

Health & Family Services

(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.

North American Management provides a range of services to help clients promote health and wellness, reduce health disparities, expand access to care and treatment and improve clinical organizational and management systems. We serve Federal, state and local government agencies, not-for-profit and community based-organizations dedicated to improving the quality of our nation's health care. Our services and work products include, but are not limited to the following:

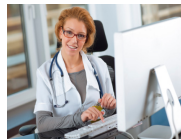
On Scope. On Time. On Budget.



**Training &
Technical
Assistance**



**Clinical &
Quality
Assistance**



**Research and
Evaluation**



**Health
Communications
and Outreach**



**Performance
Assessment**



**Health
Disparities**

- We have overall capabilities in designing and executing a comprehensive national health, medical or scientific outreach program. In support of the Affordable Care Act, North American Management provides technical support to over 3,000 federally qualified and look-alike community health centers nationwide and in United States territories.
- The Health and Family Division provides T/TA to community health centers on Clinical Quality, so they can raise the standards of the delivery of preventive, diagnostic, therapeutic, and rehabilitative measures in order to maintain or improve the health outcomes of the individuals and populations that they serve.
- We conduct focus groups, needs assessments and data analyses. Created resources include satisfaction surveys, monographs, fact sheets and other materials designed to meet the client's needs.
- We promote best practices through the use of evidence-based interventions. This includes program design, implementation and evaluation by identifying the unique needs of clients and special populations
- We conduct needs assessments and help clients evaluate their effectiveness in performance and improvement.

Relevant Experience. North American Management's Health & Family Services experience and past performance records exhibits excellent service and astute knowledge of different aspects of developing, managing and supporting our client's needs.

- U.S. Department of Health and Human Services, the Centers for Disease Control and Prevention. Conference and Meeting Support.
- U.S. Department of Health and Human Services, Health Resources and Services Administration. National Assessment of Domestic Violence Intervention Programs in Bureau Funded Community Health Centers.
- U.S. Department of Health and Human Services, Health Resources and Services Administration Primary Care Program. Technical Assistance and Program Support for the Public Housing.
- U.S. Department of Health and Human Services, Health Resources and Services Administration. Developing Community-Based Faith-Health Partnerships.
- U.S. Department of Defense, Defense Logistics Agency. Support Services for the Quality of Life Program.
- U.S. Department of Health and Human Services, Health Resources and Services Administration. Domestic Violence Screening in Bureau Funded Community Health Centers.
- U.S. Interagency Council on the Homeless. Technical Support.

- U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services. Technical Assistance and Facilitation Support.
- U.S. Department of Health and Human Services, Health Resources and Services Administration, Office of Health and Aging. An Assessment of the Aging Population Within the Community Health Centers.
- U.S. Department of Health and Human Services, Health Resources and Services Administration, Office for Information Resource Management. Computer Application Support.
- United Hospitals Medical Center, Ambulatory Care Operation Audit. Provided Technical Assistance.
- U.S. Department of Health and Human Services, Health Resources and Services Administration, Office for Homelessness. Environmental Assessment of the Office for Homelessness.
- U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services. Organizational Support and Change Management.
- Commonwealth of Massachusetts, Department of Public Health. Technical Assistance to State Funded Community Health Centers.
- Fairfax County, Virginia, Family and Social Services. Welfare Reform - Virginia Initiative for Employment Not Welfare.
- New England Hospital. Managed the Outsourced Office of Human Resources.

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.

- Quality Assurance Grantee Satisfaction Survey
- Quality Assurance Project Close-Out Questionnaire
- Health Center Self-Assessment Tool
- Partnering with Public Housing Authorities to Increase Resident Participation
- Outreach to Residents of Public Housing Tool Kit
- Pediatric Obesity: Resources for Prevention and Treatment
- Care Model Tool Kit
- Accessing the Health Care Needs of Residents of Public Housing

Contract Vehicles. North American Management has signed a number of GSA Federal Supply Schedules including:

- Contract No.: GS-10F-0219J: Mission Oriented Business Integrated Services (MOBIS)
- Contract No.: GS-00F-0009P: Marketing, Media & Public Information Services
- Contract No.: GS-00F-0009P: Information Technology Services and Training
- Contract No.: GS-00F-0009P: Financial Business Services
- Contract No.: GS-00F-0009P: Human Resources and EEO Services

**For information on the many diverse products,
tools and services provided by North American Management**
Please visit our web site at www.namgt.com or call us at 703-812-0200