



IHSS

IN-HOME SUPPORTIVE SERVICES
TRAINING ACADEMY

A PROJECT OF SAN DIEGO STATE UNIVERSITY SCHOOL OF SOCIAL WORK

Supervising Your Provider

As an employer, you will need to supervise your provider. This may feel uncomfortable if you have never done this before. However, the following information may help.

1. Let your provider know what tasks must be completed each time he/she works.

If it seems like there is not enough time to do all the authorized services, you and your provider should talk about how to make the best use of the IHSS time authorized. If your condition changes and you need more or less hours, contact your county IHSS office.

2. Communicate your needs.

Your provider needs to know how you like things done so he/she can complete tasks in a way that works for you.

- Be clear. Explain in as much detail as possible how you would like your provider to complete each authorized task. Keep in mind the amount of time your provider has to do the task. You may be more comfortable starting with things like housework or laundry before talking about any personal care needs.
- Be patient. You may need to remind your provider how you would like him/her to do things more than once.
- Be specific. If you would like your authorized tasks done in a specific way, let your provider know.

3. Be reasonable in what you expect.

A new provider may need to work for you a few times before learning your expectations and needs.

4. Let your provider know how things are going.

- Say something positive when he/she does things the way you like them done.
- Say something to correct your provider when tasks are not completed the way you want them. Politely let him/her know how you specifically want things done.

Some helpful tips include:

- Use a friendly tone of voice.
- Don't blame or humiliate your provider.
- Treat your provider with respect.

5. It is important NOT to ask your provider to do unauthorized tasks or services not covered.

When the social worker assesses your needs, he/she will decide which IHSS services to authorize for you. You should not ask your provider to do services not authorized or not covered by IHSS. If you need help with tasks not covered by the IHSS program such as taking care of pets, assistance with mail or finances, or accompaniment to social activities, you should ask family members, friends, church volunteers, or others to help you.

6. Make good use of time.

As your provider's employer and supervisor, it is your job to make sure he/she is completing the IHSS services within the authorized time. Your provider should not be doing anything except providing IHSS services to you while they are being paid as an IHSS care provider.

Your provider should NOT be:

- Making personal telephone calls
- Watching TV
- Spending too much time visiting with you
- Bringing children or others to work
- Doing his/her personal business or activities

For more information, contact your local county IHSS office.