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

Program/Area:	**Adult Services/Adult Protective Services**		
Title:	**Tangible and Non-Tangible Support Services Policy**		
Number:	**911**	**Status:**	Revised
Effective Date:	**03/24/2026**	**Revision Date:**	10/28/2026
Approved:	**Signature on file**		

PURPOSE

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

DEFINTIONS

Refer to the Adult Protective Services (APS) Glossary.

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
e. Any other activity requiring the exercise of discretion or judgement by the adult protective services worker.

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
