

BUILDING HOPE
Quarterly performance results for Elgin and Fox Lake

Q3
2026

JULY - SEPTEMBER 2026

Q3 results show continued clinical strengths with several clear improvement priorities. Both sites met the toxicology and patient-satisfaction goals. Fox Lake maintained 100% timely access, while Elgin access fell below goal. Retention was mixed at both sites, and discharge cash balances remained above the 25% goal.

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/scheduling 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 their experience of care. Goal: 3.0.
Business function	Discharges with a non-zero cash balance	Helps identify coverage, billing, and financial barriers. Goal: 25% or less.

QUARTER AT A GLANCE
Both sites met the toxicology and patient-satisfaction goals in Q3. Fox Lake maintained 100% timely access, while Elgin was below the 50% access goal at 44%. Elgin met the >90- and >180-day retention goals but not >365 days; Fox Lake met the >365-day goal but not the >90- and >180-day goals. Discharge cash balances remained above goal at both sites.

PERFORMANCE RESULTS Q3 2026 scorecards by location

Elgin performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	82%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	83 / 67 / 33%	Mixed
Admission/scheduling within five days	50%	44%	Needs action
Patient satisfaction	3.0 / 4	3.02 / 4 (6)	Met
Discharges with a cash balance	<=25%	33%	Needs action

Fox Lake performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	84%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	57 / 57 / 57%	Mixed
Admission/scheduling within five days	50%	100%	Met
Patient satisfaction	3.0 / 4	3.53 / 4 (19)	Met
Discharges with a cash balance	<=25%	57%	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: MethodOne Q3 2026 reports, monthly intake tracking, and AccreditationNow patient satisfaction data.

FROM RESULTS TO ACTION What the quarter tells us

ELGIN

Elgin met the Q3 toxicology goal at 82%, the >90- and >180-day retention goals at 83% and 67%, and the patient-satisfaction goal at 3.02/4. The >365-day retention result was 33%, timely access was 44%, and 33% of treatment discharges had a non-zero cash balance, all below target.

FOX LAKE

Fox Lake met the toxicology goal at 84%, maintained 100% timely access, met the >365-day retention goal at 57%, and achieved patient satisfaction of 3.53/4. The >90- and >180-day retention results were each 57%, below goal, and 57% of treatment discharges had a non-zero cash balance.

IMPROVEMENT ACTIONS What we are doing with the results

ELGIN

Review every methadone inquiry and delay in admission; strengthen follow-up with newer patients and those approaching one year in treatment; continue individualized response to positive toxicology results; review insurance and account balances before discharge; continue patient-survey collection.

FOX LAKE

Maintain rapid access and strong patient feedback; review Q3 early exits and strengthen engagement during the first 90 and 180 days; continue clinical review of positive toxicology results; review coverage and cash balances before discharge and follow non-zero balances to resolution when possible.

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.