Welcome to Building Hope

Our Quarterly Newsletter

1st Q 2024

This Quarterly newsletter highlights our passion for supporting individuals on their journey toward recovery. We understand the challenges you face, and we're here to empower you with evidence-based, trauma-informed care

OUR MISSION :It is our mission to provide compassionate individualized treatment for opioid use disorder, fostering lasting recovery, improved quality of life and re integration into community

. OUR VALUES:

- **Respect:** We treat each individual with dignity and understanding.
- **Empowerment:** We promote your autonomy and self-efficacy.
- **Collaboration:** We work hand-in-hand with you to achieve your goals.
- **Evidence-Based Practice:** We utilize proven methods to maximize your success.
- **Trauma-Informed Care:** We acknowledge and address past trauma's impact.

IN THIS ISSUE:

- **Our commitment to Community support:** Learn about community partnerships to enhance your well-being.
- **News from our 1st Q team meeting held on 4/22/2024**
- **Measuring our success:** Explore our performance data, including client retention rate, opiate-free living success, client satisfaction survey results, unpaid cash balance at the time of discharge

COMMUNITY SUPPORT:

At Mathers Recovery LLC we're committed to innovation and community support to enhance your well-being.

- **Community Collaboration:** We work closely with various organizations like IHPA (IL Health Practice Alliance), McHenry County Health Board, and Kane County, leveraging grants to better serve you. Our collaboration with community partners allows us to offer comprehensive assistance.
- Whether you're facing food insecurity, seeking shelter, or in need of legal aid, your counselor can connect you with the right resources.
- Mathers Recovery is collaborating with the Kane County Health Department in their initiative to raise awareness about opioid overdose prevention, "Your Story Matters," by contributing a video story to the campaign and

thereby enriching the campaigns impact and narrative.

- **News from our 1st Q team meeting held on 4/22/2024**

  No changes were made to our Strategic plan, cultural competency plan, Accessibility and community relations plan. Company is in sound financial condition. There will be no changes in self-pay fees.

MEASURING OUR SUCCESS:

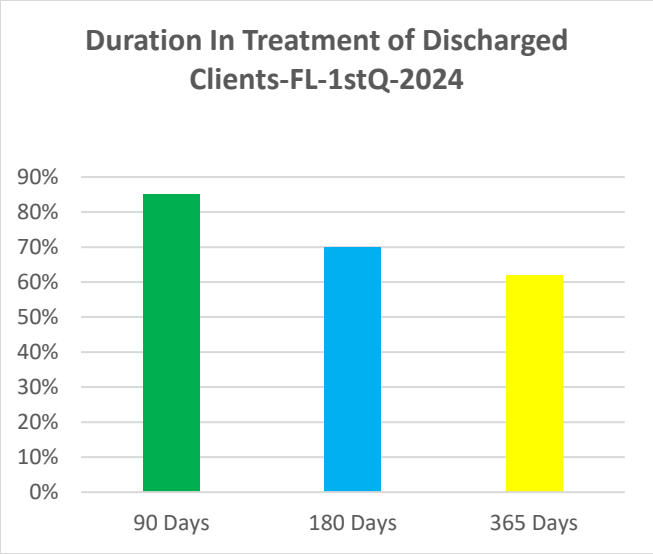
We are pleased to share that our company is in robust financial position and is forecasted to maintain this stability based on our projections.

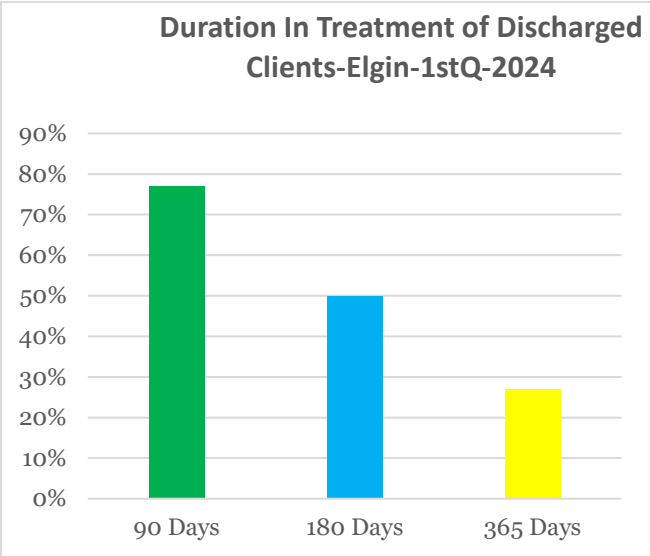
Performance Improvement Update: 1st Q-2024

At the heart of our mission lies a relentless pursuit of excellence in care delivery. With this ethos, we persistently evaluate and enhance our services to meet and exceed your expectations. In the spirit of transparency and accountability, we invite you, our clients and stakeholders, to explore some of our performance data for the last quarter.

