



# Information Clearinghouse and Resource Center Services



For more than 20 years, ICF International has been a national leader in providing clearinghouse (or resource center) services to government and nonprofit agencies. Our clients have turned to ICF to connect their target audiences to information and resources to help build public awareness, influence behavior change, and improve performance. Customers for these information services include federal, state, and local agencies, professionals, administrators, grantees, researchers, policymakers, and the general public.

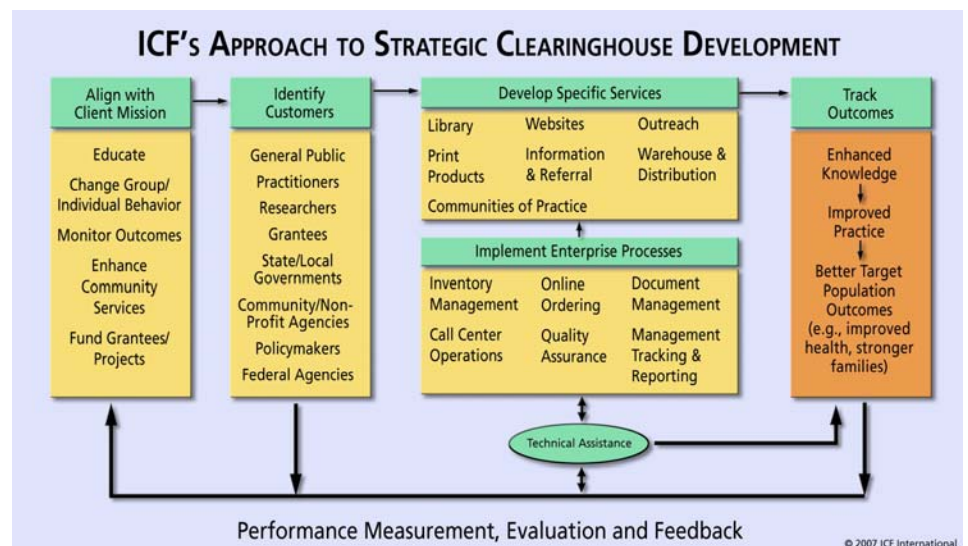
## Our Approach

Clearinghouses are powerful vehicles for collecting and sharing knowledge with a targeted audience. ICF's approach to clearinghouse development and management recognizes that clearinghouses can be much more than an information repository and dissemination channel—they should be strategic vehicles to assist agencies in delivering critical knowledge to promote action to meet their mission. Based on our clients' needs, ICF builds clearinghouses that deliver the *right* information and resources, in the *right* format, to the *right* people, at the *right* time—to create the *right* results.

Our approach begins with developing a deep understanding of each client's mission, its customers, and its customers' information needs—including their preferred methods and formats for receiving information. ICF's professional team always includes staff with substantial content expertise and experience related to the client's mission. We also employ experts in information collection, knowledge management, information technology, outreach, and dissemination. This unique combination of staff allows us to collect the key knowledge, best practices, and resources in the field and to work effectively with various partners and experts to turn this information into usable products and services to bring about desired results. Evaluation and feedback from both clients and customers are constant in our approach, allowing ICF to closely monitor and adjust services to meet changing environments and needs.

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- Web site and database development
- On-line library
- On-line publication ordering
- Electronic newsletters and information services
- Customer call center
- Information, referral, and research services
- Inventory management and warehousing
- Publication development
- Outreach and marketing services
- Communities of practice



**Passion. Expertise. Results.**

## Our Services

ICF's clearinghouse services are scalable to fit the client needs and budget. We partner closely with our clients to identify the content (information and resources) that will be central to the clearinghouse collection. We also work closely with the client and target audience to create a dynamic resource to advance the state of knowledge in the field, establish and improve best practices, and accomplish common goals. Our services include:

**Library.** ICF has managed libraries with records ranging from 2,000 to more than 50,000 documents. We employ reference and technical librarians, who scan, identify, select, catalog, and digitize information resources based on the customers' information needs. We use a state-of-the-art on-line document and record management system that allows users to search a library of content-specific resources and instantly download documents in the public domain. ICF technology removes guesswork using tailored topical searches that are automatically updated each time a new resource is added to the collection. Customers can register for automatic notifications (via e-mail) when new publications are available in their requested topic area—"pushing" relevant information and resources directly to their e-mail accounts. All of these services ensure that the most relevant and up-to-date research, government and grantee reports, journals, statistics, books, and other resources from the field are easily accessible to our clients and customers.

**Information and Referral.** While most resources are made available on-line, ICF customer service staff support toll-free hotlines and e-mail accounts to provide one-on-one informational support to customers. Our staff conducts research and provides responses to tens of thousands of requests yearly for several clearinghouses. Our automated request processing system allows staff to track each request from inception to completion. This system not only increases responsiveness, but generates real-time reports for clients on resource usage, customer fulfillment time, and types of customer requests.

