

Section I

Administrative Policies

Purpose: Section I assists the contractor in conducting administrative activities such as assuring client access to services and managing client records.

CLIENT ACCESS

The contractor must ensure that clients are provided services in a timely and nondiscriminatory manner. The contractor must:

- Have a policy in place that delineates the timely provision of services;
- Comply with all applicable civil rights laws and regulations including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, and ensure services are accessible to persons with Limited English Proficiency (see <http://www.lep.gov/>) and speech or sensory impairments;
- Have a policy in place that requires qualified staff to assess and prioritize client's needs;
- Provide referral resources for individuals that cannot be served or cannot receive a specific service; and
- Manage funds to ensure that established clients continue to receive services throughout the budget year.