

# **Request for Information: Housing Navigation Services**

## **RFI # 163-09252024KS**

### **A. INTRODUCTION**

Charlotte-Mecklenburg Schools (CMS) Recruitment, Retention and Talent Development division is seeking proposals from potential vendors that can provide housing navigation services for our teachers and staff. This support will assist them with rentals, home purchases, and understanding available benefits.

### **B. BACKGROUND**

To grow our economy and local workforce, we must have a strong viable education system, yet the high cost of living in the region makes it difficult for teachers to reside and work in our county. This presents a significant recruitment and retention challenge amidst a shrinking teacher pipeline. In a recent survey, 61% of Charlotte Mecklenburg Schools (CMS) teachers indicated that housing presents a challenge to working in CMS schools. Currently beginning teacher pay in NC is \$39,000, and with county support of our local supplement, the current starting new teacher annual salary in CMS is \$46,301. The mean teacher salary is \$60,092. The mode salary is \$46,302.00. Due to woefully low salaries for teachers and the sharp inclines in housing costs in the Charlotte-Metro region, it is cost-prohibitive to live and work in Charlotte without seeking external sources of income.

A 2019 Rand Corporation Study found that teacher quality was the most important school-related factor influencing student achievement. Quality teaching not only affects students' immediate achievement but also has long-term effects on future academic success, career opportunities, and socioeconomic status.

The strategy to recruit and retain top talent in Charlotte allows us to meet the goals outlined in the [Charlotte Mecklenburg Schools' Strategic Plan](#) 2029.

CMS is looking for an external vendor to offer ongoing housing navigation support for Charlotte-Mecklenburg teachers and staff. This support will assist them with rentals, home purchases, and understanding available benefits.

## C. OBJECTIVES OF THIS RFI

### Objective 1: Responsiveness

For each criteria, describe, to what extent, your product meets/does not meet the criteria.

<b>Criteria 1:</b> Potential vendors shall be able to provide support and response to educators within a 24 hour time period by phone or email.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> Meets <input type="checkbox"/> Does Not Meet

### Objective 2: Needs Assessment

<b>Prompt:</b> The potential vendor is able to assess the individual needs of a CMS teacher or staff member to determine the best support. This includes but is not limited to current needs, time period, transportation, pets, location or areas of town.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
<b>Criteria:</b> The potential vendor is able to ask questions to the customer to determine and understand family household income in order to provide the best matched support.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

### Objective 3: Provide Personalized Support and Resources

<b>Prompt:</b> Potential vendors will be able to use the needs assessment information to make connections for the employee to rental/home developers or supports that best match the needs identified.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
<b>Prompt:</b> The potential vendor has the ability to follow the employee experience until they are in their new rental/home or have the support needed. This could be several months.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

### Objective 5: Post Experience and Data Collection

<b>Prompt:</b> Potential vendors will be able to collect and use data to improve experience. This includes but is not limited to survey data, demographic data, approval percentage, start to end time, retention data, feedback from developers or partners.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium

	<input type="checkbox"/> Low
<b>Prompt:</b> The potential vendor has the ability to follow up with the employee after a set period of time to ensure satisfaction.	
<b>Justification/Comments with Examples:</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

#### D. Cost for Proposal Preparation

**THIS IS A REQUEST FOR INFORMATION ONLY.** This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue a RFP in the future. **This request for information does not commit Charlotte Mecklenburg Board of Education (CMBOE) to contract for any service whatsoever.** Invitees are advised that CMBOE will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense.

#### E. Reference to Other Data

Only information received in response to this RFI will be evaluated; reference to information previously submitted shall not be evaluated.

#### F. CMS Facts

Charlotte Mecklenburg Schools (CMS) is the nation's eighteenth largest school district in the nation and the second largest district in the state of North Carolina, with 112 elementary schools, 43 middle schools, 32 high schools. CMS offers an extensive range of magnet programs in 37 of these schools to nurture the talents of students who have interest and ability in specific areas. CMS serves over 150,000 students throughout the cities and towns of Mecklenburg County and provides support to 600+ secondary math teachers.

CMS is proud of its diverse mix of students who represent 187 different countries and various cultural and ethnic backgrounds. Of these 150,000+ students, 37% identify as African American, 27% identify as white, 25% identify as Hispanic, 7% identify as Asian. Of these students, 29% are identified as English Learners, 9% are identified as Students with Disabilities and 10% are identified as Academically Gifted.

## EXECUTION OF RFI #163-09252024KS

### INSTRUCTIONS TO RESPONDERS:

1. Potential Vendors should provide information by Wednesday October 2, 2024 at 3:00pm for furnishing services described herein. Electronic versions should be emailed to [korie.sietmann@cms.k12.nc.us](mailto:korie.sietmann@cms.k12.nc.us) with "Housing Navigation from <Potential Vendor name>" in the subject line.

**Do not mail in hard copies.**

**Faxed copies will not be accepted.**

2. CMS will review all information supplied and schedule a discussion session if it is determined that your solution suits the needs of CMS.

3. Discussions and demonstrations will be scheduled as needed to cover all areas specified in the general requirements.

### CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS

During the RFI period, each Potential Vendor submitting information (including its representatives, sub-contractors and/or suppliers) is *prohibited* from having any communications with any person inside or outside of CMS (this includes school-based personnel). CMS personnel have been notified that a "quiet period" has been put in place and have been instructed to reach out if any attempt at communication is made.

Please fill out the below Acknowledgement Form and email to [korie.sietmann@cms.k12.nc.us](mailto:korie.sietmann@cms.k12.nc.us) by 09/27/2024

### ACKNOWLEDGEMENT FORM

RFI #163-09252024KS, Housing Navigation Services

Date: \_\_\_\_\_

A. The undersigned service provider hereby certifies receipt of the Request for Information package for the Charlotte-Mecklenburg Board of Education, Charlotte, North Carolina RFI # \_\_\_\_\_.

Authorized Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

B. Please check the appropriate space provided below and provide the requested information:

\_\_\_\_\_ We plan to submit a Proposal in response to RFI # \_\_\_\_\_

Primary Contact Name: \_\_\_\_\_

Contact E-mail address: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Fax number: \_\_\_\_\_

Secondary Contact Name: \_\_\_\_\_

Contact E-mail address: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Fax number: \_\_\_\_\_

\_\_\_\_\_ We do not plan to submit a Proposal in response to RFI # \_\_\_\_\_

Reason: \_\_\_\_\_

\_\_\_\_\_