State of Florida
Department of Children and Families

Ron DeSantis
Governor

Taylor N. Hatch
Secretary

2025 General Appropriations Act Line 359 Quarterly Activity Report re: LH849 Shatterproof Treatment Atlas (October 1, 2025, through December 31, 2025)

The Florida Department of Children and Families (Department) uses an online platform called Treatment Atlas, operated by the Department's contracted vendor, Shatterproof Atlas, to assist individuals and families in identifying addiction treatment options. The platform features a user-friendly treatment locator that enables users to search for facilities based on the services provided and their geographical location. Additionally, it incorporates a self-assessment tool that guides users toward treatment options aligned with their specific needs. The goal of Treatment Atlas is to enhance access to appropriate, evidence-based treatment and to empower individuals with reliable, trustworthy information.

Background

This update includes key elements that contribute to the overall delivery of the platform, such as utilization by individuals accessing the platform and associated treatment recommendation information. The elements reported are stipulated in the GAA, requiring the Department to report on "site use and referral statistics," which are operationalized through the Department's contract with Shatterproof Atlas.

The Opioid Settlement Trust Fund funds this project through Specific Appropriation 359 in the 2025 General Appropriations Act (GAA). Proviso language specifies that the Department must report quarterly on "site use and referrals statistics" to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, and the chair of the House of Representatives Budget Committee. The intent of the Atlas Treatment resource, according to the GAA, is to "provide a needs assessment for individuals with substance abuse disorder, identify and compare substance abuse treatment facilities using quality indicators and search filters, and inform users about key elements of high-quality treatment."

Journey to Treatment

The Treatment Atlas platform allows individuals to search for substance use treatment providers based on their preferences. Users may choose to share their location to receive results for providers within a selected distance of their current location. Alternatively, individuals who do not wish to share location information may manually enter their city to view available treatment options.

The platform enables users to explore a range of treatment services, including detoxification, residential, and outpatient care. Search results may be further refined by treatment type and specific substances. In addition, individuals may complete an optional,

2415 North Monroe Street, Suite 400, Tallahassee, Florida 32303-4190

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non-clinical assessment to help identify an appropriate level of care and ancillary services that meet their needs.

Based on the selected criteria, Treatment Atlas generates a list of providers for comparison. Users may review and select a provider that best aligns with their individual needs and preferences. The platform does not collect or retain personally identifiable information (e.g., name, date of birth, or Social Security number) and is therefore unable to monitor scheduled appointments or treatment admissions following a referral.

Stakeholder Engagement to Support Identification of Treatment Options

This report provides an overview of the progress made in achieving the technical requirements as outlined in line 359 of the 2025 GAA. The Treatment Atlas team has actively engaged with Managing Entities and various public and private community-based service providers through a range of communication methods to ensure that a variety of treatment service providers are reflected on the site. These methods include emails, telephone calls, individual and group meetings, presentations, campaigns, and platform demonstrations.

Summary of Site Use and Referral Statistics

The data presented in the Service Summary Table demonstrates that the number of individuals accessing the Treatment Atlas platform during the reporting quarter (October 1, 2025, through December 31, 2025) exceeded contracted requirements and expectations. The information presented in the Service Table illustrates the platform's effect, reach, and engagement. The platform is successfully attracting users, as evidenced by the number of user sessions. Users are defined as individuals who engaged with the platform during the reporting period. These users are actively seeking treatment options, as evidenced by facility profile views exceeding targets. This suggests that marketing and navigation strategies are effectively guiding individuals to quality treatment information.

