



IHSS

IN-HOME SUPPORTIVE SERVICES
TRAINING ACADEMY

A PROJECT OF SAN DIEGO STATE UNIVERSITY SCHOOL OF SOCIAL WORK

Deciding When to Fire a Provider

As an employer, you have the right to fire your provider for any reason, but you should think about this decision carefully before you take action.

Can the problems be solved?

- It can be hard to tell someone that you no longer need their services. Try to work on any minor problems with your provider before you decide to fire him/her.

Talk to your provider about your concerns.

- Try to tell your provider as soon as you see a problem. It is best not to let problems build up, but if they do, make a list of the things you are unhappy about and decide what must change in order for you to keep your provider. Have an open talk with your provider and reach agreements about any improvements you need to see in his/her job performance. Tell him/her when the improvements will need to be made.
- Remember that communication is a two-way street. Allow your provider to ask questions and be open to any thoughts and concerns he/she may have.
- If you are not comfortable about having this talk alone, ask a friend or family member to be there to support you.

If your provider is not willing to improve.

- If your provider does not improve his/her performance, it may be time to end his/her employment. If it is possible, it is best to give your provider two weeks' notice. This will give him/her time to look for a new job and you time to get a new provider.

Terminate an unsafe provider right away!

- If your provider is treating you in an abusive or threatening manner, you should call 911 and fire him/her immediately. Your personal safety is most important. If you need help doing this, call your IHSS county office, friends, or family members to help you.

Some reasons for firing your provider might be:

- Not meeting your care needs
- Stealing your money or personal property
- Coming in late often or not coming to work at all
- Using your personal property without permission

If you have to fire your provider without notice, you have several options to find a new person quickly:

- Contact your Public Authority for a list of available providers.
- Ask a family member or friend for short-term help (remember all providers must be fingerprinted and pass a criminal background check to be paid by IHSS).

Always contact your IHSS county office if you change providers.

For more information, contact your local county IHSS office.