Welcome!

While we wait to start, please review ways to navigate this webinar.

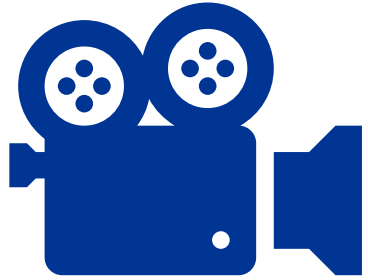If you move your **cursor** to the **bottom** of **your screen** you will see a **menu**.

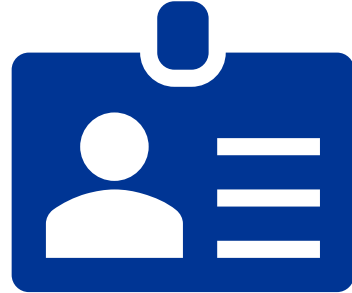This menu allows you to **control**:
- **Raise Hand**
- Access to the **Chat** box
- Access to the **Q & A** box

Camera options are not available for participants. Participants can be unmuted by raising their hand and being recognized by the presenter.

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Housekeeping

This session is being recorded to **Tomorrow's Healthcare**

If you used a forwarded link, we need your **email address**

Pose questions in the chat to **all participants**

Please complete the post-session **evaluation**

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Continuing Education Information

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. **1.25 hours is approved for this course**.

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Mutual Agreement

- Everyone on every PERU webinar is **valued**. Everyone has an expectation of **mutual, positive regard** for everyone else that respects the **diversity** of everyone on the webinar.

- We operate from a **strength-based, empathetic, and supportive** framework – with the people we serve, and with each other on PERU webinars.

- We encourage the use of **affirming language** that is not discriminatory or stigmatizing.

- We treat others as **they** would like to be treated and, therefore, avoid argumentative, disruptive, and/or aggressive language.

Mutual Agreement (continued)

- We strive to **listen** to each person, avoid interrupting others, and seek to **understand** each other through the Learning Network as we work toward the highest quality services for COE clients.

- Information presented in Learning Network sessions has been vetted. We recognize that people have different opinions, and those **diverse perspectives** are welcomed and valued. Questions and comments should be framed as **constructive feedback**.

- The Learning Network format is **not conducive to debate**. If something happens that concerns you, please send a chat during the session to the panelists and we will attempt to make room to address it either during the session or by scheduling time outside of the session to process and understand it. Alternatively, you can reach out offline to your PERU point of contact.

Acknowledgements

- The Centers of Excellence is a partnership of the University of Pittsburgh's Program Evaluation and Research Unit and the Pennsylvania Department of Human Services; and is funded by the Pennsylvania Department of Human Services, grant number 601747.
- COE vision: The Centers of Excellence will ensure care coordination, increase access to medication-assisted treatment and integrate physical and behavioral health for individuals with opioid use disorder.

By the end of this module, you will be able to do the following:

- Define contingency management (CM) and types of CM.

- Describe how CM can be helpful to SUD providers.

- List some strategies for implementing and evaluating CM efforts.

CONTINGENCY MANAGEMENT STAR PROGRAM

JADE Wellness Center

Daniel J. Garrighan CEO, CADC

Dan@myjadewellness.com

ABOUT JADE WELLNESS CENTER

- Outpatient SUD treatment center established in 2010

- 3 locations serving the Pittsburgh region: Monroeville, Wexford, Southside

- 2 levels of care are offered: IOP and OP
  - Approximately 10 IOP programs across the 3 locations, with no more than 12 clients in each group.

- Staff: Licensed counselors and social workers, master's level therapists, master's level interns, CRS team, clinical supervisor, and program director.

- Physician & MAT Services: Vivitrol, Buprenorphine (Suboxone, Sublocade), Campral, Antabuse

- Psychiatric evaluations and medication management for co-occurring disorders are offered.

