

**111—10.9(216B) Applicant's and eligible individual's rights.** The counselor/teacher must inform the applicant or eligible individual of the applicant's or eligible individual's rights as follows:

**10.9(1)** A written statement of rights, which sets forth the department's policies and practices with regard to administrative review, fair hearing, confidentiality of records and nondiscrimination, shall be provided to the applicant as a part of the application process.

**10.9(2)** When an applicant is determined ineligible to receive vocational rehabilitation services, the applicant shall receive written notification of the right to appeal and information concerning services available through the Iowa client assistance program.

**10.9(3)** The individual plan for employment will include a statement that the individual has been informed of the department's policies regarding administrative review, fair hearing, confidentiality of records and nondiscrimination.

**10.9(4)** Upon termination of services through the standard case closure procedure, the individual shall be given a written statement of the right to appeal the termination, including information about services available through the Iowa client assistance program.

**10.9(5)** When disagreement occurs, staff shall verbally inform the applicant or individual of the right to appeal and provide information about services available through the Iowa client assistance program.