In order to establish consistency and clear communication amongst clients, employment agencies, DDD case resource managers and Thurston-Mason County Developmental Disabilities staff, the following guidelines have been established when terminating an employment service.

1) These guidelines should be communicated to a participant when he or she begins services with an agency.

2) If the client and/or the agency desire to discontinue their service relationship at any time, the agency will:
   a) Notify the case resource manager and discuss the service end date
   b) Send a letter to the client indicating:
      • When agency services will end (allowing enough time for the client to respond and establishing a response date)
      • What the client should do to continue services or re-enter at a later date
      • Send a copy of the letter to the case resource manager and County staff
   c) Complete and send an Agency Request to End Services form to the County

3) If a client misses more than two consecutive appointments, or if there are chronic challenges with attending appointments, the agency will review this policy with the client, document the challenges and/or missed appointment, contact the case resource manager to discuss the situation, and inform County staff. In addition, agencies must notify County staff and the case resource manager if a client goes without services for a month.

4) Agencies must notify County staff and the case resource manager if a client does not receive services for a period of 90 days. If there are extenuating circumstances and services are expected to resume in the future, the agency, County staff and the case resource manager will determine if the County Service Authorization should be temporarily suspended or closed and reopened at a later date.