dimagi

March 11, 2024

Secretary of the Commonwealth of Massachusetts
Corporations Division, McCormack Building
One Ashburton Place, 17th floor Boston,
MA 02108-1512
Telephone: (617) 727-9640

Subject: 2023 Massachusetts Annual Report – Domestic Benefit Corporation Forms and Filing for Dimagi, Inc.

To Secretary of the Commonwealth, Corporations Division:

I am writing to submit Dimagi, Inc.'s 2023 MA Annual Report on behalf of the Domestic Benefit Corporation pursuant to M.G.L. ch.156E.

- Transaction category: Domestic Benefit Corporation
- Transaction type: Annual Report
- Contact name: Lucina Tse
- Contact phone: 617.649.2214 x58
- Contact email: corporate-ops@dimagi.com
- Filing Fee: $175 Fax Voucher System

If your office should have any questions about any of the above information, please feel free to contact me at 617.649.2214 x58 or by email at corporate-ops@dimagi.com.

Sincerely,

Lucina Tse
Chief Operations

D F

The Commonwealth of Massachusetts

William Francis Galvin
Secretary of the Commonwealth
One Ashburton Place - Room 1717, Boston, Massachusetts 02108-1512

FORM MUST BE TYPED

Annual Report for Domestic and Foreign Corporations
(General Laws Chapter 156D, Section 16.22; 950 CMR 113.57)

(1) Exact name of the corporation:

(2) Jurisdiction of incorporation:

(3) Street address of the corporation's registered office in the commonwealth *(number, street, city or town, state, zip code)*:

(4) Name of the registered agent at the registered office:

(5) Street address of the corporation's principal office *(number, street, city or town, state, zip code)*:

(6) Provide the names and addresses of the corporation's board of directors and its president, treasurer, secretary, and **if different,** its chief executive officer and chief financial officer.

	NAME	ADDRESS
President:		
Treasurer:		
Secretary:		
Chief Executive Officer:		
Chief Financial Officer:		
Directors:		

(7) Briefly describe the business of the corporation:

(8-9) Capital stock of each class and series:

CLASS OF STOCK	TOTAL AUTHORIZED BY ARTICLES OF ORGANIZATION OR AMENDMENTS Number of Shares	TOTAL ISSUED AND OUTSTANDING Number of Shares
COMMON		
PREFERRED		

(10) Check if the stock of the corporation is publicly traded. ☐

(11) Report is filed for fiscal year ending: _____ / _____ / _____
(month)   *(day)*   *(year)*

Signed by: _____

☐ Chairman of the board of directors   ☐ President   ☐ Other officer   ☐ Court-appointed fiduciary

on this _____ day of _____ , _____ .

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March 7th, 2024

Secretary of the Commonwealth of Massachusetts Corporations Division McCormack Building

One Ashburton Place, 17th floor Boston, MA

02108-1512

Telephone: (617) 727-9640

Subject: Dimagi, Inc. 2023 Massachusetts Benefit Report

To Whom It May Concern:

I am writing this letter to certify that pursuant to M.G.L. ch.156E, I am the Benefit Director of record for Dimagi, Inc., a Massachusetts Benefit Corporation. I am not simultaneously named to any other positions in the company. I have not held any employee positions within the company for the past year, and I receive no compensation.

I have reviewed Dimagi, Inc.'s latest B Impact Report, have discussed it with the Board of Directors, and find it to be satisfactory and in accordance with the requirements of M.G.L. ch. 156E Section 15. Please find my conclusions in the attached "Dimagi, Inc. 2023 Annual Benefit Report".

If your office should have any questions about any of the above information, please feel free to contact me by email at scott.mahar@gmail.com.

Sincerely,

Scott Mahar
15805 Cumberland Drive
Poway CA 92064

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Dimagi, Inc. 2023 Benefit Report

1. Dimagi Overview

Founded in 2002, Dimagi is a B-corp certified, socially-conscious technology company that builds open-source digital technology to increase and improve service delivery to underserved communities around the world. Headquartered in Cambridge, Massachusetts and with teams in India, South Africa, Senegal, and around the world, Dimagi partners with governments, NGOs, and foundations to amplify their frontline impact through scalable digital solutions and expert services. Dimagi designs mobile, web, and messaging technologies to perform case management, decision support, data collection and monitoring to further advance global development. As a small business with this blend of expertise, Dimagi is able to rapidly iterate and adapt its technologies to the local environment, enabling appropriate, scalable solutions to be created at a low-cost.