**Web sites.** Utilizing the power of the Internet, ICF creates dynamic Web sites, search engines, databases, and information sharing tools on the World Wide Web. Customers may be given the opportunity to download copies of publicly available materials; order physical resources through a real-time, on-line ordering system; view up-to-the minute resources through dynamic content generators; link to partner resources and other vetted topical Web sites; and access our librarians and information specialists—all through specially designed and maintained Web sites.

**Communities of Practice.** Using the latest technology, clearinghouses have the power to link individuals and organizations with similar missions and information needs. These Communities of Practice may be as simple as a listserv of members or as complex as a dedicated information-sharing space on a Web site. ICF staff works closely with each client to determine the best method to support dynamic information sharing of best practices, resources, and research for the client and its customers.

**Product Development.** ICF content experts add value to available literature by creating publications to meet client and customer needs. These publications may synthesize best practices from grantee reports or provide synopses of important topical issues in formats accessible to both practitioners (e.g., Issue or Research Briefs) and the general public (e.g., Fact Sheets). Publications also may include monthly newsletters (hard copy or electronic) that summarize recent events in the field and identify newly published research or best practices. These customer-driven products respond to busy consumers' demands for short, synthesized materials with links to further information as required.

**Outreach and Conference Support.** ICF project staff is aware and makes use of available resources. Our staff consists of skilled communications experts who create appropriate materials and opportunities to share the abundance of knowledge housed in the clearinghouses with targeted audiences. Through attendance and presentations at conferences, targeted advertising in trade publications, and published articles in newsletters and listservs, ICF staff ensures that clearinghouse services are publicized and made available through a variety of venues.

**Warehousing and Distribution.** While many clearinghouses are increasingly digitizing resources and becoming electronic repositories of information, ICF recognizes that for many agencies (and for many of their customers), "hard copy" and paper resources are still valued. As needed by the client, our staff can track and store all printed publications and resources available for widespread distribution at an off-site warehouse. Using an on-line inventory management system, staff has the capability to transfer and send needed materials from the warehouse to anywhere in the United States.

**Technical Assistance.** As a knowledge hub, clearinghouses are ideal for supporting Technical Assistance (TA) activities for our clients who are striving to build organizational capacity and create systemic change for improved results. Because ICF operates both clearinghouses and TA programs, we are experts in designing clearinghouses so that they provide maximum support to TA efforts. Ideally, clearinghouses and TA services provide a continuum of knowledge sharing resources and activities that identify and synthesize research findings and best practices and connect state and local agencies requiring assistance with resources and experts in the field. Linking clearinghouse services and TA is a powerful tool for agencies interested in improving the state of practice in the field.

## Featured Solutions

### Children's Bureau Clearinghouse Services

ICF has partnered with the Children's Bureau on behalf of the U.S. Department of Health and Human Services (HHS) for more than 17 years to bring information clearinghouse services related to child welfare to the general public, state and local agencies, grantees, professionals, and researchers. We began in 1990 with the National Clearinghouse on Child Abuse and Neglect Information project and added the National Adoption Information Clearinghouse in 1996. The two clearinghouses were consolidated into the Child Welfare Information Gateway in 2006. ICF manages this clearinghouse with a focus on a particular audience—child welfare and related professionals—and offers information on the full topical scope of child welfare. Annually, the clearinghouse responds to more than 14,000 individual telephone or e-mail requests for information, sends more than 173,000 publications to customers from our warehouse, and receives more than 6 million visits to its Web sites. We also provide on-site staff support to the Children's Bureau, develop and maintain more than 160 publications, and provide extensive information and management technology services. For more information about Child Welfare Information Gateway, visit the Web site at [www.childwelfare.gov](http://www.childwelfare.gov).



### The National Child Care Information and Technical Assistance Center (NCCIC)

NCCIC was established in October 1994 on behalf of the Child Care Bureau, Office of Family Assistance (OFA), to provide comprehensive child care information resources and technical assistance to Child Care and Development Fund (CCDF) grantees and other key stakeholders. NCCIC is the largest national resource center of its kind that links parents, providers, policymakers, researchers, and the public to early care and education information. ICF has partnered with the Child Care Bureau on this project since the inception of the NCCIC and provides clearinghouse and TA services to state and regional offices. ICF maintains a network of expert technical assistance specialists across the country that

provides information and hands-on support to the Administration for Children and Families Regional Offices and CCDF grantees in the 50 states, the District of Columbia, and all five U.S. territories. Since 2005, NCCIC staff have answered more than 11,000 information requests via phone and e-mail; tailored responses to CCDF grantees and other key stakeholders; supported more than 700 direct technical assistance requests from state agencies; managed a library of more than 20,000 resources (half of which were available for full-text download); and received more than 1.9 million visits on our comprehensive Web site that consolidates thousands of child care resources. We also provide information and assistance by developing and disseminating publications, reports, and issue briefs on hot topics in the field. For more information, visit the Web site at <http://nccic.acf.hhs.gov>.