- Harm-reduction and abstinence-based client

- STARS contingency management program initiated to increase engagement and retention.

WHAT IS CONTINGENCY MANAGEMENT

- Contingency management (CM) is a behavioral intervention that incentivizes desired behavior change with tangible rewards and has been shown to be particularly effective with the treatment of substance use disorders (Lussier, 2006; Miller, Forcehimes, & Zweben, 2019).
  - Targeted behavior: Previous studies looked at abstinence, attendance, medication compliance

- Voucher-based reinforcement Therapy
  - Providers can assign vouchers to have escalating value, value increases with increased positive or desired behavior

- Prize Based
  - Chance to draw from various valued prizes as incentive for desired behaviors.

- Immediate Delivery VS. Delayed delivery

- Highly effective intervention – promotes treatment adherence.

- Ethical Concerns – Some may argue that providing incentive or abstinence may be seen as bribery or additional concerns around the use of the prize.

JWC: Internal Contingency Management Program Evaluation

- Purpose: Identify if the contingency management (STARS) program is having an impact engagement & retention primarily during treatment initiation and high intensity services

- Identify the strengths of the STARS program.

- Identify areas of improvement within the STARS program, or additional resources needed

- Aims to build and practice the skill of delayed gratification

- Increase client satisfaction with the program.

- Decrease substance use and enhance recovery capitol

  - NOTE: Rewards are not based in compliance with abstinence

Further Exploration

Salient reward to compliance with attending level of care assessment.

STARS CONTINGENCY MANAGEMENT PROGRAM OVERVIEW

- Attendance and Engagement Based

- Voucher-based contingency management system (VBRT)

- Stars for prizes

  - 2 stars for IOP / OP group attendance

  - 1 Star for individual attendance

  - 5 stars for monthly peer support engagement

  - Absence of reward for non-desired behavior

- Star wheel

  - Wheel spin for additional prizes/stars at intervals (10 stars, 25 stars, 50 stars, 100 stars)

