



**Catholic Charities of Santa Clara County (CCSCC) is soliciting:**

**SOLICITATION TYPE:** REQUEST FOR QUALIFICATIONS PLUS PRICE  
**RFQ NUMBER:** CCSCC- RFC102423-2  
**DESCRIPTION:** FOSTER CARE ADMINISTRATIVE REVIEW SERVICES  
**ISSUE DATE:** **Wednesday, October 25, 2023**  
**RESPONSE DUE DATE:** **Wednesday, November 15, 2023**  
**RESPONSE DUE TIME:** **3:00 PM PST**  
**MAIL OR EMAIL RESPONSE TO:** Jennifer Long, Director of Compliance and QA  
Catholic Charities of Santa Clara County  
2625 Zanker Rd. Ste. 200  
San Jose, CA 95134  
**Email:** [jlong@catholiccharitiesscc.org](mailto:jlong@catholiccharitiesscc.org)

**DIRECT INQUIRIES TO:** Jennifer Long, Director of Compliance and QA  
**Email:** [jlong@catholiccharitiesscc.org](mailto:jlong@catholiccharitiesscc.org)

**All Responses are subject to the Conditions, Instructions and the Specifications attached hereto.**

**Late submissions will not be accepted.**

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## **REQUEST FOR QUALIFICATIONS**

Catholic Charities of Santa Clara County (CCSCC) is a private, non-profit corporation based in San Jose, CA. CCSCC provides a broad range of services, including job-skills training and placement, older adult services, mental health and substance abuse counseling, housing assistance, financial education, immigration support, refugee resettlement and educational services.

CCSCC is seeking qualified vendors, i.e. firms and/or individuals, to enter into rate agreements to conduct administrative review services for up to one hundred (100) youth being served by its Refugee Foster Care (RFC) Program. The administrative reviews will be conducted for foster youth, ages 0 to 20, in the RFC Program in accordance with the California Department of Social Services, Manual of Policies and Procedures, Child Welfare Services [CDSS/MPP/CWS] Division 31, Sections 31-025 through 31-065. CCSCC anticipates the need for the requested services beginning January 1, 2024.

## **SUBMITTAL INSTRUCTIONS**

**RESPONSE DUE DATE & TIME:** **Wednesday, November 15, 2023, 3:00 PM PST**

**MAIL, HAND DELIVER OR EMAIL RESPONSE TO:**

Jennifer Long, Director of Compliance and QA  
Catholic Charities of Santa Clara County  
2625 Zanker Rd. Ste. 200  
San Jose, CA 95134  
**Email:** [jlong@catholiccharitiesscc.org](mailto:jlong@catholiccharitiesscc.org)

Vendors interested in submitting their statement of qualifications and rates for consideration by CCSCC in response to this Request for Qualifications (RFQ) must submit the information requested in Attachment A - Statement of Qualifications and Attachment B - Rate Request, no later than 3:00 PM PST on Wednesday, November 15, 2023.

## **QUESTIONS PRIOR TO SUBMISSION**

Should you have any questions regarding submitting a response to the RFQ, please submit your questions in writing, no later than 5:00 PM PST on Wednesday, November 1, 2023, to the attention of: Jennifer Long, Director of Compliance and QA, by email at [jlong@catholiccharitiesscc.org](mailto:jlong@catholiccharitiesscc.org). Inquiries received after the stated deadline will not receive a response. All inquiries must include an email to receive a response. All vendor inquiries received will be responded to via email by 5:00 PM PST, on Monday, November 6, 2023.

## **VENDOR SELECTION PROCESS**

The vendor(s) will be selected based upon price; however, due to the nature of the services requested, the qualifications of the organization and personnel proposed to perform the services will be evaluated by CCSCC prior to entering into a rate agreement. CCSCC anticipates that qualified vendors will demonstrate experience in providing case planning and/or case plan assessment services to foster youth

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or other special needs populations. Qualified vendor(s) will be notified by Tuesday December 5, 2023 to enter into negotiations to establish a rate agreement with CCSCC.

CCSCC anticipates the possible need to enter into rate agreements with multiple qualified vendors to ensure administrative review services are completed in a timely manner to ensure the RFC Program maintains compliance with mandated administrative review regulatory requirements; however, submission of a response to this RFQ does not guarantee that CCSCC will enter into a rate agreement with the vendor.

