

# Discussing Client Eligibility



Clients may become aware of, and understandably curious about, your organization's Contingency Management (CM) programming. This often occurs via exposure to promotional efforts, publicly-visible reinforcers, or simply word-of-mouth. Consequently, it is important for staff to **be prepared to have conversations with clients** to explain the parameters governing individuals' eligibility to participate.

In such conversations, it is recommended that staff reliably provide clients with **accurate information** about CM programming irrespective of whether a given client is eligible or ineligible to participate. To that end, it may be particularly helpful to make eligibility information available in writing as well.

Whether communicated in writing or conversation, it is recommended that clients be apprised that an organization's CM programming:

- 1) Was designed for a defined client population** (e.g., those who demonstrate stimulant use, those newly-enrolled in services), identified by historical records as prone to evidence a particular clinical challenge (e.g., persisting substance use, poor therapeutic engagement).
- 2) Involves targeted reinforcement to increase the frequency of a treatment-adherent behavior** (e.g., substance abstinence, attendance of therapeutic visits or activities) to address that clinical challenge.

In such staff-client interactions, it will be more helpful if staff—beyond clarifying the basis for a given client's eligibility/ineligibility for your organization's CM programming—also validate client curiosity about the CM programming, and voice support for future client efforts to achieve their recovery goals.

## Sample Language for Discussing Client Eligibility for Your CM Programming:

We provide a type of service here at *[insert organization's name]* that is called Contingency Management, which is based on the idea of providing rewards to reinforce treatment adherence. Historically, we've found that *[insert eligible client population]*, as a group, have been more prone to struggle with *[insert clinical challenge]*. And our Contingency Management programming is intended to address this challenge. The idea is that *[insert eligible client population]* earn rewards by demonstrating treatment adherence, and then will better recognize this progress, and also be more likely to maintain those changes. So, here at *[insert organization's name]*, eligible clients can earn rewards for demonstrating *[insert targeted, treatment-adherent behavior]*. I appreciate the interest and curiosity you've shown about this aspect of the services we offer, and hope that we can work together to support your efforts to achieve your recovery goals.

### ***If eligible:***

Based on our records, you are eligible for our Contingency Management programming. I'd like to review with you some more detailed information about how that will work, and also provide you a copy of the information about our Contingency Management programming in writing. Do you mind if we discuss that information now?

### ***If ineligible:***

Based on our records, you are not eligible for our Contingency Management programming. I appreciate this may be disappointing, but it doesn't change your access to our other services or diminish your capability to succeed in our treatment program. There may be other ways that you can set and achieve goals for your recovery, and that we can recognize your success.

