

# Multi Concept Recovery Prospective Patient Report



**Independently-verified patient outcomes**

**Covering Patients Discharged Between  
January 1, 2023 & September 30, 2025**

## A Letter From the Founder of Vista Research Group

Dear Friend,

Fifteen years ago, I was in a terrifying place. My 20-year-old daughter was guzzling enough alcohol to potentially kill herself, day after day. After multiple car accidents and trips to the E.R., it was clear her life depended upon our finding effective treatment for her. However, this was easier said than done.

I couldn't find a single rehab that was following up with patients after treatment to find out whether they were doing well or had returned to abusing drugs and/or alcohol. The rehabs I talked to either told me it was impossible to measure addiction treatment success rates or made up preposterous numbers. Over the next five years, I was forced on multiple occasions to decide where to send Karina for treatment based on how nice the salesperson was on the phone, rather than on verified success rate data.

Our family's story has a happy ending. Through sheer luck, we always found effective treatment for Karina. As a result, she's now been in recovery for 10 years. Not only is she the loving mom to three darling little girls, but she travels the country speaking for her company. We've been incredibly blessed!

Once Karina was in long-term recovery, I decided to try to do something about the lack of addiction treatment effectiveness data. This is healthcare, for heaven's sake! Using my experience as a chemical engineer, researcher and software developer, I created a research company that has now monitored over 80,000 patients during addiction treatment and followed up with a third of them after treatment. We've learned a lot.

One thing we've learned is that one year after treatment, **36% of patients** report not having used alcohol or non-prescribed drugs during at least the last 30 days. While this average hasn't changed in thirty years, we also learned that rehabs vary dramatically in effectiveness – some have success rates that are much higher than 36% and some, unfortunately, are much worse.

Nonetheless, the field of addiction treatment has been slow to change. Even today, only a tiny minority of treatment centers are scientifically measuring their outcomes. You're still going to run into a lot of sales people who will claim that 80% (or some such ridiculous number) of their patients are in recovery a year later. As much as you want to believe them, I'm afraid [this simply isn't true](#).

Multi Concept Recovery is one of the innovators in the addiction treatment field who has committed to measuring and continually improving the effectiveness of the treatment they provide. Vista Research Group has been measuring their post-treatment outcomes since October 2018 and I'm honored to report their excellent results to you in this report.

My thoughts and prayers are with you and your loved ones on this difficult journey. Please let me know any way I can help you.



Joanna L. Conti  
Founder & CEO, [Vista Research Group, Inc.](#)  
Co-Founder & CEO, [Conquer Addiction, Inc.](#)

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# BACKGROUND

## About Multi Concept Recovery

Multi Concept Recovery ("MCR") is an addiction and mental health treatment center with locations in Burbank and Redwood City, California. MCR offers a full continuum of care tailored to support individuals facing substance use, mental health, and co-occurring disorders. The center provides a range of treatment programs, including partial hospitalization (PHP), intensive outpatient (IOP), and general outpatient (GOP), designed to guide patients through all stages of recovery. Emphasizing long-term wellness, MCR integrates evidence-based practices such as motivational interviewing (MI), dialectical behavior therapy (DBT), cognitive behavioral therapy (CBT), and eye movement desensitization and reprocessing (EMDR).

A hallmark of MCR's approach is its personalized, client-centered treatment plans, addressing the unique needs of individuals with primary substance use or mental health diagnoses. In addition to conventional therapies, MCR has developed the Emotional Intelligence and Mindfulness Program, an innovative modality that offers a distinct alternative to traditional treatment models. This program, combined with the use of proven therapeutic techniques, equips patients with the tools needed to rebuild their health, restore confidence, and achieve lasting recovery.

This report summarizes data for MCR patients who discharged between January 1, 2023 and September 30, 2025.

## Research Design

All patients participated in Vista's INSIGHT Addiction™ progress monitoring research in which they were screened for depression, anxiety, trauma, eating disorders, suicidal ideation, and self-harming behavior shortly after intake. Every week or two thereafter, their clinicians received reports tracking the severity of symptoms of various disorders they were struggling with as well as the strength and frequency of any cravings they were feeling, their satisfaction with treatment, and the quality of their relationships with their closest family members and their therapist.

Vista Research Group has attempted to contact all MCR patients who spent at least seven days in treatment at one month, six months, and twelve months after discharge. Vista researchers made at least seven attempts to contact them at each time period via text, email, and phone. To encourage complete honesty, patients participating in the post-treatment research were promised confidentiality and only aggregated results are provided to MCR.

