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September 21, 2018

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY INFORMATION NOTICE NO. I-61-18

This All-County Information Notice (ACIN) I-61-18 is a reminder of the regulations governing the development of service plans for individuals receiving adult protective services (AP).



PAT LEARY
ACTING DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GOVERNOR

September 21, 2018

ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-61-18

TO: ALL COUNTY ADULT PROTECTIVE SERVICES SUPERVISORS

SUBJECT: **ADULT PROTECTIVE SERVICES SERVICE PLAN REGULATIONS**

REFERENCE: [THE ADULT PROTECTIVE SERVICES MANUAL OF POLICIES AND PROCEDURES SECTION 33-535](#)

This All-County Information Notice (ACIN) I-61-18 is a reminder of the regulations governing the development of service plans for individuals receiving adult protective services.

[Section 33-535 of the Adult Protective Services \(APS\) Manual of Policies and Procedures](#) (APS MPP) defines service plans and what they are expected to accomplish. Namely, “for each person receiving adult protective services a written service plan shall be developed based upon the assessment.” The service plan is to be completed within 30 days of the initial in-person contact. This does not mean that cases closed before 30 days do not need a service plan.

The [APS MPP section 33-535.3](#) spells out the elements of a service plan:

- .3 The service plan shall include:
 - .31 The identification of priorities and desired outcomes.
 - .32 Strategies and resources to be used to attain the desired outcomes.
 - .33 Identification of the services to be provided by the adult protective services agency or other service providers.
 - .34 The frequency and duration of services while the case is open.
 - .35 The planned frequency of contact between the client and the adult protective services worker.
 - .36 The length of time the case is expected to remain open.

Some counties have specific service plan forms, others have data fields in their case management systems labeled "Service Plan", and still others are narrating the services agreed upon with the client into the case file. Any of these options is acceptable if all the elements delineated in section 33-535.3 are present.

The client is to have input into the development of the service plan and that agreement should be documented by the client's signature on the service plan or narrated into the case file (section 33-535.51). Per section 33-535.9, a copy of the service plan is to be provided to the client upon request. The county's choice of how to record the APS service plan should keep these requirements in mind.

The APS worker must document a client's refusal of services offered, including the reason for the refusal, if available (section 33-535.62). This can be especially important if the client is subject to harm at a later date, and that harm might have been prevented if the refused services had been accepted. Counties should consider adding this element to their own services plans.

Service plans are to be completed and signed by an APS worker (section 33-535.7). An intern does not meet this requirement. If a service plan is developed by an intern, it must be reviewed and signed by an APS worker. Ultimate responsibility for the service plan belongs to the APS worker.

Once the plan is written and the services identified and agreed to by the client, the APS worker's supervisor is expected to document in the case record formal approval of the service plan within five working days of completion.

With the adoption of the service plan, APS regulations provide a blueprint for monitoring the plan to ensure that the services described in the plan are made available and progress toward the described outcome is being achieved (section 33-545.241). Every 30 calendar days, the APS worker monitoring the client is expected to visit the client to ensure that the plan is working as designed. If it is determined that adjustments to the plan are necessary, they must be approved by a supervisor within five working days. If it is determined, based on "risks and needs," that a visitation plan calling for a visit less than once every thirty calendar days is warranted, the written visitation plan must include a justification for the less frequent in-person visits (section 35-545.411).

Questions regarding this ACIN and service plan requirements may be sent to John Hartmire at John.Hartmire@dss.ca.gov

Sincerely,

ORIGINAL DOCUMENT SIGNED BY

DEBBI THOMSON
Deputy Director
Adult Programs Division