There were 32,202 user sessions with the platform, far exceeding the minimum contract target of 800. A user session consists of interactions between a user and the Treatment Atlas platform within a specific timeframe. If a user is inactive for 30 minutes or more, any subsequent activity starts a new session. If the user exits and returns within 30 minutes, recorded activity will be part of the original session. This expanded reach suggests that the outreach campaign through TikTok, Instagram, and Facebook effectively attracted users to the site. Furthermore, the total number of facility profile views nearly doubled the contract target, indicating that leveraging a geo-landing page successfully guides users to locate quality treatment facilities as intended.
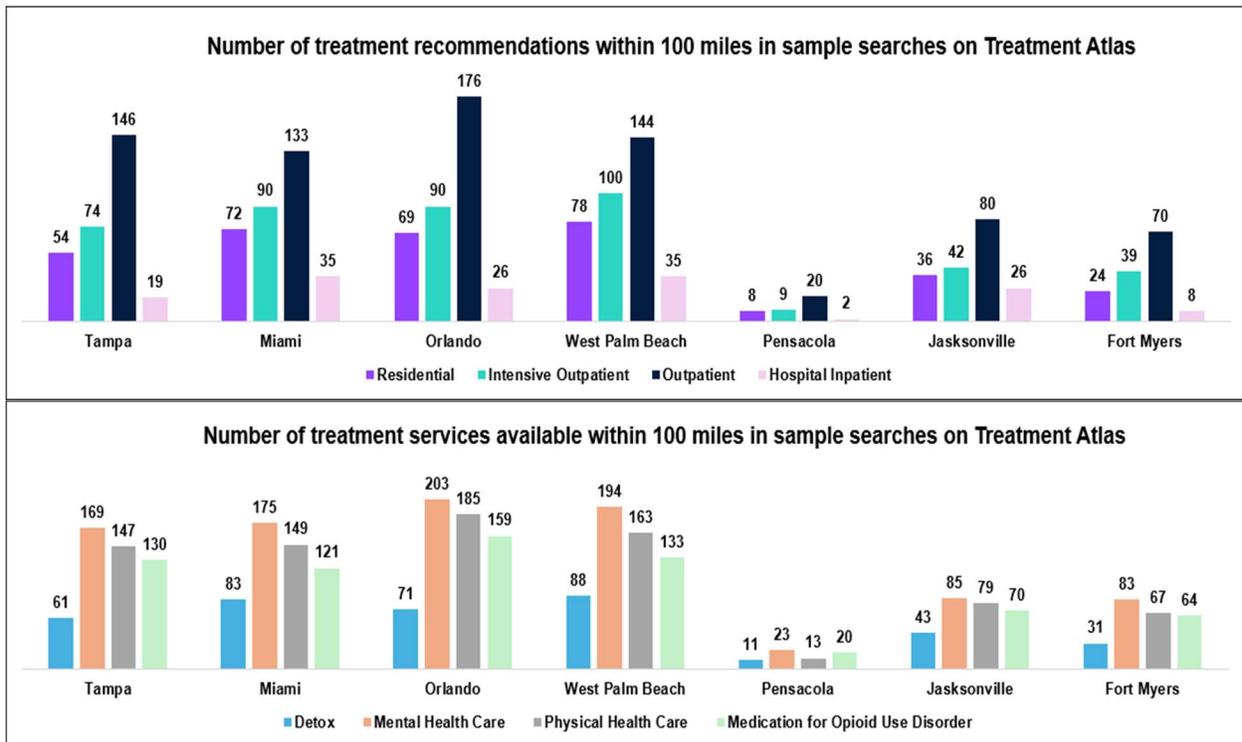
Service Summary Table – October 1, 2025, Through December 31, 2025			
Services	**Target Definitions**	**Minimum Quarterly Targets**	**Quarterly Utilization**
Total New Users	The number of new, first-time, unique users who accessed the Treatment Atlas platform during the reporting quarter.	14,000	**28,719**
Total Users	The total number of users accessing the Treatment Atlas platform in the reporting quarter, including both new and returning users.	15,000	**29,613**
Total Number of Referrals	A record of how many times a user engaged with a referral by accessing/viewing a facility profile page, either by clicking on the facility's profile in the search results or by using a direct link to that profile.	1,000	**1,961**
Total Sessions	A session is defined as a series of interactions between an individual user and the Treatment Atlas platform within a specified timeframe. This encompasses activities such as completing assessments, searching for treatment options, viewing facilities, and navigating various pages. Should a user remain inactive for 30 minutes or longer, any subsequent activity will be classified as a new session. In contrast, if a user exits the Treatment Atlas platform and returns within a 30-minute interval, their activity will be regarded as part of the original session.	800	**32,202**

