

BUILDING HOPE

Quarterly performance results for Elgin and Fox Lake

Q3
2025

JULY - SEPTEMBER 2025

Elgin reached the toxicology goal and maintained strong retention, but timely access declined. Fox Lake continued to perform above goal across most measures.

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

Elgin reached the toxicology goal and maintained strong retention, but timely access declined. Fox Lake continued to perform above goal across most measures.

PERFORMANCE RESULTS **Verified Q3 2025 scorecards by location**

Elgin performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	70%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	87 / 73 / 53%	Met
Admission within five days	50%	44%	Needs action
Patient satisfaction	3.0 / 4	3.70 / 4 (6)	Met
Discharges with a cash balance	<=25%	53%	Needs action

Fox Lake performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	77%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	85 / 77 / 62%	Met
Admission within five days	50%	80%	Met
Patient satisfaction	3.0 / 4	3.84 / 4 (4)	Met
Discharges with a cash balance	<=25%	29%	Near goal

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 reached the 70% toxicology goal and continued to exceed all retention targets. Timely access fell below goal to 44%, and discharge balances increased to 53%.

FOX LAKE

Fox Lake continued to exceed the toxicology, retention, access, and satisfaction goals. Discharge balances improved to 29%, moving closer to the 25% target.

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

Track every inquiry and admission outcome; review delays monthly; continue individualized toxicology follow-up; address insurance and account balances earlier; maintain survey collection.

FOX LAKE

Maintain timely admission and strong retention; continue clinical review of positive screens; bring the cash-balance rate below 25%; keep expanding patient feedback.

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.