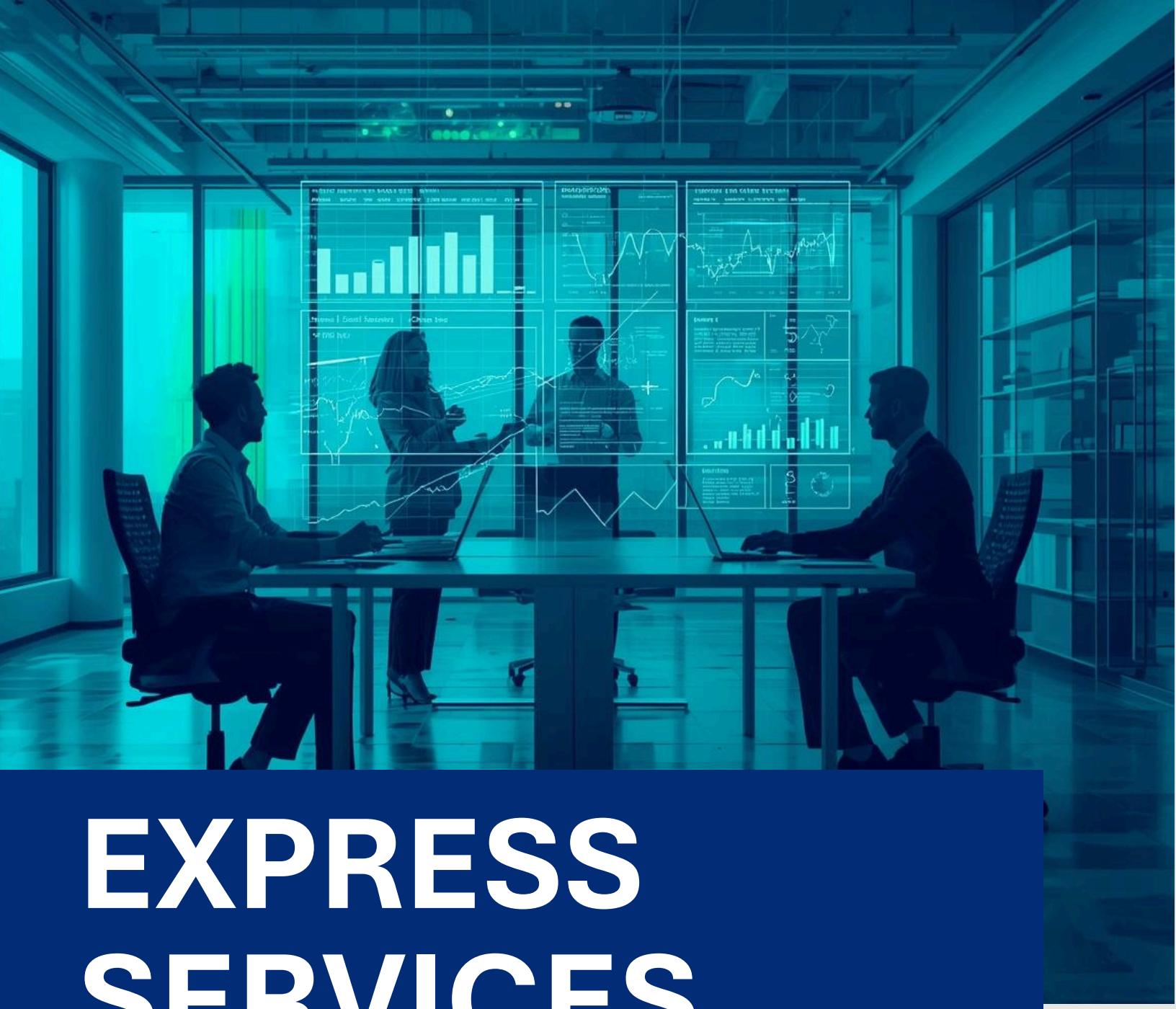


EXPRESS SERVICES

Research & Evaluation Core Service Packages

HARC

2026

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About Us

We're HARC (Health Assessment and Research for Communities), a 501(c)(3) nonprofit research organization in Palm Desert, California.

Our mission? Simple: advance quality of life by helping community leaders use objective research to turn data into action. Since 2006, we've been doing exactly that—providing practical research and evaluation that organizations can actually use.



