

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

**Program/Area:** Adult Services/In-Home Supportive Services  
**Title:** Tangible and Non-Tangible Support Services Policy  
**Number:** 911 **Status:** Final  
**Effective Date:** 3/24/2026 **Revision Date:** N/A  
**Approved:** Signature on file

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**PURPOSE** To provide Adult Protective Services (APS) staff information regarding tangible and non-tangible support services.

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- TANGIBLE AND NON-TANGIBLE SUPPORT SERVICES**
- 1) To the extent resources are available, APS shall provide tangible and non-tangible support services.
    - a. Tangible and non-tangible support services may include, but are not limited to:
      - i. Food
      - ii. Clothing
      - iii. Repair or replacement of essential appliances
      - iv. Plumbing and electrical repair
      - v. Blankets, linens, and other household goods
      - vi. Advocacy with utility companies
      - vii. Transportation
      - viii. Emergency response units, such as LifeLine, ambulances, etc.
      - ix. Emergency medical supplies
      - x. One-time payment of professional evaluations necessary for the development or implementation of the service plan
      - xi. One-time payment of utility bills under emergency circumstances, for the duration of the emergency
  - 2) To the extent possible, the adult protective services agency shall provide the services identified in Section 2.a of this policy through existing public or private sources, particularly those to which the client has entitlement.
    - a. For example: emergency medical supplies may be available through county health programs, Medi-Cal, or individual health plans and should be utilized, if available.
  - 3) For the purposes of contracting out, tangible and non-tangible support services shall not include:
    - a. Emergency response
    - b. Adult protective services investigations
    - c. Case management
    - d. Adult protective services counseling performed by the adult protective services worker

- i. Adult protective services agencies may contract out for other counseling services necessary to implement the service plan.
- e. Any other activity requiring the exercise of discretion or judgement by the adult protective services worker.

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**REFERENCES**

Adult Protective Services Program Manual of Policies and Procedures

- 33-520
- 33-620

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

Welfare and Institution Codes

- 10553
  - 10554
  - 15760
  - 15763
  - 15766
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