

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

**Program/Area:** Adult Services/Adult Protective Services

**Title:** Case Closure Policy

**Number:** 909

**Status:** Final

**Effective Date:** 1/15/2026

**Revision  
Date:** N/A

**Approved:** Signature on file

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**PURPOSE** To provide Adult Protective Services (APS) staff information regarding case closure regulations.

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**CASE CLOSURE**

- 1) Whenever possible, the closure of a case shall be a joint decision between the APS worker and the client.
- 2) APS cases shall be closed when:
  - a) Client does not consent to services
  - b) Client withdraws consent for services
  - c) Client does not comply with services
  - d) Adult protective services are no longer needed
  - e) Client dies
    - i. Closing a case in the event of a client's death does not preclude the APS agency from cooperating with other agencies in the ongoing prosecution of abuse or neglect.
  - f) Client is unavailable for services due to permanent long-term care placement
  - g) Client moves out of the adult protective services agency's jurisdiction and, if appropriate, has been referred to another adult protective services agency
  - h) Repeated attempts to locate the client have been unsuccessful
  - i) Client has been referred to another agency/resource that has accepted responsibility for the client and protection issues have been resolved
- 3) [Section 2](#) of this policy shall not require case closure if:
  - a) There is any ongoing activity that requires the case to remain active
  - b) The case is to be closed under [Section 2.a or 2.b](#) of this policy and the APS worker believes that the client is acting under undue influence or duress; or lacks capacity to act on his own behalf.
  - c) The case is to be closed under [Section 2.a or 2.b](#) of this policy; however, the report of known or suspected abuse or neglect alleges a violation of the Penal Code. The case may remain open for purposes of the investigation.

- 4) At case closure the APS worker shall complete a written closure summary that includes:
  - a) Reason the case was closed
  - b) Services provided
  - c) Supportive resources now in place
  - d) Extent to which the desired outcomes of the service plan were accomplished
- 5) The APS worker's supervisor shall document approval of all case closures.
  - a) The effective date of case closure shall be the date the APS worker's supervisor approves closure and documents the closure date in the service plan.

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**REFERENCES**    Adult Protective Services Program Manual of Policies and Procedures

- 33-405.1
- 33-535.1
- 33-570

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

Welfare and Institution Codes

- 10553
  - 10554
  - 15610.07
  - 15610.40
  - 15610.57
  - 15636
  - 15760
  - 15763(a)(1), (b), and (c)
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