



Contingency Management for Youth Addiction takes place within the **CM-YA Training Support System (TSS)**; an environment of Quality Assurance that includes a Lead Trainer who manages the Quality Assurance Tools and who provides training support directly to the organization and the counselor so that they can provide high quality CM-YA treatment for the Youth/Family © 2013 MUSC

LEAD TRAINER

The Lead Trainer is an expert in CM. Each agency is assigned a Lead Trainer who oversees the training and implementation of the CM program. The Lead Trainer is available through the web-based TSS on a daily basis for support, resources, training, outcome reporting, or whatever else is needed to effectively support the program. This 1:1 agency support removes the barriers to successful implementation of CM and frees the provider to offer the treatment effectively and efficiently. **The Lead Trainer monitors and administers the following QA/QI tools:**

CM-THERAPIST ADHERENCE MEASURE (CM-TAM)

The CM-TAM is a brief survey that a caregiver/client completes once per month throughout the duration of treatment. The answers are entered into the TSS and a report is generated to provide feedback on how engaged the caregiver/client is in the treatment process and how well the therapist is implementing the treatment. Broadly defined, therapist adherence reflects the degree to which a therapist implements specific treatment components as intended. This tool helps a clinician gauge client engagement and modify techniques in response to instant, real-world feedback.

SESSION OUTCOME REVIEW (AUDIOTAPE REVIEW)

At any time a therapist will be able to audio record a session and submit it to the Lead Trainer for scoring. The scores provide feedback on therapist use of the key therapy techniques needed to be successful with CM. This information is valuable for session preparation and identification of training opportunities. A minimum of 2 tapes are required per therapist, per year.

INTAKE/DISCHARGE TREATMENT OUTCOME DATA

The TSS enables a provider to track their clients on a user-friendly web application. Agencies enroll and discharge youth from the program through this application and can generate outcome reports to evaluate their treatment outcomes for any period of time from one day, to one or more years. Data is used to evaluate the program success and to develop program remediation as needed.

LIVE CHAT AND WEB-CONFERENCING WITH THE LEAD TRAINER

The Lead Trainer is available every day during training office hours through a Live Chat or web-conferencing. Agency staff can utilize this service for session prep, requesting resources, practicing a technique or conducting individualized trainings.

eLIBRARY

The eLibrary is a web-based resource library that can be accessed through any platform (smartphone, tablet, computer, etc.). The eLibrary is constantly updated with the latest research and resources for your agency. Therapists can login to the eLibrary at any time to download forms, read the latest news in the field or access tools.

WEEKLY PROVIDER NETWORKING CONFERENCE CALLS

Each week the Lead Trainer facilitates a networking call with CM providers. Providers dial in to the networking call to interact with other CM providers, pose a question or just share information.

QUARTERLY BOOSTER TRAININGS

The Lead Trainer conducts quarterly booster trainings on CM specific topics. Specific training topics can be requested in response to the outcomes of QA tools.

QUARTERLY QUALITY ASSURANCE SUPPORT REPORTS

Through ongoing monitoring of the QA/QI tools outlined above, the Lead Trainer is able to monitor treatment adherence at a therapist-specific level as well as an overall agency level. These outcomes are reported quarterly in a quality control report. The report includes all client outcome data as well as agency fidelity reports. Specific recommendations for improvement are made and the Lead Trainer is available to facilitate the recommendations and provide support overcoming barriers to improve fidelity and improve client outcomes.