

Housing & Community Revitalization Profile

Introduction. Founded in 1993, North American Management is a Small Disadvantaged Business located in Alexandria, VA. Since incorporation, North American Management has been a trusted partner to the public and assisted housing community, nationwide. 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.

On Scope. On Time. On Budget.

North American Management's Housing and Community Revitalization Group focuses on improving the effectiveness of Federal, State and local public and assisted housing programs through expert research, technical assistance, management tools and strategic planning. Our solutions and products allow clients to improve and enhance the quality of life for our nation's communities in a cost-effective manner. Our team of experts empowers housing organizations to become high performance organizations. Our services and work products include, but are not limited to the following:



**Training and
Technical
Assistance**



**Low Income
Public Housing**



**Housing Choice
Voucher**



**Administrative
and
Management
Support**



**Public Housing
Authority Training
Plans**



Resident Services

- North American Management has provided technical assistance to over 3,500 Public Housing Agencies in administering and managing all administrative and operational aspects of public housing programs nationwide and in United States territories.
- We have provided Housing Choice Voucher program technical assistance in all aspects of managing a PHA, in areas such as: financial systems, personnel policies, inventory controls, procurement, construction contract management, maintenance and financial management.
- We have provided Public Housing Agency technical assistance in all aspects of managing a HCV program in areas such as: financial systems, personnel policies, inventory controls, procurement, construction contract management, maintenance and financial management.
- North American Management has administered and managed all administrative and operational aspects of public housing programs nationwide.
- Our experts are seasoned trainers in providing training for Public Housing and Housing Choice Voucher programs, (ROSS, FSS, SEMAP) resident organizations, and other related groups and organizations throughout the United States.
- North American Management provides a broad spectrum of support services and resident initiatives including: elderly persons, persons with disabilities, and family self-sufficiency.

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

- **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.
- **Chicago Housing Authority:** provided technical assistance and legal services in support of the PHA's Moving to Work demonstration program.
- **Chicago Housing Authority:** provided procurement design and implementation support.

- **District of Columbia Housing Authority:** provided innovative model assessing the needs of residents before, during and after a catastrophic incident.
- **Fairfax County, VA:** change management support facilitated the implementation of welfare reform in County housing and social programs.
- **HHS, Health Resources and Services Administration, Public Housing Primary Care Program:** provided training, technical assistance and resources to strengthen the capacity of primary health care centers focused on the health of public housing residents; created communication tools, convene an annual national conference and compile, reviewed and reported relevant data, best practices and other resources.
- **HUD, Office of Housing:** provided a nationwide advertising campaign to educate Americans about predatory lending and HUD's Home Sales program.
- **HUD, Office of Fair Housing and Equal Opportunity:** conducted a BPR of the agency's headquarters and field offices operations and provided a written management study with recommendations and guidelines for process improvements, streamlined operations and industry best practices.
- **HUD, Office of Public and Indian Housing:** provided 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.
- **HUD, Office of Public and Indian Housing:** evaluated operation and administration of assisted housing programs in Hawaii and Guam and provided recommendations and implementation guidance for program improvements.
- **HUD, Office of Public and Indian Housing, Grants Management Center:** provided technical assistance and administrative support to the receipt, review and award of more than \$100M in grant funds.
- **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.

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.

- Housing Choice Voucher Program Independent Assessment
- Physical Needs Assessment Tool
- Public Housing Agency Annual and Five Year Plan
- Public Housing Agency Self-Assessment Tool
- Reviewing Business Tools
- Strategic Improvement for Public Housing Agencies

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 Mark Murdock, Housing Manager at 703-812-8822