# POST-TREATMENT ABSTINENCE

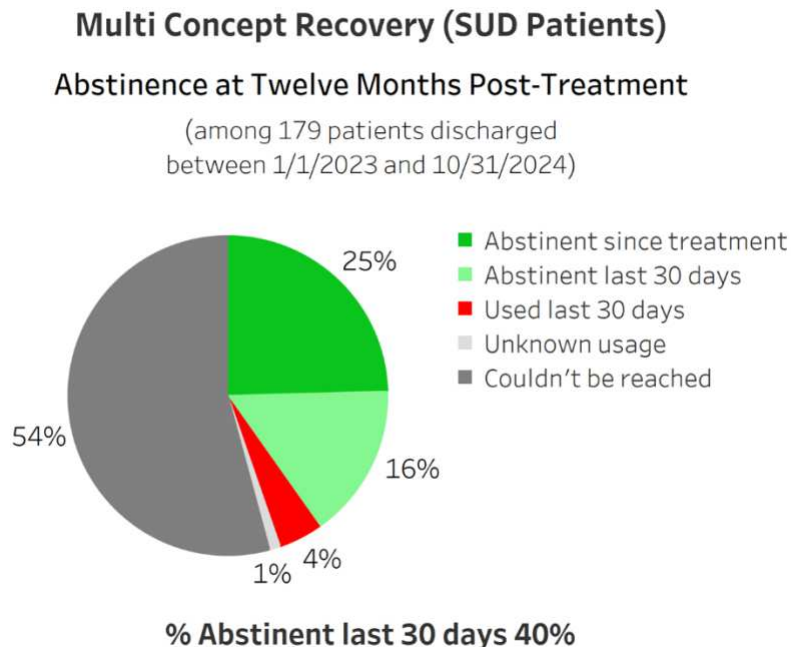
The success rate of an abstinence-based addiction treatment program is the percentage of its patients who are reachable and report abstaining entirely from non-prescribed drugs and alcohol for at least the last 30 days at one year post-treatment.

Vista's research assumes that patients who do not respond to the twelve month post-treatment survey are using. While this may not be the case in every instance, it is a reasonable assumption to make for these reasons:

- Patients who do not respond to Vista's survey requests are statistically quite different from those who do respond. Non-responders are statistically more likely to have left treatment against medical advice, to have spent less time in treatment, and to be addicted to drugs that are harder to recover from than patients who submitted surveys. All of these factors decrease the likelihood that an individual will be able to recover from addiction.
- A substantial percentage of the patients who don't respond actually started to take the survey, but stopped when they were asked if they'd taken non-prescribed drugs or alcohol since leaving treatment.

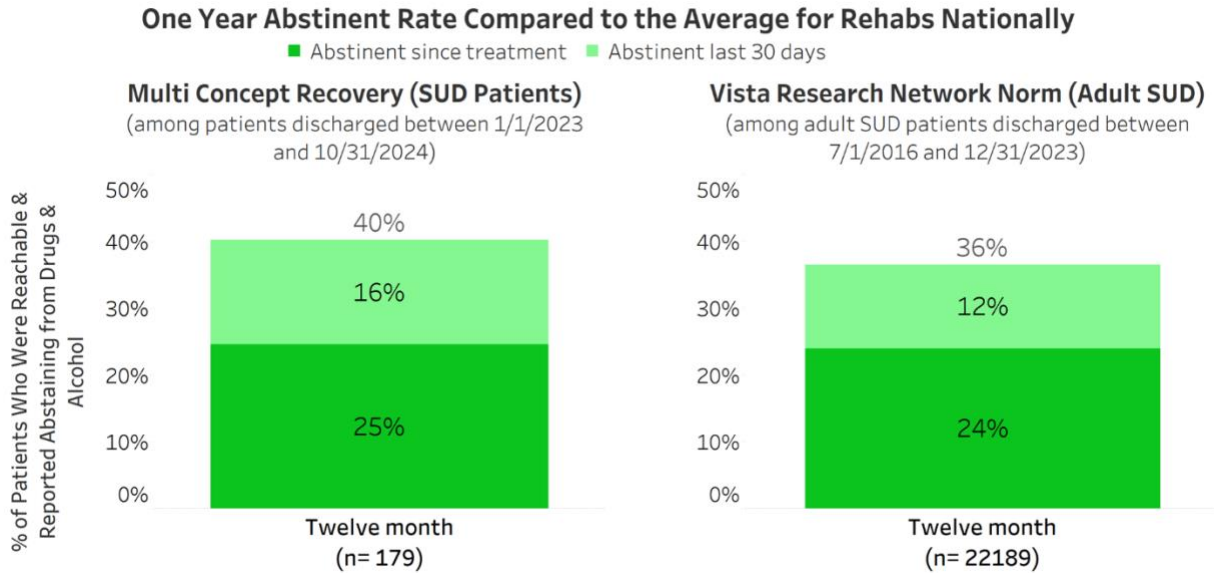
## Twelve Month Post-Treatment Abstinence

