



**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 (January 1, 2026 through March 31, 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 allows users to explore various treatment services, such as detoxification, residential care, and outpatient care. Users can refine their search results by treatment

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type and specific substances. Additionally, individuals can complete a non-clinical assessment to help identify the level of care they may need.

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). It therefore cannot 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 proactively engaged with Managing Entities and various public and private community-based service providers. To ensure a comprehensive array of treatment service providers is represented on the platform, the team has used a variety of communication methods, including emails, phone calls, individual and group meetings, presentations, outreach campaigns, and platform demonstrations.

Summary of Site Use and Referral Statistics

The data presented in the Service Summary Table illustrates the number of individuals accessing the Treatment Atlas platform during the reporting quarter. The information within the Service Table reflects the platform's effectiveness, reach, and user engagement. Users are defined as individuals who engaged with the platform during the reporting period and are actively pursuing treatment options.

During this reporting period, the platform recorded 15,968 user sessions. The number of new users who accessed the platform reached 13,413, bringing the overall user count to 13,711 for the quarter. Furthermore, 1,143 referrals were generated by users who visited a facility profile page.

The platform is demonstrating success in attracting users, as evidenced by the substantial number of user sessions. This is further supported by facility profile views. Indicating that marketing and navigation strategies are effectively directing individuals to quality treatment information.

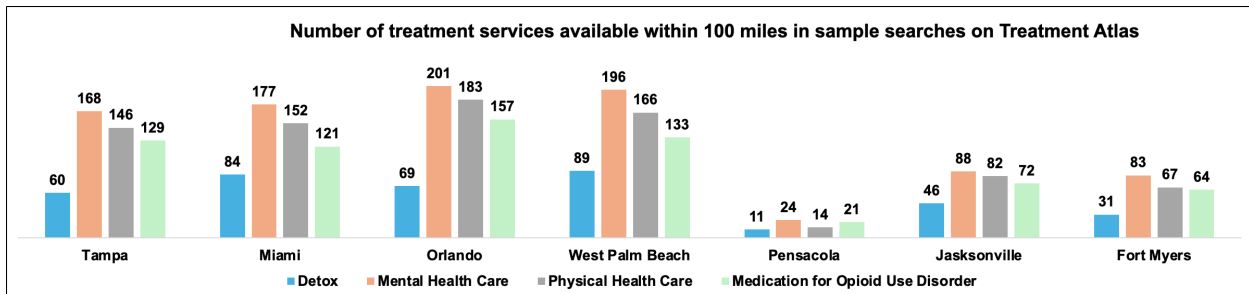
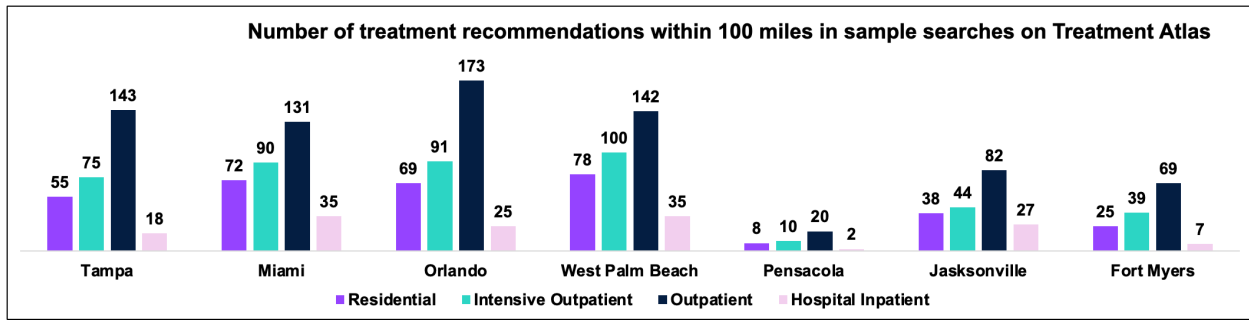
Service Summary Table		
Services	Target Definitions	Quarterly Utilization
Total New Users	The number of new users who accessed the Treatment Atlas platform during the reporting quarter.	13,413

Service Summary Table		
Services	Target Definitions	Quarterly Utilization
Total Users	The total number of users accessing the Treatment Atlas platform in the reporting quarter, including both new and returning users.	13,711
Total Number of Referrals	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.	1,143
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.	15,968

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 comprehensive report on the execution of the Treatment Atlas platform, with a focus on the core operational and collaborative commitments established in the contract. The Performance Evaluation Methodology requires tracking key metrics to assess the vendor's effectiveness in maintaining a highly available platform and actively engaging the treatment provider community.

Throughout the reporting quarter (January 1, 2026 through March 31, 2026), the Treatment Atlas platform met or exceeded all contractual performance measures. The system was operational for 129,569 out of 129,600 minutes during the three months, achieving an uptime of 99% and surpassing the minimum target of 90%. Regarding validated active professional accounts and provider profiles, the program successfully recorded 263 entries, exceeding the quarterly target of 100. Furthermore, the team facilitated 11 meetings focused on provider collaboration, exceeding the minimum requirement of three. Finally, all 16 technical assistance requests submitted via the ticketing system were resolved within 30 days. These results underscore steadfast commitment to optimizing resources and refining strategies to raise awareness within the community. 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.

Performance Measures Table			
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%	129,569 minutes/129,600 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	263 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	11 meetings
Resolution	Percentage of technical assistance tickets resolved within 30 calendar days of submission.	90%	16/16 Tickets resolved within 30 days (100%)