## **SCOPE OF SERVICES**

CCSCC is seeking qualified vendors, i.e. firms and/or individuals, to enter into rate agreements to conduct administrative review services for up to one hundred (100) youth being served by its Refugee Foster Care (RFC) Program. The administrative reviews will be conducted for foster youth, ages 0 to 20, in the RFC Program in accordance with the California Department of Social Services, Manual of Policies and Procedures, Child Welfare Services [CDSS/MPP/CWS] Division 31, Sections 31-025 through 31-065. CCSCC anticipates the need for the requested services beginning January 1, 2024.

## **REFUGEE FOSTER CARE (RFC) PROGRAM**

CCSCC operates the Refugee Foster Care (RFC) Program, which helps unaccompanied refugee minors develop appropriate skills to enter adulthood and to achieve self-sufficiency. The RFC Program ensures that eligible unaccompanied minor populations receive the full range of assistance, care and services available to all foster children in the State of California by establishing a legal authority to act in place of the child's unavailable parent(s).

Since its inception, the RFC Program has provided placement and foster care services to more than 100 children as a licensed Foster Family Agency. Children eligible for the RFC Program are unaccompanied, and are refugees, Cuban-Haitian entrants, asylees, victims of human trafficking, certain minors with Special Immigrant Juvenile Status, humanitarian parole, and/or U visa holders from all over the world. Refugee children who enter the U.S. with family but experience a family breakdown may also be eligible to participate in the program.

While the youth served by the RFC Program are amazingly resilient, there are several factors that may impact their needs and progress. It is important to understand that these youth have a multiplicity of needs as they are learning to adjust to a new country, new resource family or transitional housing program, and a new way of life. Youth in the RFC Program have endured trauma in their home country, in refugee camps and/or on their journey to the United States. In addition, many of the youth have extensive histories of loss and abandonment, which may understandably impact their ability to relate to and/or trust others.

Upon entry into the RFC Program, each youth is required to have a written case plan developed to ensure they are provided with the care and protection consistent with their best interests and special needs. In

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in addition, an administrative review is required to be conducted every six (6) months to determine the appropriateness of foster care placement; continued appropriateness and extent of compliance with the case plan, and the adequacy of services provided for the youth. The administrative review is required to be conducted by a qualified individual(s), who is not responsible for the case management of, or the delivery of services to, either the youth or the caregiver(s) who are the subject of the review.

**PRIOR YEAR NEED FOR ADMINISTRATIVE REVIEWS**

From July 2022 through June 2023, a total of sixty-eight (68) administrative reviews were conducted for a total of seventy-two (72) youth. Each administrative review required an average of 2.5 to 3.0 hours of staff time to complete.

<b>ADMINISTRATIVE REVIEWS BY MONTH &amp; NUMBER OF YOUTH REVIEWED</b>		
<b>MONTH OF SERVICE</b>	<b>NUMBER OF REVIEWS CONDUCTED</b>	<b>NUMBER OF YOUTH REVIEWED*</b>
July 2022	3	5
August 2022	5	5
September 2022	7	8
October 2022	6	6
November 2022	3	3
December 2022	9	9
January 2023	3	4
February 2023	5	5
March 2023	11	11
April 2023	5	5
May 2023	4	4
June 2023	7	7
<b>TOTAL</b>	<b>68</b>	<b>72</b>

*\*Some reviews involve sibling groups, which may involve multiple youth being reviewed at once.*

<b>AVERAGE AMOUNT OF TIME IN HOURS REQUIRED PER ADMINISTRATIVE REVIEW**</b>			
<b>REVIEW TASK</b>	<b>CURRENT YOUTH</b>	<b>NEW YOUTH</b>	<b>CURRENT SIBLING GROUPS</b>
File Review	1	1	0.50
Interview(s)	1	1.50	0.75
Summary Report	0.50	0.50	0.50
<b>TOTAL</b>	<b>2.50</b>	<b>3.0</b>	<b>1.75</b>

**ADMINISTRATIVE REVIEW SERVICES**

CCSCC is required to have an Administrative Review conducted once every six (6) months as long as a youth is in foster care. The RFC Program anticipates needing administrative reviews to be conducted for a minimum of three (3) youth at least once per week every month, beginning in January 1, 2024, for up to one hundred (100) youth.

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**ADMINISTRATIVE REVIEW PROCESS**

Beginning in August 2015, California counties began completing qualitative case reviews for child welfare services. These reviews are modeled after the Federal Child and Family Services Reviews (CFSRs) conducted by the Administration for Children and Families (ACF), Children's Bureau and are part of a larger continuous quality improvement (CQI) effort in the state.

