

# Results, progress, and priorities

Q4 2025

A year-end performance update for Elgin and Fox Lake.

TRANSPARENCY **Why we publish these results**

Quarterly performance review helps us move beyond impressions. We compare results with defined goals, discuss likely causes, assign follow-up work, and share the findings with the people who use and support our services.

Q4 HEADLINE

Elgin met the toxicology, retention, and satisfaction goals but timely access and discharge balances worsened. Fox Lake met every clinical and access goal and moved its discharge-balance result to within two points of the target.

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.    |

BY LOCATION **Clinic and community updates**

|                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>ELGIN   DUNDEE TOWNSHIP OUTREACH</b></p> <p>Through the Elgin program, the team maintained naloxone access at six Dundee-area gas stations, supported two December outreach events, distributed information, and identified residents for peer support.</p> | <p><b>FOX LAKE   STRONG ACCESS AND OUTCOMES</b></p> <p>Fox Lake ended the year with 82% timely access, 78% of toxicology screens negative for illicit opioids, favorable satisfaction, and all three retention goals met.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

# Performance results

Q4 2025

Verified October through December scorecards by location.

## Q4 Elgin performance scorecard

| MEASURE                                         | GOAL          | RESULT        | STATUS       |
|-------------------------------------------------|---------------|---------------|--------------|
| Toxicology screens negative for illicit opioids | 70%           | 71%           | Met          |
| Retention: 90 / 180 / 365 days                  | 80 / 60 / 50% | 85 / 77 / 54% | Met          |
| Admission within five days                      | 50%           | 29%           | Needs action |
| Patient satisfaction                            | 3.0 / 4       | 3.60 / 4 (6)  | Met          |
| Discharges with a cash balance                  | <=25%         | 54%           | Needs action |

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

## Q4 Fox Lake performance scorecard

| MEASURE                                         | GOAL          | RESULT        | STATUS    |
|-------------------------------------------------|---------------|---------------|-----------|
| Toxicology screens negative for illicit opioids | 70%           | 78%           | Met       |
| Retention: 90 / 180 / 365 days                  | 80 / 60 / 50% | 80 / 74 / 67% | Met       |
| Admission within five days                      | 50%           | 82%           | Met       |
| Patient satisfaction                            | 3.0 / 4       | 3.83 / 4 (3)  | Met       |
| Discharges with a cash balance                  | <=25%         | 27%           | Near goal |
| Employee satisfaction                           | 80%           | 100%          | Met       |

Source: Fox Lake Q4 2025 CARF Performance Measurement Table. Satisfaction is based on three surveys.

# What changed during 2025

Q4 2025

Year-start to year-end movement and the response for 2026.

## Q1 to Q4 comparison

|                                                                                                                                                                                                                 |                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ELGIN TREND</b><br>Toxicology results improved from 67% to 71%, and long-term retention stayed above goal. Timely access declined from 65% to 29%, while discharges with balances increased from 42% to 54%. | <b>FOX LAKE TREND</b><br>Toxicology results improved from 73% to 78%, access increased from 78% to 82%, satisfaction remained near 3.8 out of 4, and discharge balances improved from 33% to 27%. |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## IMPROVEMENT ACTIONS What we are doing with the results

|                                                                                                                                                                                                                   |                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ELGIN</b><br>Use a monthly intake log to identify delays; review coverage and balances earlier; maintain strong retention; increase survey opportunities; review corrective actions quarterly with leadership. | <b>FOX LAKE</b><br>Preserve the low-barrier intake process; continue toxicology and retention review; move the 27% discharge-balance result below 25%; increase survey counts and document stakeholder feedback. |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Elgin community impact: Dundee Township

- Naloxone displays were maintained at six Dundee-area gas stations, with 12 units kept available.
- Sixty program-information pamphlets were distributed and three hours of naloxone training were provided.
- Outreach was conducted at Walmart in Carpentersville on December 17 and Dundee Public Library on December 23.
- Sixteen Dundee residents were identified for peer-support participation, with 22 grant-supported service hours documented.

### 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](https://themathersrecovery.com).