

**Incentives, Sanctions, and Service Adjustments (ISSA)
Workshop Agenda**

Day 1

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| 8:30-9:30 | Session I: Welcome and Introductions (60 min) |
| 9:30-9:45 | Break |
| 9:45-10:30 | Session II: Understanding Addiction for Effective Behavior Responses (45 min) |
| 10:30-10:45 | Break |
| 10:45-11:30 | Session III: Connecting the Dots: Program Structure and Participant Goals (45min) |
| 11:30-12:15 | Session IV: Team Breakout (45 min) |
| 12:15-1:15 | Lunch |
| 1:15-2:00 | Session V: Response Strategies: Using Incentives to Address Participant Behavior (45 min) |
| 2:00-2:30 | Session VI: Breakout by Discipline (30 min) |
| 2:30-3:30 | Session VII: Team Breakout (60 min) |
| 3:30-3:45 | Break |
| 3:45-4:15 | Session VIII: Response Strategies: Using Service Adjustments to Address Participant Behavior (30 min) |
| 4:15-5:00 | Session IX: Team Breakout (45 min) |

Day 2

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| 8:30-9:00 | Session X: Recap – Things We Learned from Day One (30 min) |
| 9:00-9:45 | Session XI: Response Strategies: Using Sanctions to Address Participant Behavior (45 min) |
| 9:45-10:00 | Break |
| 10:00-11:00 | Session XII: Breakout by Team (60 min) |

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| 11:00-11:15 | Break |
| 11:15-12:00 | Session XIII: Delivering the Message: A Staffing Framework for Decision Making (45 min) |
| 12:00-1:00 | Lunch |
| 1:00-2:00 | Session XIV: Team Breakout – Case Scenarios (60) |
| 2:00-2:15 | Break |
| 2:15-3:15 | Session XV: Team Breakout – Implementation Plan and Start, Stop, Continue, Change (60 min) |
| 3:15-3:45 | Session XVI: Wrap-up and Team Report Out (30 min) |

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