In an effort to maintain consistency and alignment with state and county practices as well as to implement CQI measures within our RFC Program; the RFC Program conducts its administrative reviews utilizing a modified version of the attached CFSR, which only contain the questions related to youth in foster care. See *Attachment C - CCSCC - RFC Program Administrative Case Review Form*.

For each administrative review requested, the Reviewer(s) will receive a copy of the RFC Program Administrative Case Review Form and the youth's case plan for the period under review. The Reviewer(s) will be responsible for reviewing the case plan, case notes, charts, etc. and conducting applicable in-person or virtual interviews to determine:

1. the appropriateness of placement;
2. the continued appropriateness and extent of compliance with the case plan; and
3. the adequacy of services provided for the youth.

The youth may be allowed to do an over-the-phone interview if they are not available to attend in-person or virtually and rescheduling is not possible before the 6 month compliance period.

The Reviewer(s) must provide the opportunity for the following individuals to participate in the administrative review process:

- The youth;
- The current foster care provider(s); if the foster care providers cannot attend the review they will need to fill out the CCSCC Caregiver form before the review date. One of either is mandatory for the completion of the Administrative Review.
- The social worker(s) responsible for case management or service delivery; and
- The following individuals, on an as needed basis to obtain or request additional information from, but not limited to, school personnel, Educational/ILP Coordinators, Case Managers, therapist, or other service providers.

**Location of the Administrative Review**

The Reviewer will be provided with appropriate office space to conduct the document reviews and in-person interviews at CCSCC's main office located at 2625 Zanker Rd., San Jose, CA 95134. When office space is unavailable and when appropriate, virtual meetings are arranged in place of in-person reviews. CCSCC understands that scheduling conflicts may require after business hour in-person or over-the-phone interviews to be conducted to ensure the involvement of all necessary parties and will provide assistance, as needed, to arrange after-hour interviews, if requested by the Reviewer(s). In the case of virtual

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meetings, youth are to be encouraged to seek a safe and quiet space to be interviewed by the panel without parent(s)/guardian(s) presence.

[Administrative Review Summary Report](#)

Following the completion of the file reviews and interviews, the Reviewer(s) shall submit the completed RFC Program Administrative Review Tool and a written report summarizing their findings and any recommendations regarding the appropriateness of placement, the continued appropriateness and extent of compliance with the case plan, and the adequacy of service(s) provided for the youth. If any recommendations are made, the Reviewer(s) must include suggested timelines for action to be taken by the RFC Program to implement the recommendations. The Administrative Review Summary Report must be completed and submitted to CCSCC within fifteen (15) calendar days following the completion of each administrative review.

[Delays in Completion of the Administrative Review](#)

Administrative Reviews may be postponed or continued at the request of the youth, or of the resources parent(s), caregiver(s); or if the reviewer determines that additional time is needed to obtain or evaluate information necessary to make an appropriate case-related decision. No delays shall be allowed unless it is in the best interest of the youth. Any requested delays may not exceed ten (10) working days, and no more than one postponement or continuance will be permitted for each six (6) month review period.

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**ATTACHMENT A - STATEMENT OF QUALIFICATIONS**

Please provide the information requested in the chart below, Part I - Vendor Information and attach supporting documentation to provide the requested information in Part II - Vendor's Experience and Capacity to Provide Requested Services.

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PART I - VENDOR INFORMATION				
<b>Vendor Name:</b>				
<b>Vendor Type:</b>	Individual/Sole Proprietor or Single-Member LLC	<input type="checkbox"/>	C Corporation	<input type="checkbox"/>
	S Corporation	<input type="checkbox"/>	Partnership	<input type="checkbox"/>
	Nonprofit	<input type="checkbox"/>	Other:	<input type="checkbox"/>
<b>Address:</b>				
<b>Name of Person Completing This Form:</b>				
<b>Title:</b>				
<b>Email:</b>			<b>Phone:</b>	
<b>Name of Primary Point of Contact:</b>				
<b>Title:</b>				
<b>Email:</b>			<b>Phone:</b>	

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_



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**ATTACHMENT A - STATEMENT OF QUALIFICATIONS**

**PART II - VENDOR'S EXPERIENCE AND CAPACITY TO PROVIDE REQUESTED SERVICES**

In the order presented below, please submit the following information, limited to a maximum of five (5) narrative pages, to demonstrate the vendor's experience and capacity to provide the requested services:

1. Cover Letter, signed and dated by an authorized representative of the vendor, describing vendor's interest and commitment in entering into a rate agreement, if selected.
2. Supporting documentation that provides:
  - a. Details of the vendor's qualifications and length of experience in providing the services referenced in the RFQ or equivalent services for other special needs populations;
  - b. Details of the vendor's capacity and ability to provide the requested services at a minimum of once per week per month and the total number of available hours per week to conduct the services; and
  - c. Details of the vendor's experience working with youth who speak English as a second language, youth in foster care, and/or youth who have experienced complex trauma.
  - d. Details of the vendor's proposed staffing plan to provide the requested services, i.e. position title(s), professional experience with foster youth, refugee youth and/or other special needs populations, and experience preparing case plans and/or conducting case plan assessments. **NOTE:** *A maximum of two (2) staff may be assigned to conduct each individual administrative review requested; however, qualifications must be submitted for all staff anticipated to be assigned to provide services at any point in time.*
  - e. A budget justification, broken down by major cost categories, outlining the cost associated with the all-inclusive per hour or per review rate submitted in Attachment B - Rate Request.
  - f. Resume(s) of the staff proposed to provide the requested services.
  - g. Copies of relevant licenses and/or specialized training certificates of the staff proposed to provide the requested services.

**NOTE:** Vendors may submit a maximum of five (5) pages of marketing materials regarding their professional experience in providing the requested or related services in addition to the maximum five (5) pages of narrative information requested.

**Vendor submissions must be received, by Wednesday November 15, 2023, via mail, hand delivery or email to the attention of:**

Jennifer Long, Director of Compliance and QA  
Catholic Charities of Santa Clara County  
2625 Zanker Rd. Ste. 200  
San Jose, CA 95134  
**E-mail:** [jlong@catholiccharitiesscc.org](mailto:jlong@catholiccharitiesscc.org)

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**All submissions must meet the following document format specifications:**

- Maximum of five (5) Narrative Pages
- Printed on or formatted to print on 8 ½" x 11" paper
- Typed using 11pt or 12pt Arial, Calibri or Times New Roman Font
- Single-spaced
- 1" Margins on all sides
- Pages numbered consecutively

Hard copy submissions must be submitted in a sealed envelope that contains a signed original and four (4) copies. The document must be stapled or bound with a binder clip in the top left corner. Email submissions may be provided in WORD, EXCEL and/or PDF formats.

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**ATTACHMENT B - RATE REQUEST**

**PART I - BUDGET JUSTIFICATION**

CCSCC's Refugee Foster Care Program is operated utilizing Federal Funding; therefore, the agency is obtaining service rates in order to conduct a cost analysis amongst qualified vendors. Please complete and submit Attachment B - Rate Request, Part II - Administrative Review Services Rates.

A budget narrative, broken down by major cost categories, detailing the cost associated with the all-inclusive per hour of service or per review rate must be submitted as supporting documentation to Attachment B, Part II - Administrative Review Services Rate.

All service rates provided must include all costs associated with the delivery of services, i.e. time, materials, payroll taxes, mileage, etc. All rate agreements will be entered into based upon an all-inclusive per hour of service or per review rate only. A separate billable mileage rate and/or indirect cost rate will not be included in the rate agreement.

A maximum of two (2) staff may be assigned to conduct a single administrative review. If the vendor is proposing a 2-staff member review team(s), please ensure the "Total" line combines the rates for both staff proposed to provide the services. If a single individual is being proposed to conduct the review, please enter N/A in the second "Position Title and Name" columns and enter "\$0.00" in both rate columns. If a vendor is only proposing one billing rate, please enter "\$0.00" in the rate column that does not apply.

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**ATTACHMENT B - RATE REQUEST**

**PART II - ADMINISTRATIVE REVIEW SERVICE RATES**

RFQ NUMBER: CCSCC- RFC102423-2 - ADMINISTRATIVE REVIEW SERVICES			
<b>VENDOR NAME:</b>			
ADMINISTRATIVE REVIEW SERVICE RATES BY POSITION/REVIEW TEAM			
STAFF POSITION TITLE	STAFF NAME	RATE PER HOUR	RATE PER ADMINISTRATIVE REVIEW
<b>REVIEW TEAM TOTAL</b>			
<b>REVIEW TEAM TOTAL</b>			
<b>REVIEW TEAM TOTAL</b>			