Client Retention Rate: This metric reflects the percentage of clients who remain engaged in our program over a specific period. A high retention rate indicates that our services are effective in supporting your long-term recovery journey. Of the clients discharged in 1st Q 2024, 85% have completed at least 90 days of treatment, 70% have completed at least 180 days

of treatment, and 62% have completed more than a year of treatment (FL). The data for EL is as follows. 77%>90



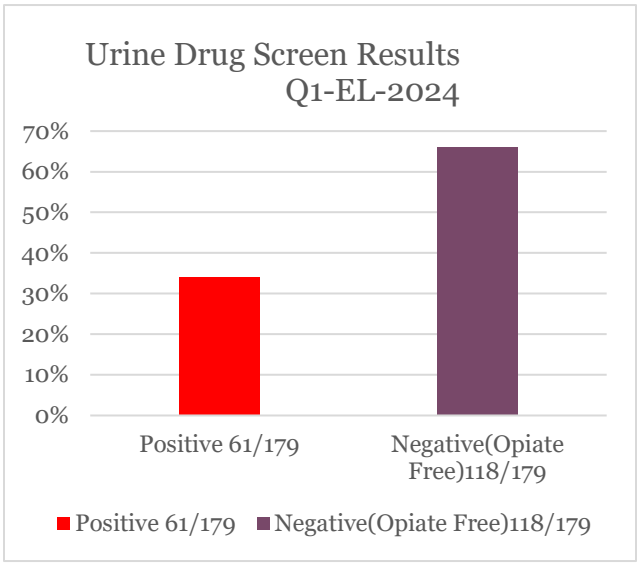


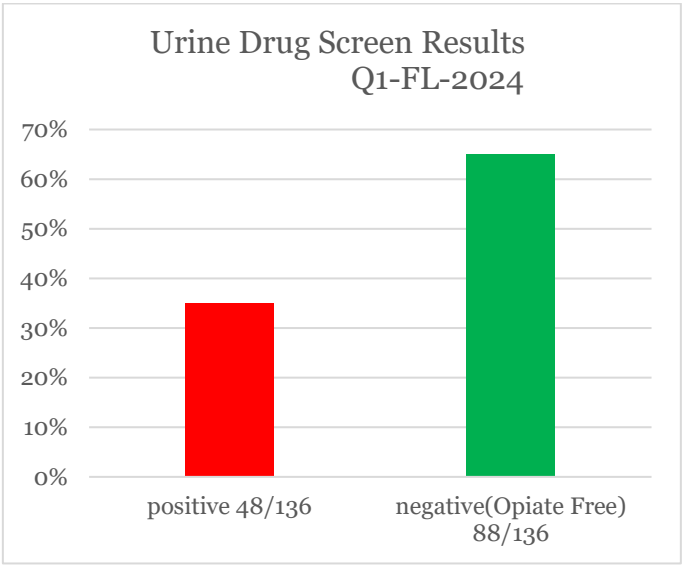
Days,50%>180 Days, 27 %.>365 Days.

FL- 85%>90 Days,70%>180 and 62%>365 Days.

EL-77%>90 Days,50%>180 days,27%>365 Days

Success in Opiate Free Living: This metric measures the percentage of clients who achieve and maintain opiate free status. This data is central to our mission and reflects the positive outcomes we strive for. 70% of our clients tested negative for opioids in the last quarter of 2023





- FL-65 % tested Negative for Opioids

EL-66% Tested Negative for opioids

- Client satisfaction survey results: We recently analyzed our quarterly client satisfaction survey, and the results are in! We received an average satisfaction score of 3.53 out of a possible 4 (FL) & 3.87 (EL). While we're encouraged by this positive feedback, we're always striving to improve and deliver an exceptional experience for our clients.

- Percentage of clients leaving with an unpaid cash balance: Tracking the percentage of patients with an unpaid cash balance at discharge provides valuable insights into the clinic's financial performance, revenue generation, cash flow management, profitability, business viability, and effectiveness of billing processes. 15% in FL and 45% in Elgin of discharged clients left with an unpaid cash balance.

- **Trivia**

Find the following words in the grid: Recovery,

Support, Treatment, Sobriety, Hope, Wellness,

progress

Y	T	U	S	F	E	C	S	L	Z
T	R	E	A	T	M	E	N	T	D
M	Y	N	W	A	O	O	F	B	W
L	L	J	S	L	B	S	V	T	E
S	U	P	P	O	R	T	T	M	L
Z	S	O	B	R	I	E	T	Y	L
W	D	N	C	H	O	P	E	L	N
M	W	D	K	T	H	M	X	G	E
R	E	C	O	V	E	R	Y	B	S
P	R	O	G	R	E	S	S	C	S

We Believe in You! Together, Let's Build a Brighter Future.

Additional Information:

- Contact our intake team **at 224-908-3005** or **847-462-6099** or visit us at **https://themathersrecovery.com** for more resources and information.

- Copies of past newsletters can be accessed on our web site.

- Subscribe to receive future newsletters directly to your inbox.

Stay strong. Stay hopeful. We're here for you!