About Our Express Services

What Makes Express Services Different

HARC Express Services are intentionally scoped, decision-support offerings designed to answer specific questions quickly and affordably. These aren't scaled-down versions of larger projects—they're focused packages with clear deliverables, proven methodologies, and fixed timelines.

Designed for Real-World Decision Making

Each service is structured to give you actionable insights you can use right away, whether you're gathering stakeholder input for strategic planning, measuring program impact for a grant proposal, or understanding what your community needs most.

Your Needs, Your Timeline, Your Budget

Each package includes clearly defined deliverables with fixed pricing. We are happy to discuss ways to add specific enhancements to any package to meet your unique needs.

Prices are valid until July 31, 2026.

Services and Pricing

Assessment and Discovery Services

- Staff Pulse Survey ($6,500) .....page 7
- Client/Patient Satisfaction Survey ($9,000).....page 8
- Community Survey ($14,000).....page 9

Planning and Framework Development

- Logic Model Development ($5,600) .....page 10

Community & Stakeholder Engagement

- Key Stakeholder Interviews & Analysis ($10,000).....page 11
- Virtual Focus Groups & Analysis- 3 Pack ($8,500).....page 12
- Listening Sessions & Analysis- 2 Pack ($12,000).....page 13
- Asset Map & Community Profile ($14,500).....page 14

Evaluation & Impact Measurement

- Program Evaluation Essentials ($13,500).....page 15
- Analysis of Existing Data ($7,400).....page 16

Data Systems & Infrastructure

- Data Dashboard Setup ($10,000) .....page 17

One-On-One Coaching

- Staff rates vary ($130 to $320 per hour).....page 19

Finding Your Starting Point

If you need to understand...

Your staff's experience

—Staff Pulse Survey (p. 7)

Client/patient satisfaction

—Client/Patient Satisfaction Survey (p. 8)

Community opinions broadly

—Community Survey (p. 9)

If you need to ...

Clarify your program goals and theory

—Logic Model Development (p. 10)

Gather qualitative insights

—Virtual Focus Groups (p. 12)

—Listening Sessions (p. 13)

—Stakeholder Interviews (p. 11)

Understand community strengths

—Asset Mapping (p. 14)

Demonstrate impact to funders

—Program Evaluation Essentials (p. 15)

—Analysis of Existing Data (p. 16)

Modernize your data systems

—Data Dashboard Setup (p. 17)

Still not sure where you fit? We're here to help you choose.

Assessment and Discovery Services

Staff Pulse Survey



The real deal:

What your team actually thinks

Cost: $6,500

Timeline: 3-4 weeks

Ten minutes and total anonymity gets you the truth about what is really happening inside your organization. Fast and surprisingly revealing.

What's Included:

- Up to 150 staff responses
- Customized satisfaction instrument (15 to 20 questions, up to 2 open-ended questions)
- Online survey, programmed in QuestionPro
- Rapid turnaround analysis
- Comprehensive findings report with recommendations
- Confidential or anonymous response collection
- One round of revisions included per deliverable

Perfect For:

- Annual check-ins on staff morale
- Assessing organizational changes
- Identifying professional development needs
- Understanding workplace culture
- Supporting HR strategic planning

See page 18 for our Service Enhancements, which detail incentives, Spanish services, and additional participants.

Client/Patient Satisfaction Survey



Know how you're doing with the people you serve

Cost: $9,000

Timeline: 4-6 weeks

Track client/patient satisfaction with a customized survey instrument. Available as a one-time assessment or as an annual tracking study with year-over-year comparison.

What's Included:

- Up to 300 client/patient responses
- Customized satisfaction instrument (15 to 20 questions, up to 3 open-ended questions)
- Online survey, programmed in QuestionPro
- Multiple reminder campaigns for high response rates
- Regular check-ins to monitor data collection progress
- Comprehensive findings report with actionable insights
- One round of revisions included per deliverable

Perfect For:

- Tracking organizational performance
- Quality improvement
- Demonstrating impact
- Identifying service gaps
- Meeting accreditation or funder requirements

See page 18 for our Service Enhancements, which detail incentives, Spanish services, additional participants, and in-person options.

Community Survey (Small Scale)



What does your community truly need and think?

Cost: $14,000

Timeline: 6–8 weeks

Ask everyone, hear everything. A well-designed survey that gives voice to hundreds of people and turns their opinions into clear, compelling data you can actually use.

