441—130.4(234) Adverse service actions.

130.4(1) *Denial.* Services will be denied when it is determined by the department that:

a. The client is not in need of service;

b. The client is not financially eligible;

c. The service to be provided is not in the Social Services Block Grant Pre-Expenditure Report;

d. There is another community resource available to provide the service or a similar service free of charge to the client that will meet the client's needs;

e. In cases other than protective service investigation, the client, parent, or representative refuses to sign the application form;

f. The service for which the client is eligible is currently not available; or

g. Funding is not available to provide the service.

130.4(2) *Termination.* A particular service may be terminated when the department determines any one or combination of the following factors:

a. The specific need to attain the goals and objectives 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 the goals set forth in the individual client service plan;

c. After repeated efforts, it is evident that the family or individual is unwilling to accept further service;

d. The client's income or resources exceed the financial guidelines, or the client no longer meets other eligibility criteria established by the department for the service;

e. The service is no longer offered or available from the department;

f. Another community resource is available to provide the service or a similar service free of charge to the client that will meet the client's needs;

g. The client refuses to allow documentation of eligibility as to need, income, and resources; or

h. Funding is not available to provide the service.

130.4(3) *Reduction.* A particular service may be reduced when the department determines one of the following:

a. Continued provision of service at its current level is not necessary. The department will 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 needs.

c. Funding is not available to continue the service at the current level. The client will be reassessed to determine the level of service to be provided.

130.4(4) *Pending changes.* The department will endeavor to make clients aware of pending changes in services to be provided by social services block grant from one program year to the next, particularly for those services that will no longer be available. This requirement also applies to time-limited services.

130.4(5) *Notice and appeal.* Notice of adverse service actions will be issued in accordance with 441—Chapter 16 and may be appealed pursuant to 441—Chapter 2506.

[**ARC 0770D**, IAB 11/25/26, effective 1/1/27]