Among 179 patients discharged on or before October 31, 2024, 40% were reachable at twelve months post-treatment and said they had abstained from all drugs or alcohol for at least the past 30 days. Another 4% reported having used drugs or alcohol within the last 30 days:



## Comparison to National Norm

MCR's twelve month abstinence rate of 40% is higher than Vista's 36% average for rehabs nationally:

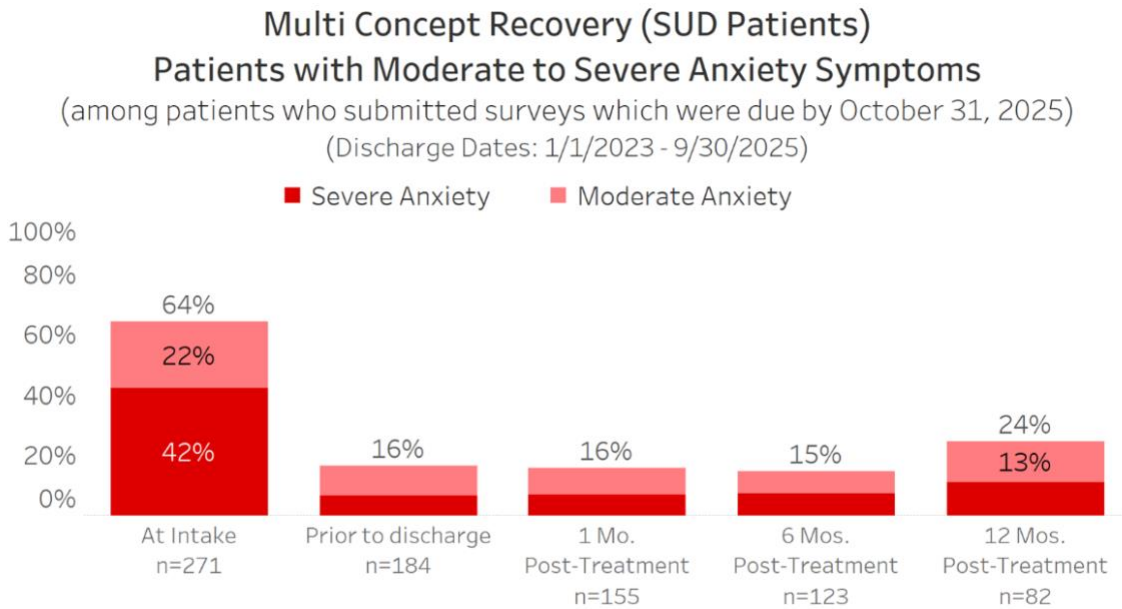
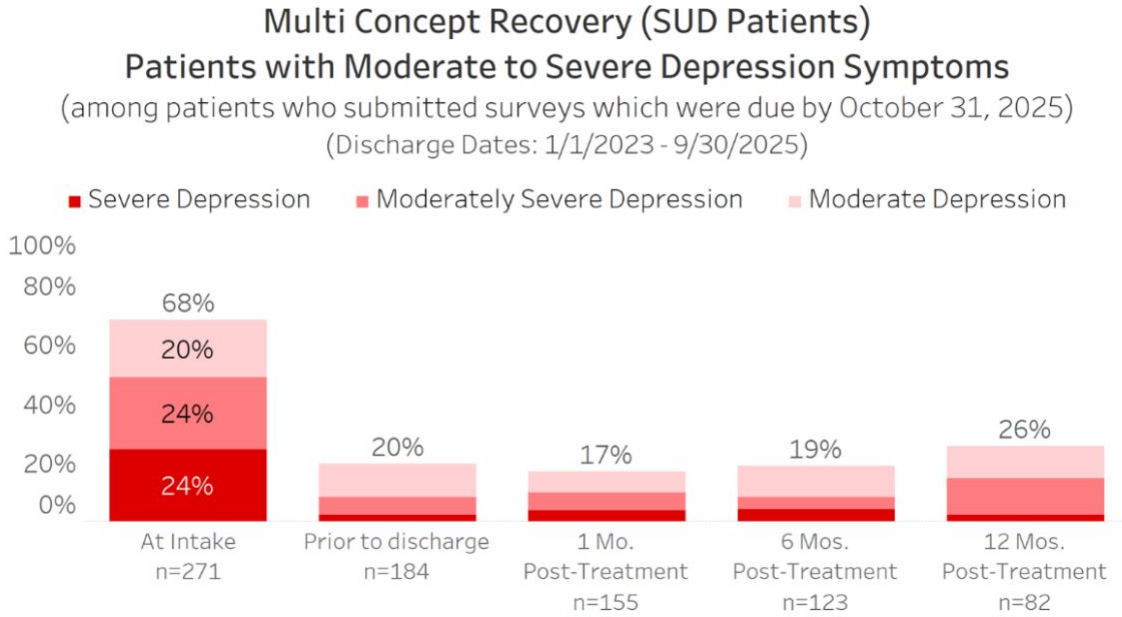


