



**State of Florida  
Department of Children and Families**

**Ron DeSantis**  
Governor

**Kathryn Williams**  
Interim Secretary

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**2025 General Appropriations Act Line 359 Quarterly Activity Report re: LH849  
Shatterproof Treatment Atlas (April 1, 2026, through June 30, 2026)**

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

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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 outlines the number of individuals who accessed the Treatment Atlas platform during the reporting quarter. This information reflects the platform's effectiveness, reach, and user engagement. Users are defined as individuals who interacted with the platform during the reporting period and are actively exploring treatment options.

During this quarter, Treatment Atlas demonstrated strong engagement across all key utilization metrics statewide. A total of 21,043 new users accessed the platform, indicating a sustained expansion in reach and public awareness. When combined with returning visitors, the total number of users reached 20,394, highlighting consistent interest in the tool among individuals seeking treatment information and resources<sup>1</sup>.

User engagement on the platform remained robust throughout the quarter. Treatment Atlas recorded 24,986 sessions, indicating active interactions across assessments, facility searches, and site navigation. This level of activity suggests that users are not only accessing the platform but also exploring multiple features and resources during their visits. Additionally, 1,355 treatment referrals were generated through interactions with facility profiles. This metric reflects how often users engaged with facility information, whether through search results or direct links to profiles.

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<sup>1</sup>The difference between New Users (21,043) and Total Users (20,394) reflects Google Analytics tracking methodology. New Users may include first-time access from multiple devices, browsers, or private browsing sessions, while Total Users represents unique users identified during the reporting period. As a result, an individual accessing Treatment Atlas from multiple devices or sessions may contribute to the New Users count more than once.

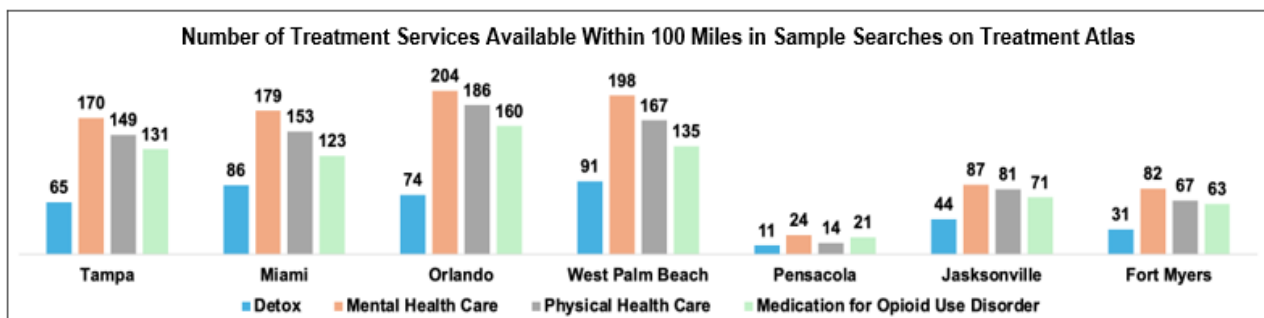
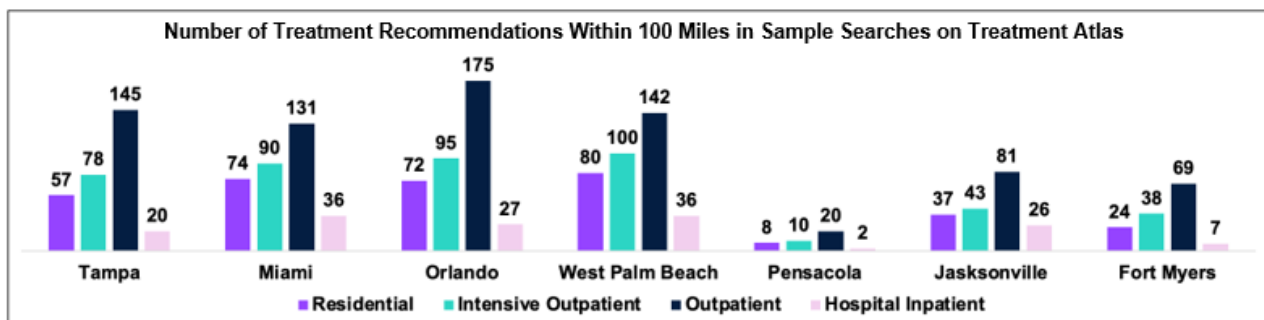
Overall, these utilization trends demonstrate continued growth, meaningful user engagement, and the platform's ongoing role in facilitating access to treatment information statewide.

| Service Summary Table            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                       |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Services                         | Target Definitions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Quarterly Utilization |
| <b>Total New Users</b>           | The number of new users who accessed the Treatment Atlas platform during the reporting quarter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>21,043</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.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>20,394</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.                                                                                                                                                                                                                                                                                                                                                                      | <b>1,355</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. | <b>24,986</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.



## System Performance and Provider Collaboration

The following section presents a detailed report on the execution of the Treatment Atlas platform, focusing on the core operational and collaborative commitments specified in the contract. That involve tracking key metrics to evaluate success in maintaining a highly available platform and actively engaging with the treatment provider community.

During the reporting quarter April 1, 2026 through June 30, 2026, the Treatment Atlas platform was operational for 131,030 of 131,040 minutes, achieving 99% uptime and surpassing the 90% target. The program recorded 261 validated professional accounts,

exceeding the target of 100, and facilitated 16 provider collaboration meetings. Additionally, all 6 technical assistance requests were resolved within 30 days.

| 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%                                             | 131,030 minutes/ 131,040 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 | 261 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                                      | 16 meetings                                                                                 |
| <b>Resolution</b>                                                   | Percentage of technical assistance tickets resolved within 30 calendar days of submission.                                                                                                                                           | 90%                                             | 6/6 Tickets resolved within 30 days (100%)                                                  |