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ORANGE COUNTY SOCIAL SERVICES AGENCY
ADULT SERVICES
POLICY AND PROCEDURE MANUAL

Program: **Adult Protective Services** **Number:** SH 20.5.2

Subject: **Tangible Services** **Date:** 12/1/00

Approved: Signature On File **Replaces:**

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I. PURPOSE

The purpose of this procedure is to facilitate the appropriate provision of Tangible Services to Adult Protective Services clients.

II. POLICY

The resources available to provide tangible support services are limited. Therefore the following issues should be considered before tangible support services are requested:

A. Other Resources

The social worker should explore the following resources, which may be available to meet the client's needs:

1. The client's own resources.
2. Other publicly funded programs such as the Special Circumstances Program, SH 3.3.9.
3. Privately funded programs.

B. Intervention Plan

There should be a reasonable expectation that an intervention plan can be developed to address the underlying problem. For example, providing funds to reconnect utilities may not be an effective use of tangible support services if the client does not have the financial resources or cognitive ability to continue payment.

III. BACKGROUND

California Senate Bill 2199 states that, "Each county shall provide tangible support services, to the extent resources are available, which may include, but not be limited to: emergency food, clothing, repair or replacement of essential appliances, plumbing and electrical repair, blankets, linens and other household goods, advocacy with utility companies, and emergency response units." Other types of services frequently provided include transportation (e.g., ambulance and taxi services), moving expenses, utility payments, and medication. Tangible support services are limited in duration (usually one-time-only) and are not an ongoing source of support for a client.

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IV. PROCEDURE

A. Social Worker

1. Determine what goods or services the client needs to be safe in their home.
2. Review the client's options for acquiring the needed goods or services.
3. Evaluate which option is the most appropriate, in terms of immediacy of the need, availability of the goods or services and cost.
4. Select a vendor to provide the needed goods or services. Inquire about the vendor's license and insurance. Preference will be given to those vendors that have a contract or price agreement with the Social Services Agency. See Attachments A and B for vendors who provide taxi services and medical equipment.
5. Complete a Services Agreement & Liability Waiver form (F063-43-41) and obtain the client's signature. See Forms, SH 20.8.
6. Complete and submit an Adult Services Client Services Request form (F063-43-38) to a supervisor for approval of expenditure, if the service requires the use of APS funds. Refer to Petty Cash Fund, SH 10.5.1 for further instructions, and Forms, SH 20.8.

V. REFERENCES

California Department of SocialServicesAllCounty Letter No. 99-16, March 26, 1999
Welfare and Institutions Code (WIC) sections 15760 and 15763(f)

VI. ATTACHMENTS

Attachment A: Taxi Services
Attachment B: Medical Equipment

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