It is important for context to note that Vista's norms are likely to be well above the average for the addiction treatment industry. The reason for this is that treatment centers willing to make the significant investment in tracking their post-treatment outcomes are likely top-quality programs who are confident their outcomes are very good.

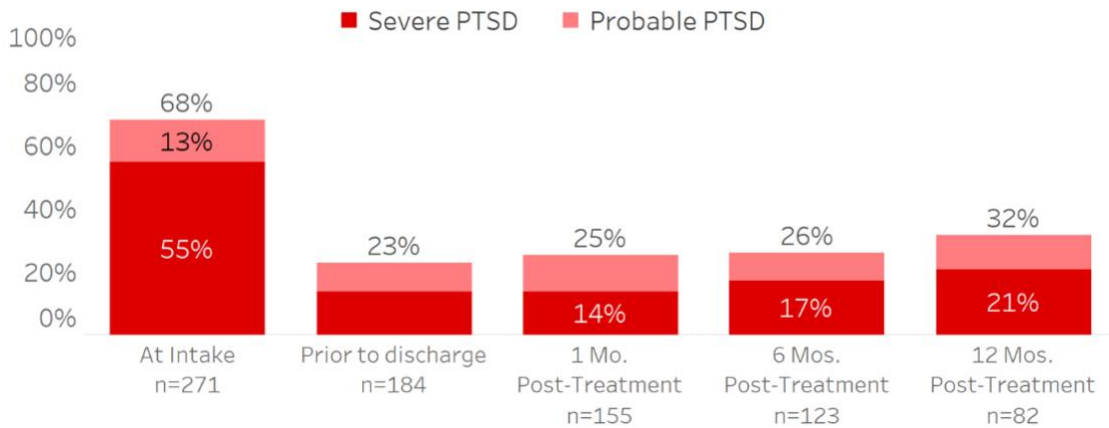
# IMPACT OF TREATMENT

## Reduction in Severity of Co-Occurring Disorders

A high percentage of MCR patients report moderate to severe symptoms of depression, anxiety, and trauma when they enter treatment. Fortunately, most of these patients report feeling much better by the time they leave treatment and continue to feel better throughout their post-treatment year:



**Multi Concept Recovery (SUD Patients)**  
**Patients with Moderate to Severe Trauma Symptoms**  
 (among patients who submitted surveys which were due by October 31, 2025)  
 (Discharge Dates: 1/1/2023 - 9/30/2025)

