

CONTINGENCY MANAGEMENT DEVELOPMENT PLAN  
TERROS Families FIRST  
McDowell clinic – IOP Group

1. **The target behavior** that the program desires to improve is increased group attendance.
  - a. Specifically, the goal is to present the program to clients and use motivational interviewing at time of assessment to promote attendance to first through fourth sessions in Intensive Outpatient (IOP) group without any unexcused absences.
  - b. The client will attend more groups with fewer or no unexcused absences.
  - c. This client behavior can be verified through attendance tracking.
    - i. Clients present at group sign their name on an attendance roster at each session.
    - ii. This behavior can be verified daily at each group and an immediate reward can be given to recognize the behavior.
  
2. **The reinforcer** will be in the form of small to large items (food or beverage items, household goods, personal hygiene products, vouchers) of the client's choosing based on what is drawn by the client from the lottery bowl.
  - a. Ideally, the usual unwanted behavior (group absences) will be reduced by the client's desire to be recognized for positive behavior and by the opportunity to receive free items for group attendance. An unexcused absence resets draw to one (see 5.b.vii).
  - b. The reinforcers will be supplied at every IOP group session with an extra draw given at the end of the week to those clients who attended consecutive groups that week (or multiple weeks) without any unexcused absences. The reward value of reinforcers will not be reduced because clients will be given the opportunity to suggest additional items they'd like to be able to choose in future draws, thereby maintaining their interest in the process.
  - c. The reinforcer is affordable because there will be proportionately more small items to choose from and fewer medium and large items. Increased attendance will increase productivity of program and thereby offset the costs of amount invested in purchasing the items.
  - d. The McDowell IOP group Clinician will inventory the cabinet regularly and create an ongoing list of items needed to purchase for the program. The Case Management Supervisor will submit a program check request and purchase the items needed on a weekly or twice monthly basis as needed. The funding for the contingency management program will be initially provided through the STAR grant provided to TERROS.
  
3. IOP level of care clients will be given the **opportunity to demonstrate the target behavior** up to four times per week, for approximately 12 weeks. For SOP level of care clients attending the IOP group, there will be an opportunity to demonstrate attendance twice weekly for approximately 12 weeks.
  - a. New clients will be introduced to the contingency management program at the time of the intake assessment. The assessing therapist will provide the client with a copy of the written guidelines of the program, along with a voucher for the client to present to the group therapist at their first group session. The client and assessing therapist will agree on the client's start date and the start date will be written on the voucher. The client can only redeem the voucher on the specified date. At group, the therapist will give the client recognition in group and the voucher will be redeemable for an extra draw at the group session in recognition of the completed assessment.
  - b. Ongoing clients already involved in the program will be introduced to the program at the group session on the date it begins. They will be provided with a copy of

the written guidelines of the program. Therefore, all clients in the group start at the same level together.

- c. All clients will participate in the lottery draw at the end of each group session if they attended the entire session that day.
4. **The reinforcement schedule** will be at the end of each day of scheduled group. There will be an extra draw on the client's final day of group for that week. Clients who have attended all scheduled sessions for that week (or multiple weeks) will be allowed to draw one extra coupon for each week of consecutive attendance.
- a. For the first week, the frequency of reinforcers will be at a 1:1 ratio to ensure each client receives a reward.
  - b. For the second week and thereafter, the reward ratio will be 1:2 for small gifts, 1:25 for medium gifts and 1:500 for large gifts.
  - c. The maximum reward a client can earn will be 13 draws in a single day. This would result if client attended for twelve weeks consecutively without unexcused absences. If a client attended all IOP groups for twelve weeks without an absence, s/he would have had the opportunity to draw 125 times throughout the duration of treatment. An SOP client who attended all groups for twelve weeks consecutively without an absence would have the opportunity to draw 103 times total.
  - d. The rewards will be available each day during the client's duration in IOP group, for a maximum of twelve weeks.
  - e. The group Clinician will help the client make the transition from the contingency management program to the next step in his or her treatment by reinforcing the positive benefits achieved intrinsically and in external relationships as a result of treatment participation. Emphasis will be placed on the likelihood that relationships will continue to be improved with further involvement in services, even with the absence of reinforcers in the group setting.
5. **The following program staff will be used to implement this program:** McDowell IOP group Clinician, McDowell Case Managers, Families FIRST Clinicians who perform intake assessments, Families FIRST Director, Case Management Supervisor and the supporting administrative and managerial staff involved in the STAR Change Team.
- a. The McDowell IOP group Clinician, Case Management Supervisor and STAR Change Team staff attended the Nov 2004 ATTC Contingency Management for Substance Use Disorders workshop. Staff involved have a clear understanding of the philosophy of the contingency management program and will be attentive to details in the implementation of the program.
  - b. The following training has been or will be provided to participating staff in the following areas:
    - i. Contingency management is anticipated to bring about the desired target behavior based on data presented in the ATTC training that dates back to 1971. Data has shown that positive incentives work more effectively than negative incentives or punishment.
    - ii. Motivational interviewing techniques will be practiced by clinicians and case managers to help clients value the program, and view it as a tool to reach his or her goals.
    - iii. Urine collection will not be used as a measurable behavior for the reinforcers. However, a positive urine or oral swab sample will result in client's draws being reset to one.
    - iv. Draws from the fish bowl must be observed by at least one staff member and clients will be required to sign the necessary form to verify his or her participation in the program on each day a draw is granted.
    - v. Prize distribution will be completed at the end of each group session on each scheduled day of IOP group. Clients will draw from the bowl and provide the draw to staff for prize distribution. Staff will name the prizes

