

## **CLIENT TELEPHONE USE**

### **Minnesota Sex Offender Program**

Issue Date: 3/18/25                      Effective Date: 4/1/25                      Policy Number: 420-5210

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**POLICY:** Client telephone use within the Minnesota Sex Offender Program (MSOP) is permitted as outlined in the procedures below.

**AUTHORITY:** Minn. Stat. §144.651, subd. 21  
Minn. Stat. §253D.19, subd. 1

**APPLICABILITY:** MSOP, program-wide

**PURPOSE:** To provide guidelines for client telephone use and service requests.

#### **DEFINITIONS:**

Approved 1-800 telephone number calls – telephone numbers clients may call to approved vendors (see Approved Vendor List (420-5250k)) and up to ten approved financial institutions (see Approved Financial Institutions Call List (420-5210f)).

Archibus – refer to MSOP Division Policy 410-5400ML, “Physical Plant Maintenance,” and MSOP Division Policy 410-5400SP, “Physical Plant Maintenance.”

Blocked number – any telephone number identified as prohibited for a client.

Emergency repair – (e.g.: a system-wide phone outage) refer to MSOP Division Policy 410-5400ML, “Physical Plant Maintenance,” and MSOP Division Policy 410-5400SP, “Physical Plant Maintenance.”

Essential item – a basic item necessary for daily living (e.g., clothing, medical supplies) not supplied by MSOP.

Financial institution – a company that deals with financial and monetary transactions such as a bank, savings and loan, or credit union. For purposes of this policy, a financial institution does not include a company specifically servicing credit cards.

Personal Identification Number (PIN) – the unique and confidential number identifying an individual client for all telephone calls, account payments and account charges.

Privileged call – staff-facilitated, unmonitored and unrecorded telephone calls to verified licensed attorneys, the Common Entry Point (Minnesota Adult Abuse Reporting Center), the Disability Law Center, the Ombudsman for Mental Health and Developmental Disabilities, the Office for Health Facility Complaints, the Minnesota Department of Human Services Licensing Division, the Minnesota Department of Health Licensing Division, the Minnesota Department of Human Rights and other individuals or agencies as approved by the facility director/designee in consultation with the MSOP Legal and Records Director and facility clinical director/designee. Calls to unlicensed staff who work directly under the supervision of a licensed attorney may be facilitated as privileged.

Routine call – client-initiated telephone calls from client telephones which are recorded and may be monitored.

Staff-facilitated telephone call – a call placed with the assistance of staff separate from the client telephone that is observed or monitored by staff and not recorded.

System infrastructure issues – the fundamental structure of the client telephone system, including unit-wide and system-wide outages, malfunction of a major system component(s) that prevent basic use of equipment, recurring problems which affect the system’s ability to function normally, etc.

Telephone connectivity issues - problems with the connection, including accidental hang-ups, static, dropped calls, volume issues, cross-talk, etc.

Telephone monitoring – the process of electronically tracking, recording and listening to client telephone calls, conversations, and telephone messaging.

Video Relay Service – refer to MSOP Division Policy 215-5017, “Communication Tools and Accessibility Services.”

## **PROCEDURES:**

- A. Notice of Monitoring - upon admission, MSOP provides all clients being admitted to MSOP with a notice of telephone monitoring procedures (Monitoring Notice (420-5210a)). MSOP posts a notice of monitoring at all client telephones.
- B. Clients are provided free outgoing phone calls.
- C. Personal Identification Number (PIN)
  1. Direct Care and Treatment (DCT) Financial Services staff issue a PIN to client upon admission to place phone calls. Clients who transfer in to MSOP maintain their PIN from their previous admission.
  2. Clients are responsible for maintaining the confidentiality and security of their PINs.
  3. Clients are prohibited from using another client’s PIN to place phone calls.
  4. To request a new PIN, clients submit a Client Request (420-5099a) and a completed Client Funds Transfer Authorization (125-5300d) to DCT Financial Services. MSOP charges clients \$3.00 to issue a new PIN.
- D. Client Incoming Telephone Calls
  1. Upon admission, Health Information Management Services (HIMS) staff offer clients the option to include or exclude their name from the directory listing of voicemail boxes by completing a “Request that Name be Included/Excluded from MSOP Treatment Facility Voice Mail Directory” form (420-5210b). HIMS staff forward a copy of the form to the Office of Special Investigations (OSI) and submit the original to the client’s treatment record.
  2. Routine incoming telephone calls to clients are routed to an automated voicemail system. A message informs the caller is contacting a client at a secure treatment facility. The caller receives direction on how to leave a voicemail message for the client. All voicemail messages are recorded and may be monitored.
  3. All incoming calls must allow the telephone system to “read” their caller identification. The telephone system rejects calls from telephone numbers without caller identification.