What's Included:

- Up to 500 participant responses
- Custom survey design (15–25 questions, maximum of 3 open-ended questions)
- Online survey, programmed in QuestionPro
- Consultation on distribution strategy (client responsible for outreach)
- Survey recruitment materials (e.g., flyer, social media posts, and email verbiage)
- Statistical analysis, data visualization, and full data file for your records
- Comprehensive findings report with actionable insights
- One round of revisions included per deliverable

Perfect For:

- Measuring community opinions, attitudes, and needs quantitatively
- Establishing baseline data for programs
- Supporting strategic planning and grant proposals

See page 18 for our Service Enhancements, which detail incentives, Spanish services, additional participants, and in-person options.

Planning & Framework Development

Logic Model Development

The roadmap funders love to see

Cost: $5,600

Timeline: 3 weeks



A logic model is a visual roadmap showing how your program activities lead to specific outcomes. Funders value logic models because they demonstrate your project strategy with clear actions and intended outcomes.

What's Included:

- 2-hour working session with program staff
- Logic model development (goals → inputs → activities → outputs → outcomes → impact)
- Visual design in multiple formats (Excel, PDF)
- Indicator recommendations for each outcome
- Alignment with evaluation best practices
- Editable file for refinement and adaptation
- One round of revisions included per deliverable

Perfect For:

- Grant applications requiring logic models
- New programs needing clear theory of change
- Existing programs clarifying their impact pathway
- Strategic planning and program improvement
- Demonstrating program coherence to boards and funders

Community & Stakeholder Engagement

Key Stakeholder Interviews & Analysis (Virtual)



One-on-one conversations that get to the heart of it

Cost: $10,000

Timeline: 3–4 weeks

Sometimes the best insights come from unhurried, one-on-one conversations. We sit down (virtually) with the people who know your work best and ask the questions that matter.

What's Included:

- 12–15 individual interviews (60 minutes each), scheduling and coordination
- Customized interview protocol development
- Professional interview facilitation
- Complete transcription and analysis
- Comprehensive findings report with thematic analysis and recommendations
- One round of revisions included per deliverable

Perfect For:

- Leadership input on strategic decisions
- Understanding unique perspectives
- Gathering sensitive or confidential feedback

See page 18 for our Service Enhancements, which detail incentives, Spanish services, additional participants, and in-person options.

Virtual Focus Groups & Analysis (3-Pack)



Real talk, real insights—no travel required

Cost: $8,500

Timeline: 3–4 weeks

Have the honest and confidential conversations you need without the hassle of getting everyone in the same room. Three focused discussions that dig deep and uncover what people really think.

What's Included:

- Recruitment support and coordination
- Three 60 to 90-minute professionally facilitated virtual sessions
- Expert moderation with 6 to 8 participants per session
- Complete transcription of all sessions (participant names removed for confidentiality)
- Thematic analysis across all groups
- Comprehensive findings report with recommendations
- One round of revisions included per deliverable

Perfect For:

- Gathering feedback from geographically dispersed stakeholders
- Understanding different perspectives on an issue
- Testing program concepts or messaging
- Exploring sensitive topics in a comfortable setting
- Reaching busy professionals who can't attend in person

See page 18 for our Service Enhancements, which detail incentives, Spanish services, additional participants, and in-person options.

In-Person Community Listening Sessions & Analysis



Hear directly from your community

Cost: $12,000

Timeline: 4-6 weeks from kick-off

Create space for authentic community conversations and gather rich community voices through professionally facilitated group discussions.

What's Included:

- Two facilitated sessions with 25-30 participants total
- Professional note-taking, transcription, and documentation
- Comprehensive 10-15 page findings report, complete with thematic analysis and actionable recommendations.
- Support with logistics, marketing, and recruitment
- One round of revisions included per deliverable

Perfect For:

- Strategic planning input
- Understanding community needs and priorities
- Building trust and authentic engagement
- Gathering feedback on programs or services
- Identifying barriers and opportunities

See page 18 for our Service Enhancements, which detail incentives, Spanish services, and additional participants.

Asset Mapping & Community Profile



Highlight what's working

Cost: $14,500

Timeline: 6-8 weeks

Shift from deficit-focused to strength-based understanding by identifying community assets, resources, champions, and opportunities for collaboration.

