

Measuring what matters

Q1 2025

Quarterly performance results for Elgin and Fox Lake, explained for the people we serve.

OUR QUARTERLY NEWSLETTER

Welcome to Building Hope

Mathers Recovery uses performance information to understand whether people can enter treatment promptly, remain engaged, make clinical progress, and experience services as helpful and respectful. We share these results so patients, families, staff, and community partners can see both our strengths and the areas requiring action.

Q1 HEADLINE

Both locations met the retention, timely-access, and satisfaction goals. Fox Lake also met the toxicology goal; Elgin was three points below it. The principal shared improvement area was reducing the number of discharged patients who still had a cash balance.

PERFORMANCE IMPROVEMENT

What we measure and why

AREA	MEASURE	WHY IT MATTERS
Effectiveness	Toxicology screens negative for illicit opioids	Shows progress toward recovery stability. Goal: 70%.
Retention	Engagement beyond 90, 180, and 365 days	Shows whether people remain connected to care. Goals: 80%, 60%, and 50%.
Access	Admission within five days of requesting treatment	Shows whether people can enter care promptly. Goal: 50%.
Experience	Patient satisfaction on a four-point scale	Shows how patients rate services and improvement in quality of life. Goal: 3.0.
Business function	Discharges with an unpaid cash balance	Helps identify coverage, billing, and financial barriers. Goal: 25% or less.

JANUARY - MARCH

Quarter at a glance

ELGIN 67% of screens were negative for illicit opioids, slightly below the 70% goal. Retention and access goals were met, and satisfaction averaged 3.80 out of 4.	FOX LAKE 73% of screens were negative for illicit opioids. Access reached 78%, all retention goals were met, and satisfaction averaged 3.80 out of 4.
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Performance results

Q1 2025

Site-specific scorecards, goals, and verified quarterly results.

Q1 Elgin performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	67%	Below goal
Retention: 90 / 180 / 365 days	80 / 60 / 50%	84 / 68 / 58%	Met
Admission within five days	50%	65%	Met
Patient satisfaction	3.0 / 4	3.80 / 4 (5)	Met
Discharges with a cash balance	<=25%	42%	Needs action

Source: Elgin Annual Performance Analysis Report for 2025. Satisfaction is based on five completed surveys.

Q1 Fox Lake performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	73%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	80 / 70 / 60%	Met
Admission within five days	50%	78%	Met
Patient satisfaction	3.0 / 4	3.80 / 4 (4)	Met
Discharges with a cash balance	<=25%	33%	Needs action
Employee satisfaction	80%	100%	Met

Source: Fox Lake Q1 2025 CARF Performance Measurement Table and Annual Performance Analysis. Satisfaction is based on four completed surveys.

HOW TO READ THE RETENTION LINE

The three percentages show the share of discharged patients whose treatment engagement exceeded 90, 180, and 365 days. In Q1, both sites met all three retention goals.

From results to action

Q1 2025

What the quarter taught us and what each location is improving.

What the numbers tell us

- Elgin retained patients well and admitted 65% within five days, but its 67% toxicology result remained three points below goal.
- Fox Lake exceeded the toxicology and access goals and maintained strong long-term retention.
- Patient satisfaction was favorable at both sites, but only nine surveys were returned across both locations; broader participation is needed.
- Cash balances at discharge exceeded the 25% target at Elgin (42%) and Fox Lake (33%), pointing to a need for earlier coverage and payment review.

IMPROVEMENT ACTIONS What we are doing with the results

ELGIN

Review positive toxicology results through counseling and individualized treatment planning; monitor intake timeliness; begin insurance and balance review earlier in care; offer satisfaction surveys more consistently.

FOX LAKE

Maintain timely access and strong retention; continue clinical follow-up after positive screens; reduce discharge balances through benefits verification and earlier patient communication; increase survey participation.

BY LOCATION Clinic and community updates

ELGIN | COMMUNITY OVERDOSE PREVENTION

Elgin continued Kane County outreach and naloxone-access work. The clinic also remained connected with community referral partners so patients could be linked to recovery, housing, food, and other supports.

FOX LAKE | ACCESS AND CARE RESOURCES

Fox Lake continued intake tracking and referral-directory updates. During the quarter, the team also worked on patient-care equipment and connections to local recovery meetings and support resources.

YOUR VOICE MATTERS

Questions, suggestions, or feedback are welcome. Speak with your counselor or contact our intake team at 224-908-3005 or 847-462-6099. Past issues and program information are available at themathersrecovery.com.