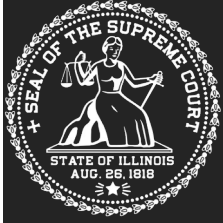


**Problem Solving Courts
(PSC)**
**Practical Guide to
Incentives, Sanctions
and Service Adjustments
(ISSA)**



1

Learning Objectives

- ☐ Describe how incentives, sanctions and service adjustments (ISSA) motivate participants to comply with program requirements;
- ☐ Identify various incentives and sanctions that can be used to respond to a client's conduct; and
- ☐ Explain why incentives and sanctions must be predictable, fair, consistent, and administered in accordance with evidence-based principles of behavior modification

2

**Operant
Conditioning**

ISSA for positive outcomes,
engagement and retention.

Participants initiate self-driven
change.

Behavior becomes incentive

3

**Incentives
Cont.**

Healthy choices

Productivity

Prosocial Behavior

Positive Personal Development

4

INCENTIVES

- Verbal praise
- Public recognition
- Positive Peer Board
- Point System/punch cards
- Inspirational sayings/Pun of the day
- Fishbowl
- Financial waivers
- Reduced community service
- Go first, leave early, or zoom
- Certificates of achievement
- Kudos cards

- Tangible rewards
- Point System
- Fishbowl
- Gift certificates
- Plinko boards
- Incentive cart (candy bars, pens, key chains, hygiene products, etc.)

See
<https://allrise.org/publications/incentives-and-sanctions-list/>

5

Sanctions

- ☐ A sanction is the court's response to rule infractions
- ☐ Participants should know program expectations and consequences for infractions



6

Sanctions Cont.

- ☐ Consequences should be clear and unambiguous
- ☐ The imposition of sanctions should be gradual and progressive



7

Punishment

“Any consequence of a specific behavior that reduces the likelihood that the behavior will be repeated, or repeated at the same rate, in the future.”

***National Drug Court Institute Review,
Martin and Pear, (1992)***

8

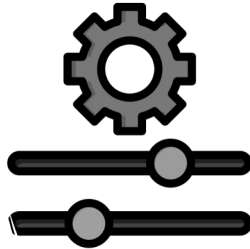
SANCTIONS EXAMPLES

LOW	MEDIUM	HIGH
Verbal warning	Courtroom observation Instructive community service Curfew Travel or association restrictions Electronic surveillance	Team roundtable Day reporting Home detention Brief intervals of jail detention Program discharge
		See https://altrise.org/publications/incentives-and-sanctions-list/

9

Service Adjustments

- ☐ Supervision
- ☐ Treatment
- ☐ Learning



10

What is Psychosocial Stability?



Stable
Housing



Reliable
Attendance



Therapeutic
Alliance



Clinical
Stability

11

Essential Ingredients Team Responses



12

Essential Ingredients Cont.

- Certain
- Immediacy
- Fair
- Appropriate Magnitude, intensity

13



Why is *immediacy* so important?

14



How do we achieve it?

15

Fairness

- ☐ Friendly, frank and firm
- ☐ **Never** include angry or ridiculing tone language
- ☐ Avoid labels and stigmatizing phrases

16

Magnitude & Intensity

17

**Range is important since
"Equal Response" does not
mean "Identical Response"**

18

Perception

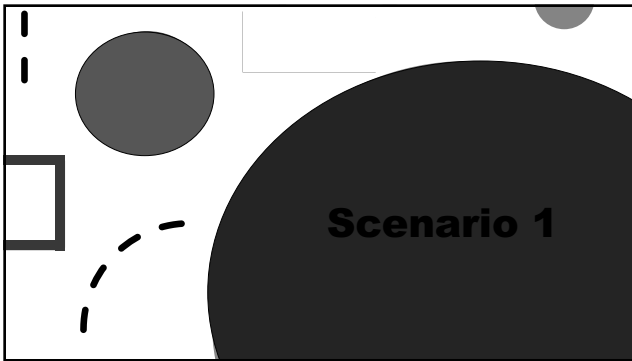
Ultimately, what the PSC team intends doesn't matter

All that matters is what the participant perceives

Equivalent Consequences

Be ready to explain the differences in responses for the same or similar infraction

