

SECTION - THERAPY SERVICES  
ADMINISTRATIVE DIRECTIVE NO. 408

Effective Date: February 16, 2007

**SUBJECT: BY CHOICE INCENTIVE SYSTEM**

I. PURPOSE

This directive provides guidelines for the consistent implementation and monitoring of the By Choice System in the hospital.

II. AUTHORITY

Special Order No. 130.01, The By Choice Incentive System; and the May 2, 2006, Department of Justice Consent Judgment and Agreement.

III. POLICY

The By Choice System is designed to be an element of the Individual's Wellness and Recovery Plan (WRP) and will be imbedded within the hospital's therapeutic milieu. It is intended to support the wellness and recovery of Individuals through the planned use of rewards and incentives. The By Choice System uses points to reward routine positive behaviors that have been identified by the Individuals and their Wellness and Recovery Team (WRT) as aspects of their recovery throughout their day. These points may be redeemed for desirable items or activities. In the By Choice System, the Individuals determine how they will allocate and earn their points.

IV. METHOD

A. During the course of each day, all designated unit staff, Mall providers, vocational assignment supervisors, etc. will use the By Choice Point System to provide positive reinforcement to the Individuals involved in the By Choice System for their desirable behavior and to provide them incentives to further their recovery.

B. By Choice Manual:

All staff will ultimately, as the System is activated throughout the hospital, be familiar with and will follow the procedures described in the By Choice Procedure Manual for Coalinga State Hospital (CSH). This manual was reviewed and approved by the Statewide By Choice Committee and the CSH Executive Team.

C. Points:

Points will be allocated according to the Individual's ability and the clinical priority of a given behavior. Factors that are considered include the Individual's stage in recovery, his biopsychosocial needs, and his personal interests and goals. As a part of the treatment planning process, the Individual and his WRT will determine together how the points are to be allocated. Points are re-allocated in response to progress in recovery or the lack thereof based on ongoing review of the data. Once earned by an Individual, points may never be deducted, cancelled, or in any other way negated. The points may only be redeemed or saved by the Individual at his discretion.

D. By Choice Economy:

Individuals may purchase items and activities with the points he has earned.

1. Store:

The hospital will establish a store (or stores) in which Individuals may redeem their points for desirable items or activities. The incentive store will be open at scheduled times. All Individuals in the By Choice Program will have reasonable access for point redemption.

2. Selection Criteria:

Items and activities will be selected and "priced" according to a recovery-focused, wellness economy. No one will be denied access to items or privileges that he might reasonably expect to receive by being in the hospital in order to artificially turn those items or privileges into incentives. The selection of redeemable items and activities will be consistent with the Individual's rights as defined in policy.

E. Evaluation:

The consistent and appropriate operation of the By Choice System and its success at furthering the recovery of Individuals will be formally evaluated by direct observation and systematic outcome measurements.

F. Responsibility:

1. Clinical Administrator:

The Clinical Administrator, with consultation from the Chief of Psychology, will appoint at a supervisory level an appropriately skilled individual to be responsible for the overall operation of the By Choice System.

2. Chief of Psychology:

The Chief of Psychology is responsible for the clinical appropriateness of the design, operation, and evaluation of the By Choice System.

3. By Choice Coordinator:

The By Choice Coordinator and the Assistant By Choice Coordinator are responsible to:

- a. Maintain the By Choice System's operation on the programs, in the Mall, work sites, etc., and ensure its consistent application;
- b. Maintain detailed knowledge of the system in order to monitor the quality of the training of employees;
- c. Coordinate the hospital-wide training of those using the system and all involved employees;
- d. Assist in the integration of the By Choice System into the hospital's milieu and culture;
- e. Ensure that the By Choice Procedure Manual is updated yearly, and as needed;
- f. Coordinate the stocking of the incentives store(s);
- g. Coordinate the processes of data collection and system evaluation.

4. Program Directors and Mall Coordinator:

Program Directors and the Mall Coordinator are responsible to ensure adequate resources and staff to administer the By Choice System on units and in the Mall.

5. Hospital Administrator:

The Hospital Administrator will ensure adequate and consistent funding for the incentive store(s) through budgetary oversight.

6. Evaluation and Outcome Monitoring:

The Executive Director, or designee, will designate a Department/Service that will be responsible for the collection and analysis of aggregate data designed to evaluate the clinical effectiveness of the By Choice System.

G. Training:

All employees who provide unit, clinic, work site, or Mall-based services, and all those who will be with the Individuals during the identified cycles of their day, will ultimately be trained in the theory behind and the application of the By Choice System and how it supports a person's recovery as the System is phased into operation throughout the hospital. All new employees will receive similar competency-based training through the New Employee Orientation Program. Once trained, all identified employees will receive training as needed to maintain their competency in applying the By Choice System.



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W. T. VOSS  
Executive Director