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:**	Revised
Effective Date:	**1/15/2026**	**Revision Date:**	10/28/2026
Approved:	**Signature on file**		

PURPOSE

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

DEFINTIONS

Refer to the Adult Protective Services (APS) Glossary.

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.

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.

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)
