



Supporting Complex Needs



# What is Tiered Supports?

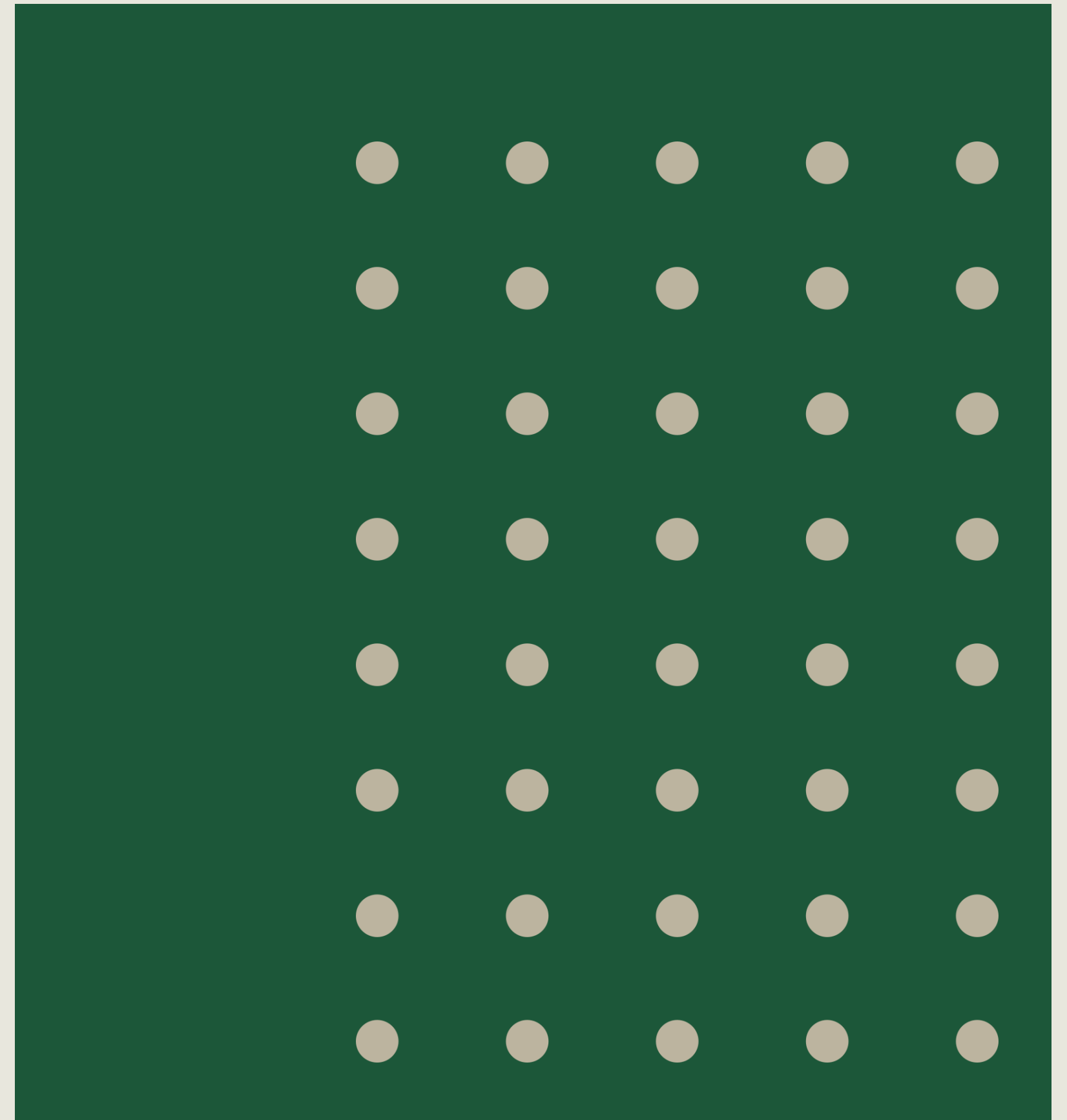
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# Objectives

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- What is Tiered Supports?
- How does Tiered Supports apply across levels?
  - person
  - intervention
  - organization
- What resources are available to support people and organizations?
- Where do implementers start?



