

Housing and Community Revitalization (Abridged Web Version)

Introduction. Founded in 1993, North American Management is a Small Disadvantaged Business. Since incorporation, North American Management has been a trusted partner to the public and assisted housing community, nation-wide. Our strong past performance records in the housing industry, reflects our unique capacity to empower each client to achieve measurable performance gains through technical, analytical, and solution based services.

Corporate Capabilities. North American Management provides our housing and community revitalization clients with technology driven professional consulting, program management, staff development and technical assistance in selected public sector markets, including housing and community development, management and organizational performance and information technology. North American Management provides regulatory compliant project, process, and information and knowledge management solutions by focusing on rapidly developing industry advances, e-government initiatives and business process efficiencies.

Core Housing and Community Revitalization Competencies

- Business Process Improvement/Reengineering
- Energy Consumption, Conservation and Audits
- Facilitation and Conference Management
- Feasibility Studies
- Human Capital Planning
- Human Resource Management
- Management Studies
- Market Analysis
- Operational Efficiencies/Performance Management
- Organizational Analysis, Program Assessment/
Evaluation
- Policy Analysis
- Position Classification/ Job Task Analysis
- Program Management
- Property and Physical Needs Assessment
- Risk Management
- Staff Augmentation
- Strategic Planning
- Workforce Training and Development
- Workforce Planning and Performance Appraisal

Public and Assisted Housing Support Services.

North American Management provides industry tested management tools, research, technical assistance, and strategic planning services to Federal, state and local governments, and organizations involved in public and assisted housing and community revitalization activities. Our product and service offerings are tailored to meet the unique challenges of our housing and community development clients, or they can be provided cost-effectively “off-the-shelf” to meet the financial constraints of the most demanding clients.

Products and Solutions

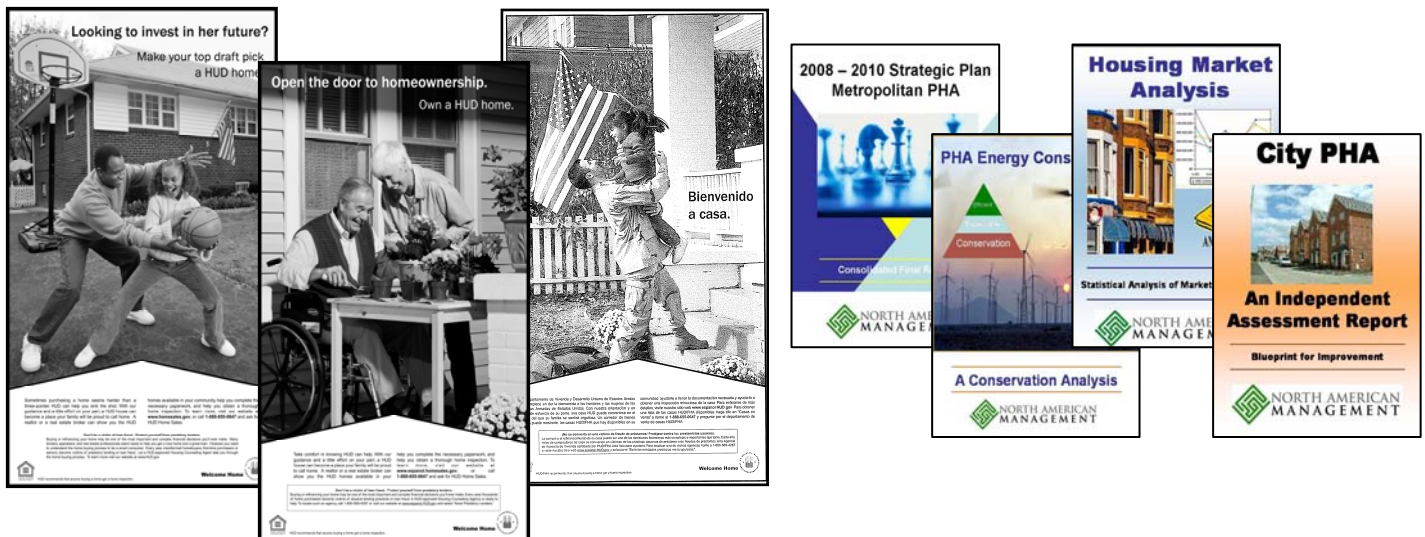
- Administrative, Annual & Occupancy Plans
- Annual Physical Inspections
- Annual Reexaminations
- Assessments and Program Evaluation
- Comprehensive Plan for Modernization Market Analysis
- Corrective Action Plan Implementation
- Deconcentration & Expanding Housing Opportunities
- Demolition, Disposition & Relocation
- Emergency Preparedness and Response
- Family Self-Sufficiency & Community Building Program Design and Implementation
- Financial Management and Procurement
- Focus Groups/Meeting Facilitation
- Housing Quality Standards Compliance
- Human Capital Management
- Income Verification/Housing Assistance Payments/ Fair Market Rent/Payment Standards
- Lease-Up & Rent Reasonableness
- Maintenance and Modernization Plans
- Management Information Systems
- Management Operations Certification
- Market Analysis
- Program Initiative Training
- Property Management & Maintenance
- Resident Councils
- Resident Services and Initiatives
- Utility Allowance
- Vacancy & Unit Turnaround
- Model Practices (Best Practices)
- Organization and Operation Studies
- Procurement and Contracting

Relevant Housing Experience. North American Management’s housing and community development experience and past performance records exhibits excellent service and astute knowledge of different aspects of developing, managing and supporting our client’s needs.

Experience to Meet Your Programmatic Challenges

- **US HUD, Office of Housing:** provided a nationwide advertising campaign to educate Americans about predatory lending and HUD’s Home Sales program
- **US HUD, Office of Fair Housing and Equal Opportunity:** conducted a BPR of the agencies headquarters and field offices operations and provided a written management study with recommendations and guidelines for process improvements, streamlined operations and industry best practices
- **US HUD, Office of Public and Indian Housing:** provide technical assistance, training, research and management support to public housing authorities and the Office of PIH in the furtherance of responsible and effective public and assisted housing programs
- **US HUD, Office of Public and Indian Housing, Grants Management Center:** provide technical assistance and administrative support to the receipt, review and award of more than \$100M in grant funds
- **US HUD, Office of Public and Indian Housing, Real Estate Assessment Center:** provided research and policy analysis and assessment support in the development of physical assessment standards and evaluation protocols and methodologies
- **Bridgeport Housing Authority:** trained the Board of Commissioners in regulatory and fiduciary responsibilities in the oversight of the PHA’s public and assisted housing programs
- **Fairfax County, VA:** change management support facilitated the implementation of welfare reform in County housing and social programs
- **Chicago Housing Authority:** provided procurement design and implementation support
- **District of Columbia Housing Authority:** providing innovative model assessing the needs of residents before, during and after a catastrophic incident

Business Tools. North American Management has designed and developed client focused and cost effective automated products and business tools, which support an array of technical services and business solutions.



For information on the many diverse products, tools and services provided by North American Management

Please visit our web site at www.nambco.com