10	$5 Starbucks Gift card Coloring book Journal
15	JADE Hat JADE Mug
25	Portable Charger Water Bottle $15 Chipotle Gift card Professional Headshots/ Individual Photo Shoot*
40	JADE t-shirt
50	$40 Giant Eagle Gift card Bluetooth Speaker Family Photo Shoot*
75	Echo Dot Weighted Blanket
100	$100 Amazon Gift card $100 Giant Eagle Gift card $100 Uber Gift card
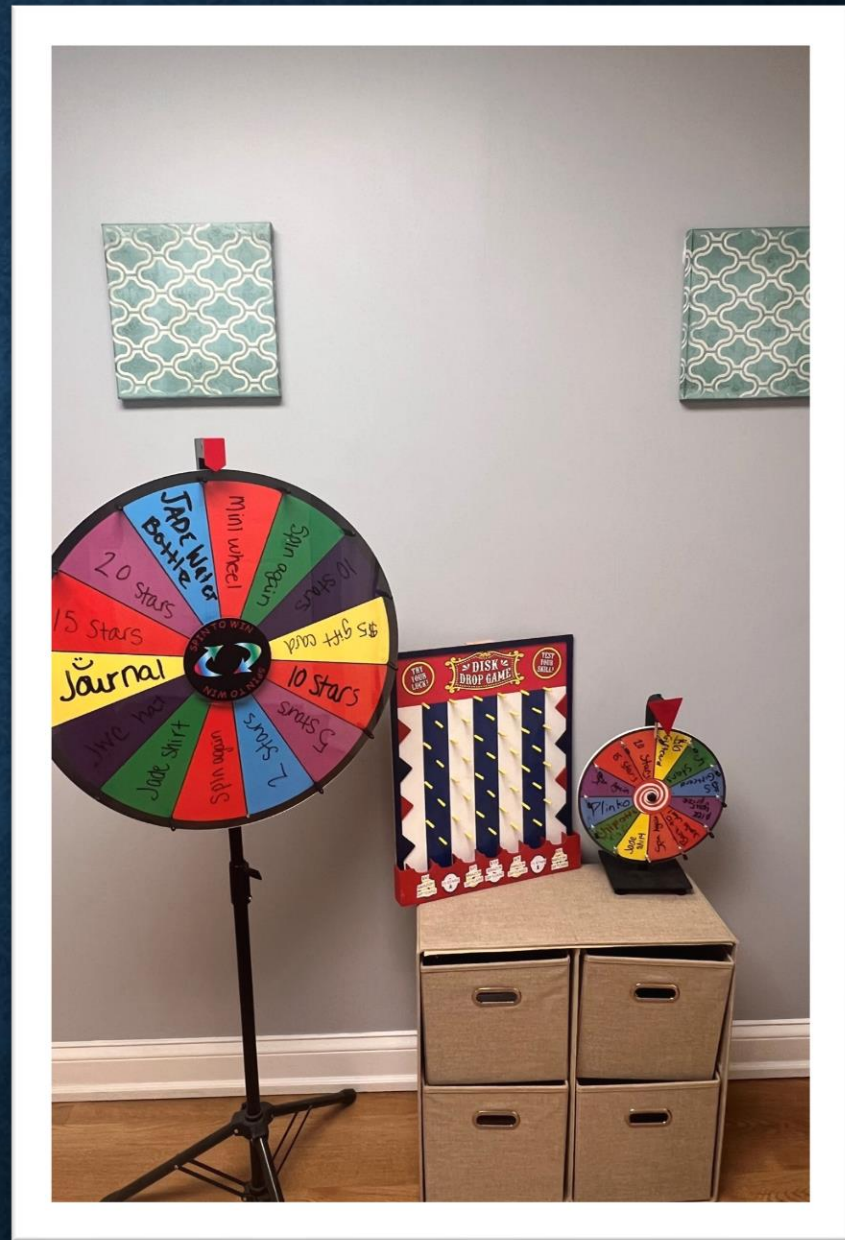
JADE PRIZES
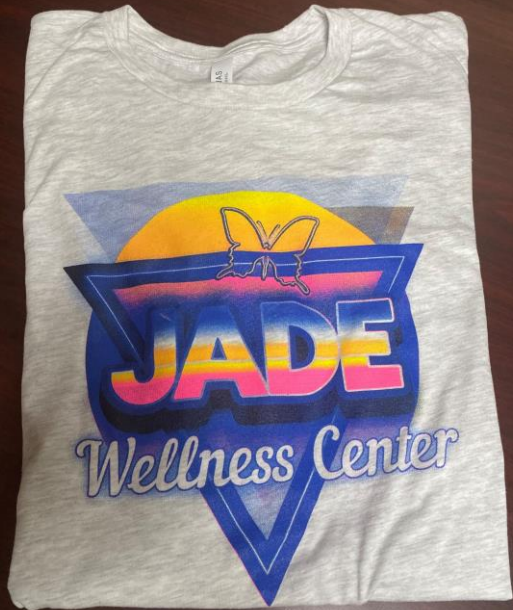
LOGIC MODEL

Program: __Contingency Management: Stars Program at JADE Wellness Center__

Situation: Utilize contingency management with clients engaged in intensive outpatient treatment for substance use disorders at JADE Wellness Center through use of a stars rewards program