Dimagi's open-source flagship product, CommCare, is the world's most widely-used data collection and service delivery platform, and has been used by more than a million frontline workers. Our evidence base of peer-reviewed publications, including several RCTs, has shown that equipping frontline workers with CommCare improves performance, quality of care delivered, and client health outcomes.

Dimagi has a strong history of successful project execution, acting as a technical lead partnered with in-country implementation leads across numerous sectors, with a strong emphasis on healthcare. This model has been successfully implemented for both pilot-phase projects and enterprise wide deployments. Dimagi is able to rapidly iterate and adapt mobile technologies and reporting to the local environment, enabling appropriate, scalable solutions for organizations working to improve the lives of underserved communities through better data collection and dissemination.

2. Our Products

Dimagi team members have experience working with many mobile technologies, and are leaders in several open source communities. Dimagi has spent considerable time consulting on mobile systems for a range of applications and sectors. Dimagi's engineers have utilized a wide range of technologies and are therefore able to leverage the most appropriate mobile technology quickly, be it SMS, mobile applications, or web applications optimized for netbooks. As Dimagi's products have continued to gain traction globally, we have leveraged our presence across the globe to provide faster design and innovation cycles as well as better-value support. Our global teams have significant in-country and region-specific knowledge, having worked with numerous partners and end users. Our developer team frequently travels to work directly with our implementation partners and end users, enabling Dimagi to provide unparalleled expertise at designing, building, and deploying highly tailored applications for local needs.

As highlighted above we have experience with working with many mobile technologies and have specialized in creating our own products such as:

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CommCare

CommCare which is the digital platform for impactful frontline work everywhere. The most widely-deployed and evidence-based platform for enabling Frontline Workers, CommCare empowers organizations to build their own digital solutions to better deliver services, manage clients, and collect data. Built from the ground up to support the complexities and idiosyncrasies of frontline work, CommCare can meet nearly every frontline use case in any setting (including offline) at any scale, from pilot to nationwide programs.

CommCare's unique value is its proven ability to deliver technology which is both highly impactful and highly scalable. More than one million Frontline Workers have used CommCare applications to deliver critical frontline services across numerous sectors, including health, agriculture, social services, and more. CommCare is backed by the strongest evidence base of any digital platform for Frontline Workers, proving CommCare's positive impact on organizational performance, frontline workers behaviors, and most importantly, client outcomes.

Designed to support teams of every size and level of digital maturity, CommCare's technology grows with an organization's needs. Users can rapidly launch production ready no-code applications in minutes, with confidence that their tools can be integrated into complex, at-scale ecosystems. Dimagi's expert team delivers CommCare on an open source, professionally managed foundation which is best in its class for sustainability, support, and top-tier security that meets rigorous standards including GDPR, HIPAA, and SOC-2.

FocusMDM

In addition, FocusMDM is a Mobile Device Management (MDM) solution developed by Dimagi. When clients purchase and deploy devices with SIM cards to frontline staff, they expect a project's success to be inevitable. Our team at Dimagi knows that there are numerous challenges involved in data collection at the frontline, the biggest of which is often controlling and managing how devices and mobile data are used.

SureAdhere

SureAdhere is a secure mobile and web-based system which includes both a patient-facing mobile application that patients use to record and upload daily asynchronous videos on medication ingestion and/or treatment adherence, and a provider-facing, cloud-hosted, HIPAA and GDPR-compliant web application where public health staff can view asynchronous videos, document dosing histories and medication adherence and other observations. You can learn more about SureAdhere at this website: https://www.sureadhere.com/

CommCare Connect

Dimagi's CommCare Connect initiative offers the first digital tool that enables Frontline Workers to autonomously learn, deliver, and be paid for verified services.

- Learn: Users select and receive training through a digital training platform.

- Deliver: Users deliver additional services via their active jobs, leveraging CommCare.
- Verify: Service delivery is verified – leveraging biometrics, GPS, and data algorithms.
- Pay: Users can see what compensation they are owed, and be paid digitally or manually.

The platform will provide growth opportunities for Frontline Workers and more efficient expansion of frontline services. CommCare offers the perfect (and only) vehicle to reach hundreds of thousands of Frontline Workers.