- available to elicit excitement in the process. Each client will sign for the item(s) received (even if a ☺ is drawn). All draws will be placed back in the fishbowl for fair ratio of draws at all times.
- vi. As previously stated, urine collection will not be used as a measurable behavior for the reinforcers. However, a positive urine or oral swab sample will result in client's draws being reset to one.
  - vii. A client who does not show for a scheduled group session will not receive a draw for that day. The client will be reset to one for the week unless the absence is excused. An excused absence will result in no penalty. An excused absence is where client calls prior to appointment to inform case manager or therapist of absence and brings in documentation (note from doctor, court, CPS worker, receipt, etc.) for where s/he was at the time of the group. This must be provided at the group session immediately following the absence. This gives the client complete control for the target behavior. It was either done or not. In the event of an absence without verifiable documentation, client will be reset to one for the week. Staff will stick to protocol at all times by focusing on progress and support the client in future possibility of escalation in draws.
- c. It will be determined if staff are following the intended program through ongoing discussions with administrative staff regarding the outcomes, client reactions, and continuation data for new clients in program. Contingencies may be adjusted as needed to improve client perspectives. Additional or alternative target behaviors (homework completion, negative urine or oral swab results, etc.) may be added after implementation to introduce opportunities for bonus items or additional draws for client to achieve during treatment.

*Terros CM program based on materials from R. Rhode and N. Petry.*



## "McDowell SuperStars" Program

Hello!

*Welcome to TERROS Families FIRST!* As a new client of the McDowell morning IOP program, there's an exciting opportunity available to you that might help you reach your goals and provide some extra positive feelings for you along the way.

It is called the "McDowell SuperStars" program, in which you can receive awards for completing certain aspects of your program, such as daily attendance, perfect weekly attendance and homework assignments. You will have the opportunity to be immediately rewarded for completing your treatment activities each day. This can be compared to getting paid for going to your job every day. In this case, your job is to stay clean from drugs and alcohol and to attend every scheduled group each week. Here's how it works:

As a McDowell Super Star, you will be permitted to draw a ticket from a fishbowl at the end of *each* completed group session. You also may draw once after each completed homework assignment. Each ticket may indicate that you have won a small, medium or large award, or it may have a "☺" which means you did not win an item for that draw (but keep trying!). Each time you draw, you have a 50% chance of winning something. Most of the tickets actually awarding a prize will be for small items, with fewer tickets available for medium prizes and the fewest for a large prize. Once you draw a winning ticket, you will be permitted to immediately choose from the items available in that category (small, medium or large) from our cabinet.

### *It gets better!*

At the end of each week, if you attended all scheduled groups for the week, you will get to draw an *extra ticket*, to reward you for your perfect attendance for that week. Each consecutive week that you attend without any absences, you will be rewarded with more bonus draws for the total number of weeks you attended. So at the end of 12 weeks, if you didn't miss any groups at all, you could have the opportunity to draw *13 tickets in one day!*

### **So what happens if you miss a group?**

Good question. Here's how it works: If you don't go to your job, you don't get paid. So obviously, if you miss a group (or didn't attend at least the majority of that group), you miss a draw for that day, and you would be reset back to week one for your weekly bonus draw.

### **There are two types of absences:**

1. Unexcused absence: This is when you are a "no call, no show" for group. If you miss group for any reason and don't contact your case manager or therapist to inform them of the missed group, it is considered an unexcused absence. You will be reset back to one for your bonus weekly draw. But you still have the

chance to rebuild your numbers through the following weeks if you don't miss any more groups.

2. **Excused absence:** An absence is excused when you call to inform your therapist of your absence BEFORE the missed group and you have a legitimate reason for missing group. You then need to have *documented proof* that missing the group was necessary. You need to bring the documentation *to the next group* you are scheduled to attend. For example, if you or your child were in the emergency room, or you had a court hearing for CPS, you would need to bring in objective documentation that verifies that was actually where you were. If you are unable to provide documented, verifiable proof for the absence, it will be considered an unexcused absence. If you call ahead AND bring in documentation to your next group session, then the absence will be excused. You will not get a bonus draw for that week, but your bonus draws also will not be reset. At the end of your next week of full attendance (assuming you had no unexcused absences in the meantime), you will get your full bonus draw.

**There's one more important thing to tell you about.** If you have a positive urine or oral sample drug screen while you're in the program, you will also be reset back to only one bonus draw for that week, and you will start building your bonus draws all over again. If you openly and honestly share about a using episode without a positive drug screen, you will not be penalized by having bonus draws reset; you will still receive your full bonus draws, assuming your attendance is perfect for that week.

### **What happens when you complete the IOP program or transfer to another group?**

At this time, this program is only available for the members of the McDowell morning IOP group. Therefore, if you are no longer able to attend this group or once you graduate from this group, you will no longer receive the rewards from the fishbowl. However, keep in mind the positive things you are gaining in your life if you continue to follow through in your treatment activities even without the chance to receive awards! People important to you in your life (significant other, children, CPS or other professionals involved) will see a difference in you if you stay committed and complete this program. Your most important reward is getting your life back on track and having your children safely home with you. You can do it if you make that effort! And Families FIRST is here to support you in making those positive changes in your life.

A staff member will show you a picture of the cabinet, showing you some of the items you could receive. You will also be given the chance to suggest items you would like to choose from in the future, by listing items on the sheet located on the cabinet.

Today you completed your Families F.I.R.S.T. assessment. You will now receive a coupon good for one bonus draw on your first scheduled day of group, which is designated on the coupon, to reward you for following through today. The coupon is good only on the date shown on the coupon, so we encourage you to follow through with your program commitment that day, so you can see this program is for real.

**WELCOME TO OUR NEWEST McDOWELL SUPERSTAR!**



