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Maryland Department of Human Services Awards ICF $11 Million Contract Extension

Customer Support Services Expanded to Leverage Latest Technology

FAIRFAX, Va., March 31, 2021 /PRNewswire/ -- The Maryland Department of Human Services (MD DHS) has awarded global consulting and digital services provider ICF (NASDAQ: ICFI) a two-year, $11 million contract extension to expand its customer support services.

ICF will continue to provide customer support for a wide range of critical services and programs to ensure vulnerable Maryland residents have access to food, heat, shelter and other basic needs. The company will provide these services through the latest technologies, such as intelligent interactive voice response, in order to quickly respond to Marylanders in need of help.

"ICF has supported MD DHS since 2015, serving as the centralized point of contact for citizens seeking critical services," said Jodi Jones, ICF vice president. "When the COVID-19 pandemic hit, applications to some programs rose as much as 500%. We quickly expanded our customer service operations to manage the increased influx of requests to better support those in greatest need."

ICF's integrated customer service centers deliver an experience that empowers clients to meet their toughest challenges. The company provides customer support services to programs in areas ranging from public health to disaster recovery to energy efficiency.

Read more about ICF's public health and integrated customer service solutions.

About ICF
ICF is a global consulting services company with over 7,000 full- and part-time employees, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at icf.com.

Caution Concerning Forward-looking Statements
Statements that are not historical facts and involve known and unknown risks and uncertainties are "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995. Such statements may concern our current expectations about our future results, plans, operations and prospects and involve certain risks, including those related to the government contracting industry generally; our particular business, including our dependence on contracts with U.S. federal government agencies; our ability to acquire and successfully integrate businesses; and the effects of the novel coronavirus disease (COVID-19) and related federal, state and local government actions and reactions on the health of our staff and that of our clients, the continuity of our and our clients' operations, our results of operations and our outlook. These and other factors that could cause our actual results to differ from those indicated in forward-looking statements THAT are included in the "Risk Factors" section of our securities filings with the Securities and Exchange Commission. The forward-looking statements included herein are only made as of the date hereof, and we specifically disclaim any obligation to update these statements in the future.

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