4. MSOP provides a telephone with direct access to the voicemail system on all residential living units. Clients may access their voicemail messages by entering their assigned MREC number followed by their confidential voicemail passcode.

E. Client Outgoing Routine Telephone Calls

1. Prior to connecting a call from a client, the individual receiving the call hears an introductory recorded message stating the call is coming from a client at a secure treatment facility, the call will be recorded, and the call may be monitored.
2. The telephone system limits routine outgoing telephone calls to 15 minutes.
3. After each completed call, the phone system implements a 30 minute pause until another call can be made.
4. Clients may not call other clients at MSOP facilities or at any program on the St. Peter Treatment Center campus, unless approved under section G.4), below (treatment-related telephone calls).

F. Client Outgoing Approved 1-800 Telephone Number Calls

1. Clients may call telephone numbers on the Approved Vendor List (420-5250k) and Approved Financial Institutions Call List (420-5210f) from client telephones and using the client's PIN.
2. MSOP updates the Approved Financial Institutions Call List (420-5210f) when the scheduled policy review occurs. A Client Telephone Use policy drafting chair communicates any changes to the Approved Financial Institutions Call List (420-5210f) to OSI staff, who contacts the client telephone vendor to update approved telephone numbers.
3. MSOP updates the Approved Vendor List (420-5250k) when the scheduled policy review occurs. (See MSOP Division Policy 420-5250, "Client Property" and MSOP Division Policy 225-5300, "Community Preparation Services Client Property.")

G. Outgoing Staff-Facilitated Telephone Calls

1. Staff observe or monitor staff-facilitated calls except for clients in CPS Preparing for Successful Re-entry stage.
2. Privileged Telephone Calls
  - a) Approved Privileged Call List
    - (1) Facility client resource coordinators (CRC) maintain the Approved Privileged Call List (420-5210e) on the MSOP SharePoint site. The Approved Privileged Call List (420-5210e) includes licensed attorneys and agencies for all clients and is not individualized.
    - (2) Licensed Attorneys
      - (a) A licensed attorney must complete the Attorney Application for MSOP Privileged Call List (420-5210g) and submit to MSOP.Privileged.Call.DHS@state.mn.us. Clients access the application on the client computer network to send to the attorney. The application includes an email address for the attorney to request an electronic version of the form if desired.

- (b) Upon receipt of a completed Attorney Application for MSOP Privileged Call List (420-5210g) with supporting documentation, the CRC's confirm the business phone number and additional information provided by the applicant attorney prior to adding the attorney to the Approved Privileged Call List (420-5210e). The CRC notifies the attorney of approval using the MSOP Privileged Call List Approval (420-5210h).
    - (c) MSOP notifies approved attorneys annually of the upcoming expiration of the approval using the MSOP Privileged Call List Annual Review (420-5210i) and attaching the Attorney Application for MSOP Privileged Call List (420-5210g). The attorney must submit a new Attorney Application for MSOP Privileged Call List (420-5210g) with supporting documentation. The CRC's confirm the information provided to maintain the attorney contact information on the Approved Privileged Call List (420-5210e) (see section G.2a)(2)(b) above). MSOP removes the attorney contact information from the Approved Privileged Call List (420-5210e) if the annual application is not received.
  - (3) CRC's confirm the business phone number for the identified rights protection/advocacy entities and other approved individuals or agencies prior to adding the contact information to the Approved Privileged Call List (420-5210e).
  - b) Clients wishing to make a privileged call verbally inform a staff at the unit office of the name of the person, rights protection/advocacy entity, or approved agency the client wishes to call. By requesting to make the call, the client is consenting to staff announcing the client's name to the person receiving the call.
  - c) The staff verifies the name on the Approved Privileged Call List (420-5210e) (SharePoint) and attempts to accommodate the call as soon as scheduling allows.
  - d) Should an ombudsman contact a residential unit directly to speak with a client, staff follow MSOP Division Policy 110-5012, "Ombudsman Communication" section B.3. Should an attorney or another rights protection/advocacy representative contact MSOP staff to arrange a telephone call with a client or to speak with a client, the staff redirects the person to use the client voice mail system unless it is an emergency.
  - e) Privileged calls are limited to 30 minutes.
3. Business-related Telephone Calls
- a) A CRC or CPS operations supervisor may approve staff-facilitated business-related calls if communication cannot be adequately conducted via the U.S. Postal Service or client telephone system:
    - (1) to order essential items;
    - (2) to verified financial institutions;
    - (3) to government agencies;
    - (4) to the Internal Revenue Service (IRS) when the client can produce documentation from the IRS requesting a telephone call to provide additional information;

