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ORANGE COUNTY SOCIAL SERVICES AGENCY
ADULT SERVICES
POLICY AND PROCEDURE MANUAL

Program:	**Adult Protective Services**	**Number:**	SH 20.3.3
Subject:	**Case Closing**	**Date:**	9/1/00
Approved:	Signature On File	**Replaces:**	
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I. PURPOSE

The purpose of this procedure is to provide guidelines and instructions for Adult Protective Services (APS) case closure.

II. POLICY

Cases shall be closed when the client no longer requires services, or no further resolution is possible and no protection issues exist, or the client refuses services. Whenever possible, the closure of a case shall be a joint decision between the social worker and the client.

The APS Closing Summary (FE-APS-10) is the instrument which OrangeCounty social workers will use to document case closures. This form is located on the (O:) drive. See Forms, SH 20.8.

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III. PROCEDURE

A. In no instance shall the case remain open under the following circumstances:

1. APS is not needed.
2. The client dies.
3. The client moves out of county jurisdiction. If appropriate, the case is to be referred to another APS agency.
4. All reasonable attempts to locate the client have been unsuccessful.

B. Cases shall be closed within 30 days of the following circumstances, unless there is ongoing case activity that requires the case to remain open:

1. The potential for harm is removed or the client's situation is stabilized.
2. The intervention plan goals and objectives have been met.
3. The client is unavailable for services due to long-term institutional placement.
4. The client refuses services, or services cannot be delivered because of lack of cooperation from the client, and the social worker has determined that the client's refusal or non-cooperation is not a result of undue influence by others, or the client's inability to cooperate.
5. The client has been referred to another agency/resource that has accepted responsibility for the client and protection issues have been resolved.

C. At case closure, the social worker shall complete the APS Closing Summary (FE-APS-10), including the following information:

1. The reason for case closure.
2. A summary of allegation findings.
3. The services provided.
4. The extent to which the goals of the service plan have been accomplished.
5. Supportive resources now in place.
6. Possible future action, if any.

D. The social worker shall fill in the date of case closure in the "negative code" section of the Case Assignment and Activity Datasheet (F063-43-28, revised 7/24/00). See Forms, SH 20.8.

E. The supervisor shall document approval of the case closure. See Mandatory Supervisory Case Reviews, SH 20.3.4.

F. The case folder, and the Case Assignment and Activity Datasheet shall be routed to the office technician. The office technician shall close the case on the Case Data System (CDS) and the APS database, as well as file the case in the in-house closed files.

IV. REFERENCES

California Department of Social Services (CDSS) AllCounty Letter No. 99-95, December 17, 1999

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