

Research & Evaluation

(Abridged Web Version)

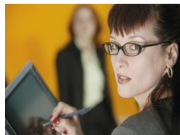
Introduction. Founded in 1993, North American Management is a Small Disadvantaged Business. Since incorporation, North American Management has been a trusted partner to the public and assisted housing community, nation-wide. Our strong past performance records in the housing industry, reflects our unique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

North American Management understands the need for organizations in today's rapid-paced environment to gather, analyze and report information quickly and accurately; and to assess the effectiveness of their programs objectively and continuously. Increasingly, the success of an organization is dependent on reliable and current information. Information that reflects and illuminates the requirements of functional responsibilities and the diversity and the complexity of programmatic needs. Our services and work products include, but are not limited to the following:

On Scope. On Time. On Budget.



**Strategic Planning
& Formative
Research**



**Data Collection
and Analysis**



**Operations
Analysis**



**Program
Monitoring and
Evaluation**



**Research
Implementation
Support**



**Communication
Analytics and
Support**

- We design and conduct studies based on the client's informational requirements and resources, selecting the optimal methods, whether survey, focus groups, observation, literature review and or best practices, to optimize evidence based decision making
- We ensure the seamless connection between an organization's mission and goals on one hand and the needs and priorities of its stakeholders and customers on the other, using a proven methodology of data collection, decision analysis, monitoring and continual improvement.
- We develop and implement assessments to facilitate short-term program and procedures development and quality improvements, as well as longer term measurement tools evaluate outcomes to determine success, value and needed improvements. We conduct the research, update existing client materials, write, rewrite and/or edit their materials into customized publications and digital marketing campaigns ready for dissemination.
- We provide analysis of the capabilities, knowledge skills and abilities of management and staff to support selection, training, and overall human resources planning.
- We manage all support functions for research efforts including database, telephony and web technology for data collection, coding and analysis, in addition to logistics for face to face events, e.g., focus groups, group interviews, observation, convenience sampling, issue forums and project meetings.
- Using the best data practicable, we assist our clients develop the right media strategies and then deliver and monitor effective communications programs, based on accurate polling, surveys, relevant focus groups, social media analytics, meaningful statistic and practical analyses.

Relevant Experience. North American Management's Research & Evaluation 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. Navy– Office of Naval Intelligence. Customer Satisfaction Study
- U.S. Department of Transportation, Federal Railroad Administration. Demographic and Behavioral Profiles of Rail Trespasser Fatalities
- Cook County Housing Authority: Research and Development of the 5-year Strategic Plan.
- U.S. Environmental Protection Agency. Marketing Capabilities Survey.

- Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health. **Market Research: Collection of Background Information on Suppliers of Goods and Services to Small Businesses** (To determine capabilities of organizations that provide technical assistance and support to small businesses to promote occupational safety and health in those businesses.)
- District of Columbia Housing Authority. Emergency Preparedness Needs Assessment
- U.S. Department of Health and Human Services, Bureau of Public Health Care. Health and Wellness Programs for Primary Care (Research, evaluation, and development of best practices.)
- U.S. Department of Transportation, Federal Aviation Administration. Airway Transportation Systems Specialists Job Task Analysis.
- Washington Metropolitan Area Transportation Authority. Customer Service Assessment. (Survey, Interviews and Observational Research)
- U.S. Department of Health and Human Services, Bureau of Public Health Care. An Assessment of the Aging Population Base of Community Health Centers
- U.S. Department of Health and Human Services, Bureau of Public Health Care, An Assessment of Domestic Violence Intervention and Prevention Activities
- New England Hospital. An Assessment of Patient Population Characteristics and Intake Protocols
- Fairfax County Virginia, Department of Family Services. Change Management Support for the Implementation of Welfare Reform. (Included research and organizational development)
- U.S. Department of Housing and Urban Development, Office of Public and Indian Housing, Real Estate Assessment Center. Provided research and policy analysis and assessment support in the development and testing of physical and evaluation protocols.
- U.S. Coast Guard, Office of Boating Safety. National Assessment of State Boating Law Administrators.

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

- NAM Self Assessment Tool
- NAM Evaluation and Rating Tool
- NAM Survey
- Survey Monkey
- Web Ex
- Go to Meeting
- Adobe Connect

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