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:**	Revised
Effective Date:	**5/4/2026**	**Revision Date:**	10/28/2026
Approved:	**Signature on file**		

PURPOSE

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

DEFINITIONS

Refer to the Adult Protective Services (APS) Glossary.

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
