

# CLIENT TIER LEVEL SYSTEM

## Minnesota Sex Offender Program

Issue Date: 11/5/19      Effective Date: 12/3/19      Policy Number: 215-5014

**POLICY:** The Minnesota Sex Offender Program (MSOP) provides written guidelines to increase access and programming opportunities for clients who demonstrate prosocial behavior and promote a therapeutic community conducive for change.

**AUTHORITY:** Minn. Stat. § 246.014, subd. (d);

**APPLICABILITY:** MSOP program-wide, excluding Community Preparation Services (CPS).

**PURPOSE:** To establish procedures to support and reinforce positive prosocial behaviors by offering identified opportunities and help clients utilize skills that aid in successful reintegration.

### DEFINITIONS:

Client individual plans – (see MSOP Division Policy 410-5075, “Communication Log.”)

Identification (ID) badge – see MSOP Division Policy 415-5062, “Identification Badges.”

Tier level - a set of pre-determined opportunities.

Treatment team - (see MSOP Division Policy 215-5005, “Treatment Overview.”)

### PROCEDURES:

- A. Each unit group supervisor and clinical supervisor, in consultation with the treatment team, is responsible for assigning a tier level to each client based on the client’s compliance with facility rules and demonstration of positive and prosocial behavior in their community.
  1. Clients are permitted to participate in opportunities and movement for their assigned tier level as outlined in the Tier Level Access and Movement Guidelines (215-5014a). Clients in tier levels 1 or 2 who want to attend programming outside their individual schedule must submit a Client Request (420-5099a) to the unit group supervisor.
  2. MSOP assigns clients to tier level 1 upon a new admission or transfer in. (See MSOP Division Policy 210-5100, “Admission to the MSOP.”)
    - a) Clients remain in tier level 1 for the first ten days after admission to MSOP or returning from the Minnesota Department of Corrections (DOC).
    - b) After ten days, the client’s treatment team assesses the client’s behavior and determines client tier assignment, not to exceed tier level 3.
    - c) Clients who transfer from the Forensic Nursing Home (FNH) maintain the current tier level assigned at time of departure from MSOP.
    - d) Clients returning to the secured perimeter from CPS or upon revocation of provisional discharge have their tier status determined by their treatment team in consultation with the CPS treatment team.

3. Clients must follow restrictions assigned through the behavioral expectations process (see MSOP Division Policy 420-5010, “Client Behavioral Expectations”) or expectations assigned via client individual plans (see MSOP Division Policy 215-5015, “Individualized Program Plan”).

B. Tier Level Increase:

1. Clients request a tier level increase by submitting a Tier Level Increase Application (215-5014b-3800a) to their unit group supervisor when they meet the Tier Level Change Guidelines (215-5014c). Clients must ensure the submitted information is accurate, applicable questions are answered, and the designated times identified on the application are met prior to submitting the application.
2. The client’s unit group supervisor and clinical supervisor, in consultation with the treatment team, reviews the Tier Level Increase Application (215-5014b-3800a) and determines if the client’s behaviors and documentation support a tier level increase. The unit group supervisor:
  - a) assigns staff to complete the staff portion of the Tier Level Increase Application (215-5014b-3800a);
  - b) reviews applications for tier level progression;
    - (1) notifies the client of the application decision for advancement to tier levels 2 or 3 within ten business days;
    - (2) presents the treatment team’s recommendation for tier level 4 or 5 advancement to the program manager and associate clinical director for final determination; and
    - (3) notifies the client of the application decision within five business days of the start of the next quarter;
  - c) completes the Tier Level Request Notification (215-5014d-3800b);
  - d) ensures the Communication Log (410-5075a) (Phoenix) is updated outlining the tier level decision, and updates Phoenix with any changes in tier levels; and
  - e) updates the client’s tier level ID badges.