3. Operational Structure

Our 240+ worldwide team of engineers, physicians, public health professionals, data analysts, project managers, and field staff are based around the world, many in the countries they serve. The majority of our software product development takes place at our headquarters in Boston, while other team members are based throughout the world supporting local design, management, iteration, implementation and support. Dimagi operates offices in Boston, New Delhi, Dakar and Cape Town. We also have full time staff based across the Americas and West Africa. As Dimagi's products have continued to gain traction globally, we have leveraged our presence across the globe to provide faster design and innovation cycles as well as better-value support. Our global teams have significant in-country and region-specific knowledge, having worked with numerous partners and end users. Our developer team frequently travels to work directly with our implementation partners and end users, enabling Dimagi to provide unparalleled expertise at designing, building, and deploying highly tailored applications for local needs.

Compensation to Board of Directors

The compensation paid to Dimagi's Board of Directors in 2023 was as follows:

- Jonathan Jackson received $305,147.80 as compensation for his employment as Chief Executive Officer.

- Vikram Kumar received $28,281.03 for 12.5% FTE in compensation for his employment as Chief Medical Officer.

- Scott Mahar received no compensation for his appointment as Benefit Director.

Shareholding

As of December 31, 2023:

- President and Chief Executive Officer, Jonathan Jackson, owns 42.6% of outstanding shares.

- Secretary and Chief Medical Officer, Vikram Kumar, owns 26.2% of outstanding share

- Steele Foundation for Hope owns 16.6 %

- Chief Accelerator, Cory Zue, owns 5.6% of the outstanding shares.

- No other equity owners own 5% or more of the outstanding shares of the benefit corporation.

In my opinion, the directors complied with their duty to consider the impact of decisions on stakeholders.
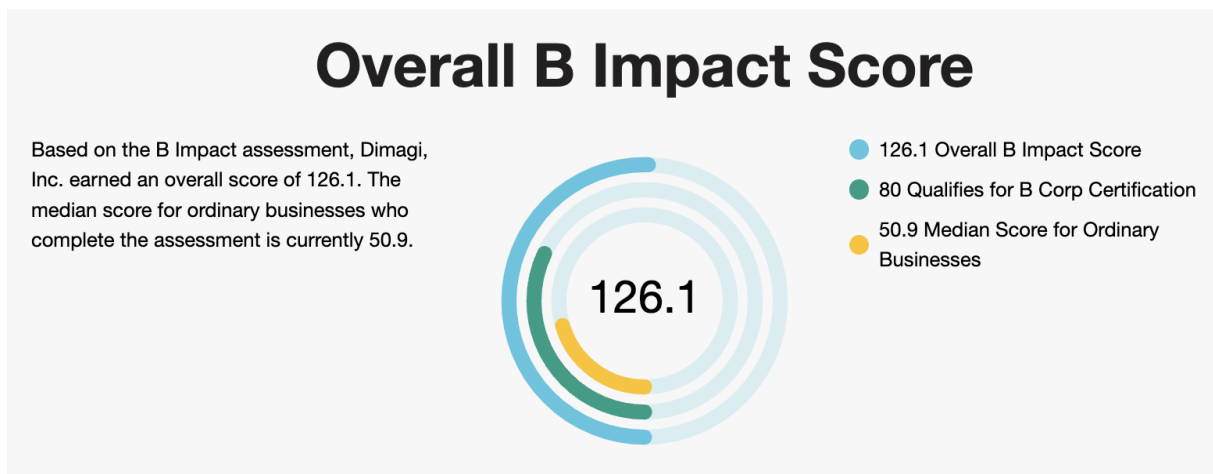
4. Public Benefit

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Dimagi is one of the world's largest providers of mobile technology in support of frontline health workers. As a Benefit Corporation, we deliver positive health outcomes at scale, focusing on underserved communities. Dimagi's flagship platform CommCare has supported 10% of all frontline health workers in LMICs, many at a national scale. As a result, Dimagi's 240+ person team has supported more than 3,000 digital programs in 130+ countries, including the largest scaling digital health projects worldwide. Dimagi is also the lead technical partner in developing frontline health worker and logistics mobile applications for many large-scale, prominent development projects.

5. Third Party Standard:

Dimagi is a Benefit Corporation under Massachusetts Law. We work to provide public benefits to our clients, our employees, and the community.

Dimagi measures its public benefit through B Lab Impact Assessment, which measures a company's positive social impact on its stakeholders by generating a free B Impact Report.

This Assessment takes place once every three years. Our latest Assessment report is provided below:

Overall B Impact Score

Based on the B Impact assessment, Dimagi, Inc. earned an overall score of 126.1. The median score for ordinary businesses who complete the assessment is currently 50.9.