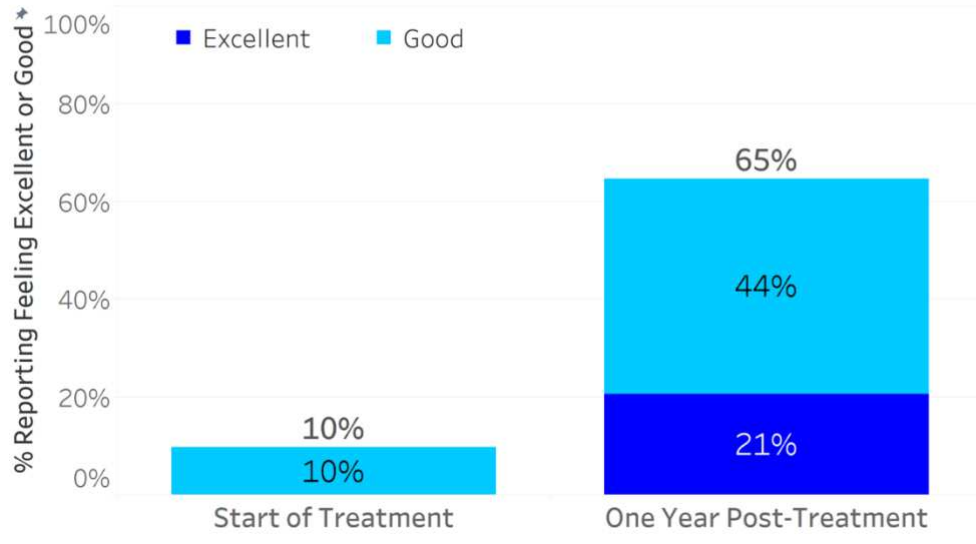


**Improvement in Quality of Life**

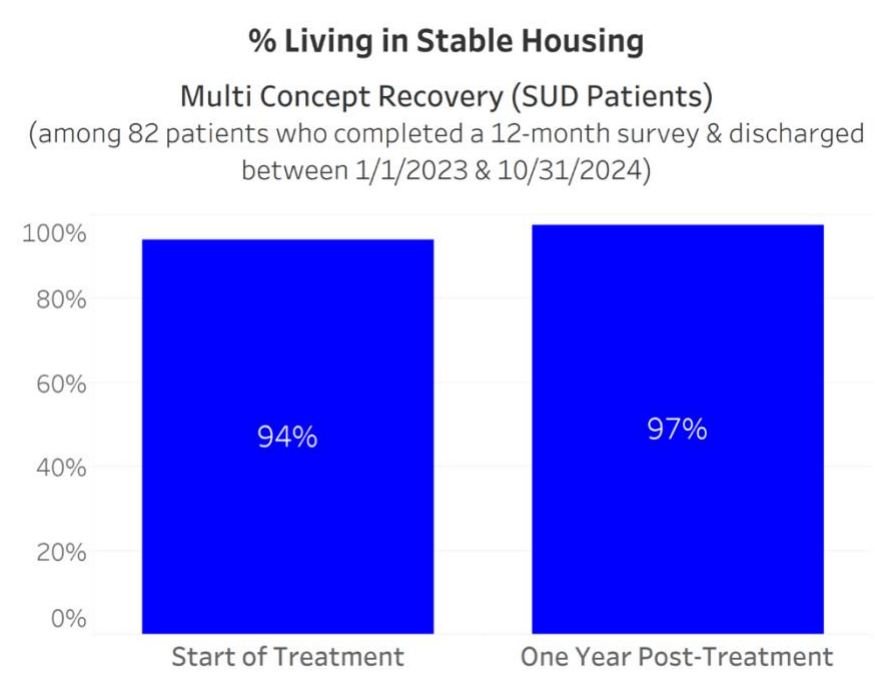
There was a dramatic increase in the percentage of patients who reported feeling good or excellent overall between the start of treatment and twelve months post-treatment:

**Feeling Good Overall**

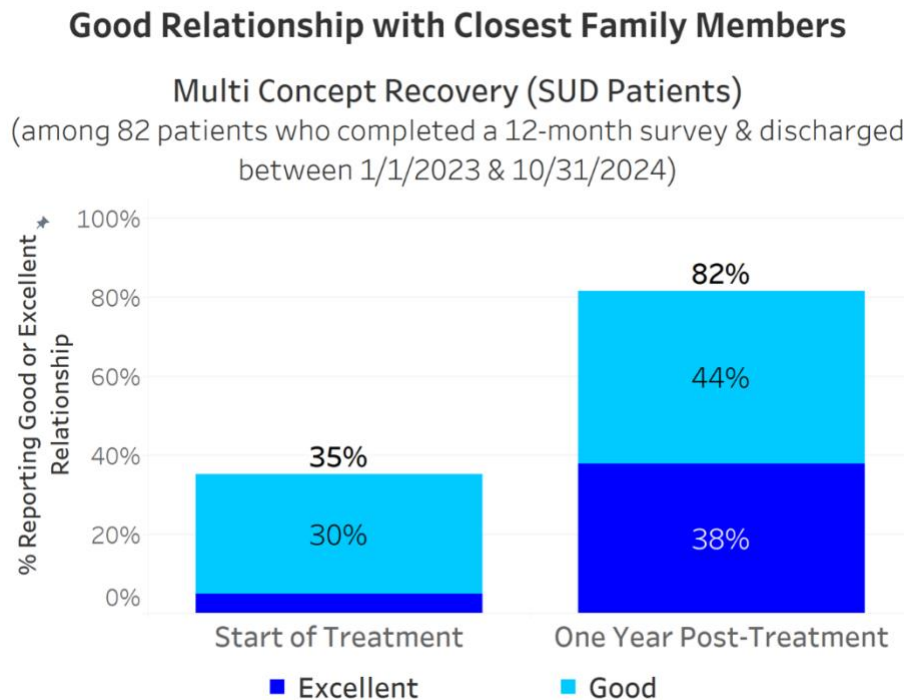
**Multi Concept Recovery (SUD Patients)**  
 (among 82 patients who submitted a 12-month survey & discharged between 1/1/2023 & 10/31/2024)



