

→ Your economic, housing, and capacity building partner



\$75+

billion in federal disaster recovery funds managed

\$100+

million in CARES Act funds managed

275,000+

housing applicants reviewed

12,000+

environmental reviews conducted

35,000+

FEMA-funded disaster recovery projects

8,000+

HHS emergency preparedness TA requests fulfilled

Who we are

Our team has been on the ground for nearly every major natural disaster in recent U.S. history. Over the last three decades we have successfully helped communities prepare for, respond to, and recover from hurricanes, flooding, wildfires, and a pandemic. From Puerto Rico to Texas, California, North Carolina, Louisiana, Oregon, and many stops in between, we have successfully supported recovery efforts and exceeded client requirements to help build more economically resilient communities. We are well-known and trusted by federal, state, and local partners for assisting them to accelerate community-wide recovery, build long-term local capacity, and deliver cross-sector solutions.

What we do—and how we do it differently

We bring together best-in-class implementation, compliance, risk management, data reporting, and grants management staff to provide solutions for swift resolution to our clients' most complex problems. With a demonstrated track record of driving results, we can help you navigate the complicated pandemic recovery funding and mitigation landscape. Let ICF show you how to maximize every dollar to achieve your goals and build a resilient future.

Our clients

California selected ICF to rapidly disburse funding and mitigate the public health and economic impacts of COVID-19. We're facilitating island-wide recovery, across all 78 municipalities impacted by Hurricanes Irma and Marie. HUD relies on ICF to provide training, technical assistance, and toolkits for disaster recovery grantees. And following the disasters of 2016, we're supporting the mitigation planning and implementation efforts of multiple states and local entities. Working with federal, state, and local officials—community development agencies and emergency management departments, counties, municipalities, and utilities—to increase the speed at which communities can bounce back after a disaster is some of the most important work we do.

What We Bring	Benefit to Our Clients and Applicants Needing Assistance
ICF Team has led the nation's most fast-paced and high-pressure recovery programs	Immediate access to quick solutions and best practices for speedy and compliant program delivery
Hundreds of personnel with customer service support experience to LMI households and federal grant program administration experience	Applicants feel supported as program staff help them document eligibility without experiencing an undue compliance burden to participate in programs
ICF Team is tried and tested , working remotely together to support recovery efforts uninterrupted through the COVID pandemic	Our team meets all timelines and deliverables for high-volume, high-stakes programs, because they have done it together before
As a multidisciplinary company, we provide all services in house , including contact center, accounting, reporting, federal program compliance, business analytics, and communications	Program operations are seamless, and bottlenecks are immediately removed, as all functions are controlled internally by ICF rather than relying on multiple subcontractors
Extensive experience managing customer-facing teams remotely for 15+ years	There are no growing pains as ICF ramps up and manages hundreds of individuals from afar, providing exceptional virtual support to applicants
Develop role-specific, step-by-step SOPs, checklists and job aids with practical implementation guidance	Any qualified specialist walking into this job can use the tools and succeed, resulting in an immediate increase in productivity
Obsess over production numbers and quality through our performance management systems and reporting team	Program workforce is right-sized, production bottlenecks are swiftly eliminated, and government leadership has transparency

1,000+

FEMA, HUD, housing, economic development and public health experts

50+

disasters managed

100+

state/local entities served

Learn more at icf.com/disaster-management

Our people

Our team has guided some of the most complex disaster recovery efforts in modern history, while always keeping in mind that the people are the mission. We bring our integrity and expertise to deliver meaningful support to communities in need while building local capacity for long-term resilience. As we have done across numerous states and territories, including Louisiana, New Jersey, Texas, and Puerto Rico, ICF combines subject matter expertise with local hires to expedite compliant programs that spur economic development and provide lasting recovery.

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