### National Center for Environmental Economics (NCEE)

NCEE analyzes relationships between the economy, environmental health, and environmental pollution control. This includes: economic benefits and costs; economic incentives; size, composition, and effects of the pollution control industry; risk assessment data used in economic analyses; NCEE also serves as a central point of contact for communicating and resolving cross-cutting technical economic issues. As an integral part of the U.S. Environmental Protection Agency (EPA), this center provides a central repository for publications by NCEE, EPA, and others, including working papers; careers and internship information for professionals to work for NCEE and students to obtain internships and fellowships; grant announcements of current and future solicitations and a listing of past grant awards; information about events (workshops, seminars, and conferences) sponsored by NCEE and others; and links to various environmental economics Web sites. ICF provides support to the Web site managing both improved usability through a major redesign effort and consolidated and migrated databases for improved efficiency.

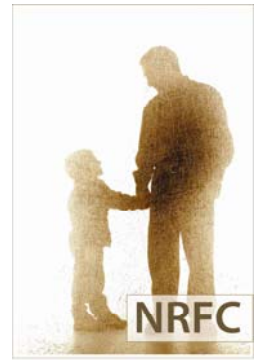
### HUD USER Information Dissemination Service

ICF supported HUD USER—the information dissemination service of the Office of Policy Development and Research at the U.S. Department of Housing and Urban Development (HUD). HUD USER's goal is to serve as a resource for state and local policy makers, practitioners, researchers, advocates, and the public on issues related to HUD housing research. In our support of HUD USER, ICF provided direct access to HUD research through the HUD USER Web site and through knowledgeable staff at the toll-free Customer Service Center. ICF provided a multidisciplinary and integrated team of researchers, subject matter experts, and functional experts who perform a wide variety of tasks. ICF also was responsible for conducting research, developing and disseminating electronic and hard copy newsletters and special announcements, developing and maintaining Web sites, managing HUD USER listservs, supporting conferences, and supporting other work to meet project goals. ICF handled approximately 3,000 phone calls per month, counted 75,000 unique visitors per month to the Web sites, and mailed 30,000 monthly newsletters.



### National Responsible Fatherhood Clearinghouse (NRFC)

NRFC is designed to support OFA in promoting the economic and emotional well-being of families, children, and individuals, resulting in more well-functioning and economically independent families and stronger communities. The NRFC accomplishes this by harnessing knowledge and disseminating information that promotes and supports the marriage and fatherhood fields. By improving practice through research and education, building and sustaining capacity of the field, fostering coalitions and partnerships, and effectively disseminating information, the NRFC directly supports HHS-funded grantees and others with their responsible fatherhood initiatives. As a subcontractor to the National Fatherhood Initiative (NFI) since 2006, ICF has managed the clearinghouse, call center, Web site, and technology infrastructure functions for the NRFC. The Web site allows users quick access to on-line resources through advanced search technologies and links users to a call center for more detailed one-on-one support. ICF's enterprise solutions support effective call center tracking and reporting, on-line resource development and management, and efficient dissemination services.



National Responsible  
Fatherhood Clearinghouse

### National Healthy Marriage Resource Center (NHMRC)

In support of its Healthy Marriage Initiative, HHS has funded 170 grantees in their efforts to build capacity and provide marriage education. The NHMRC is an effort to support these grantees by more broadly disseminating information on healthy marriages and healthy marriage programming. The NHMC is a service of the OFA in HHS. First launched in 2004—the NHMC is the “first stop shop” for marriage education information, and experienced provider of TA for grantees, and a major catalyst in advancing this nascent field. As a subcontractor to Public Strategies, Inc., since 2006, ICF has supported the redesigned, state-of-the-art NHMC Web site and clearinghouse services to support grantees. Specifically ICF experts identify, locate, catalog, and disseminate information resources and healthy marriage materials based on OFA priorities; support on-line library resources, databases, and advanced search capabilities through the Web site; and provide information services through phone, e-mail, and a computer-based inquiry response system.

### Early Childhood Learning and Knowledge Center (ECLKC)

Funded by the Head Start Bureau of HHS, the ECLKC provides a central location for Head Start Programs to find information, knowledge, and learning that assists them in realizing federal mandates to improve the lives of children and families. In so doing, the ECLKC serves as the gateway to related government information and provides a series of integrated services to collect, connect, and manage information, knowledge, and learning in a systematic approach while fostering relationships within communities. As a subcontractor to Trans-Management Systems Corporation, ICF provides services required to develop, sustain, mature, and support the Head Start Knowledge Information and Management Services initiative, which is an integral part of the ECLKC. ICF provides numerous information management services including collaborative community development, database development and maintenance, learning management systems support, customer service and feedback management, content development, and quality assurance.



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## About ICF International

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program life cycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,000 employees serve these clients worldwide. ICF's Web site is [www.icfi.com](http://www.icfi.com).

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