Inputs (What we invest)	Outputs (What we do and who we do it to)		Outcomes – Impact (The incremental events/changes that occur as a result of the outputs)	
	Activities	*Participation*	*Short Term (1-4 weeks)*	*Medium Term (1-6 months)*
Funding: Company revenue Tangible prizes Flyers Stars Wheel Staff: - Administrators at JADE Wellness Center will invest time in training IOP therapists to facilite the stars program with their clients - Therapists who facilitate IOP groups will invest time to explain and discuss Star program with clients. - Therapists will also invest time in monitoring and updating stars earned and facilitate process for clients to trade in stars for desired prizes.	Complete level of care assessments, determining whether client is eligible to partake in IOP Stars Program Explain and discuss Stars program with clients Add up weekly stars earned for individual clients, monitor individual client's total stars earned, and communicate progress to clients on a weekly basis Provide intermittent opportunities for clients to earn "bonus stars" throughout the program at the therapist's discretion, such as allowing clients to spin the stars wheel or other games Purchase and provide tangible prizes to clients after they have earned enough stars for the desired prize	Consumers: - Clients at the IOP level of care at JADE Wellness Center Stakeholders: - JADE Wellness Center (organization as a whole, as well as individual therapists and administrators) - Clients - Families of clients - JRS/Drug Court	100% of IOP clients will be aware of the Stars program within their first week of participation in IOP Increase weekly attendance to all scheduled groups and individual sessions Increase in clients arriving to scheduled groups and individual sessions on time	Increase in continued sobriety in clients Increase in clients who successfully complete IOP program Increase in client and provider morale

