

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

Program/Area: Adult Services/Adult Protective Services
Title: Case Management Services Policy
Number: 912 **Status:** Final
Effective Date: 5/4/2026 **Revision Date:** N/A
Approved: Signature on file

PURPOSE To provide Adult Protective Services (APS) staff information regarding case management services regulations.

**CASE
MANAGEMENT
SERVICES**

- 1) Case management services shall be provided on behalf of elders and dependent adults who are determined to be in need of adult protective services.
 - a) The purpose of case management is:
 - i. To stabilize the client in their environment in order to minimize or alleviate the risk of abuse or neglect.
 - ii. To assist the clients to make changes that enhance their ability to protect themselves in the future.
 - iii. To enhance the client's problem-solving and coping capacities.
 - iv. To improve the client's protection and quality of life by linking them with resources and services.
- 2) As appropriate for individual clients, case management services shall include:
 - a) An inquiry and examination of the protection issues, including the client's social, medical, environmental, physical, emotional, socio-economic, or developmental needs.
 - b) An assessment, pursuant to [910 Assessment Policy](#).
 - c) Development of a service plan, pursuant to [907 Service Plan and Monitoring Policy](#).
 - d) Adult protective services counseling, as part of the development of the service plan, for the client and their family.
 - e) Monitoring of the service plan, pursuant to [907 Service Plan and Monitoring Policy](#).
 - f) A reassessment and modification of the service plan pursuant to [908 Reassessment Policy](#).

REFERENCES [Adult Protective Services Program Manual of Policies and Procedures](#)

- 33-520

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

[Welfare and Institution Codes](#)

- 10553
- 10554
- 15763(a)(1) and (c)
- 15766

ATTACHMENTS [907 Service Plan and Monitoring](#)
[908 Reassessment](#)
[910 Assessment](#)
