



**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 (July 1, 2025 through September 30, 2025)**

The Florida Department of Children and Families (Department) uses an online platform called Treatment Atlas, operated through the Department's contracted vendor Shatterproof Atlas, designed 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.

This project is funded by the Opioid Settlement Trust Fund 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 select a region 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

---

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

---

Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

treatment type and specific substances. In addition, individuals may complete an optional, non-clinical assessment to help identify an appropriate level of care.

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 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 36,725 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 outreach through platforms such as TikTok, Instagram, and Facebook, is effectively attracting users to the site. Furthermore, the total number of facility profile views exceeded the target by more than three times, indicating that leveraging a geo-landing page is successful in guiding users to locate quality treatment facilities as intended.

Service Summary Table			
Services	Target Definitions	Minimum Quarterly Targets	Quarterly Utilization
<b>Total New Users</b>	The number of new users who accessed the Treatment Atlas platform during the reporting quarter.	14,000	<b>33,137</b>
<b>Total Users</b>	The total number of users accessing the Treatment Atlas platform in the reporting quarter, including both new and returning users.	15,000	<b>33,989</b>
<b>Total Number of Referrals</b>	A record of how many times a user engaged with a referral by accessing 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	<b>3,790</b>
<b>Total Sessions</b>	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	<b>36,725</b>

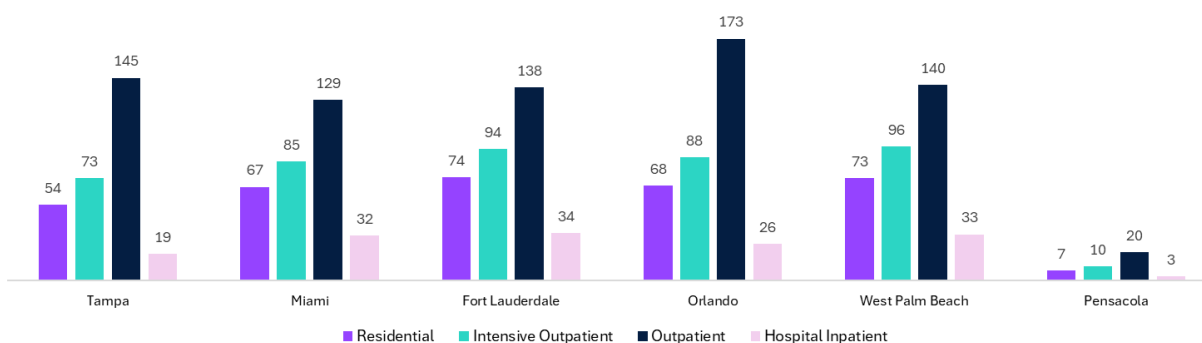
### Tailored Treatment Recommendations

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

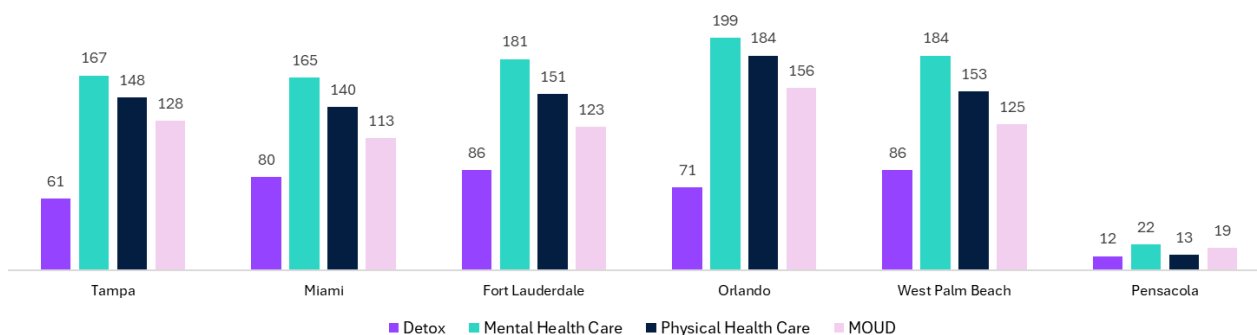
Atlas contract, which includes a non-clinical assessment leading to an individualized recommendation for the appropriate level of care. This contract also facilitates localized comparisons of service providers, covering available treatment types, substance-specific programming, age-appropriate options, 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



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



### 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, the Treatment Atlas platform successfully met or exceeded all contractual performance measures. The system was online and operational for 132,402 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 180 validated entries, surpassing the quarterly target of 100. In terms of provider collaboration, the team effectively facilitated 14 collaborative meetings or events, exceeding the minimum requirement of three. Lastly, all 42 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			
Measure Name	Definition/Methodology	Minimum Quarterly Target	Target Achieved for the Quarter
<b>Treatment Atlas System Availability</b>	The minimum system uptime guarantees public availability throughout each service unit.	90%	132,402 minutes/132,480 minutes (99%)
<b>Validated Active Professional Accounts and Provider Profiles</b>	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	180 professional accounts and provider profiles were validated during the reporting quarter
<b>Provider Collaboration</b>	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	14 meetings

<b>Resolution</b>	Percentage of technical assistance tickets resolved within 30 calendar days of submission.	90%	42/42 tickets resolved within 30 days (100%)
-------------------	--	-----	---