



COA Public Authority Registry IP Removal Policy

The COA Public Authority retains the exclusive right to list, refer, or remove an Independent Provider (IP) from the Registry. The Registry is a referral service in place for the express purpose of assisting IHSS consumers in locating potential providers. Providers may work for any IHSS consumer choosing to hire him/her with or without the assistance of the Registry. Removal from the Registry does not preclude a provider from securing work as an IHSS independent provider.

The IHSS consumer is the employer and is responsible for selecting, hiring, firing, and managing their independent provider(s). The Public Authority maintains the right to support the consumer by removing IPs from the Registry, as it deems necessary. The Public Authority will consider personality conflicts and other issues prior to taking any action to remove an IP from the Registry.

Policy Minor Offense

One or more complaints from consumers concerning the following behavior may be considered grounds for removal from the Registry:

- Repeatedly failing to appear at scheduled interviews without notice;
- Repeated tardiness for work with or without reasonable cause;
- Discourtesy toward consumer or relatives;
- Refusal to do the tasks authorized and agreed to at the time of hire;
- Not performing requested and authorized tasks during work hours;
- Constantly talking or watching TV instead of working;
- Inadequate job performance;
- Asking the consumer to supplement the allowable IHSS wage;
- Not returning consumer phone calls;
- Not returning Public Authority phone calls;
- Not updating their registry files on a monthly basis;
- Rude and inappropriate behavior.

Policy Major Offense

Due to the serious nature of a major offense, one consumer complaint may result in removal of an IP from the Registry. As mandated reporters, some offenses require Registry staff to file a report with Adult Protective Services or law enforcement. Examples of major offences include but are not limited to:

- Abuse of any sort;
- Dishonesty, theft;
- Drug/alcohol use on the job or arriving to work under the influence;
- Damaging the consumer's property including ruining clothing;
- Safety/neglect issues, for example leaving the consumer in a preventable, and unsafe, situation.

Provider Removal Procedures

The COA Public Authority will review the nature of the complaint with the complaining consumer, or representative, and follow up with the IP. A written record of the discussions will be maintained in the dated notes section of the software database used by the Public Authority in the consumer and the IP profiles.

- The Public Authority maintains the right to have sole responsibility for evaluating the situation and determining what action to take, if any.
- If the complaint is determined to be valid by Public Authority staff, the provider will be removed from the Registry.
- The IP will receive written notification of his/her removal from the Registry within ten working days following final determination.
- The IP will be informed of his/her right to appeal the decision.
- The IP may appeal this action to the IHSS Public Authority Director whose decision is final.