

441—61.8(217) Adverse service actions.

61.8(1) Denial. Services shall be denied when it is determined by the department that any of the following reasons apply:

- a. The client is not in need of the service.
- b. The client is not legally eligible.
- c. The service is not covered in the state refugee program plan.
- d. There is another community resource available to provide the services or a similar service free of charge to the client that will meet the client's needs.
- e. The service for which the client is eligible is currently not available. A list of these services will be posted in the bureau's offices.
- f. Funding is not available to provide the service. A list of services not available due to lack of funding shall be posted in the bureau offices.
- g. The client refuses to allow documentation of eligibility.
- h. The services requested are those for which other resettlement agencies are contractually responsible.
- i. The person requesting service has been in the United States more than 60 months and the services requested do not include referral, interpretation, citizenship, or naturalization services.

61.8(2) Termination. A particular service may be terminated when the department determines that any of the following reasons apply:

- a. The need to attain the goals to which the service was directed has been achieved.
- b. After repeated assessment, it is evident that the family or individual is unable to achieve or maintain goals set forth in the individual employability plan.
- c. After repeated efforts, it is evident that the client is unwilling to accept further service.
- d. The service is no longer available in the Iowa state refugee program plan.
- e. There is another community resource available to provide the services or a similar service free of charge to the client that will meet the client's needs.
- f. Funding is not available to provide the service. A list of services not available due to lack of funding shall be posted in the bureau's offices.
- g. The person receiving service has been in the United States more than 60 months and the services the person is receiving do not include referral or interpretation services.

61.8(3) Reduction. A particular service may be reduced when the department determines that any of the following reasons apply:

- a. Continued provision of service at its current level is not necessary. The department shall determine the level to which the service may be reduced without jeopardizing the client's continued progress toward achieving or maintaining the goal.
- b. Another community resource is available to provide the same or similar service to the client, at no financial cost to the client, that will meet the client's need.
- c. Funding is not available to continue the service at the current level. The client shall be reassessed to determine the level of service to be provided.

61.8(4) Notice of adverse action. In case of an action to terminate, reduce, or deny services, the bureau shall give notice to the person or persons affected.