- (5) to a business when the client has documentation from the business requesting communication by phone; or
  - (6) for other issues as determined by the CRC or CPS operations supervisor to be appropriate for a staff-facilitated business-related call.
- b) Clients identified as a victim of sexual assault while residing at MSOP may request staff-facilitated business-related calls to the Program for Aid to Victims of Sexual Assault (St. Louis County) or the Committee Against Domestic Abuse (CADA) (Nicollet County).
  - c) To request a staff-facilitated business-related call, the client must submit a written Client Request (420-5099a) to the CRC/CPS operations supervisor. The request must include the name of the person or business, the reason for the call, and the telephone number. The client may also include possible dates and times the client is available to make the call. The CRC/CPS operations supervisor reviews the request and notes in the response if the call is approved or denied.
  - d) Clients are limited to one business-related call per calendar month. The following clients may receive additional business-related calls as noted:
    - (1) Clients in Phase III who reside in the secure perimeter may receive additional business-related calls with CRC approval.
    - (2) Clients in CPS Demonstrating Change Across Settings stage and Preparing for Successful Re-entry stage may receive one business-related call per week, unless the client's primary therapist/clinical supervisor and the CPS Operations Manager determine additional calls are essential to the client's treatment and/or provisional discharge planning needs.
  - e) The CRC/CPS operations supervisor may approve additional follow-up calls relating to a specific issue on a case-by-case basis via section G.3.a).
  - f) Staff facilitate business-related calls during normal business hours unless prior arrangements are made by the CRC/CPS operations supervisor.
  - g) Clients are limited to 15 minutes for business-related calls unless the CRC/CPS operations supervisor notes on the approved client request that a longer call is authorized.
  - h) If the party called is unavailable at the time of the call, the client may leave a voicemail for the party to contact the client's personal voicemail.
4. Treatment-related Telephone Calls
- a) The clinical supervisor, in consultation with the primary therapist or family therapist may approve staff-facilitated treatment-related calls to address treatment-related issues, including but not limited to: completing therapeutic assignments, communication with dual supervision agents or county case managers, and creating and maintaining support systems.
  - b) To request a staff-facilitated treatment-related call, the client submits a written Client Request (420-5099a) to the client's primary therapist or family therapist. The request

must include the name of the person or business, the reason for the call, and the telephone number.

- c) The primary therapist or family therapist reviews requested and/or recommended treatment-related calls with the clinical supervisor.
  - (1) The clinical supervisor may verbally approve treatment-related calls.
  - (2) The primary therapist or family therapist notes in the response to the Client Request (420-5099a) if the client's requested call is approved or denied.
- d) The primary therapist or family therapist facilitates the call or collaborates with a CRC to facilitate the call during normal business hours. If the call will occur after normal business hours, the primary therapist or family therapist coordinates with a unit supervisor who assigns a staff to facilitate the call.
- e) Any staff facilitating a treatment-related call must remain with the client for the duration of the call.
- f) MSOP limits treatment-related calls to 30 minutes unless the primary therapist or family therapist grants prior authorization.
- g) Clients are limited to one treatment-related call per calendar month or as determined by the primary therapist or family therapist and clinical supervisor.
- h) If the party called is unavailable at the time of the call, the client may leave a voicemail for the party to contact the client's personal voicemail.
- i) The primary therapist, family therapist, or CRC facilitating a treatment-related call completes an Individual Progress Note (215-5007d-4020) (Phoenix) for the client's treatment record. Unit staff who facilitate a treatment-related call complete a Communication Log entry (410-5075a) (Phoenix).
- j) Clients and staff follow MSOP Division Policy 420-5107, "Video Visiting" for clinically supported video visits.

#### 5. Family Emergency-related Telephone Calls

- a) The primary therapist, or in the absence of the primary therapist, a CRC, or the facility officer of the day (OD)/unit supervisor may approve staff-facilitated calls related to client family emergencies. A CRC facilitates the call. If the CRC is not available, the OD/unit supervisor assigns a staff to facilitate the call. Any staff facilitating family emergency-related calls must remain with the client for the duration of the call.
- b) The client may request additional calls related to the identified family emergency by submitting a Client Request (420-5099a) to the client's primary therapist or a CRC. The primary therapist or CRC reviews the request and notes in the response if the call is approved or denied.

#### H. Teletype/Telecommunications Device for the Deaf (TTY/TDD) Calls

1. Clients requesting to utilize the TTY machine to make telephone calls must have a current Communication Services Plan (DHS-7440-ENG) identifying the need for this service. (See MSOP Division Policy 215-5017, "Communication Tools and Accessibility Services.")
2. Any MSOP staff may facilitate TTY telephone calls by following instructions included with the TTY machine.
3. MSOP staff facilitating a TTY telephone call forward the printed transcript of non-privileged calls to OSI at the completion of the call.

#### I. Video Relay Service (VRS) Calls

1. MSOP activates a VRS profile and PIN for clients with a current Communication Services Plan (215-5017a-3240) identifying the need for this service. (See MSOP Division Policy 215-5017, "Communication Tools and Accessibility Services.")
2. Clients utilize the VRS at the designated kiosks to make routine calls with the client's assigned PIN and prepaid phone minutes. Clients authorized to utilize the VRS:
  - a) ensure only one client utilizes the VRS at a time;
  - b) are responsible to ensure the content of the call remains appropriate; and
  - c) must be aware of the background of the video call for the client as well as the individual receiving the call to ensure it is conducive to a treatment environment.
3. All clients must respect the privacy of clients using the VRS, including refraining from viewing the call either directly or indirectly.
4. Staff may immediately terminate a VRS call if the client or individual(s) at the other end of the call exhibit inappropriate behavior.

#### J. Unauthorized Telephone Use and Telephone Restrictions

1. Clients may not participate in any calls other than single-party to single-party calls. Prohibited calls include but are not limited to: call forwarding, unauthorized Voice Over Internet Protocol (VOIP) phone providers, conference calling, texting, and faxing. Clients may utilize call forwarding within the same business while participating in a monitored business-related telephone call as indicated in section G.3.
2. Client may not use third party vendors for voice messaging services.
3. Clients may not take any action to circumvent or disable elements of the telephone system.
4. Clients may not use another client's assigned PIN to place phone calls.
5. Clients may not make routine or staff-facilitated calls to any current or former MSOP staff. Clients communicate with staff in person or via Client Requests (420-5099a).
6. Clients are subject to MSOP Division Policy 420-5010, "Client Behavioral Expectations" (or, for a client subject to the Positive Support Rule, refer to MSOP Division Policy 210-5020, "Positive Supports") for any unauthorized telephone use.

7. The treatment team may place additional restrictions on an individual client as part of an Individualized Program Plan to maintain safety, security, and a positive therapeutic environment. (See MSOP Division Policy 215-5015, "Individualized Program Plan.")
8. MSOP may permanently or temporarily block calls including but not limited to or from a specific phone number(s) and/or to or from a specific individual(s) when approved by the facility director/designee.
  - a) Approved reasons for blocking a number include but are not limited to:
    - (1) court order;
    - (2) request of the recipient or client;
    - (3) violations of the MSOP Client Telephone Use policy related to that number;
    - (4) evidence of criminal activity;
    - (5) violations of other MSOP policy related to that number; and/or
    - (6) calls to non-employees (including but not limited to contractors, consultants, interns and volunteers), professional visitors, current and former MSOP staff, and any other individual who previously provided services to MSOP clients or to MSOP.
  - b) Upon receipt of information relating to reasons noted in section J.8.a), the facility director/designee:
    - (1) reviews the information and may authorize the OSI to block the phone number(s) specific to these reasons; and
    - (2) notifies the client of the telephone number(s) being blocked, the reason for the block, and the effective dates of the block (see the Notification of Client Telephone Block, 420-5210d).
9. Upon determination by OSI a client's behavior relating to the use of the telephone violated MSOP policy or is evidence of criminal activity:
  - a) OSI staff submit a Level 1 Incident Report (410-5300a) (Phoenix) detailing the actions of the client and the violation noted;
  - b) the facility director/designee issues a follow-up ticket to the unit group supervisor of the unit on which the client resides for appropriate follow up; and
  - c) OSI staff de-activate the current PIN and the telephone system prompts the client to create a new PIN prior to the next telephone call.

K. Client Telephone Service Requests

1. Telephone Connectivity Issues

- a) To report any telephone connectivity issues, the client must submit a Client Request (420-5099a) to OSI. The request must include:
  - (1) location of telephone;
  - (2) date call was placed;



- (3) time call was placed;
    - (4) number called; and
    - (5) the description of the problem.
  - b) OSI staff review the request and if necessary contact the system vendor to resolve the issue.
2. System Infrastructure Issues
- a) Upon identifying a system infrastructure issue during Physical Plant Operations hours (7:00 am to 3:30 pm):
    - (1) MSOP staff submit a service request via Archibus. The service request must include:
      - (a) location of telephone system outage or malfunction;
      - (b) assigned telephone number(s) affected; and
      - (c) description of the problem.
    - (2) Upon receiving the request, the physical plant operations supervisor or building maintenance supervisor reviews the request and assigns to electronic systems specialist (ESS) staff.
    - (3) ESS staff complete the service request, contacting the system vendor if necessary to resolve the issue.
  - b) Upon identifying a system infrastructure issue outside of Physical Plant hours:
    - (1) MSOP staff submit a service request via Archibus. The service request must include:
      - (a) location of telephone system outage or malfunction;
      - (b) assigned telephone number(s) affected; and
      - (c) description of the problem.
    - (2) MSOP staff contact the OD for emergency repairs.
      - (a) The OD may consult with the OSI on-call staff to verify whether the issue is considered a telephone connectivity issue or a system infrastructure issue.
      - (b) If a system infrastructure issue is confirmed, the OD contacts the system vendor to attempt to resolve the issue.
      - (c) If emergency repair work is needed, the OD follows MSOP Division Policy 410-5400ML, "Physical Plant Maintenance" or MSOP Division Policy 410-5400SP, "Physical Plant Maintenance."

**REVIEW:** Biennially

**REFERENCES:** MSOP Division Policy 215-5250, "Clients with Disabilities"  
MSOP Division Policy 215-5015, "Individualized Program Plan"  
MSOP Division Policy 410-5400ML, "Physical Plant Maintenance"  
MSOP Division Policy 410-5400SP, "Physical Plant Maintenance"  
MSOP Division Policy 410-5200, "On Call"  
MSOP Division Policy 110-5012, "Ombudsman Communication"

MSOP Division Policy 420-5010, "Client Behavioral Expectations"  
MSOP Division Policy 215-5017, "Communication Tools and Accessibility Services"  
MSOP Division Policy 420-5340, "Client Representatives"  
MSOP Division Policy 420-5250, "Client Property"  
MSOP Division Policy 225-5300, "Community Preparation Services Client Property"  
MSOP Division Policy 210-5020, "Positive Supports"  
MSOP Division Policy 420-5107, "Video Visiting"

**ATTACHMENTS:** Monitoring Notice (420-5210a)  
Request that Name be Included/Excluded from MSOP Treatment Facility Voice Mail Directory (420-5210b)  
Notification of Client Telephone Block (420-5210d)  
Approved Privileged Call List example (420-5210e)  
Approved Financial Institutions Call List (420-5210f)  
Attorney Application for MSOP Privileged Call List (420-5210g)  
MSOP Privileged Call List Approval (420-5210h)  
MSOP Privileged Call List Annual Review (420-5210i)

Client Request (420-5099a)  
Client Funds Transfer Authorization (125-5300d)  
Archibus Web Central Request (410-5400aML)  
Individual Progress Note (215-5007d-4020) (Phoenix)  
Communication Log (410-5075a) (Phoenix)  
Communication Services Plan (215-5017a-3240)  
Approved Vendor List (420-5250k)

**SUPERSESSION:** MSOP Division Policy 420-5210, "Client Telephone Use," 8/1/23.  
MSOP Division Policy 420-5210, "Client Telephone Use," issued 3/4/25 and effective 4/1/25.  
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

/s/  
Nancy A. Johnston, Executive Director  
Minnesota Sex Offender Program