County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division

Program/Area:	**Adult Services/Adult Protective Services**		
Title:	**Service Plan and Monitoring Policy**		
Number:	**907**	**Status:**	Revised
Effective Date:	**7/10/2025**	**Revision Date:**	10/28/2026
Approved:	**Signature on file**		

PURPOSE

To provide Adult Protective Services (APS) staff information regarding service plan and monitoring regulations.

BOOKMARKS

- Service Plan
- Service Plan Monitoring
- References

DEFINITIONS

Refer to the Adult Protective Services (APS) Glossary.

SERVICE PLAN

1) For each person receiving adult protective services a written service plan shall be developed based upon the assessment. The service plan shall:
   a) Be completed within 30 calendar days from the initial in-person contact **and**
   b) Provide for the safety of the client in the least restrictive environment

2) The purpose of the service plan is as follows:
   a) To identify the problems to be alleviated, based on the assessment, and to develop the desired outcomes and strategies to be used in attaining those outcomes
   b) To identify resources to be used in order to attain the outcomes and stabilize the situation

3) The service plan shall include:
   a) Identification of priorities and desired outcomes
   b) Strategies and resources to be used to attain the desired outcomes
   c) Identification of the services to be provided by the adult protective services agency or other service providers
   d) Frequency and duration of services while the case is open
   e) Planned frequency of contact between the client and the adult protective services worker
   f) Length of time the case is expected to remain open

4) The adult protective services worker shall ensure the client's input in the development of the service plan and shall discuss with the client the voluntary nature of the adult protective services program.

5) The services identified in the service plan shall be delivered only with the consent of the elder or dependent adult.
   a) The adult protective services worker shall document in the case record the client's agreement to the service plan or shall request the client to sign a document that indicates the client's willingness to receive the services in accordance with the service plan.
   b) The client may refuse or withdraw consent to the provision of any or all services at any time
      i) If a violation of the Penal Code has been alleged, the adult protective services agency shall continue with the investigation of the report of known or suspected abuse or neglect, even though the client refuses services.

6) If the client refuses or withdraws consent for adult protective services, the adult protective services worker shall:
   a) Refer the client to other agencies for services, as appropriate
   b) Document in the case file the client's refusal of services including, if available, the reasons for the refusal

7) Upon completion of the service plan, the adult protective services worker shall sign and date the plan.

8) The adult protective services worker's supervisor shall document, in the case record, approval of the service plan within five (5) working days of completion.

9) A copy of the service plan shall be provided to the client if requested.

SERVICE PLAN MONITORING

1) The adult protective services worker shall monitor the service plan and the progress of the client. The purpose of the service plan monitoring is to:
   a) Evaluate the client's progress in meeting the desired outcomes and the strategies and resources used to attain the desired outcomes
   b) Ensure a timely response to the client's changing needs and circumstances
   c) Ensure that case management is being provided at an appropriate level of intensity to meet the client's needs
   d) Ensure provider services are delivered in accordance with the service plan

2) In monitoring the service plan, the adult protective services worker shall:
   a) Evaluate the progress towards achieving service plan outcomes
   b) Respond timely and appropriately to complaints or problems regarding the delivery of services
   c) Confirm that the services being provided meet the client's needs

d) Modify the service plan, as appropriate, with the client's consent
    i) Within five (5) business days of any modification, the adult protective services worker's supervisor shall document in the case record approval of the modification.

3) The adult protective services worker shall conduct in-person monitoring visits with the client once every 30 calendar days except as specified in number 4 of the Service Plan Monitoring section of this policy (below).

4) The adult protective services worker may, based on the risks and needs of the client, develop a written visitation plan calling for a visit less than once every 30 calendar days. The written visitation plan shall be included in the case record and include:
    a) A justification explaining why it is not necessary to visit the client in person once every 30 calendar days
        i) If the justification is based on other professionals visiting the client, the plan shall indicate:
            (1) Frequency of planned visits by those professionals **and**
            (2) Frequency of planned contact between the adult protective services worker and those professionals
    b) How often the adult protective services worker will visit the client

5) Approval of the written visitation plan shall be documented in the case record. Until the written visitation plan is documented and approved by the appropriate supervisor, the adult protective services worker must visit the client at least once every 30 calendar days.
    a) The adult protective services worker's first-level supervisor may grant approval of the written visitation plan only under the following circumstances:
        i) Client is temporarily hospitalized or placed in a skilled nursing facility, and another professional is monitoring the client's condition
        ii) Permanent protective measures for the client are pending a court disposition, and temporary protective measures for the client are in place
        iii) In addition to the two circumstances in Section 5.a.i and ii of the Service Plan Monitoring section of this policy, the adult protective services worker must have continued contact with other professionals visiting the client in person as outlined in 4.a.i of the Service Plan Monitoring section of this policy.
    b) In all other circumstances the written visitation plan must be approved by either, the adult protective services worker's second-level supervisor, or a case review team.
        i) The case review team shall consist of two or more adult protective services supervisors.

6) The adult protective services worker shall document in the case record all of the following:
    a) Results of all contacts and visits between the client and other professionals and service providers

i) If the adult protective services worker determines that the other professionals and service providers have not visited the client as indicated in the written visitation plan, the adult protective services worker shall reassess the situation and determine if an in-person visit is necessary by the adult protective services worker.

b) The findings of each adult protective services monitoring visit (e.g., problems, necessary modifications, progress of client, etc.).

7) Service plan monitoring shall continue until the case is closed.

REFERENCES

Adult Protective Services Program Manual of Policies and Procedures

- 33-130 (a)(9)
- 33-130 (i)(3)
- 33-535
- 33-545

All County Letter (ACL) 99-53 Elder Abuse and Dependent Adult Civil Protection Act Adult Protective Services (APS)

All County Letter (ACL) 01-23 Senate Bill (SB) 1003, Vasconcellos, Chapter 670, Statutes of 1999

California Assembly Bill 135

Welfare Institutions Code

- 10553
- 10554
- 15610.07
- 15610.40
- 15636
- 15750 (1)(A) and (B)
- 15750 (b)(2)
- 15760
- 15763(a)(1), (c), and (c)(8)