What's Included:

- Kickoff meeting
- Comprehensive asset inventory (organizations, leaders, resources)
- Secondary data review on community strengths
- 15 stakeholder interviews with community champions
- Visual asset maps
- 15-20 page narrative profile highlighting strengths
- Recommendations for leveraging assets
- Professional design and formatting
- One round of revisions included per deliverable

Perfect For:

- Positive community engagement
- Partnership and collaboration building
- Grant proposals emphasizing community capacity
- Countering deficit narratives
- Identifying resources for collective impact initiatives

See page 18 for our Service Enhancements, which detail incentives, Spanish services, additional participants, and in-person options.

Evaluation & Impact Measurement

Program Evaluation Essentials

Prove your impact

Cost: $13,500

Timeline: 6-8 months (data collection dependent)



Everything you need to demonstrate program effectiveness: clear outcomes framework, rigorous measurement, and compelling results.

What's Included:

- Facilitated logic model development workshop
- Pre and post survey design (up to 100 participants)
- Professional programming and data collection
- Statistical analysis of outcomes
- Pre/post comparison with significance testing
- Comprehensive findings report with recommendations
- Recommendations for program improvement
- Grant-ready impact summary
- One round of revisions included per deliverable

Perfect For:

- Meeting funder evaluation requirements
- Demonstrating program effectiveness
- Continuous quality improvement
- Justifying program expansion or continuation
- Building evidence base for your work

See page 18 for our Service Enhancements, which detail incentives, Spanish services, additional participants, and in-person options.

Analysis of Existing Data

Make your data work harder

Cost: $7,400

Timeline: 2 weeks



Transform the program data you already have into compelling visualizations and narratives that strengthen grant proposals.

Note that data must be in digital format (Excel, CSV, SPSS or similar – no paper surveys), pre-cleaned (no missing data and consistent format), and one single dataset or easily mergeable files.

What's Included:

- Analysis of your existing program data (up to 25 variables with 500 responses)
- Professional statistical analysis
- Compelling data visualizations and charts
- Brief (up to five pages) impact summary report with key metrics
- Grant-ready graphics and infographics
- Interpretation and recommendations
- One round of revisions included per deliverable

Perfect For:

- Grant proposal deadlines
- Annual reports and impact reports
- Making existing data more compelling
- Supporting funding requests
- Communicating outcomes to stakeholders

Data Systems & Infrastructure

Data Dashboard Setup

See your impact in real-time

Cost: $10,000

Timeline: 4-5 weeks



Transform disconnected spreadsheets into a dynamic dashboard that tells your impact story and enables data-driven decision making.

What's Included:

- Kickoff meeting and assessment of existing data sources
- Custom dashboard design (Google Data Studio, Airtable, Power BI, or Tableau)
- Data integration and automation setup
- Professional visualization design
- Training for 2-3 staff on updates and interpretation
- User guide and documentation
- Two follow-up support sessions
- One round of revisions included per deliverable

Perfect For:

- Modernizing data management
- Board and funder reporting
- Real-time program monitoring
- Eliminating manual reporting
- Building data culture in your organization

See page 18 for our Service Enhancements, which detail our in-person options.

Service Enhancements

Enhancements

Gift Card Incentives[1]

Many of our services can include participant incentives to boost response rates and show appreciation for people's time. Gift card awards range from $10 to $1,000 and can be given to all participants or can be given in a lottery-style (i.e., “five participants will be randomly selected to win a $100 Visa gift card). All Visa gift cards have roughly a $7 processing and shipping fee through our partner Perfect Gift. Gift cards can be physical or virtual. All gift cards are valid for two years. We handle all logistics.

Spanish Language Services

All aspects of our services can be done in Spanish. Contact us for a quote based on your needs.

Additional Participants or Responses

Most services include a set number of responses or participants. Need more? Additional responses can be added at competitive per-response/per-participant rates.

In-Person Services

Several virtual services can be adapted for in-person delivery within Southern California. Additional fees apply for travel, room rental, and refreshments as needed.

Additional Deliverables

Need to share your findings more broadly? We can transform your research into accessible formats for different audiences:

- Press Releases - Media-ready summaries for sharing results with journalists - $1,000
- Social Media Content - Digestible graphics and messaging for your followers - $1,000
- Public-Facing Infographics - Visual one-pagers for community distribution - $1,500
- Executive Briefs - Condensed summaries for board members or funders - $1,500
- Presentation Decks - Slide decks for internal or external presentations - $1,500

Rush Delivery

Need results urgently? We can expedite your project for a 30% increase in total cost.

Bundle & Save

Book 2 or more services together and receive 15% off your total.

Discount for Up-Front Payment

You will receive a 7% discount if you pay for your services up-front.

[1] Incentives are essential for equitable participation - they demonstrate that community voices are valued and reduce barriers for those who cannot afford to volunteer their time

One-on-One Coaching Services

Your expert, on demand

Coaching can be booked on its own, or used to support any Express Service

Sometimes you just need someone who gets it. Whether you're wrestling with data that won't cooperate, staring down a grant deadline, or trying to figure out what evaluation approach actually makes sense for your program—we're here for it.

How it Works:

Book a 1-hour session, a 3-hour deep dive, or an ongoing monthly coaching package. We'll help you tackle whatever you're facing.

What You Get:

- Direct access to PhD-level researchers and evaluation experts
- Personalized guidance tailored to your specific challenge
- Real-time problem-solving and strategic thinking
- Honest feedback from people who've seen it all
- Practical solutions you can actually implement

Perfect For:

- Data analysis troubleshooting
- Grant proposal review and strengthening
- Evaluation design consultation
- Strategic planning for research initiatives
- Building internal research capacity
- Getting unstuck on any research or evaluation challenge

Data and Research Coaches

Dr. Jenna LeComte-Hinely
Chief Executive Officer
$320 per hour



PhD in Applied Industrial/Organizational Psychology
Master's of Science (MS) in Applied Industrial/Organizational Psychology
Over 20 years leading community-based research and evaluation projects across public health, social services, and nonprofit sectors. Specializes in translating complex data into actionable insights for diverse stakeholders, from community members to funders. Specialty areas:

- Strategic organizational leadership and planning
- Large-scale needs assessments and community surveys
- Community health and population research
- Program evaluation design and implementation
- Multivariate statistical analysis (SPSS, SAS)
- Community-based participatory research
- Grant proposal development and funding strategy

Dr. Casey Leier
Director of Research & Evaluation
$280 per hour



PhD in Organizational Communication
Master's of Science (MS) in Industrial/Organizational Psychology
Two decades of research experience, specializing in mixed-methods research and evaluation, community-based research, and making complex research accessible. Specialty areas:

- Strategic organizational consulting
- Research and survey design
- Quantitative data analysis (SPSS, SAS)
- Qualitative data analysis (MAXQDA, NVivo)
- Workforce diversity and composition analysis
- Program evaluation
- Community needs assessment
- Community engagement

Dr. Daniel Polk
Research & Evaluation Associate, bilingual
$165 per hour



PhD in Cultural Anthropology
Master's of Arts (MA) in Cultural Anthropology
Princeton-trained cultural anthropologist with 15+ years of community-based research—specializing in environmental justice, participatory methods, and elevating community voices in research. Specialty areas:

- Qualitative research methods (ethnographic interviews, focus groups)
- Community needs assessments
- Environmental justice research
- Bilingual data collection and analysis (Spanish/English)
- Cultural competency and equity-centered research
- Community asset mapping
- Policy analysis and recommendations

Nichole Long, MS
Research & Evaluation Associate
$150 per hour



PhD Candidate in Positive Organizational Psychology
Master's of Science (MS) in Industrial/Organizational Psychology
Specializes in trauma-informed evaluation, organizational resilience, and large-scale mixed-methods research. Specialty areas:

- Program evaluation design and implementation
- Qualitative data collection (interviews, focus groups)
- Trauma-informed organizational practices
- Training program design and evaluation
- Worker wellbeing and resilience research
- Gender equity and workplace culture
- Dashboard development

Marketing & Communication Coach

Amairani Ramos, BA
Communications Manager, bilingual
$130 per hour



Bachelor's of Arts (BA) in Psychology

Specializes in bilingual communications, data visualization, and making research accessible to diverse audiences. Specialty areas:

- Social media and digital strategy
- Community outreach and engagement
- Brand development and marketing
- Data visualization and infographic design
- Research translation and accessibility
- Bilingual content development (Spanish/English)

Let’s Get Started

Ready to Get Started?

Reach out and tell us what you're working on. We'll hop on a quick call or Zoom to understand what you need, talk through timing and budget, and figure out which Express Service makes the most sense—or whether something custom would work better.

No obligation. Just a conversation about how we can help.

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