DATA AND RESULTS OF IOP ATTENDANCE

- Attendance Rates compared each month for 4 years

IOP ATTENDANCE BY MONTH AND YEAR
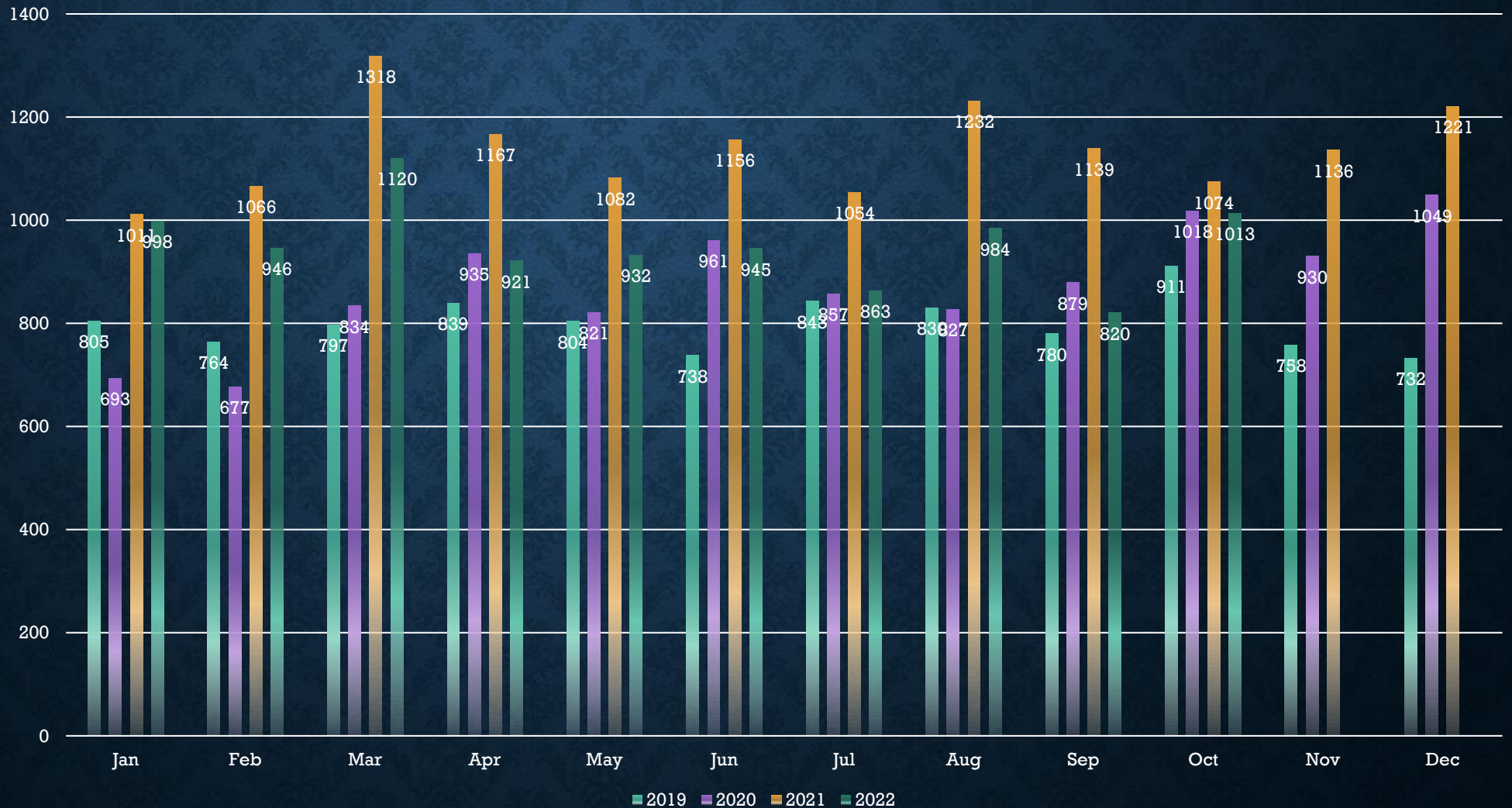
SUMMARY

STRENGTHS

- Increased IOP attendance and client buy-in to the STARS program.

- Observed increased client motivation and self-direction needed to accumulate and "cash-in" stars.

- Observed improvements in delayed gratification and life skills regarding planning.

AREAS OF IMPROVEMENT

- More thorough understanding of client needs and "prizes" available.

GOALS

- Continue systematic evaluation to ensure the program is meeting intended needs.

SURVEY RESULTS – STAR PROGRAM HELPS TO INCREASE MY MOTIVATION TO ATTEND MY SCHEDULES SESSIONS
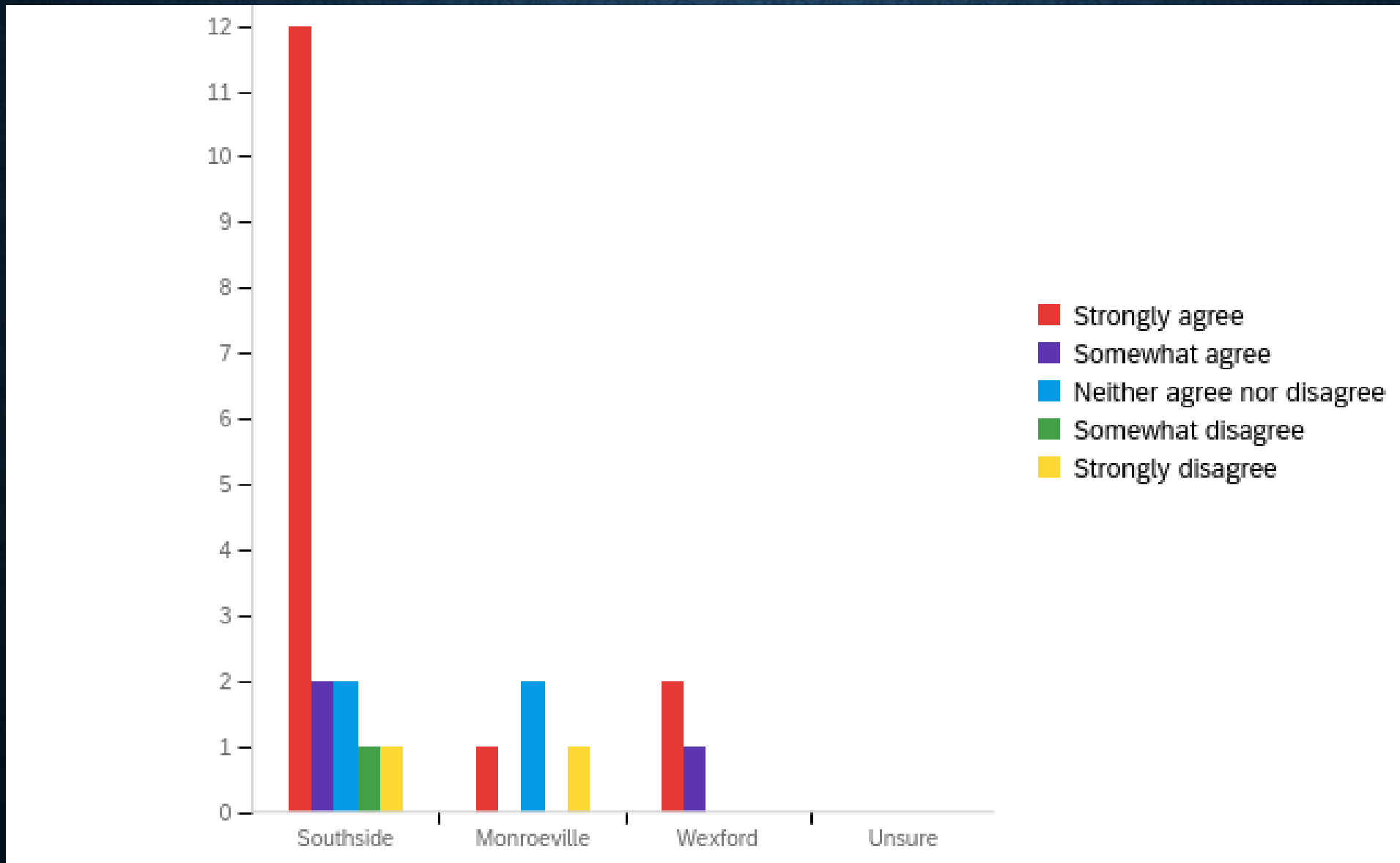
OPEN ENDED FEEDBACK