# What is Positive Behavior Supports?



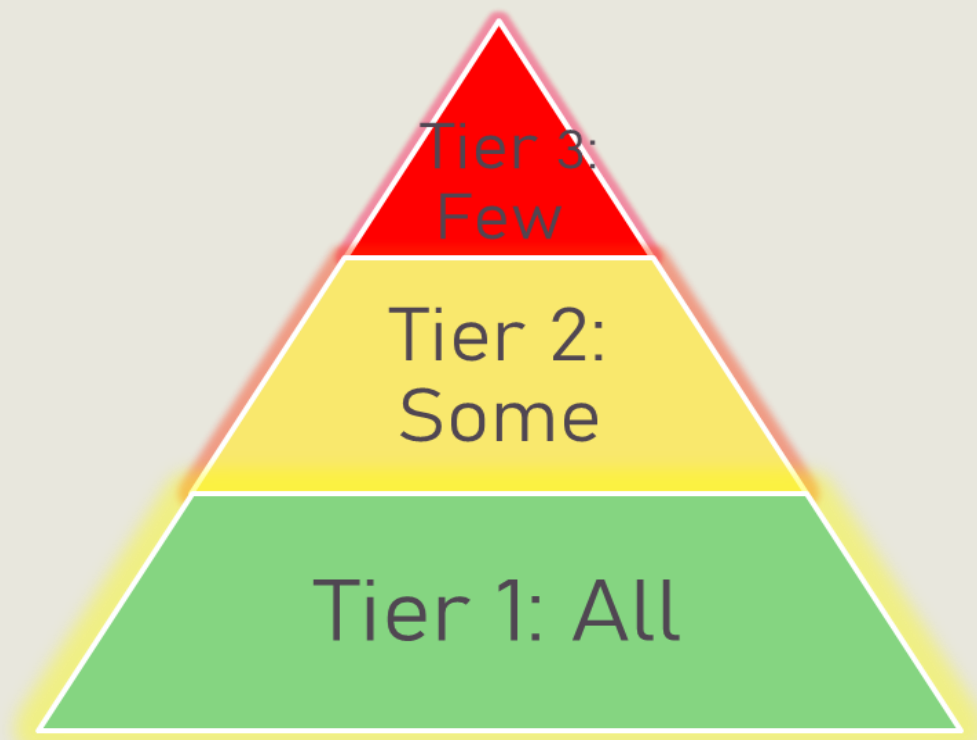
Science of behavior



Constructional



Tiers based on need



Framework



# Tiered Lenses

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Three lenses to give context to Tiered Supports- people, interventions, and organizations



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## PERSON



# Tiered Lenses

Three lenses to give context to Tiered Supports- people, interventions, and organizations



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PERSON



INTERVENTION



## Tier 1

- **Universal** support strategies
  - Set expectations
  - Increase **positive interactions, positive consequences** and **relationships**
  - Avoid coercion, reacting to junk behavior
- Ongoing competency observation and coaching

## Tier 2

- **Enhancement of Tier 1** systems of support to include
  - Check in/Check out
  - Safety Crisis Plans
  - Enriched Environment
  - DIY social skills

## Tier 3

- **Behavior Analysis**
- Acceptance and Commitment Therapy, Dialectic Behavior Therapy, Occupational Therapy, Speech and Language Pathology/Therapy, Physical Therapy
- Psychiatry

**What interventions might be considered?**

# Tiered Lenses

Three lenses to give context to Tiered Supports- people, interventions, and organizations



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PERSON



INTERVENTION



ORGANIZATION



## Tier 1

- implement **universal strategies organization-wide**
  - action planning and data-based decision making
  - behavior skills training
  - coaching based supervision
  - values based recognition
- The organization's administration and a representative set of stakeholders **meet regularly to plan, implement, and assess** universal systems of support across the agency.