Tailored Treatment Recommendations

The intent of the resource, as established in the GAA, is to "provide a needs assessment for individuals with substance abuse disorder, identify and compare substance abuse treatment facilities using quality indicators and search filters, and inform users about key

elements of high-quality treatment." The GAA directive is integrated into the Shatterproof Atlas contract, which includes a non-clinical assessment leading to an individualized recommendation for the appropriate level of care. This contract also facilitates localized comparisons of service providers, covering available treatment types, substance-specific programming, age-appropriate options, payment methods, and insurance coverage.

Upon completion of the Treatment Atlas assessment, users receive a tailored recommendation for the appropriate level of care that addresses their individual needs. The tables below provide examples of these treatment recommendations and the corresponding treatment services for each level of care during the specified reporting period, illustrating the distribution of recommended treatment options.

Number of treatment recommendations within 100 miles in sample searches on Treatment Atlas

	Tampa	Miami	Orlando	West Palm Beach	Pensacola	Jasksonville	Fort Myers
Residential	54	72	69	78	8	36	24
Intensive Outpatient	74	90	90	100	9	42	39
Outpatient	146	133	176	144	20	80	70
Hospital Inpatient	19	35	26	35	2	26	8

Number of treatment services available within 100 miles in sample searches on Treatment Atlas

	Tampa	Miami	Orlando	West Palm Beach	Pensacola	Jasksonville	Fort Myers
Detox	61	83	71	88	11	43	31
Mental Health Care	169	175	203	194	23	85	83
Physical Health Care	147	149	185	163	13	79	67
Medication for Opioid Use Disorder	130	121	159	133	20	70	64

System Performance and Provider Collaboration

The following section provides a detailed report on the execution of the Treatment Atlas platform, addressing the core operational and collaborative commitments outlined in the contract. The Performance Evaluation Methodology requires tracking key metrics to assess the vendor's success in maintaining a highly available platform and actively engaging the treatment provider community.

During the reporting quarter period of October 1, 2025, through December 31, 2025, the Treatment Atlas platform successfully met or exceeded all contractual performance measures. The system was online and operational for 132,458 out of 132,480 total

minutes during the three-month reporting period, resulting in an uptime of 99 percent, which exceeds the minimum target of 90 percent. Concerning validated active professional accounts and provider profiles, the program recorded a total of 247 validated entries, more than doubling the quarterly target of 100. In terms of provider collaboration, the team effectively facilitated 10 collaborative meetings or events, exceeding the minimum requirement of three. Lastly, all 21 ticketed requests for technical assistance were resolved within 30 days. These outcomes reflect a high level of operational performance and a strong responsiveness to both system requirements and stakeholder expectations.

Performance Measures Table – October 31, 2025, Through December 31, 2025			
Measure Name	**Definition/Methodology**	**Minimum Quarterly Target**	**Target Achieved for the Quarter**
Treatment Atlas System Availability	The minimum system uptime guarantees public availability throughout each service unit.	90%	132,458 minutes/132,480 minutes (99%)
Validated Active Professional Accounts and Provider Profiles	The minimum number of validated and maintained active professional accounts and provider profiles on the treatment locator for each service unit.	100 professional accounts and provider profiles	247 professional accounts and provider profiles were validated during the reporting quarter
Provider Collaboration	Providers' participation in a minimum number of collaboration meetings or other events requested by the Department. These activities are designed to promote public awareness of services or to address quality improvement efforts.	3 meetings	10 meetings
Resolution	Percentage of technical assistance tickets resolved within 30 calendar days of submission.	90%	21/21 tickets resolved within 30 days (100%)