

1 shall follow the provisions as set forth in Subparagraph 13.1 of this
2 Agreement.

3 14.1.5 CONTRACTOR shall provide to HCA, in a form
4 approved by HCA, information pertaining to complaints, as well as CONTRACTOR's
5 response to any complaints as described above within ten (10) business days of
6 the complaint, except as provided in Subparagraph 14.1.4. CONTRACTOR shall
7 provide a summary of all complaints and/or negative comments as prescribed and
8 on a format approved by HCA. Complaints include, but are not limited to,
9 complaints from CLIENTs, other COUNTY contracted service providers, community
10 organizations, and the public.

11 15. CONTRACTOR STAFF

12 15.1 Recruitment and Hiring Practices

13 15.1.1 CONTRACTOR shall use a formal recruitment plan,
14 which complies with Federal and State employment and labor regulations.
15 CONTRACTOR shall hire staff with the education and experience necessary to
16 appropriately perform all functions

17 15.2 Language Diversity

18 15.2.1 CONTRACTOR shall employ staff with experience in
19 placing CLIENTs with a limited English vocabulary in an environment that
20 facilitates the development of the English language. CONTRACTOR's staff shall
21 be able to read, write, speak, and understand English. CONTRACTOR shall
22 provide bilingual staff to serve CLIENTs in the language they speak. The ratio
23 of bilingual staff shall be consistent with and proportional to the target
24 population, as determined by HCA. In addition, CONTRACTOR shall be required
25 to provide translation services for all other languages as needed to ensure
26 all participants are provided services in the language they speak.

27 15.2.2 CONTRACTOR shall comply with all COUNTY, State,
28 and Federal regulations regarding Limited English Proficiency (LEP). LEP