CLIENT RESPONSE: - What comments or feedback do you have for JADE's Stars rewards program? What suggestions do you have for ways to change or improve the program?
- Overall clients report satisfaction with the program
- different choice of prizes

FUTURE DESIGNS

- Volition / Recovery Enhancement Solutions
  - National Science Foundation Grant recipient aimed to utilize modern technology to provide customizable contingency management solutions
  - Real time rewards and voucher delivery and tracking.
  - Clinician/Provider Dashboard.

Clinician Dashboard

Client search

Enter first and/or last name   Go to Client Details

Overall Client Status'

17%	New	12
60%	In Progress	30
13%	Non-compliant	7
10%	Complete	5

54 total clients

New Clients

0 Send Kudos

Select all	Name	Tags	Recovery Since	Client Since	Last Relapse	Last Meeting	Activity Progress	
☐	John Smith	New client / Low Activity	01/14/20	02/20/20	10 days ago	03/13/20	0/4	Details >
☐	John Smith	New client	06/09/19	01/13/20	30 days ago	03/28/20	2/4	Details >

Non-compliant

0 Send Kudos

Select all	Name	Tags	Recovery Since	Client Since	Last Relapse	Last Meeting	Activity Progress	
☐	John Smith	Low Activity	10/23/19	11/25/19	12 days ago	03/15/20	0/2	Details >
☐	John Smith	Low Activity	04/20/19	11/04/19	12 days ago	03/17/20	0/5	Details >

In-Progress

0 Send Kudos

Select all	Name	Tags	Recovery Since	Client Since	Last Relapse	Last Meeting	Activity Progress	
☐	Jane Doe		06/06/19	09/24/19	93 days ago	03/29/20	2/5	Details >
☐	John Smith		04/18/19	05/18/19	5 days ago	03/27/20	3/5	Details >
☐	Jane Doe		04/05/19	05/18/19	33 days ago	03/26/20	1/3	Details >