19



20

Slido question

The Team's response should be:

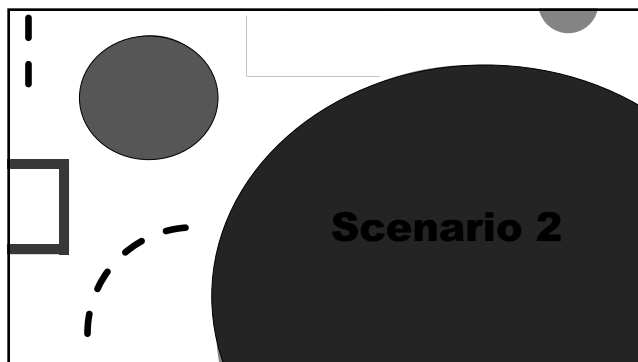
1. Sanction of a verbal reprimand from the judge
2. Service adjustment of more testing and reporting
3. Service adjustment of a writing assignment on the role of drug testing in drug court
4. Sanction of a 24-hour jail sanction to prove the seriousness of testing

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Goals...

- ❑ Proximal Goals
- ❑ Distal Goals
- ❑ Managed goals

22

[illegible]

23

[illegible]

ANNOUNCING THE RESPONSE

The judge announced the response to Jonny:

"We've discussed your situation. Frankly, your 'immaculate ingestion' gummy story insulted my intelligence and you've disappointed all of us. I've decided to have you do 10 hours of community service and report for testing every day for a week. Any questions?"

What did you see wrong with how the judge delivered the response?

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SLIDO

25

DELIVERING THE RESPONSE

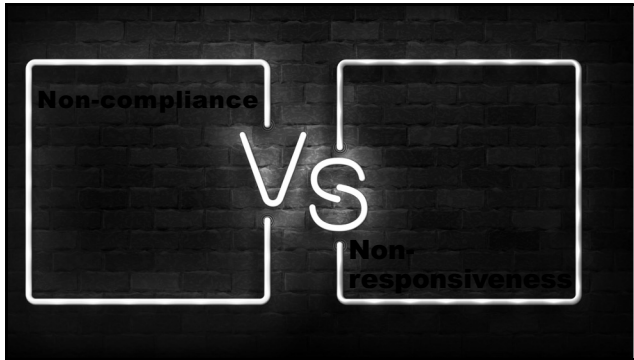
- Allow Participant opportunity to be heard (fairness)
- Judge never makes final decision until hearing from the Participant
- Judge stresses fairness over equality
- Specify the behaviors being addressed
- If there are sanctions and service adjustments, distinguish between them
- Start and end with encouragement

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Phase advancement impact on Proximal, Distal & Managed Goals?



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JAIL SANCTIONS



Illinois PSC
Standards
8 (e)

29

Jail Sanctions Cont.

- ☐ Custody until a treatment bed is available
- ☐ *Illinois PSC Standards, Section 8.4, comments p. 31 (2019)*

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Termination

- ☐ Cannot be safely managed within the community anymore
- ☐ Repeatedly failed to comply with treatment/supervision requirements



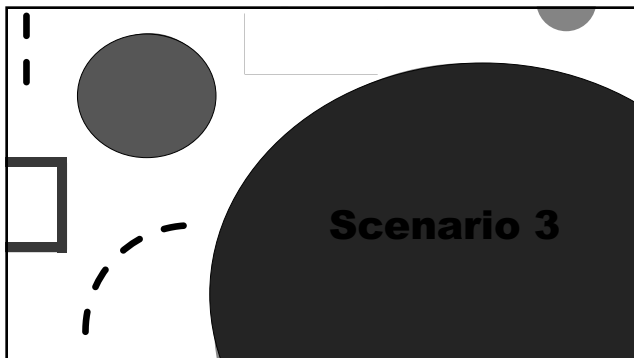
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Termination

- ☐ Continued use if otherwise compliant, and alternative treatment options are still available
- ☐ Neutral discharge with enhanced disposition for failing program



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Consequences of Graduation and Termination

Incentives to graduate

Sanctions for being terminated

The most important contributor to change is
the participant

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