## Tier 2

- **enhance** Tier 1 systems of support to include
  - universal risk screener
  - deploys pre-developed, function-based interventions to address individual needs

## Tier 3

- **Fidelity of treatment strategies & implementation of Tiers 1 and 2**
- **community-based clinical treatment model**
- **integrated treatment teams**
- **clinical team** meets regularly
  - plan and assess program performance
    - effects on socially important behavior acquisition and reduction

**What do organizational systems look like?**



# Tier One

## You have these elements in place

- consistent data collection, review, and use in decision making
- regular staff coaching for universal and enhanced support strategies
- frequent positive consequences



## You might consider **building**

- systems to identify and respond to common risks



## Common indicators a **person would match well** with an organization

- person has natural supports to meet their social needs
- person has not experienced common risk indicators in 6 or more months



# Tier Two

## You have these elements in place

- All tier one elements in place
- Universal Risk Screening
- Targeted interventions matched to identified needs



## You might consider **building**

- relationships with community clinicians
- in-house clinicians through apprenticeship or other service learning models



## Common indicators a **person would match well** with an organization

- Person hasn't fully responded to only Tier 1 supports
- Person's skill deficits are related to common risk situations



## You have these elements in place

### Residential

- All tier I and II elements
- Integrated clinical treatment teams provide therapeutic services

### Non-residential, direct consultative service

- assess how environmental correlates and contextual contributors to significant deficits in the areas of behavior, social, and communication skills
- teach or increase functional skills in homes and communities and/or to prevent hospitalizations or out-of-home placements



## You might consider **building**

- collaboration with MOADD, ECHO, Growing Together
- Join a clinical peer review committee like BSRC
- Develop collaborative relationships with other community service providers (residential, day program, behavioral health, medical health)



## Common indicators a **person would match well** with an organization

- Person hasn't responded fully to tier 1-only or tier 1 + tier 2 supports
- Person has significant skill deficits that require intensive, heavily individualized clinical treatment





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Tier 1 Readiness  
Checklist

## Tier 1

- Readiness Guide
- Level of Implementation Assessment
- ASSET

## Tier 2

- Tier I in place
- Tier II Readiness Guide
- TSSET

## Tier 3

- Tiers I and II in place
- licensed clinical service provider and/or meet the requirements for ITRH\*

*\*not currently accepting ITRH providers, anticipate accepting more soon*

**How can we assess capacity on an ongoing basis?**





**Goal: align the needs of  
the individual and the  
organization's capacity**



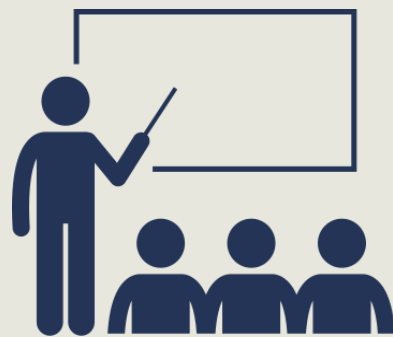
# What resources are there for providers interested in increasing capacity? »

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## 01. Self-guided

Build an agency team and utilize on demand Tiered Support resources (e.g., guidebooks, Relias Modules, podcast) for assessing, action planning, and implementation.



## 02. Cohort groups

Join peers across the state in workshops to learn new skills, develop sustainable systems, and increase collaboration between providers.



## 03. Consultation

Partner with a consultant to assess agency implementation, action plan priorities for progress, and implement sustainable systems.



# What are some **preparation** considerations?

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## 01. Timeline

Organizational change takes considerable time, consider it a 2-3 year process to go from low to high implementation.

## 02. Readiness for Change

Prior to big shifts consideration for other initiatives and opportunities for alignment should be explored