C. Clients Demonstrating Behaviors Not Consistent with Assigned Tier Level

1. Client may be offered a meeting with the treatment team to discuss his/her behaviors.
2. Client may receive a Tier Level Review Notification (215-5014g-3800e) from the treatment team outlining behaviors and expectations in need of improvement.
3. Any significant event may result in a tier reduction based on an administrative review as outlined in section D below.

D. Tier Level Decrease: the unit group supervisor and clinical supervisor, in consultation with the treatment team, may decrease a client’s tier level if the client no longer demonstrates the pattern of behaviors expected for his/her assigned tier level.

1. The unit group supervisor presents all tier level decisions made by the unit teams to the facility operations and clinical leadership prior to implementation.
2. When a tier decision is implemented, the unit group supervisor:

- a) completes the Tier Level Request Notification (215-5014d-3800b);
- b) meets with the client to review the status of the treatment team's decision;
- c) updates the Communication Log (410-5075a) (Phoenix) outlining the tier level decision, and updates Phoenix with any changes in tier levels; and
  - d) exchanges client's ID badge.

E. Tier Level Decision Appeals

1. Within five business days of receiving a Tier Level Review Notification (215-5014g-3800e) indicating a tier reduction or denial of a tier increase, a client may submit a Client Request (420-5099a) to the assistant facility director/designee. The assistant facility director/designee completes a review within ten business days of receiving the Client Request (420-5099a).
2. During the review period, the appeal does not change the issued tier level until the appeal process is completed.
3. The assistant facility director/designee bases his/her decision on information obtained from the Client Request (420-5099a).
4. The unit group supervisor and/or clinical supervisor notifies the client of the decision. The unit group supervisor:
  - a) updates client tier level status in Phoenix as necessary;
  - b) issues a new ID badge; and
  - c) documents the meeting via a Communication Log (410-5075a) (Phoenix) entry (if the appeal is granted, also completes an Incident Report (410-5300a) (Phoenix).

F. Clients residing on the Behavioral Therapy Unit (BTU) (MSOP Moose Lake only) follow the BTU Tier System and Advancement Guidelines (215-5014e) and have their tier level status placed on hold.

1. When a client leaves the BTU, the receiving treatment team, in consultation with the BTU treatment team, re-assesses the client's tier level.
2. Any decisions made by the receiving treatment team and BTU team are presented to facility operations and clinical leadership prior to implementation.
3. The unit group supervisor completes a Communication Log (410-5075a) (Phoenix) entry outlining the tier level decision, and updates Phoenix with any changes in tier levels.

G. Clients wear client ID badge as outlined in MSOP Division Policy 415-5062, "Identification Badges." The ID badge color indicates current client tier level:

- a) White – tier level 1.
- b) Orange – tier level 2
- c) Yellow – tier level 3
- d) Purple – tier level 4
- e) Silver/gray – tier level 5.

**REVIEW:** Annually

**REFERENCES:** MSOP Division Policy 410-5075, "Communication Log"  
MSOP Division Policy 215-5005, "Treatment Overview"  
MSOP Division Policy 210-5100, "Admission to the MSOP"  
MSOP Division Policy 420-5010, "Client Behavioral Expectations"  
MSOP Division Policy 415-5062, "Identification Badges"  
MSOP Division Policy 215-5015, "Individualized Program Plan"  
MSOP Division Policy 215-5013, "Clinical Services Provision of Care"  
MSOP Division Policy 410-5300, "Incident Reports"

**ATTACHMENTS:** Tier Level Access and Movement Guidelines (215-5014a)  
Tier Level Increase Application (215-5014b-3800a)  
Tier Level Change Guidelines (215-5014c)  
Tier Level Request Notification (215-5014d-3800b)  
BTU Tier System and Advancement Guidelines (215-5014e)  
Tier Level Review Notification (215-5014g-3800e)

Communication Log (410-5075a) (Phoenix)  
Client Request (420-5099a)  
Incident Report (410-5300a) (Phoenix)

**SUPERSESSSION:** MSOP Division Policy 215-5014, "Client Tier Level System," 8/6/19.  
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

/s/  
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Minnesota Sex Offender Program