

BUILDING HOPE

Quarterly performance results for Elgin and Fox Lake

Q2
2025

APRIL - JUNE 2025

Both programs maintained strong retention. Fox Lake met the toxicology and access goals, while Elgin remained just below the toxicology goal and continued to see elevated discharge balances.

Mathers Recovery reviews 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 with patients, families, staff, and community partners as part of our commitment to quality improvement.

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%, 50%.
Access	Admission within five days of requesting treatment	Shows whether people can enter care promptly. Goal: 50%.
Experience	Patient satisfaction	Shows how patients rate services and improvement in quality of life.
Business function	Discharges with an unpaid cash balance	Helps identify coverage, billing, and financial barriers. Goal: 25% or less.

QUARTER AT A GLANCE

Both programs maintained strong retention. Fox Lake met the toxicology and access goals, while Elgin remained just below the toxicology goal and continued to see elevated discharge balances.

PERFORMANCE RESULTS **Verified Q2 2025 scorecards by location**

Elgin performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	69%	Below goal
Retention: 90 / 180 / 365 days	80 / 60 / 50%	82 / 71 / 59%	Met
Admission within five days	50%	54%	Met
Patient satisfaction	3.0 / 4	3.70 / 4 (5)	Met
Discharges with a cash balance	<=25%	47%	Needs action

Fox Lake performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	76%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	83 / 75 / 67%	Met
Admission within five days	50%	79%	Met
Patient satisfaction	3.0 / 4	3.82 / 4 (3)	Met
Discharges with a cash balance	<=25%	31%	Needs action

HOW TO READ THE RETENTION LINE

The three percentages show the share of discharged patients whose treatment engagement exceeded 90, 180, and 365 days. Results are compared with goals of 80%, 60%, and 50%.

Source basis: Mathers Recovery 2025 quarterly performance records and annual performance analysis.

FROM RESULTS TO ACTION **What the quarter tells us**

ELGIN

Elgin remained strong in retention and met the access and satisfaction goals. Toxicology results were one point below target, and the discharge-balance rate increased to 47%.

FOX LAKE

Fox Lake met the toxicology, retention, access, and satisfaction goals. The remaining improvement area was reducing discharge balances from 31% toward the 25% target.

IMPROVEMENT ACTIONS **What we are doing with the results**

ELGIN

Continue individualized response to positive screens; monitor intake timeliness; begin insurance and balance review earlier; increase patient-feedback opportunities.

FOX LAKE

Maintain low-barrier access and strong retention; continue toxicology review; reduce discharge balances through earlier benefits verification and patient communication; increase survey counts.

OUR COMMITMENT **Transparent performance improvement**

We will continue reviewing results against established goals, identifying strengths and gaps, assigning follow-up actions, and sharing understandable performance information with the people and communities we serve.

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. Program information and past issues are available at themathersrecovery.com.