

**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:** Final
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Approved: Signature on file

PURPOSE To provide Adult Protective Services (APS) staff information regarding Service Plan and Monitoring regulations.

POLICY Case management services are provided to elders and dependent adults determined to need APS. The purpose of case management is to stabilize the client to reduce the risk of abuse or neglect by enhancing problem solving and coping abilities. As appropriate for individual clients, case management may include the development and monitoring of a Service Plan.

BOOKMARKS

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BACKGROUND APS is intended to provide intervention activities directed toward safeguarding the well-being of elders and dependent adults suffering from or at risk of abuse or neglect, including self-neglect. An elder or dependent adult who has been abused may refuse or not consent at any time to services offered by the Adult Protective Services Agency.

DEFINITIONS

Abuse
Physical abuse, neglect, financial abuse, abandonment, isolation, abduction, or other treatment resulting in physical harm, pain, or mental suffering **or** the lack of goods or services that are necessary to avoid physical harm or mental suffering by a care custodian.

Abandonment
Desertion or intentional desertion of an elder or a dependent adult by anyone having care or custody of that person when a reasonable person would continue to provide care and custody.

Abduction

To remove or restrain an elder or dependent adult from returning to California.

Adult Protective Services

Activities performed on behalf of elders and dependent adults who have come to the attention of adult protective services agency due to potential abuse or neglect.

Assessment

Activity to gather and document information relevant to the client's situation and to evaluate the client's service(s) needs based on that information.

Care Custodian

Any person providing care for an elder or dependent adult, including an administrator, employee, support or maintenance staff of a public facility, private facility, or agency.

Dependent Adult

Any person between the ages of 18 and 59 who has physical or mental limitations that restrict their ability to carry out day-to-day activities or to protect their rights, including, but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age **or** any person between the ages of 18 and 59 admitted as an inpatient to a 24-hour health facility.

Elder

Any person residing in California who is 60 years or older.

Financial Abuse

When a person or entity either takes, hides, seizes, or retains real or personal property of an elder or dependent adult to wrongful use or with intent to defraud, or both. It also includes assisting in any of earlier mentioned actions.

In-person

Face-to-face meeting between the APS worker and the individual reported or determined to need APS.

Investigation

Activity undertaken to determine the validity of a report of elder or dependent abuse or neglect, including self-neglect.

Isolation

Acts intentionally committed for the purpose of preventing an elder or dependent adult from receiving his or her mail or telephone calls. This can include telling a caller or prospective visitor that the elder or dependent adult is not present, false imprisonment, or physical restraint.

Mental suffering

Fear, agitation, confusion, severe depression, or other forms of serious emotional distress that is brought about by forms of intimidating behavior, threats, harassment, or by deceptive acts or misleading statements made with malicious intent to agitate, confuse, frighten, or cause severe depression or serious emotional distress of the elder or dependent adult.

Neglect

The negligent failure of any person having the care or custody of an elder or dependent adult to exercise that degree of care that a reasonable person in a like position would exercise.

Physical Abuse

Assault, battery, assault with a deadly weapon or force likely to produce great bodily injury, or unreasonable physical constraint, or prolonged or continual deprivation of food or water, or sexual assault. It also includes the use of a physical or chemical restraint or psychotropic medication for punishment, for a period beyond that for which the medication was ordered, or for any purpose not authorized by the physician.

SERVICE PLAN

Following an assessment, a written Service Plan is developed for each person receiving APS. A Service Plan includes the client's input in the development and is delivered only with the consent of the client. The client may request a copy of the Service Plan. The Service Plan will:

- Be completed within 30 calendar days from the initial in-person contact.
- Promote the client's safety in the least restrictive environment.

The purpose of the Service Plan is to:

- Reduce problems identified in the assessment
- Develop desired outcomes and strategies
- Identify resources needed to stabilize the client's situation

The Service Plan includes:

- Identification of priorities and desired outcomes
- Strategies and resources to achieve the desired outcomes
- Identification of services to be provided by APS and/or other service providers
- Frequency and duration of services while the case remains open
- Planned frequency of contact between the client and the APS worker
- Estimated length of time the case will remain open

If a Penal Code violation is alleged, APS will continue investigating the report of suspected abuse or neglect regardless of client refusal of services.

SERVICE PLAN MONITORING

A Service Plan is monitored to evaluate the client's progress. Based on the risk and needs of the client, an in-person monitoring visit may be conducted every 30 calendar days until the case is closed. The purpose of Service Plan Monitoring is to:

- Evaluate the client's progress toward achieving desired outcomes
- Assess the effectiveness of strategies and resources
- Respond to changing needs or circumstances
- Ensure case management is provided at an appropriate level of intensity to meet the client's needs
- Verify provider services are delivered in accordance with the approved Service Plan

REFERENCES

Adult Protective Services Program Manual of Policies and Procedures

- 33-110
- 33-130
- 33-520
- 33-535
- 33-545

California Assembly Bill 135

Welfare Institutions Code

- 15610
- 15750