## 03. Leadership Commitment

Organizational leadership commitment is essential to organizational change



# Where do we start?

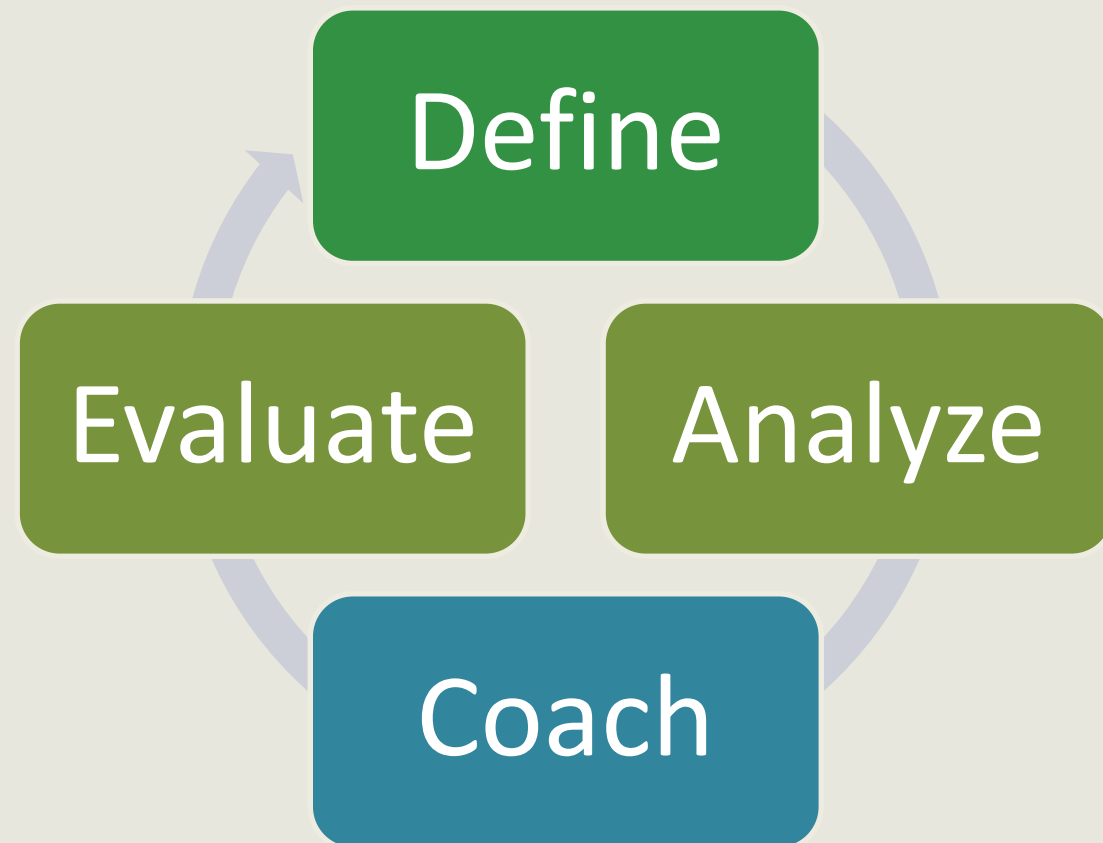
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**Define** what the problem is

**Analyze** why it is occurring

**Coach** others on what to do about it

**Evaluate** if what we are doing is working





## Quality Checks

- Agency Systems Support Evaluation Tool (ASSET)
- Level of Implementation (LOI)

## Provider Development

- Tier One Readiness Guide
- Tools of Choice
- Supervisor-Coach Workshops
- Tier One Implementation Guidebook
- Tier One Workshop Series
- Agency team consultation

## Immediate Support

- Tools for Everyone
- Enhanced Tools for Everyone
- Universal Strategy Workshops



Tier 1  
Webpage

**Tier 1 Resources** 



## Quality Checks

- Targeted Systems of Support Evaluation Tool (T-SSET)

## Provider Development

- Tier Two Readiness Guide
- Tier Two Workshops

## Immediate Support

- Risk screener
- Emergency transition consultation



Tier 2  
Webpage

# Tier 2 Resources



## Quality Checks

- Behavior Support Plan Checklist (BSP)
- Behavior Support Review Committee (BSRC)

## Provider Development

- Tier Three Readiness Guides
- Growing Together Case Learning Series
- Clinical Workshop Series

## Immediate Support

- Prohibited Practices consultation
- Prohibited Practices workshops



Tier 3  
Webpage

# Tier 3 Resources



# Meet the Team

Domiciled in each **regional office** across the state-providing remote consultation, on-site assessments, and hybrid trainings.



