OUR MISSION

“IMPAQ’s mission is to create enduring solutions to global problems through rigorous approaches and innovative thinking.”

IMPAQ INTERNATIONAL
Driving Value Through Insight™

Through evaluation services, research studies, and technical assistance, IMPAQ helps governments, businesses, foundations, non-profits, and universities enhance their programs and policies.

Our staff of world-class researchers, survey professionals, technical innovators, and subject matter experts in health, education, labor, human services, and international development combine innovative thinking and rigorous approaches to make a real world impact.

We are known for our flexibility, responsiveness, and willingness to adapt to our clients’ challenges. When we assemble a team, we bring together experts from diverse backgrounds and perspectives. Our solutions are holistic and highly responsive to our clients’ changing needs.

IMPAQ helps our clients measure and evaluate the real-life impact of their decisions.

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IMPAQ’s Health Division works to increase the quality and value of healthcare in the U.S. and to build the infrastructure to support a high-performing healthcare system. Our research and evaluation studies help our clients understand how better quality care can be delivered to more people, while reducing cost. Our work helps design, evaluate and refine health delivery policies, programs, and systems through a broad range of research, evaluation, technical assistance, and data collection initiatives. Practice areas include healthcare reform & delivery, performance measurement & quality, and technical assistance.

IMPAQ’s Labor Division evaluates, designs and enhances the implementation and administration of employment and training programs. Our diverse team of highly experienced researchers employs a multidisciplinary approach to conducting rigorous studies of workforce development, worker protection, training, and adult education programs. We provide solutions for national, state, and local clients that are integral to policy development, planning, managing, and implementing workforce development programs. Practice areas include impact evaluations of workforce development programs, evidence-based research to establish new policies and improve programs, as well as analytics and modeling to convert data into actionable intelligence.

We work with government agencies and private foundations to execute a variety of evaluation studies, including large-scale random assignment and quasi-experimental impact studies and program implementation research. Combining our research expertise with deep knowledge of K–20 educational programs and policies, IMPAQ’s Education Division studies innovative programs and interventions to measure their impact on the people who matter most — students and their families.

Over one in seven Americans lives in poverty while millions of US households have trouble meeting their food and other basic needs. These numbers only tell part of the story, though. Across the country, millions of Americans rely on federal, state, and local government programs for food, child, and family assistance. Our cross-functional teams provide evaluations, technical assistance, process improvement, and data solutions to help improve the quality of services while lowering costs. For example, our work with the Supplemental Nutrition Assistance Program is helping states leverage data and technology to continuously increase efficiency, accuracy, and timeliness.
IMPAQ International understands that the key to informed policy and decision making, whether among the government or private sectors, lies in the ability to develop technology-driven solutions that help securely collect, manage, and extract value from data. To that end, IMPAQ’s specialized Technology Solutions Division is focused on designing, implementing, and assessing information systems used for research, program evaluation, performance measurement, monitoring, regulatory compliance, and business operations activities. Our team’s core offerings include data collection, data management, data analysis and reporting, security, and privacy. Today, our Technology Solutions team is working on diverse projects across IMPAQ’s spectrum of clients and focus areas -- for example working with our Health Division to help our clients ensure the secure collection and exchange of health data about individuals.

IMPAQ International works to create a more equitable world, driven by educated and engaged citizens, mobilized communities, and informed policies. Our International Development Division works to achieve this vision through research and evaluation, by leveraging our knowledge of evidence-based interventions, and by enabling clients to develop and implement local solutions to societal challenges. Today, IMPAQ collaborates with government officials, international bilateral and multilateral development agencies, and the private sector to provide policy research and analysis, program design, project implementation, and practical and sustainable solutions across the globe.

IMPAQ is at the forefront of survey research, with expertise in survey methodology, design, and administration. Our Survey Research Division has conducted surveys of diverse populations across numerous substantive areas, both domestically and internationally. Our dedicated team helps our clients achieve valid and reliable results through survey design, sampling, instrument development, cognitive interviewing, OMB and IRB packages, CATI interviewing, web and mail surveys, data processing and data analysis and reporting. IMPAQ’s survey projects are supported by an in-house Survey Operations Center staffed seven days a week with experienced interviewers, supervisors, locators, programmers, coders, and data processing staff.

Public programs and large-scale policy initiatives can involve complex communications needs, be it with stakeholders, constituents, or the public. Our communications solutions include conference and event management, training programs and webinars, and content creation and dissemination. As certified and experienced government meeting professionals, we bring extensive experience with both in-person and virtual events. Our customized training solutions can include classroom, online, workshop, and broadcast training. We also craft print, video, mobile, and electronic communications for a wide range of reporting, scholarly, scientific, and other needs.
SERVICES

RESEARCH
- Policy/Program Analyses
- Applied Research Studies
- Feasability Studies

EVALUATION
- Impact Evaluations
- Process Evaluations
- Outcome Evaluations
- Mixed Method Evaluations

IMPLEMENTATION
- Technical Assistance
- Performance Measurement & Quality Improvement
- Business Process Re-Engineering

TECHNOLOGY SOLUTIONS
- Data Management
- Systems Architecture, Development, & Integration
- Analytics & Business Intelligence

SURVEYS AND DATA COLLECTION
- Data Management
- Systems Architecture, Development, & Integration
- Analytics & Business Intelligence

COMMUNICATIONS SOLUTIONS
- Data Management
- Systems Architecture, Development, & Integration
- Analytics & Business Intelligence

LEARN MORE
To learn more about how our exceptional people are developing innovative solutions with a real-world impact, or to join our team, please visit our website at www.impaqint.com.

SELECT CLIENTS

U.S. DEPARTMENT OF LABOR
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
U.S. DEPARTMENT OF AGRICULTURE
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
U.S. DEPARTMENT OF EDUCATION
U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
BILL & MELINDA GATES FOUNDATION
ROBERT WOOD JOHNSON FOUNDATION
NATIONAL SCIENCE FOUNDATION
THE WORLD BANK
MILLENNIUM CHALLENGE CORPORATION
HARVARD UNIVERSITY
JOHNS HOPKINS UNIVERSITY
COMMUNITY COLLEGE OF BALTIMORE COUNTY
BOARD OF REGENTS FOR HIGHER EDUCATION

PARTNER WITH US
IMPAQ always welcomes opportunities that allow us to offer clients the best services available. Whether you are a business, university, nonprofit, or an independent consultant, we invite you to learn more about working with IMPAQ.

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