



IMPAQ
INTERNATIONAL

**GSA MOBIS Federal Supply Schedule
Contract No. GS-10F-0240U**

May 2008 – May 2013

IMPAQ International, LLC
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**GENERAL SERVICES ADMINISTRATION
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

CUSTOMER INFORMATION

Company Name: IMPAQ International, LLC

Company Address: 10420 Little Patuxent Parkway, Suite 300
Columbia, MD 21044

Contract Number: GS-10F-0240U

Contract Period: May 23, 2008 – May 22, 2013

Discounts: Items/Services awarded are listed on the attached Federal Supply Schedule Price List. The awarded prices include the 0.75% Industrial Funding Fee

IMPAQ International, LLC submitted pricing based on “Other than a Commercial Price List” rather than discounts from a commercial price list. The Government’s overall prices, terms, and conditions are equal to those offered to their Most Favored Customer (MFC), the U.S. Department of Labor. The firm added the .75% IFF onto their MFC rates to calculate their awarded MOBIS rates.

For the purposes of the price reductions clause, the firm’s Basis of Award (BOA) customer has been identified as “commercial customers”.

Special Item Numbers (SINS) Awarded:

| | |
|-------------------|---|
| 874-1 and 874-1RC | Consulting Services |
| 874-3 and 874-3RC | Survey Services |
| 874-7 and 874-7RC | Project Management and Program Integration Services |

Delivery/ Performance Area: Domestic and Overseas

F.O.B. Point: Destination

Minimum Order: \$300.00
Maximum Order: \$1,000,000.00

Prompt Payment Discount Terms: Net 30

IMPAQ INTERNATIONAL, LLC CORPORATE OVERVIEW

IMPAQ International, LLC (IMPAQ) is a woman-owned small business known for its high-quality, objective evaluations of employment, health, and education programs and policies. IMPAQ's domestic clients include the U.S. Departments of Labor, Health and Human Services, Housing and Urban Development, Education, and the Agency for International Development. IMPAQ's international clients include the World Bank and numerous foreign government agencies.

IMPAQ's staff specializes in research design, data collection, technical assistance, and program evaluation. To support IMPAQ's growing number of research projects, the firm maintains a 50-station, fully staffed in-house Survey Center. In addition to supporting IMPAQ's evaluation projects, the Survey Center conducts large- and small-scale surveys for government agencies and private clients.

Mission Statement

IMPAQ's mission is to provide exemplary research and consulting services to its U.S. and international clients in the areas of employment policy, health care, social protection, economic research, and policy analysis. IMPAQ is dedicated to delivering the best possible product within budget and time requirements by working closely with our clients in the design, execution and monitoring of each project. IMPAQ is committed to providing our clients with personalized service of the highest quality in each of IMPAQ's core competencies:

- Evaluation and analysis of government program impacts, benefits and costs
- Data collection and analysis, including telephone survey capabilities
- Development and implementation of pilot and demonstration programs
- Delivery of technical assistance to improve existing government programs
- Recommendations and implementation of new socio-economic programs and policies.

IMPAQ's Professional Staff

To achieve our mission, IMPAQ is committed to hiring a diverse, multi-disciplinary, well-educated, and highly-experienced group of professionals. IMPAQ cultivates an intellectually challenging work environment by assembling a staff with varied cultural, national, language and experience backgrounds. Each employee's contribution to a project deliverable is encouraged, valued and treated with respect.

Because IMPAQ has created a corporate culture that is collaborative, stimulating and creative, we have become recognized as an up and coming leader in the economic, health, education, and social research and consulting services industries. Our diverse team of more than 100 staff includes individuals with advanced degrees in subject areas such as economics, public policy, health policy and management, public administration, anthropology, statistics, industrial/organizational psychology, and information technology and computer science.

IMPAQ INTERNATIONAL, LLC
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

The following Price List applies to SINs: **874-1/874-1RC** (*Consulting Services*), **874-3/874-3RC** (*Survey Services*), and **874-7/874-7RC** (*Project Management Program Integration Services*).

| Labor Category | Year 1 (2008-2009) | Year 2 (2009-2010) | Year 3 (2010-2011) | Year 4 (2011-2012) | Year 5 (2012-2013) |
|---------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Data Entry Assistant | \$27.78 | \$28.72 | \$29.70 | \$30.71 | \$31.75 |
| Administrative Assistant I | \$47.48 | \$49.41 | \$51.09 | \$52.82 | \$54.62 |
| Administrative Assistant III | \$66.78 | \$69.05 | \$71.40 | \$73.82 | \$76.33 |
| Survey Center Interviewer I | \$27.78 | \$28.72 | \$29.70 | \$30.71 | \$31.75 |
| Survey Center Interviewer II | \$33.34 | \$34.47 | \$35.64 | \$36.85 | \$38.11 |
| Survey Center Interviewer III | \$38.89 | \$40.21 | \$41.58 | \$42.99 | \$44.46 |
| Survey Center Supervisor I | \$38.89 | \$40.21 | \$41.58 | \$42.99 | \$44.46 |
| Survey Center Supervisor II | \$41.67 | \$43.09 | \$44.55 | \$46.07 | \$47.63 |
| Survey Center Assistant Manager | \$72.87 | \$75.35 | \$77.91 | \$80.56 | \$83.30 |
| Survey Center Manager | \$108.28 | \$111.96 | \$115.77 | \$119.70 | \$123.77 |
| Survey Director | \$200.33 | \$207.14 | \$214.19 | \$221.47 | \$229.00 |
| MIS Engineer I | \$50.17 | \$51.88 | \$53.64 | \$55.46 | \$57.35 |
| MIS Engineer III | \$76.28 | \$78.87 | \$81.56 | \$84.33 | \$87.20 |
| Programmer I | \$91.92 | \$95.05 | \$98.28 | \$101.62 | \$105.07 |
| Programmer III | \$112.19 | \$116.00 | \$119.94 | \$124.02 | \$128.24 |
| IT Director | \$121.37 | \$125.50 | \$129.76 | \$134.18 | \$138.74 |
| Research Analyst I | \$54.76 | \$56.62 | \$58.54 | \$60.53 | \$62.59 |
| Research Analyst III | \$65.12 | \$67.33 | \$69.62 | \$71.99 | \$74.44 |
| Research Analyst IV | \$74.79 | \$77.33 | \$79.96 | \$82.68 | \$85.49 |
| Research Associate III | \$93.89 | \$97.08 | \$100.38 | \$103.80 | \$107.33 |
| Research Associate IV | \$100.17 | \$103.57 | \$107.09 | \$110.73 | \$114.50 |
| Research Associate V | \$105.56 | \$109.15 | \$112.86 | \$116.70 | \$120.67 |
| Research Associate VI | \$114.92 | \$118.83 | \$122.87 | \$127.04 | \$131.36 |
| Senior Research Associate I | \$121.67 | \$125.81 | \$130.08 | \$134.51 | \$139.08 |
| Senior Research Associate II | \$130.23 | \$134.66 | \$139.24 | \$143.97 | \$148.87 |
| Senior Research Associate III | \$133.56 | \$138.10 | \$142.80 | \$147.66 | \$152.68 |
| Senior Research Associate V | \$164.68 | \$170.28 | \$176.07 | \$182.05 | \$188.24 |
| Senior Research Associate VII | \$191.76 | \$198.28 | \$205.02 | \$211.99 | \$219.20 |
| Senior Research Associate VIII | \$223.43 | \$231.03 | \$238.88 | \$247.00 | \$255.40 |
| Senior Research Associate IX | \$240.40 | \$248.57 | \$257.02 | \$265.76 | \$274.80 |
| Project Manager/Director I | \$108.26 | \$111.94 | \$115.75 | \$119.68 | \$123.75 |
| Project Manager/Director II | \$122.34 | \$126.50 | \$130.80 | \$135.25 | \$139.85 |
| Project Manager/Director III | \$138.90 | \$143.62 | \$148.51 | \$153.55 | \$158.78 |
| Project Manager/Director VIII | \$227.01 | \$234.73 | \$242.71 | \$250.96 | \$259.49 |
| Vice President II | \$227.01 | \$234.73 | \$242.71 | \$250.96 | \$259.49 |

LABOR CATEGORY DESCRIPTIONS

| Position | Labor Category | Grade Level | Years of Experience | Education Requirements |
|------------------------------------|---------------------------|-------------|--------------------------------|--------------------------------|
| Administrative Positions | Data Entry Assistant | I | 0 – 1 years | All Levels |
| | Administrative Assnt. | I | 0 – 3 years | All Levels |
| | Administrative Assnt. | III | 5 – 10 years | All Levels |
| Survey Center Positions | Survey Center Interviewer | I | 0 – 2 years | All Levels |
| | Survey Center Interviewer | II | 2 – 3 years | All Levels |
| | Survey Center Interviewer | III | 3 – 5 years | All Levels |
| | Survey Center Supervisor | I | 1 – 2 years | All Levels |
| | Survey Center Supervisor | II | 2 – 3 years | All Levels |
| | Survey Center Assnt. Mgr. | I | 2 – 3 years | All Levels |
| | Survey Center Manager | I | 3 years | College Degree |
| | Survey Director | I | 5-10 years | Advanced Degree (MA/Ph.D.) |
| IT and Programmer Positions | MIS Engineer | I | 0-3 years | College Degree |
| | MIS Engineer | III | 5+ years | College Degree |
| | Programmer | I | 3-5 years | College Degree |
| | Programmer | III | 7+ years | College Degree |
| | IT Director | I | 5 – 10 years | College Degree |
| Research Positions | Research Analyst | I | 1 – 2 years | College Degree |
| | Research Analyst | III | 3 – 5 years | College Degree |
| | Research Analyst | IV | 5+ years | College Degree |
| | Research Associate | III | 3 – 4 years | Advanced Degree (MA/Ph.D.) |
| | Research Associate | IV | 5 – 6 years | Advanced Degree (MA/Ph.D.) |
| | Research Associate | V | 6 – 7 years | Advanced Degree (MA/Ph.D.) |
| | Research Associate | VI | 7+ years | Advanced Degree (MA/Ph.D.) |
| | Sr. Research Associate | I | 1 – 2 years | Doctorate Degree (Ph.D./Ed.D.) |
| | Sr. Research Associate | II | 2 – 3 years | Doctorate Degree (Ph.D./Ed.D.) |
| | Sr. Research Associate | III | 3 – 4 years | Doctorate Degree (Ph.D./Ed.D.) |
| | Sr. Research Associate | V | 5 – 6 years | Doctorate Degree (Ph.D./Ed.D.) |
| | Sr. Research Associate | VII | 7 – 8 years | Doctorate Degree (Ph.D./Ed.D.) |
| | Sr. Research Associate | VIII | 8 – 10 years | Doctorate Degree (Ph.D./Ed.D.) |
| Sr. Research Associate | IX | 10+ years | Doctorate Degree (Ph.D./Ed.D.) | |
| Executive Positions | Project Mgr./Director | I | 1 – 2 years | Advanced Degree (MA/Ph.D.) |
| | Project Mgr./Director | II | 2 – 3 years | Advanced Degree (MA/Ph.D.) |
| | Project Mgr./Director | III | 3 – 5 years | Advanced Degree (MA/Ph.D.) |
| | Project Mgr./Director | VIII | 10+ years | Advanced Degree (MA/Ph.D.) |
| | Vice President | II | 15+ years | Advanced Degree (MA/Ph.D.) |

AREAS OF SPECIALIZATION AND SERVICES

Program Evaluation

IMPAQ's staff is highly experienced in evaluating government programs, especially in the areas of workforce issues and health care programs. For example, IMPAQ's staff has advised government clients on the feasibility and impact of policies for improving health systems, social protection systems, public employment and training programs, and government payment systems. IMPAQ staff utilizes their experience with applied research to design and implement social safety net programs that target assistance to the most vulnerable groups in society. IMPAQ has provided evidence-based research and technical assistance on a variety of labor, health, and social safety net issues, including:

- Employment Services
- Unemployment Insurance
- Social assistance and welfare reform
- Social policy technical assistance
- Privatization and economic restructuring
- Vocational education and workforce training
- Medicare Advantage
- Medicare Part D
- Retiree Drug Subsidy
- Medicaid Demonstrations
- Quality of care
- Performance measurement & Pay-for-Performance
- Payment system
- Mental health services
- Training and reintegration of demobilized soldiers.

Impact Evaluation

IMPAQ senior staff has extensive domestic and international experience in designing and evaluating the net impact of pilot demonstration programs as well as on-going government programs. IMPAQ staff includes experts in quantitative impact evaluations and are often invited to present seminars and training sessions on impact evaluation techniques. IMPAQ staff has also pioneered the use of quasi-experimental techniques in developing and transition economies to determine the net impact of social programs. These techniques have been used in the following U.S. and international impact studies:

- U.S. – Growing America Through Entrepreneurship (Project GATE)
- U.S. – Net Impact Evaluation of the Workforce Investment Act
- Turkey - Net Impact Evaluation of Active Labor Programs
- Romania - Net Impact Evaluation Study of Active Labor Market Programs
- Romania - Evaluation of the Local Economic Development Program
- Czech Republic - Cross Country Evaluation of Active Labor Programs
- Bosnia and Herzegovina - Evaluation of the Emergency Reintegration and Demobilization Project

Survey Operations

IMPAQ operates its own, in-house 50 work station Survey Center. The Center is staffed seven days a week with experienced interviewers, supervisors, coders, locators, and programmers. IMPAQ's Survey Center is currently implementing the Job Corps National Data Collection Project, a survey of more than 70,000 Job Corps participants annually. In addition, IMPAQ's Survey Center IT staff has developed highly sophisticated data cleaning and editing programs and procedures. These programs and procedures are coordinated with the Survey Center's CATI (Computer Assisted Telephone Interviewing) systems.

Database Administration

IMPAQ designs and implements complex relational databases to support research projects. IMPAQ staff has created systems using Oracle, SQL Server, Sybase, MySQL and MS Access, working in Linux and Microsoft operating systems. For example, IMPAQ designed a database system to support project data collection over the Internet. The IMPAQ database system gathers data from program participants, as well as from field staff. To protect sensitive personal information, the database design incorporates advanced security measures. Reliability and availability are achieved through server redundancy, redundant arrays of independent disks (RAID), and load balancing on the web servers. The database system includes features such as daily backups and monthly backups which are stored offsite.

Management Information Systems/Data Analysis

IMPAQ staff has technical expertise in architecting, designing, and implementing data collection systems customized to support evaluation studies. These systems are designed to meet high standards of security, reliability, scalability, and interoperability with other components of a given project's overall data collection and analysis system. In addition, IMPAQ staff has many years of experience in applying a wide range of econometric and statistical analysis techniques to many different social science datasets using software such as: SAS, Stata, and SPSS. For example, IMPAQ staff is currently designing and managing an Unemployment Insurance Administrative Data Warehouse for 17 states. IMPAQ staff also designed the Minimum Data Set (MDS) for a Medicaid national demonstration project. Finally, IMPAQ staff has in-depth experience with both procedural and object-oriented software development in programming simulations, modeling complex systems, performing econometric estimation, and health services research (HSR) methods.

Custom Computer Programming

Our software development team is experienced in both procedural and object-oriented languages and has developed custom software in a wide variety of fields. We have developed software that directly accesses relational databases, such as Oracle or SQL Server, and Microsoft-specific software, that reads from MS Access data files and writes to report templates in MS Excel format along with documentation that is easy to read and concise.

SELECTED CURRENT AND PAST PROJECTS

U.S. Department of Labor (USDOL)

Employment and Training Administration (ETA)

Project GATE: Growing America Through Entrepreneurship

For the U.S. Dept of Labor (DOL), IMPAQ recently completed Project GATE (Growing America Through Entrepreneurship), an experimental design evaluation project in Maine, Minnesota, and Pennsylvania. The goal of this project was to evaluate the effectiveness of providing entrepreneurial training services in urban and rural areas.

Job Corps Survey National Data Collection Project

For the U.S. Department of Labor, IMPAQ is conducting over 70,000 telephone interviews annually as part of the Job Corps Survey National Data Collection Project. The data collected in these surveys are used to monitor the performance of the Job Corps program.

Evaluation of the Unemployment Insurance (UI) Program

For the U.S. Department of Labor (DOL), IMPAQ is currently conducting the Unemployment Insurance (UI) Program Study project. This study will provide the U.S. Department of Labor with detailed empirical information on the effectiveness of the U.S. Unemployment Insurance (UI) system.

Workforce Investment Act Net Impact Evaluation

For the U.S. Department of Labor, IMPAQ is currently conducting a quasi-experimental design study to evaluate the impact of the Workforce Investment Act (WIA). IMPAQ is collecting and analyzing administrative and performance data from 25 site representative sites.

Professional and Administrative Management Support Services (PAMS)/Department of Labor (DOL) Employment and Training Administration (ETA)/Indefinite Quantity Contract (IQC)

Through this Indefinite Quantity Contract (IQC), IMPAQ will assist the Employment and Training Administration (ETA) in designing and operating strong and effective workforce development systems by providing technical assistance and training, research analysis, report writing, and logistical and administrative support.

Bureau of International Labor Affairs (ILAB)

Combating Child Labor Through Education – Turkey

The main objective of this project is to increase access to basic and vocational education for children employed in agriculture, particularly children engaged in, or at risk of engaging in, seasonal work as agricultural laborers.

U.S. Department Of Health And Human Services (DHHS)

Centers for Medicare & Medicaid Services (CMS)

Evaluation and Performance of Medicare Part D Organizations' Business Logic for Performance Metrics and Composite Scoring Reporting Card

This project will develop the business rules and composite scoring methodologies for evaluating the performance of organizations providing the Medicare Part D Drug Benefits.

Medicaid Program Demonstration Project: Community-based Alternatives to PRTFs

This project designed a national evaluation of the *Community-Based Alternatives to Psychiatric Residential Treatment Facilities* (PRTF) demonstration program. The PRTF demonstration is part of the New Freedom Initiative (NFI).

National Balancing Indicator Contractor

This project involves developing a set of national indicators to assess States' efforts to balance their long-term care support system between institutional and community-based supports including characteristics correlated with improved qualities of care for individuals.

Development of Part C, D and RDS Error Rates

This project involves the development of a Medicare Part C, D and RDS Risk Assessment which included a payment system overview, a comprehensive identification of all risks, a ranking of all risks identified, a definition of a Part C Payment Error, and the development of a Measurement Methodology for selected Part C, D and RDS High Risk Areas.

Part C and D: Payment Error Analysis

This project provides technical assistance to the Centers for Medicare & Medicaid Services in identifying payment error rates for Part C and Part D payments. The goal of this project is to develop a composite payment error rate.

Medicare Prescription Drug Benefit Final Part D Payment Process

As a subcontractor to StrategicHealthSolutions, IMPAQ is providing a full range of statistical, analytical, audit, financial, formulary and professional business services to the Centers for Medicare & Medicaid Services (CMS). These services will assist CMS in analyzing the Part D Payment Reconciliation results as determined by the Payment Reconciliation System (PRS).

Agency for Healthcare Research and Quality (AHRQ)

AHRQ Planning, Evaluation, & Analysis Contract

The services provided under this Indefinite Quantity Contract (IQC) include evaluation design studies and program evaluations; economic, cost-benefit, and other types of cost-related analyses; legal and policy analyses; actuarial analyses and related types of studies; customer satisfaction surveys; performance information collection efforts; and internal management and organizational studies.

National Institutes of Health (NIH)

Assessment of the NIH Child Care Services Program

IMPAQ International is conducting an assessment of NIH's childcare service program to determine the effectiveness of the existing program, as well as document areas of improvement for ensuring its continued competitiveness with comparable organizations.

Health Resources and Services Administration (HRSA)

Evaluation of the Effectiveness of HRSA-Supported Activities Category I

IMPAQ International joined the Lewin Group team of contractors to provide evaluation services for the Health Resources and Administration Agency (HRSA).

Strengthening Evaluation Capability – Short-Term Assistance in Evaluation and Analysis Category II

IMPAQ International joined the Lewin Group team of contractors to provide Short-Term Assistance in Evaluation and Analysis for the Health Resources and Administration Agency (HRSA).

U.S. Department of Education

Multiple Award, Indefinite Delivery/Indefinite Quantity (MATO) Task Order Contract

IMPAQ has been selected to provide research, policy analysis, evaluation design, performance measurement, and program assessment services to the U.S. Department of Education.

U.S. Department Of Housing and Urban Development (HUD)

Evaluation of HUD Housing Counseling Services Program

As a subcontractor to Abt Associates, IMPAQ is developing a web-based participant tracking system to collect data on a sample of households receiving pre-purchase and post-purchase counseling services through HUD-sponsored counseling programs.

International Projects

Support for Economic Growth and Institutional Reform (SEGIR) Macro II – Worldwide

IMPAQ International joined the BearingPoint team of contractors to provide technical assistance under the Support for Economic Growth and Institutional Reform (SEGIR) Macro-economic II project.

Support for Economic Growth and Institutional Reform (SEGIR) Privatization – Worldwide

IMPAQ International joined the Carana Corporation Consortium to provide technical assistance services regarding privatization under the Support for Economic Growth and Institutional Reform (SEGIR) Privatization project.

Enabling Labor Mobility (ELMO) – Bosnia and Herzegovina

IMPAQ International joined the BearingPoint team of contractors to provide technical assistance under USAID's Bosnia and Herzegovina (BiH) Program for Enabling Labor Mobility (ELMO).

Palestinian Agribusiness Partnership Activity (PAPA) – West Bank, Gaza and Israel

The Palestinian Agribusiness Partnership Activity (PAPA) is a USAID funded program to foster rapid economic growth and employment opportunities in the West Bank and Gaza.

Social Safety Net Research – Jamaica

IMPAQ joined Mathematica Policy Research to provide technical assistance in the evaluation of the Social Safety net programs addressing poverty alleviation in Jamaica.

Technical Assistance to Monitor the Social Impact of Privatization – Turkey

This project provided technical assistance and consulting services for three studies: (1) Privatization Economic Impact, (2) Privatization Coping Strategies, and (3) Net Impact of Labor Redeployment Services.

Impact Evaluation of Active Labor Programs – Romania

The overall goal of this project was to provide information on the net impact of selected active labor market programs (ALMPs) in Romania and to improve the targeting and cost-effectiveness of these programs.

Impact of Active Labor Market Programs in Transition Economies – Russia

For this project, IMPAQ International partnered with the Centre for Economic and Financial Research (CEFIR) in Moscow, Russia, and the National Research Institute on Labor and Social Protection (NRILSP) in Bucharest, Romania. The main goal of the project was to accumulate information and contribute to the knowledge base and experience about public policy programs assessments around the world.

Financial Sector Reform Retraining Program – Nepal

This project provided technical assistance in the design and implementation of retraining and support to the 5,400 workers separated from several financial institutions in Nepal.

Output Based Aid (OBA) – Romania

For the World Bank, IMPAQ carried out a study of Output Based Aid (OBA) approaches in labor redeployment programs. The study was comprised of three main parts: (1) an analysis of the nature of OBA approaches in redeployment programs; (2) an analysis of the practical issues involved in design and implementation of OBA schemes in redeployment programs; (3) lessons learned.

EXECUTIVE MANAGEMENT CONTACT INFORMATION

Ms. SHARON BENUS, CHIEF EXECUTIVE OFFICER

Phone: 443.367.0298

E-mail: sbenus@impagint.com

Sharon Benus is the CEO and co-founder of IMPAQ International, LLC. Ms. Benus has over 25 years of experience in government and business. At IMPAQ, Ms. Benus has overall responsibility for the financial, administrative, and marketing activities of the company.

Prior to coming to IMPAQ, Ms. Benus served in senior management and administrative positions in government and private sectors. At the University of Maryland, for example, she was involved in the administration of budgets, management of personnel, developing and coordinating affirmative action plans, and supervising staff. At the Michigan Employment Security Commission, she was involved in such activities as providing counseling, training and job placement services. Based on this experience in the government sector, she has developed a clear understanding of the requirements for working with State and Federal agencies.

Ms. Benus has also worked over 12 years in the private sector. While in the private sector, she developed substantial experience in the areas of strategic planning, marketing, organizational development, supervision, and training. Ms. Benus holds an M.A. from the University of Michigan in Personnel and Guidance and a B.A. from the University of Pennsylvania.

DR. CRAIG COELEN, PRESIDENT

Phone: 443.539.9779

E-mail: ccoelen@impagint.com

Dr. Craig Coelen has over thirty years of experience in the management and development of research organizations and a record of extensive research on the financing and delivery of health care services. At IMPAQ, Dr.Coelen has overall responsibility for the corporate management, strategic planning, and new business development of the company.

Prior to joining IMPAQ, Dr.Coelen was the President of National Opinion Research Center (NORC), a not-for-profit, applied social science research organization at the University of Chicago. During his eight years as President and CEO of NORC, Dr.Coelen oversaw a period of significant growth: annual revenues grew from \$39 million to over \$100 million, regular staff increased from 175 to more than 400, and survey interviewers and field staff increased from several hundred to more than a thousand.

During the 1990's, he served as Senior Vice President at the Urban Institute and from 1985 to 1990, served as head of the government services division at Abt Associates Inc. He is also a health economist and holds a Ph.D. in Economics from Syracuse University and teaching experience at Northeastern University.

DR. JACOB BENUS, EXECUTIVE DIRECTOR

Phone: 443.367.0379

E-mail: jbenus@impaqint.com

Dr. Jacob Benus is Executive Director and Vice President for Research at IMPAQ International and has over 25 years of experience in research and evaluation of domestic and international labor and social safety net projects.

Dr. Jacob Benus has completed many projects for U.S. government agencies as well as international organizations such as the World Bank, the Inter-American Development Bank, and the Asian Development Bank. He has also implemented projects in many countries, including the Czech Republic, China, South Africa, Honduras, Peru, Jordan, Turkey, Armenia, Romania, and Bosnia & Herzegovina. Many of these projects involved the design of new social safety net programs and the evaluation of their cost effectiveness.

While Dr. Benus was Project Director at Stanford Research Institute (SRI International) and Manager of the International Safety Net Group at Abt Associates, Inc., he directed many important and highly-regarded research and evaluation projects in poverty alleviation, employment and training, privatization and active labor programs. This experience enhances the quality of all projects at IMPAQ International.

Dr. Benus holds a Ph.D. and M.A. in Economics from the University of Michigan and a B.S. in Economics from the University of Maryland. He has authored numerous papers and reports and has been published in leading professional journals.

DR. MICHAEL KIRSCH, CHIEF OPERATING OFFICER

Phone: 443.539.2086

E-mail: mkirsch@impaqint.com

Dr. Michael P. Kirsch has twenty years of project management experience working with a wide range of clients in both the public and private sectors. His work has focused on organizational research, maximizing human capital, and training/organizational development. Dr. Kirsch has led numerous large and complex projects using both qualitative and quantitative research methods. He has designed surveys, conducted interviews, and led focus groups; facilitated strategic/business planning sessions with senior executives; supported teams engaged in business process redesign; and designed and implemented numerous, innovative workplace programs.

Dr. Kirsch's clients have included the U.S. Departments of Labor, Defense, Education, Health and Human Services, Justice, Treasury, and Transportation; the U.S. Environmental Protection Agency; the U.S. Office of Personnel Management; and the Social Security Administration. He has also supported state and local government, including the states of Maryland, Michigan, New Jersey, New York, and Pennsylvania; and Fairfax (VA) and Montgomery (MD) counties and has provided services to private organizations in the insurance, energy, financial, and property management sectors.

Dr. Kirsch earned his B.A. with Special Honors in Psychology (with a minor in Statistics) from the George Washington University and his M.A. and Ph.D. degrees from Michigan State University in Industrial/Organizational Psychology.