



Capabilities Statement

Nov 2009

Claudia B. Horn, CEO
240-207-3071

Company Snapshot

100% Woman Owned
HUB Zone Certified
Small Business Classification

North American Industry Classification System (NAICS)

511210 - Software Publishers
541511 - Custom Computer Programming Services
541512 - Computer Systems Design Services
541519 - Custom Software Installation
541611 - Administrative Management & General Management Consulting Services
611420 - Computer Training

Standard Industrial Classification (SIC)

7371 - COMPUTER PROGRAMMING SERVICES
7374 - DATA PROCESSING AND PREPARATION
8741 - MANAGEMENT SERVICES

Mission

Results, Technologies, Solutions (RTS) is a Results-Based Management consulting and IT development firm that provides results-based project management software, program evaluation software, and management consulting services. RTS is committed to delivering innovation. We specialize in developing custom online tools, survey instruments and database systems that drive process improvements, achieve meaningful outcomes, and promote long-term success for our clients.

Company Profile

RTS was incorporated in the State of North Carolina in 2005 and is certified as a HUBZone small business entity. RTS headquarters is located in the heart of downtown Raleigh, North Carolina. Minutes away from the Research Triangle Park and three of the most prestigious universities in the region (NC State, UNC Chapel Hill, and Duke), RTS has prime access to some of the most talented IT professionals in the country. We offer a strong base of staff with quality experience in software development, social services, and management consultation.

Utilizing state-of-the-art methodologies for performance measurement, program evaluation and program management, RTS produces user-friendly, robust and functional software and efficient information services consulting. We specialize in tools that support outcome-based evaluation and reporting. Whether developing a customized logic model for an organization, or creating custom online surveys to deliver to program participants, we have the experience to handle any customization.

RTS also provides program management training and evaluation consulting services. Such services offered include outcome-based evaluation and management training workshops, evaluation plan development, survey instrument development and delivery, technical training and assistance, and qualitative/quantitative analyses and reporting.

In 2009, RTS entered into a partnership with a Maryland-based small business, REDA International, Inc., that specializes in applied social science research. This partnership strengthens our capabilities and brings new competencies to RTS including a 25-station Computer Assisted Telephone Interviewing (CATI) system.

Leadership

Our senior management consists of talented leaders from diverse backgrounds with extensive education and experience in business management, human resources, project management, and information systems. As a team, we have particular expertise in the areas of program evaluation, education and staff development, software product development, software engineering, and database design and programming.

Claudia Horn, M.S., President & CEO

Claudia Horn is President & CEO of both RTS and Performance Results Inc, a sister company to RTS. She has more than 20 years of experience in the fields of evaluation, education and staff development. Her firms provide program evaluations, technical assistance and training in outcomes measurement, community needs assessment, team-building and strategic planning. Her firms have conducted international program evaluations in Latin America and have demonstrated expertise in focus group design and research, survey development and administration and data management systems design and management. Her extensive experience in program evaluation methods led to the development of a series of web-based program management and evaluation tools.

Elham-Eid Alldredge, Ph.D., Senior Executive Vice President

Elham-Eid Alldredge, Ph.D. serves as both Senior Executive Vice President of RTS and President & CEO of REDA International, Inc. Dr. Alldredge has 25 years of experience in project management, survey research, program evaluation, and study design, including sample design, questionnaire development, data collection, focus group moderation, data analysis, and preparation of reports and other technical writings. She has directed numerous projects for Federal agencies, state and local governments, and commercial clients, covering a range of content areas such as: HIV/AIDS, cancer screening, substance abuse, health and mental health, child support enforcement, child abuse and neglect, domestic violence, aging, rural development, teacher professional development and its impact on reading, and disabilities. Dr. Alldredge obtained her Ph.D. in Sociology from Michigan State University, East Lansing, Michigan.

Services

Results-Based Management

- Consulting
- Training
- Technical Support

Evaluation Consulting

- Perform program capabilities assessments
- Conceptualization of program evaluation, including setting goals and objectives, developing logic models and establishing performance measures and indicators

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- Development of evaluation methodologies
 - Development and pilot-testing of evaluation tools and protocols
 - Review, analysis and synthesis of program indicators and outcome and performance measures to determine program effectiveness
 - Evaluation case studies, including best practices and “lessons learned”
 - Preparation of comprehensive evaluation reports with recommendations

Data Collection

- Research conceptualization and study methodologies
- Sampling plans and statistical analysis
- Questionnaire and protocol design
- Creation of paper and/or web-based survey instruments
- Distribution of survey instruments
- Focus groups
- In-person interviewing
- Recruitment and training of field staff
- Data collection
- Reporting

Database Development

- Data modeling
- Data mapping
- Relational database design
- Logic flow pattern development
- Solution-oriented database programming
- Importing & exporting
- Migration
- Database backup and recovery
- Maintenance

Software Solutions

RTS offers online tools and custom evaluation solutions that are not only used in-house but also utilized by government agencies, nonprofits organizations, and analysts who work with these groups. RTS program performance measurement systems, led by our flagship product, ResultsOnline®2, allow users to create logic models, surveys, collect and record data, and to aggregate reports at the program and organization levels.

Program performance measurement systems provide the tools organizations need to increase program effectiveness in achieving their missions, with powerful and tangible evidence that offers direction for organizations in meeting the changing needs of program participants.

These program evaluation and data management tools provide critical information for program staff, administrators and boards. Program evaluation results provide evidence of program impact that can be used to meaningfully demonstrate program performance.

Our two key web-based software solutions are ResultsOnline® and Results Online®2.

ResultsOnline

www.resultsonline.net

ResultsOnline® is a browser-based evaluation software application focusing on the evaluation of individual programs. It was especially designed for projects that do not need to track outcomes at the individual level.

ResultsOnline2

www.resultsonline2.net

ResultsOnline®2 is a more advanced version of ResultsOnline® that focuses on organization-wide evaluation and client tracking, allowing a single user to evaluate multiple programs within the organization. The data collected by this software can subsequently be reported based on a single-program or organization-wide scope.

Clients

RTS undertakes contracts with state and federal agencies, as well as national and international organizations to provide information technology solutions evaluation consulting. A few of our clients include:

- U.S. Department of Justice (OJJDP)
- U.S. Department of Labor (CFBCI)
- U.S. Department of Housing & Urban Development
- U.S. Department of Health & Human Services
- Maryland State Department of Education
- American Institutes for Research
- Maryland State Department of Human Resources
- Governor's Office for Children, Youth and Families (Maryland)
- Institute of Museum & Library Services
- Macro International Inc.
- The Alliance for the Family
- The National Recovery Initiative

RTS also forms working partnerships with organizations to provide program evaluation consulting and information technology services that complement the partner organizations' own capacities. Partnership channels include collaboration on proposals, software license vendor agreements, and referral services. RTS's work experience with government, nonprofits, and community programs places particular emphasis on forming partnerships with organizations specializing in social services. A few of our partners include:

- Performance Results Inc.
- REDA International, Inc.
- Empowerment Resource Network
- Not-For-Profit Counsel

Contact

Headquarters: 115 S. St Mary's St. Suite D
Raleigh NC 27612
Phone: 919-830-6423
Fax: 866-521-0562