Additionally, while 94% of the patients responding to the twelve month survey were living in stable housing at the start of treatment, 97% reported doing so twelve months after discharge:



Patients were also substantially more likely to be getting along well with their closest family members, with the percentage of patients rating their relationships as excellent or good increasing from 35% at intake to 82% at twelve months post-treatment:



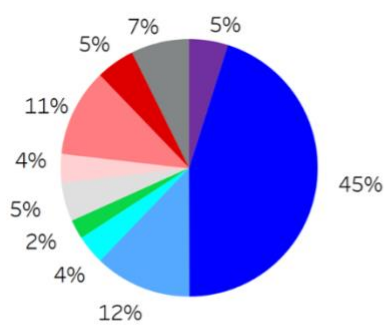
The percentage of patients who were working or going to school increased from 68% at the start of treatment to 80% twelve months post-treatment:

### Impact of Treatment on Employment

#### Multi Concept Recovery (SUD Patients)

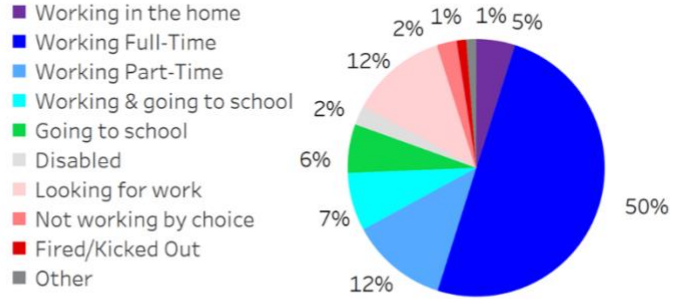
(among 82 patients who completed a 12-month survey & discharged between 1/1/2023 & 10/31/2024)

Employment (Start of Treatment)



Working or Going to School: 68%

Employment (One Year Post-Treatment)



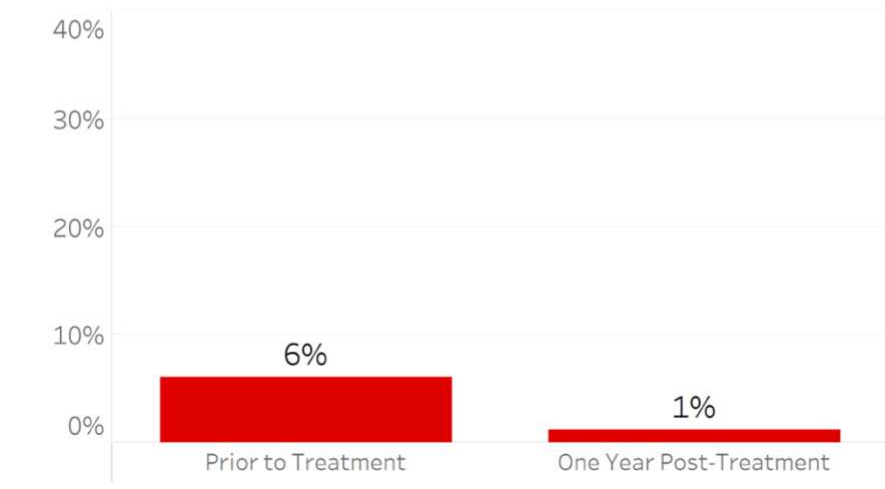
Working or Going to School: 80%

Only one percent (1%) of the patients submitting a twelve month post-treatment survey reported having been charged with a serious criminal justice offense since they left treatment. By comparison, 6% of these patients had been charged with a serious criminal justice offense in the year prior to starting treatment:

### % Charged with Serious Criminal Justice Offense

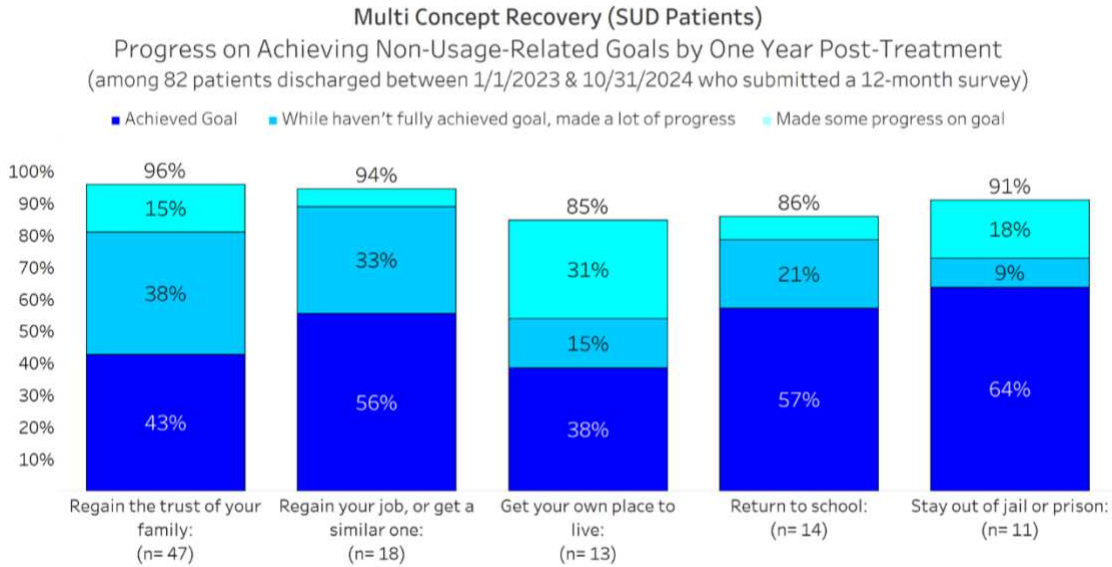
#### Multi Concept Recovery (SUD Patients)

(among 82 patients who completed a 12-month survey & discharged between 1/1/2023 & 10/31/2024)



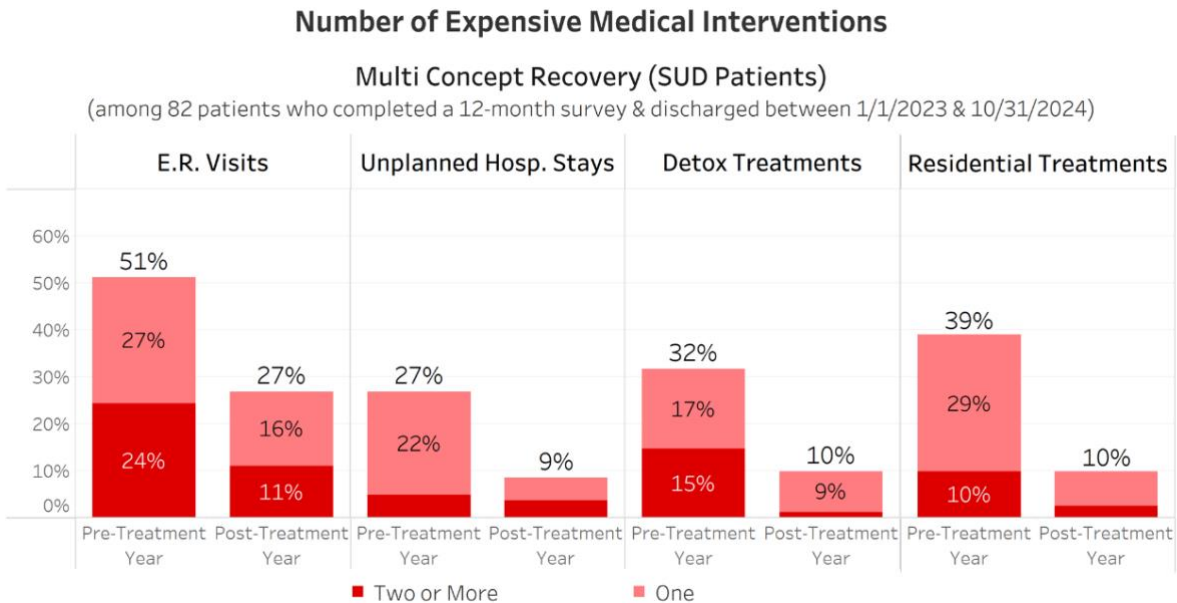
## Achievement of Personal Goals

At the start of treatment, MCR patients were asked to choose up to three personal goals they were hoping that they would be able to accomplish as they stopped abusing drugs and alcohol. The majority of patients who were reachable at 12 months post-treatment reported having made extensive progress in meeting these goals:



## Reduction in Expensive Medical Interventions

Patients who responded to the 12-month follow-up survey have had far fewer expensive medical interventions than would have been predicted based upon their pre-treatment year. For example, while 51% of these patients had been treated in the emergency department at least once in the year prior to treatment, only 27% had done so in the year following treatment:



# FACTORS FAVORING ABSTINENCE SUCCESS

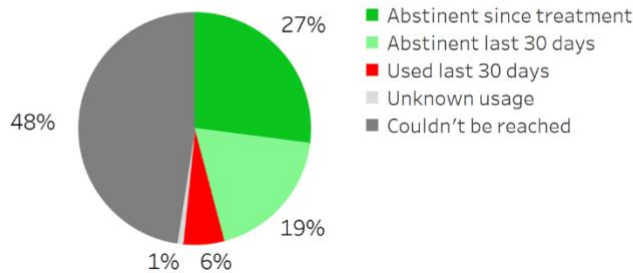
The following factors have a substantial impact on the likelihood a patient is able to recover following treatment:

## Successfully Completing Treatment

Forty-six percent (46%) of the patients who completed all recommended treatment were abstinent twelve months post-treatment, substantially greater than the 28% of those who did not complete treatment:

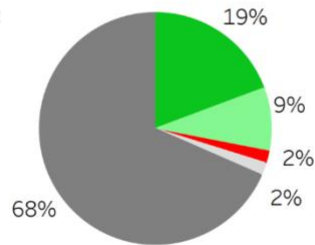
### Multi Concept Recovery (SUD Patients)

**Abstinence at Twelve Month - Completed Recommended Treatment**  
(among 122 patients discharged between 1/1/2023 and 10/31/2024)



**% Abstinent last 30 days 46%**

**Abstinence at Twelve Month - Did Not Complete Recommended Treatment**  
(among 57 patients discharged between 1/1/2023 and 10/31/2024)



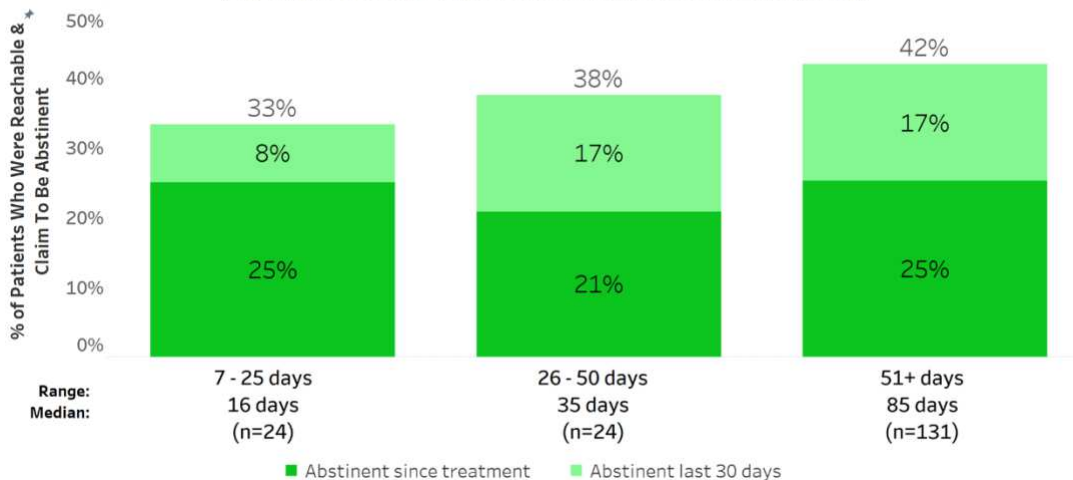
**% Abstinent last 30 days 28%**

## Length of Treatment

Abstinence rates increased with the length of time MCR patients remained in treatment:

### Multi Concept Recovery (SUD Patients)

**Outcomes by Length of Stay At Twelve Months Post-Treatment**  
(among patients discharged between 1/1/2023 and 10/31/2024)



# SATISFACTION WITH TREATMENT

When reached post-treatment, most patients reported being very satisfied with the treatment they received at MCR:

