

ANNUAL REPORT

2018



ppi | **PERCEPTION
PROGRAMS, INC**
Creating hope ... changing lives

PRESIDENT'S MESSAGE

During this past year, Perception Programs has continued to be buffeted by the continually shifting scene in Hartford, with the budget in a constant state of flux. In the end, we moved forward despite the difficulties we encountered.

In the prior annual report, we told you about Grace House, a program for women with mental health diagnosis re-entering from York Correctional Facility. This program is now in operation after a great many delays by the state and another segment of individuals with needs are being helped to function in our world.

Kristie Scott and her devoted staff continue to find new efficiencies to help our agency do more with less. Each of our outpatient programs have been examined with the aim of improving record keeping and billing, without degrading the programs that are offered. Also, a walk-in service was implemented to improve our availability for prospective clients. We remain committed to offering quality services to the community.

On behalf of the board, I extend my thanks for the excellent work the staff has done to support all these efforts, as well as the many programs we conduct for the community. We could not assist the many individuals we have helped without the dedicated staff we have.

I also want to thank the many individuals who have supported us with contributions, some for many years. This too enables us to continue to provide excellent services, especially in these difficult times.

Chris Burke
President, Board of Directors, November 2018.

GOVERNING BOARD

Officers

John F.B. Haney, MD, Chairman
Christopher Burke, Atty, President
David Correll, Treasurer
Cynthia van Zelm, Secretary

Profession

Retired, Medical Director, Natchaug Hospital; Medical Director, PPI
Retired, Clerk of the Superior Court
Retired, Finance Manager, Pratt & Whitney Legal Services
Executive Director Mansfield Downtown Partnership, Inc.

Members at Large

Margaret Martin, PhD
Janit Romayko, LCSW
Mary Gawlicki
Brian P. McCarthy
Rod Wilson
William Lugo
Donna McLaughlin

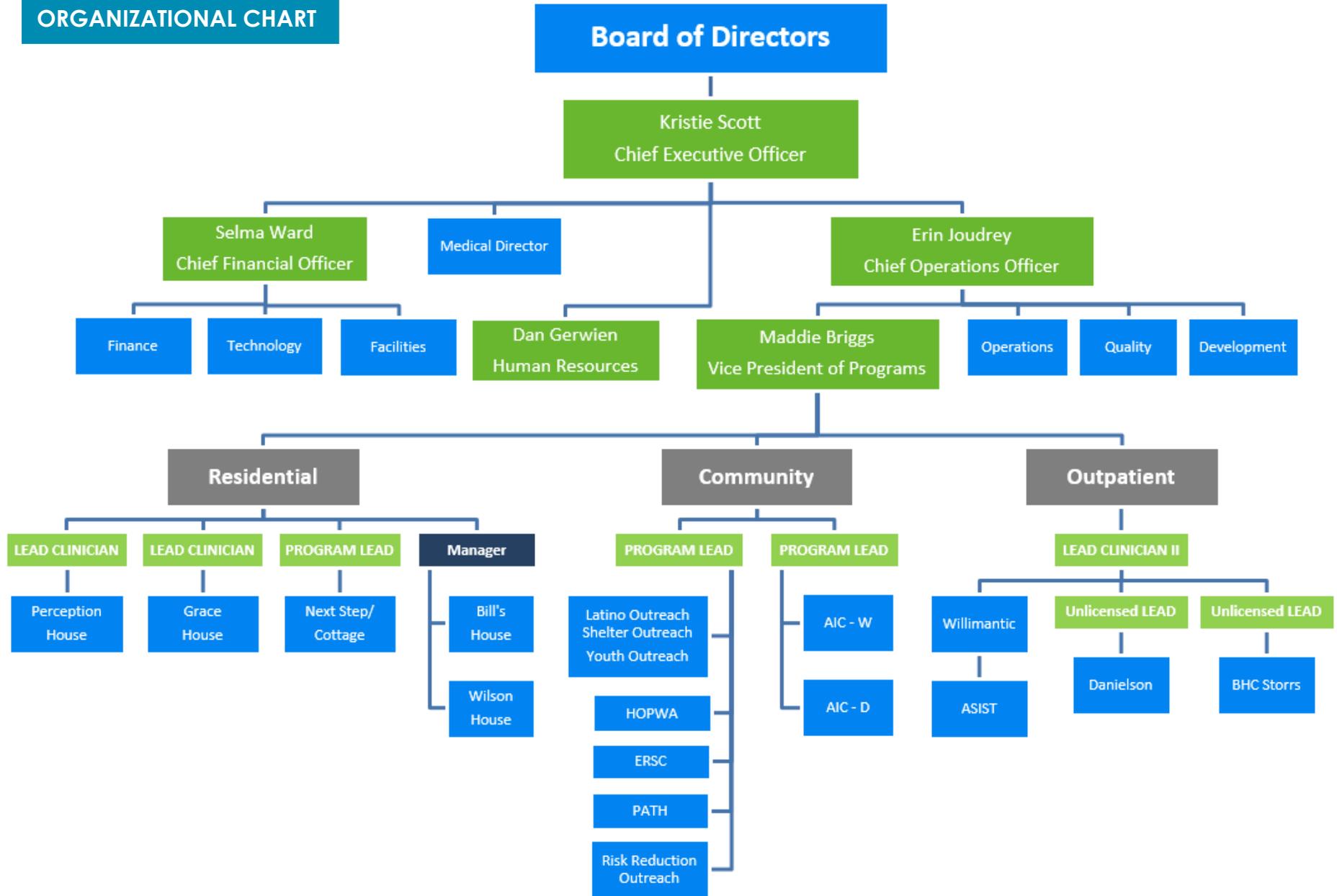
Profession

Professor Emeritus, ECSU
Retired, Director, Mansfield Youth Services
Founder, Gawlicki Family Foundation
Real Estate Broker/Owner
RAD Computing, Owner
Professor of Sociology, ECSU
Retired, Audiologist, Speech Pathologist

MANAGEMENT TEAM

Kristie Scott, LCSW, Chief Executive Officer
Erin Joudrey, LCSW, Chief Operations Officer
Selma N. Ward, MBA, Chief Financial Officer
Daniel Gerwien, BA, Human Resources Manager
Madelyn Briggs, LCSW, LPC, Vice President of Programs
Ivelisse Antonetty, BA, Program Lead, Case Management and Outreach Services
Brittany Caruso, Program Lead, Alternative In The Community – Willimantic & Danielson
Martine Mikell, MS, Program Lead, Next Step Cottage
Liliana Alvarado, LPC, Lead Clinician, Grace House
Andrew Toce, LPC, Lead Clinician II, Behavioral Health Services – Willimantic, Danielson, Storrs
Kelsey Daniels, MA, Lead Clinician, Perception House

ORGANIZATIONAL CHART



Agency Mission

Perception Programs promotes wellness through innovative and holistic behavioral healthcare for individuals and 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 evidence-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)
Access Agency
Connecticut Non-Profit Alliance
AIDS CT (ACT)
Beacon Health Options
Eastern Connecticut State University
Eastern Community Foundation
Eastern Region Service Center (ERSC)
Generations Family Health Center
No Freeze Shelter
Ryan White Consortium of Northeastern Connecticut
The Chamber of Commerce, Inc. - Windham Region
University of Connecticut
Windham Area Interfaith Ministries
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.

Behavioral Health Centers ADULT & ADOLESCENT SUBSTANCE USE AND CO-OCCURRING MENTAL HEALTH SERVICES

54 North Street, Willimantic, CT 06226

13 Water Street, Danielson, CT 06239

Storrs Common, 1244 Storrs Road, Storrs, CT 06268

Willimantic and Danielson (1971)

Outpatient Services offers bilingual services in English and Spanish. Treatment options include:

- Intensive outpatient care (IOP)
- Specialty trauma therapies (EMDR, ART, TF-CBT)
- Mindfulness, meditation, and expressive movement therapies
- Enhanced skills groups (including social skills, budgeting, legal literacy, etc.)
- Cognitive behavioral therapy and dialectical behavioral therapy
- Family system and relationship counseling
- Specialty recovery groups (including relapse prevention, early recovery, and peer support)
- Gender specific groups for trauma and domestic violence recovery
- MAT – Medication Assisted Treatment

Storrs (2017)

- Behavioral health evaluations, treatment, and medication management for adults, adolescents, children and families.
- Referral sources include schools, local universities, mental health agencies, and self-referrals.
- Independently run on a fee-for-service model.

Treatment options at the Behavioral health Center include:

- Specialty trauma therapies (EMDR, ART, TF-CBT)
- Mindfulness, meditation, and expressive movement therapies
- Cognitive behavioral therapy and dialectical behavioral therapy
- Family system and relationship counseling

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

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 20 referrals, and 14 successfully completed the program.

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 180 clients served. The Latino Outreach worker offered a multitude of services including facilitating life skills groups for women and children at local shelters, referring clients to treatment resources, transporting clients to detox, court, and other appointments, and helping clients access recovery and community resources. The Latino Outreach worker also attended numerous community events throughout the year to advocate for clients and increase community knowledge about services.

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 86 client contacts. The PATH case manager assisted clients with completing basic needs paperwork, accessing community resources, accessing treatment, transporting clients to detox, court, and medical appointments, helping clients access rental and security deposit assistance, and assisting clients with disability and social security concerns. The worker also attended numerous outreach and advocacy events throughout the year to increase knowledge about homelessness and provide resources to community members.

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 45 clients served. The outreach worker collaborated with local shelters and with 211 to get residents housing assistance and access to treatment. The Shelter Outreach case manager regularly attended meetings with the Connecticut Access Network to advocate for clients and help meet client needs, and provided in-service trainings for shelter staff.

RESIDENTIAL SUBSTANCE USE AND MENTAL HEALTH SERVICES

Perception House (1971) 134 Church Street, Willimantic, CT 06226

- Intermediate length residential treatment for 20 people living with substance use and 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 mental health and substance use treatment services to 79 clients and had a 91% 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.

Residents are very involved in the local recovery meetings and have been taking on commitments like chairing meetings. Residents have also taken on more volunteer opportunities, partnering with WAIM, CCAR, Risk Reduction Outreach, volunteering at 3rd Thursday and the Windham community at large. Several residents have been able to obtain jobs prior to discharging.

Residents continue to participate in speaking engagements at Eastern Connecticut State University. This year residents were involved in advocacy at the State Capitol. They met their state senators several times and testified in front of the legislature. Recently they attended several Recovery Walks and DMHAS events.

CASE MANAGEMENT SERVICES

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

- Case management and referral

Case management services are provided through the ERSC, 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 two Case Managers provided direct care service to 60 clients.

RISK REDUCTION SERVICES

Onsite case management provided 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 included assisting residents in accessing financial and medical entitlement programs for which they are eligible, food stamps, SSI, SSD, and title XIX.

Scattered Site Housing Support Services served a total of 8 individuals with HIV/AIDS who were transitioning to maintaining their own safe and independent housing. This program was able to secure housing for 6 of our Summit House residents. The 6 residents received a Wal-Mart Gift Card to purchase bedding, toiletries and daily necessities. They will continue to receive case management through the Risk Reduction Program.

The City of Worcester will continue to provide HOPWA funding to support the Housing Specialist Case Management position. The Housing Specialist Position will continue to serve Windham County clients with finding safe, affordable housing, resume writing, vocational services, rent assistance, and developing short-term and long-term goals.

Risk Reduction Outreach Program, (1987) 219 Valley Street, 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 1,554 clients through the HIV/AIDS/Hep C prevention education, HIV counseling and testing, community-based outreach work, and distribution of 10,853 condoms. 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 2016/2017 Community PROMISE, a community level narrative intervention, was implemented in Windham County.

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

Focused efforts resulted in 182 people receiving rapid HIV testing, all of which were negative. We also performed 148 Hepatitis C tests with 14 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 of 2016, the Syringe Services Program (SSP) came under the auspice of PPI. We served a total of 116 syringe exchange clients. The service is provided at the Willimantic No Freeze Shelter and through home deliveries in Putnam, Pomfret, Danielson, Dayville, Moosup, Chaplin, North and South Windham. 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 and Hep C transmission. 32,744 used needles were collected and 38,940 clean needles were distributed during this fiscal year. 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 1063 individuals on how to use Narcan and distributed 286 Narcan kits.

COMMUNITY JUSTICE SERVICES

Alternative In The Community (1990)

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

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

Danielson – 13 Water Street, Danielson, CT 06239

The Danielson AIC had 173 clients; 115 Program clients, and 58 JAMS (Judicial Administrative Monitoring System) clients. The Program succeeded in maintaining a Level 1 Data Quality Designation and one staff with Program Champion status.

Willimantic -109 Valley Street, Suite B, Willimantic, CT 06226

The Willimantic AIC had 244 clients: 190 Program clients, and 54 Judicial Administrative Monitoring System (JAMS). The Program succeeded in maintaining a Level 1 Data Quality Designation for its sixth consecutive year, and two staff with Program Champion status.

RESIDENTIAL COMMUNITY JUSTICE SERVICES

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 (10 beds)
- Funded by the Department of Correction

Next Step Cottage (NSC) reduced recidivism by touching the lives of the 60 women that came to the program, with 100% obtaining and maintaining employment. The average stay was 120 days. The Program continues to achieve 100% on the annual Department of Correction standards audit.

Employment, life skill readiness and successful reintegration after incarceration continue to be a central focus of the program. The Employment Specialist secured new job sites, expanded job search geographical locations and in the process enabled more residents to be promoted into managerial positions. The Employment Specialist also continued to facilitate employment modules to assist residents with employment readiness, assertive communication, self-advocacy, and career advancement.

Civic involvement is strongly encouraged. Residents volunteer at local community organizations such as WAIM, 3rd Thursday, CCAR, 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.

Grace House (2017) 219 Valley Street, Willimantic, CT 06226

- Intermediate length residential treatment program to transition female offenders, with chronic/persistent mental health disorders and/or substance use, to the community: 5 beds
- Funded by the Department of Correction

Grace House is a 5-bed treatment program that will provide mental health and substance use services. By design, Grace House is intended to evoke feelings of being in a home setting rather than an institution which encourages clients to begin working on achieving their recovery goals. The program offers individual and group treatment, case management, medication management and monitoring. The program provides the education, skills, and tools necessary to help the residents successfully transition back into the community through the use of evidence-based practices such

as: Motivational Enhancement Therapy, Cognitive-Behavioral Therapy, Dialectical Behavioral Therapy, and Gender Specific Treatment. Evidence based practice are enhanced with traditional recovery models such as participation in Twelve-Step Fellowships. The program will seek to secure stable, safe housing for residents and when appropriate connecting them with local employment resources. Residents will be assisted in reconnecting with healthy supportive relationships and transitioning to community-based services to support the goal of successful re-entry and reintegration into the community.

RECOVERY SUPPORTS

Wilson House (2017) 226-228 Summit Street, Willimantic, CT 06226

- A sober, recovery housing option for 16 people; this program is co-ed.

Bill's House (1991) 46 Quercus Avenue – previously 219 Valley Street, Willimantic, CT 06226

- A sober housing option for 10 females who are in recovery.

Recovery Management Supports (2017) 226-228 Summit Street, Willimantic, CT 06226

- Case management for 12 people
- ATR housing assistance for 3 people
- Peer recovery supports
- Recovery housing for 24 people

Recovery Management Supports is a program that includes both of PPI's recovery houses (Bill's house and Wilson house) that includes case management, short term financial housing assistance and one for peer recovery support.

New Initiatives 2018-2019

Women's Consortium Trauma and Gender (WC-TAG) - A trauma-informed, gender-responsive initiative supported by the hope & grace initiative and The Connecticut Women's Consortium.

Recovery Support Services (RSS)- DMHAS funded training to help support Recovery Coaches.

Acupuncture-Training and support from the National Acupuncture Detoxification Association for the use of Auricular Acupuncture as an adjunct treatment intervention.

CROSS (Recovery Orientated Support for Youth)

WE THANK OUR SUPPORTERS



Roger & Cindy Adams
Altrusa International of NE Connecticut
Ronald Anderson
Leon & Malta Bailey
Bob's Discount Furniture Foundation
Maddie Briggs
Christopher & Patti Burke
Timothy & Sheila Casey
Bruce & Hanna Clements
Community Foundation of Eastern CT
Dave Correll
Doris Cottrell
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Kevin Wojcik & Lynn Dolan
Wolf, Horowitz, & Eflinger, LLC
Karen Zimmer & Richard Norgaard

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 2017-2018

Financials

Assets

Cash	144,503
Accounts Receivable	540,822
Other Current Assets	1,476,028
Net Property, Plant and Equipment	2,945,364

Liabilities and Fund Balance

Current Liabilities	456,605
Long Term Liabilities	1,402,461

Net Assets

Unrestricted	3,257,524
Restricted	24,424
Current Year Earnings	(204,388)

