



Evaluation Consultants

Suzanne V. Benoit, LCSW

Working as an independent consultant as Benoit Consulting Services, Ms. Benoit has over 20 years of experience helping nonprofits with their business concerns. She began her involvement with outcomes design while at Youth Alternatives, inc. in Portland, as their Chief Operating Officer. In this position, she was responsible for developing outcomes measurements for all 14-program areas. In 2000 she was appointed to the Outcomes Advisory Committee in York County. It was in this capacity that Suzi and Barbara Wentworth began developing the modular training program that Maine United Ways use today to train partner agencies. Suzi has conducted 10 separate trainings for nonprofits in Maine and New Hampshire. Through these trainings and collaborations with various United Way agencies she has helped numerous organizations develop tools that measure the impact of their work on individual clients. Ms. Benoit's main consulting focus also includes nonprofit board development, strategic planning and human resource management.

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John B. Cook

John is currently the Research & Evaluation Coordinator for a University System of New Hampshire/Department of Health and Human Services contract. The contract involves the Granite State College and the NH Division for Children, Youth and Families: John is responsible for the collection and analysis of statistics and data, preparing and presenting reports, including an annual Year In Review, evaluation of statewide foster care training, making programmatic recommendations, and facilitating evaluation activities with internal and external stakeholders. John also provides part-time and volunteer evaluation services to other non-profit and advocacy organizations in the human/social service field. John holds a Masters degree in Community Social Psychology, lives in Carroll County New Hampshire and is willing to meet in settings most convenient for clients.

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The Dignitas Group and Future Works

The Dignitas Group and FutureWorks are joining to create a team of evaluation experts available to grantees of the United Way of the Greater Seacoast. The team brings expertise in program evaluation, specifically in the areas of outcome measurement and working with non-profit organizations.

The Dignitas Group and FutureWorks are research and consulting firms that have advised and worked with government entities, community foundations, and private and nonprofit institutions. The Dignitas Group is based in Nashua, New Hampshire and FutureWorks is in Arlington, Massachusetts. Their staff has developed and carried out all facets of program evaluation such as developing measures, collecting data, designing process and outcome evaluations, using qualitative and quantitative techniques, analyzing and interpreting data, and writing reports. Key staff available for the project will be Stephen Michon, Victoria Choitz, and Dr. Erin Flynn.

www.dignitasgroup.com and www.futureworks-web.com

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Karen Horsch

Karen Horsch is an experienced evaluator with expertise in process and outcome evaluation and their use in organizational development and change. She currently works as an independent consultant providing evaluation training and technical assistance. Karen has provided logic model training to a variety of clients, including the Endowment for Health, MetroWest Foundation, the New York Women's Foundation, and the Legal Services Corporation. She also helps nonprofit organizations in the social services, health, legal services, and advocacy fields to evaluate their programs using quantitative and qualitative data collection methods. Karen previously worked as a Senior Evaluation Associate at Innovation Network, a nonprofit consulting firm based in Washington, DC. Prior to that, she was a Research Associate/Project Manager at the Harvard Family Research Project and an evaluation and technical support contractor working with field offices and nongovernmental organizations for the United States Agency for International Development. She has a master's degree in education from Harvard University.

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David J. Laflamme, PhD, MPH

Dr. Laflamme is a Research Assistant Professor at the University of New Hampshire and teaches two courses in the Master of Public Health program: Evaluation in Public Health, and Social & Behavioral Health. One of his key skills is helping organizations to articulate and operationalize the measurement of evaluation outcomes.

David has worked on a variety of evaluation projects including, but not limited to:

- The NH Health Access Network (Foundation for Healthy Communities)
- Maternal & Child Health Agency Performance Management (NH Department of Health & Human Services)
- Community-based Cardiopulmonary Resuscitation courses (Catholic Medical Center)
- Sanitation practices in the rural district of Ilam, Nepal (US Peace Corps)

David completed his PhD in public health at the Johns Hopkins Bloomberg School of Public Health and his MPH at the Tulane University School of Public Health and Tropical Medicine.

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Conrad Mandsager For two decades, Conrad Mandsager has provided “on the ground” expertise to social service organizations in not for profit, for profit, and government sectors. His strong record of leadership and program development has assisted numerous organizations seeking aggressive growth in new and existing ventures that serve populations at risk. Currently, Mandsager and Associates provides program design, development, and evaluation services to a variety of non-profit clients, including those in the faith-based arena. Recent work includes assisting MDRC and Mathematica Policy Research with the development and fielding of experimental design evaluations for two national programs for at-risk youth. Some of his other credits include the design and development of ChildVoice International, an international NGO dedicated to improving outcomes for children affected by war; the development and launch of the first volunteer-run prison in the US; and the design and launch of Wheels for the World, an international wheelchair refurbishing and distribution

program providing wheelchairs to children in over 60 countries. Phone: (603) 679-3481 Email: clm@mandsagerassociates.com

Mills Consulting Group

Mills Consulting Group would be pleased at the opportunity to work with the United Way of the Greater Seacoast in providing consultation services. The goal of our consultation services would be to assist in the development of tools that will measure specific desired outcomes. Mills Consulting Group, Inc. has been involved in the field of childcare and early education since the firm's inception in 1989. The firm and its staff members have a solid grounding in child development and its applications; experience conducting research in early care and education; a history of successful outreach to constituents throughout a given community; and extensive experience with performance standards measurement, research methodology, database design, and statistical analyses of large data sets. Our clients are varied, and include community childcare programs, state and county governments, institutions of higher learning and employers, all seeking information regarding childcare issues. Our work with state governments and counties generally includes research and analysis using measurement tools we develop to better understand the childcare market rate and labor force of a given region. Universities and employers call upon us to assist them in defining how they provide quality childcare programming to their employees and students. Our work with community childcare programs includes administering quality evaluation assessments using tools such as the ECERS and ITERS rating scales, or tools we have developed specifically tailored to meet their needs. Website: www.millsconsultinggroup.com

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RMC Research

RMC-Portsmouth conducts research, program evaluations, and policy studies; delivers technical assistance; offers training and professional development; and assists in identifying, developing, and disseminating quality programs through creative media and product development services. Our scope of work includes: Educational Excellence & School Reform, Literacy, Family Literacy & Early Childhood, Arts, Culture, & Media, and Community Health & Prevention.

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Lisa Townson

Lisa Townson works as an Extension Specialist for UNH Cooperative Extension in the 4-H youth development program. She develops and delivers non-formal educational programs throughout New Hampshire to volunteers, parents and youth. A Michigan State University graduate, she holds a Master's Degree in Agriculture & Extension Education with a focus on non-formal educational program development and evaluation. Expertise and experience in program evaluation lies predominantly in survey development, focus group interviews and using web technology to gather evaluation data.

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