items, mental health care, substance use treatment, HIV prevention education and vocational activities, all of which provide a framework to allow healing to begin. Case management services include assisting residents in accessing financial and medical entitlement programs for which they are eligible, SSI, SSD, and title XIX.

This year we added Scattered Site Housing Support Services to serve individuals with HIV/AIDS who are transitioning to maintaining their own safe, independent housing. Staff provides up to 6 months of case management and financial support to two households at a time through this initiative.

Risk Reduction Outreach Program, formerly ARROW program (1987) Young St., Willimantic, CT 06226

- HIV/AIDS/Hep C prevention education, testing, and linkage to services
- Community PROMISE intervention
- Syringe Services Program (SSP) and Narcan distribution
- Funded by the Department of Public Health to serve Windham and Tolland Counties

The Risk Reduction staff reached 2,346 clients through the HIV/AIDS/Hep C prevention education, HIV counseling and testing, community based outreach work, and condom/literature distribution.

The Risk Reduction staff continue to provide testing and HIV/AIDS prevention education at sites that service high risk individuals such as Access Shelter, Brooklyn Bridge, Next Step Cottage, Perception House, Milestone, Covenant Soup Kitchen, Tri Town Shelter, Willimantic No-Freeze Shelter, Windham Regional Community Council, Windham AIDS Program, Windham Area Interfaith Ministry, the Risk Reduction office and client's homes when needed. Additionally, we utilize social media outreach to access the most at-risk population, and in 2015/2016 Community PROMISE, a community level narrative intervention, was implemented in Windham County.

Staff provided HIV testing at community events and presented PPI at numerous health and provider fairs and local events such as the 3rd Thursday Street Festivals.

Focused efforts resulted in 339 people receiving rapid HIV testing, all of which were negative. We also performed 244 Hepatitis C tests with 40 positive results. Support and linkage to community resources such as medical care and case management services for newly diagnosed persons are provided to all positive clients.

In January the Syringe Services Program (SSP) came under the auspice of PPI. The service is provided at the Willimantic No Freeze Shelter and Perception Programs Outpatient Services in Danielson on a weekly basis. SSP serves as a safe, effective HIV prevention method for people who inject drugs to exchange used syringes for sterile needles, thereby lowering the risk of HIV transmission. Risk Reduction staff also disseminated and provided training on how to use Narcan, a medication used to block the effects of an opioid overdose. They trained 503 individuals on how to use Narcan and distributed 279 Narcan kits.

COMMUNITY JUSTICE SERVICES

Alternative In The Community (1990)

- Case management, targeted interventions, substance use assessment, testing (urinalysis, breathalyzer) and referral, employment assistance.
- Funded by the Judicial Branch, Court Support Services Division

The AIC's Services include: case management for Pretrial and Probation referrals, targeted interventions (Reasoning & Rehabilitation II Group, Employment Skills Group, Treating Addictive Disorders Group (TAD) and Moving On Group), substance use assessments, testing (urinalysis, breathalyzer), referrals, and job development services.

Danielson - 765 North Main Street, Danielson, CT 06239

The Danielson AIC had 301 clients; 172 Program clients, 33 JAMS (Judicial Administrative Monitoring System) clients, and 96 Community Service Clients. The Program succeeded in maintaining a Level 1 Data Quality Designation and two staff with Program Champion Status.

Willimantic - PO Box 407, (Young Street), Willimantic, CT 06226

The Willimantic AIC had 315 clients: 197 Program clients, 26 Judicial Administrative Monitoring System (JAMS), and 92 Community Service clients. The Program succeeded in maintaining a Level 1 Data Quality Designation and three staff with Program Champion Status.

The Danielson and Willimantic AIC's Community Service work crews contribute to Community Service projects for area town, state, and nonprofit agencies. This year Community Service clients performed 5232 hours of community service work. As of July 2016 the AIC's no longer have a Community Service component.

Following are some of the projects our crews worked on.

| | |
|---------------------------------------|---|
| DEEP | Sterling Community School |
| Ellis Technical High School | Town of Killingly |
| Finnish American Heritage Society | Town of Lebanon |
| Garden on the Bridge | Town of Mansfield |
| Habitat For Humanity – building sites | Town of Sterling |
| Habitat For Humanity – ReStore | Town of Windham |
| Hartford Little League | Travelers PGA Tournament |
| Josh Metell Basketball Tournament | Victorian Homes Tour |
| Killingly Little League | Willimantic Court House |
| Last Green Valley | Windham Area Arts Council |
| Lebanon Fire House | Windham Area Interfaith Ministries (WAIM) |
| Mansfield Parks and Recreation | Windham Garden Association |
| Recovery Garden | Windham Regional High School |
| Special Olympics | Windham Textile & History Museum |
| Steeple Chase Bike Tour | Windham Whitewater Association |

RESIDENTIAL COMMUNITY JUSTICE SERVICES

Brooklyn Bridge Program (1984 & 1989) merger (2000) 76 Hartford Road, Brooklyn, CT 06234

- transitional supportive housing for male offenders; 36 beds
- Funded by the Department of Correction

In July 2016, Brooklyn Bridge became a 36 bed Transitional Supportive Housing Program. The staff complete an assessment and service plan on each resident within the first 24 hours of admission to the program. The residents are provided various vocational and life skills groups as part of the program, and are able to earn employment privileges. They may also attend groups such as CBT skills, Relapse Prevention, Thinking for a Change, Smoking Cessation and Morning Meditation.

Residents work on specific goals to progress through the program. Those on the highest step hold positions of leadership within the program community, as well as being afforded the opportunity to go off-grounds with staff for 12-step meetings, job searches, community service opportunities and shopping.

Over the past year, Brooklyn Bridge has received donations of clothing, books, journaling materials and numerous other items from area faith communities. Also, many men from the surrounding recovery communities have donated their time to speak to the residents as a group, as well as offering individual emotional support, transportation, and recovery sponsorship. We thank all those who provide these types of tangible and non-tangible supports.

Next Step Cottage (1993 & 2004) merger (2010)

- Work release program for female offenders: 28 beds
Next Step (1993), 215 Valley Street, Willimantic, CT 06226 (18 beds)
Cottage Place (2004), 7 Cottage Place, Willimantic, CT 06226 (7 beds)
- Funded by the Department of Correction

Next Step Cottage reduced recidivism by touching the lives of the 70 women that came to the program, with 99% obtaining and maintaining employment. The average stay was 120 days. The Program continues to achieve 100% on the annual Department of Correction standards audit.

Economic security, self-efficacy and successful reintegration after incarceration is a central focus of the program. The Employment Specialist substantially increased new job sites and enabled more residents to be promoted into managerial positions. The Finance Specialist was able to implement new modules to assist residents with budgeting and financial planning. Residents, as a result, were able to increase their savings, secure safe and affordable housing and address legal obligations. Residents are afforded the opportunity to work towards receiving furloughs to re-establish ties with family members. Additional groups are available and specifically designed to target building self-esteem, confronting and addressing criminal thinking, establishing healthy relationships and living a sober lifestyle. Civic involvement is strongly encouraged. Women volunteer at local community organizations, 3rd Thursday, recovery activities, and help with community landscaping and gardening projects. Local professional women's organizations and churches continue to mentor the women to further the goal of successful re-entry and reintegration into the community.

***100% of community justice clients
had no new criminal behaviors.***

WE THANK OUR SUPPORTERS



| | | | |
|---------------------------------|--------------------------|-------------------------------|-------------------------------|
| Roger & Cindy Adams | Kenneth & Mary Feathers | Jeff Landon | Norma Salter |
| Mona & Greg Anderson | Calvin & Carole Fish | Kim Lane & Peter Deary | Sanborn Sprinklers |
| Ronald & Mary Anderson | David & Susan Fowler | Ellen Lang | Kristie Scott |
| AT&T ECSF | George & Josephine Fox | Scott & Rebecca Lehmann | Barry & Ceciel Setterstrom |
| Alexina Baldwin & Kenneth Start | Linda Frisman | Carl & Julia Linquist | Paul Shapiro |
| Larry Bates | Gates GMC Buick Nissan | Richard & Mary Elizabeth Long | Tim Stanley |
| Debra Benveniste | Ted & Mary Gawlicki | Robin Lubatkin | Storrs Congregational Church |
| Honore & Harry Birkenruth | Andrew & Barbara Gibson | Susan Lund & Harry Frank | Suzanne Taylor |
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| Joe & Lynn Duval | James & Jane Knox | Janit Romyko | Ellen Zahl |
| Candy Fasano | Wally & Chris Lamb | Carolyn Russo | Karen Zimmer |

OUR FUNDERS

- ❖ Department of Correction
- ❖ Department of Housing
- ❖ Department of Mental Health and Addiction Services
- ❖ Department of Public Health
- ❖ Judicial Branch, Court Support Services Division
- ❖ HOPWA
- ❖ Private donations
- ❖ Third party reimbursements

**Fiscal Year 2015-2016
Financials**

Assets

| | |
|-----------------------------------|-----------|
| Cash | 650,510 |
| Accounts Receivable | 250,188 |
| Other Current Assets | 1,336,224 |
| Net Property, Plant and Equipment | 2,723,495 |

Liabilities and Fund Balance

| | |
|-----------------------|---------|
| Current Liabilities | 361,104 |
| Long Term Liabilities | 846,354 |

Net Assets

| | |
|-----------------------|-----------|
| Unrestricted | 2,317,403 |
| Restricted | 815,964 |
| Fund Balance | 283,376 |
| Current Year Earnings | 336,216 |