Completions

Send Kudos

	Name	Tags	Recovery Since	Client Since	Last Relapse	Last Meeting	Activity Progress	
			10/26/19	12/23/19	42 days ago	03/20/20	3/3	Details >

CLIENT DASHBOARD

About Us

Clinical Outcomes Group Inc has served clients in a drug and alcohol capacity since 2007

- Alicia Fleischut, MA, LPC, CAADC, MAC, NCC

- Christopher A. Cooper, MA

- Center of Excellence, D&A Counseling, MAT

Contingency Management

- According to Nancy Petry (2011), "Contingency management refers to a type of behavioral therapy in which individuals are 'reinforced', or rewarded, for evidence of positive behavioral change."

Petry NM. Contingency management: what it is and why psychiatrists should want to use it. Psychiatrist. 2011 May;35(5):161-163. doi: 10.1192/pb.bp.110.031831. PMID: 22558006; PMCID: PMC3083448.

COGI Strategy

Present and past methods

Historical incentives:

- Financial incentives
  - Upon engaging in the initial ASAM/LOC assessment, clients are given a $5 Walmart Gift Card.
  - A basket raffle ticket for monthly raffles. Typically holiday themed, or simply a larger gift card.
  - Reminder calls of appointments are done the day prior to reinforce client engagement.

Current methods:

- Client punch cards, and raffle access.
  - Upon each appointment kept clients get a punch on a 10-punch card.
  - After the client reaches 10 punches, clients receive a $10 gift card of their choice
  - Regular monthly raffles are held with local prizes. The most recent was a summer package with Knoebel's tickets, sunscreen, and pool passes.
  - Reminder calls maintained

Refinement, Research, and Monitoring:

COGI

Refinement: Client programs are regularly re-evaluated monthly with COE and committee meetings in house. Changes are made after several month periods after data collected from systems is present.

Research: Programs are evaluated both by retention rates, but also by a staff survey. Survey is a 10 item survey developed during COGI's initial trauma informed care site accreditation.

Monitoring: Regular data monitoring is done utilizing the REDCAP system as well as regular audits by COE staff. Profits are monitored as an addition metric.

Month / Year	Kept	Scheduled	Percentage Kept
January 2022	936	2114	44%
January 2023	887	1767	50%
February 2022	938	1878	50%
February 2023	799	1579	50%
March 2022	1043	2177	48%
March 2023	969	1742	55%
April 2022	957	1940	49%
April 2023	801	1369	58%

Rewards Program

January – 6% increase
February – same
March – 7% increase
April – 9% increase

Total of assessments scheduled for a period of time prior to offering the 5.00 incentive, the number that showed compared to no showed.
05/01/22 – 08/31/22 prior to $5 incentive for assessments.   419 scheduled and 192 kept which was 46% kept rate

Total of assessments scheduled while implementing the incentive and the number that kept their appointment versus no showed.
09/01/22 – 12/31/22 when $5 assessment incentives was in place.   365 scheduled and 180 kept which was a 49% kept rate.   3% increase with incentive

Limitations:

- Agency trends of staffing were lower in 2023 compared to 2022. Less staff available decreased overall, meaning lower availability of appointments.

- Staff reinforcement and fidelity of previous $5 gift card is uncertain and could not be verified.

- Agency surveys are conducted on individuals who reach 3 months of service, thus only collecting data from individuals who have investment in agency services.

- Due to client retention surveys, survey data may be skewed due to client investment in treatment by 3 months.

COGI
Clinical Outcomes Group Inc

Thank You.

Alicia Fleischut & Chris Cooper

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- Lussier, J., Heil, S., Mongeon, J., Badger, G., & Higgins, S. (2006). A meta-analysis of voucher-based reinforcement therapy for substance use disorders. Addiction (Abingdon, England), 101(2), 192–203. https://doi.org/10.1111/j.1360-0443.2006.01311.x

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