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**Timothy Weil**  
**Chief Behavior Analyst**  
Supports all Tiers, focused on Tier 3. Supports 3 behavior analysts and 3 intensive systems consultants

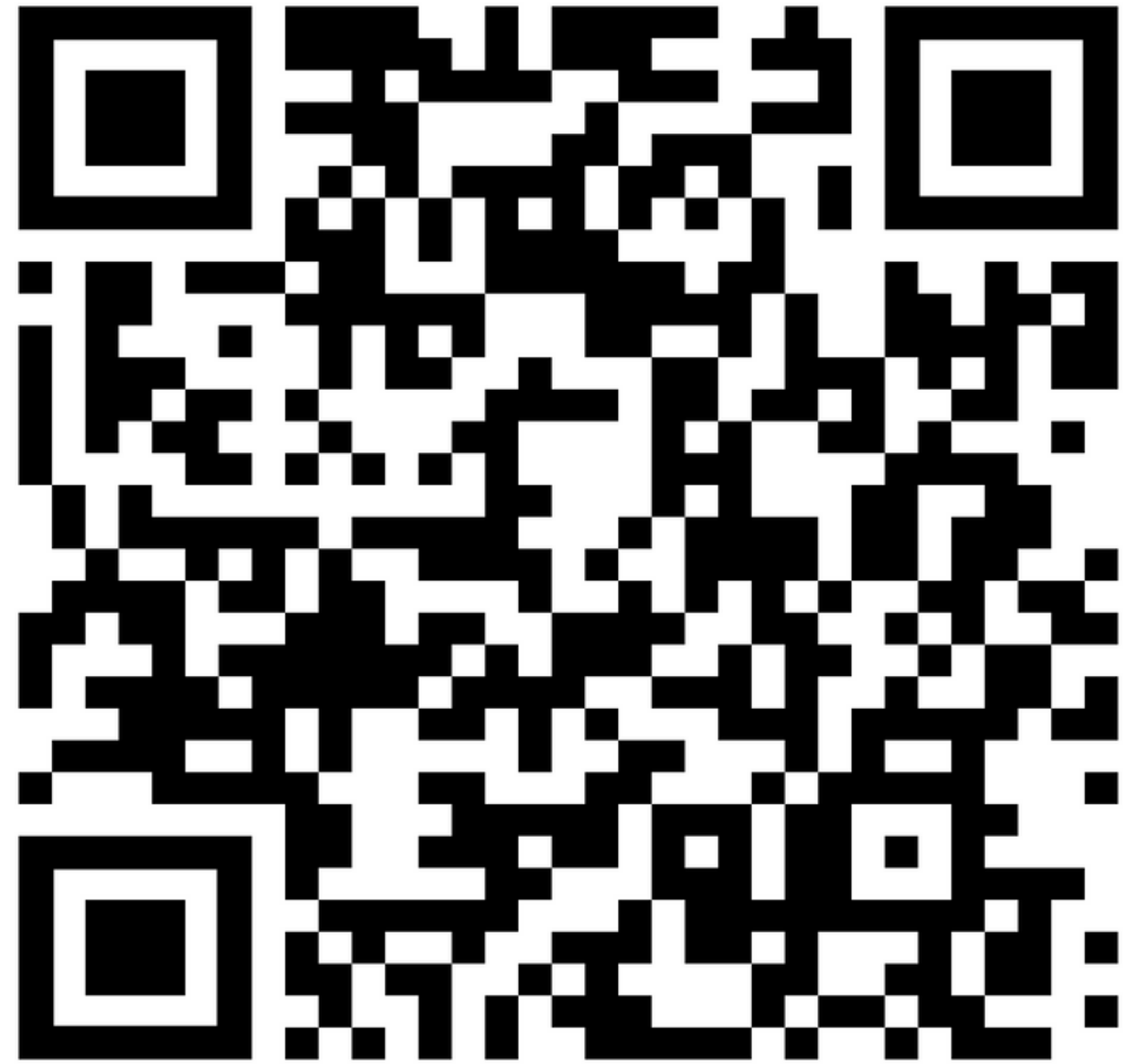


**Nicole Jones**  
**Director of Risk Prevention**  
Focused on Tier 2, supports 12 consultants



**Kathleen Deppeler**  
**Director of Positive Supports**  
Focused of Tier 1, supports 24 consultants





**Learn more at:**  
**<https://dmh.mo.gov/dev-disabilities/tiered-supports>**

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