

# Discontinuing a Partnership with a Service Provider Policy

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The Academy for Professional Excellence is a project of the San Diego State University School of Social Work

# Discontinuing a Partnership with a Service Provider Policy and Procedure

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## Purpose

This policy details the process for discontinuing a Partnership with a Service Provider.

## Audience

This policy is shared with and informs the work of CWDS staff and Service Providers.

## Helpful Definitions:

- **Facilitators:**
  - Anyone who facilitates one of our workforce development events, including staff facilitators and service providers.
- **Staff Facilitators:**
  - Internal Academy employees who facilitate workforce development events as part of their job duties.
- **Service Providers:**
  - External IES Employees, Vendors, and Independent Contractors who facilitate workforce development events as part of their job duties.

## Policy

There are a variety of reasons why a service provider will end their partnership with CWDS. It is important that we document properly in Access PlanIt if the person has retired, resigned, or been laid off, and whether or not this person is eligible to be re-hired. If re-hired whether or not they need to go back through all of our onboarding processes.

### IES Employee Inactivity Deactivation

If a service provider is paid as an IES Employee and does not provide a service and/or submit a paycheck for CWDS for more than 6 months, IES is legally obligated to deactivate the service provider. To support our IES Employees in maintaining an active status with IES and CWDS, CWDS runs a monthly report, if

an IES Employee has not delivered a service in 3 months and does not have anything scheduled in the future the Development Operations Supervisor will reach out to that IES Employee via email to let them know they are at risk of deactivation and work with them to determine if they want to continue working with us and if they do then works to determine what could keep them active. If the IES employee is unable to provide a service and/or submit a paycheck for 6 months they will be deactivated with IES. If they wish to return at a later time they can reapply with CWDS.

#### Service Provider Initiated: Discontinuing a partnership with the Academy

There will be times when a Service Provider wants to discontinue their partnership with CWDS. We ask that they email the Development Operations Supervisor, letting them know what date they would like to be their last day, the reason, and if they would be interested in working with us again in the future.

#### Academy Initiated: Discontinuing a partnership with a Service Provider

We hope that through a coaching process, we can arrive at a mutual understanding of how to move forward AND there may be times when we are unable to come to an agreement, and/or there may also be a pattern of behavior that impacts others and demonstrates that the partnership needs to be discontinued.

Some examples of behavior that could contribute to a pattern are:

- Behaviors not in alignment with our core values:
  - Reported by our CWDS Operations Staff
  - Reported in the open-ended section of End of Day Survey
  - Reported by a learner
  - Reported by an agency partner
  - Reported by a CWDS staff member (if the staff member witnesses the behavior, they must first address the behavior with the facilitator and then report the behavior)
  - Reported by a co-facilitator (it is an expectation that the co-facilitator first address the behavior directly with their co-facilitator and also report the behavior; this can be done via the Facilitator Feedback Form or via an email to an Academy representative.)

- Low facilitator score: A facilitator who regularly (more than 5 times in a FY) falls below 3.25 for the overall facilitator score for their workforce development events
- A Service Provider who regularly cancels training at the last minute (within 24 hours of the event).
  - The reasons can vary for this.
- When a service provider signs up for and cancels their training (before the 24-hour mark) for any reason more than 5 days in a FY.
- When a service provider is unwilling or unable to meet with us to discuss worries.
- When a service provider is unwilling or unable to receive the feedback provided.
  - Examples Include:
    - They dismiss the feedback
    - They blame others for the behavior that feedback is being provided about
    - They make excuses or defend the behavior they are receiving feedback about
    - They deny they engaged in the behavior they are receiving feedback about
- When a service provider is unwilling or unable to make changes to mitigate a worry.
- Some examples of impact are:
  - impeding the transfer of learning
  - damage to our reputation
  - creating additional workload for our internal staff
  - harm to staff or learners
- All service providers are at will.
  - SDSU Foundation At Will Message:
    - The fact that an employee's appointment is projected to last through a particular date does not mean that the employee has a contractual or other legal right to employment through that date. To the contrary, continuation of employment with SDSU Research Foundation is always dependent on the employee's performance and/or the needs of the project or department. SDSU Research Foundation maintains a strict policy of "at will" employment with respect to both the duration and the terms and conditions of the employment relationship. This means that

SDSU Research Foundation reserves the legal right to change the terms and conditions of the employment relationship or to terminate that relationship, at will, with or without cause or prior notice. This policy of “at will” employment is not subject to change and includes but is not limited to appointment, reappointment, promotion, demotion, discipline, and termination. All SDSU Research Foundation Project employees are appointed for a projected period of no more than one year at a time, with the appointment automatically expiring not later than the end of the project year for project employees. As a condition of obtaining or retaining employment, employees or applicants may be required to be fingerprinted, pass a physical exam and/or pass a security clearance.

- IES At-Will Employment Statement
  - IES is an “at-will” employer and operates under the provision that employees have the right to resign their position at any time, with or without notice and with or without cause. IES and our clients have similar rights to terminate the employment relationship at any time, with or without notice and with or without cause. IES makes no representations, assurances or promises that you will be promoted or transferred to another position as an employee of the Client, or any other IES client.
- Vendors and Independent Contractors (IC):
  - Vendors and ICs have purchase orders in place and are only paid for service rendered. A vendor or IC may terminate their relationship with us at any time and SDSU Foundation is also able to terminate their relationship with the Vendor or IC at any time.

## **Procedure**

When the decision to discontinue a partnership is made and prior to deactivating the Service Provider in Access Planit, the WMD Manager or Facilitator Supervisor schedules a meeting with the Training Coordinator Supervisor and County Consultant Supervisors to discuss training schedule impacts and Service Provider training needs.

- The Training Coordinator Supervisor is responsible for communicating with Training Coordinator team to explore coverage for training schedule vacancies due to discontinued partnership. If there are vacancies that can not be covered by current facilitator pool, Training Coordinator Supervisor will communicate with Development Operations Supervisor and County Consultant Supervisors to explore facilitator recruitment to meet training needs.
- The Development Operations Supervisor is responsible for communicating with Development Operations Coordinator on potential facilitator recruitment to meet training needs as well as timeline for recruitment.

### **Responsibility**

All of CWDS plays a role in following this policy. The WMD team is responsible for updating and ensuring the policy is followed.



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