126.1

- 126.1 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

Although Benefit Corporations are not required to be certified or have their Impact Report audited by a third party, Dimagi's Impact Reports have been regularly audited by B Lab.

Dimagi has performed remarkably well against the third-party standard historically, scoring 126.1 of a possible 200 points in our last Assessment with B Lab, about 57% higher than the required 80 points to qualify for B Corp Certification under B Lab's assessment.

Dimagi's B Corp Certified Impact Report is pasted below and can be viewed online at https://bcorporation.net/directory/dimagi-inc:

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The details of the scoring are available below.

Governance 18.3

Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency. This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.

Mission & Engagement	1.9
Ethics & Transparency	6.3
+ Mission Locked	10

What is this? A company with an Impact Business Model is intentionally designed to create a specific positive outcome for one of its stakeholders - such as workers, community, environment, or customers.

Workers 35.0

Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognizes business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.

Financial Security	11.0
Health, Wellness, & Safety	9.6
Career Development	6.2
Engagement & Satisfaction	8.1

Community 16.1

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

Diversity, Equity, & Inclusion	7.2
Economic Impact	4.5
Civic Engagement & Giving	2.2
Supply Chain Management	0.0

Environment 8.9

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognizes companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.

Environmental Management	3.9
Air & Climate	1.6
Water	0.0
Land & Life	3.2

Customers 47.8

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations.

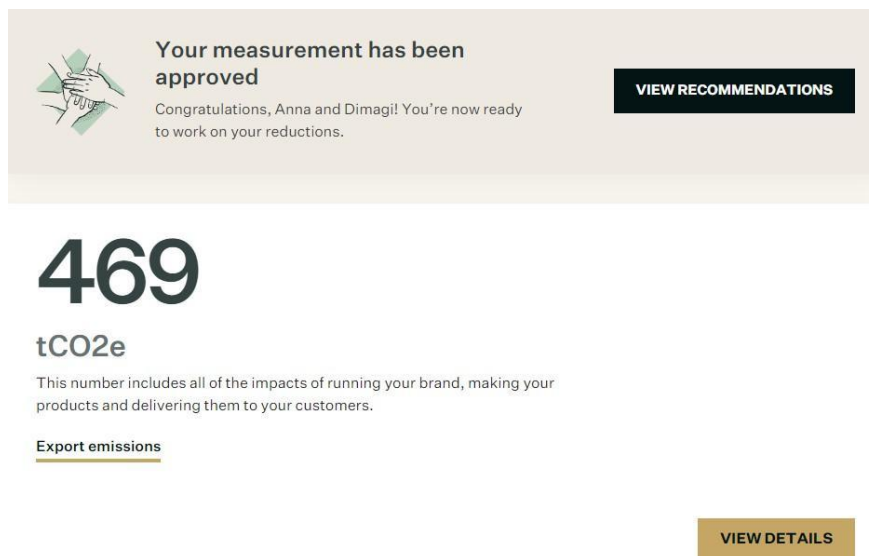|	
Customer Stewardship	2.2
+ Health & Wellness Improvement	22.6
+ Serving in Need Populations	22.9

What is this? A company with an Impact Business Model is intentionally designed to create a specific positive outcome for one of its stakeholders - such as workers, community, environment, or customers.

Dimagi as a Carbon-Neutral Company

The climate crisis is no longer a forecast—for millions, it's become a frequent, difficult, even devastating reality, and in Dimagi we are making our best effort to reduce our Carbon Footprint. Our ultimate goal is to become carbon positive—taking more carbon out of the atmosphere than we put in—even as our company grows. Towards that end we are working with Climate Neutral (nonprofit organization working to eliminate carbon emissions) to implement a Reduction Action Plan to reduce emissions from within its operations and supply chain.

Dimagi's report from Carbon Neutral is pasted below and can be viewed online at https://www.climateneutral.org/brand/dimagi

Your measurement has been approved

Congratulations, Anna and Dimagi! You're now ready to work on your reductions.

VIEW RECOMMENDATIONS

469

tCO2e

This number includes all of the impacts of running your brand, making your products and delivering them to your customers.

Export emissions

VIEW DETAILS

5. Public Benefit

General Public Benefit

Since its inception in 2002, Dimagi has focused on "impact, team, and profit (in that order)". One million Frontline Workers have used CommCare to collect data and deliver better frontline services in remote and under-resourced settings across a wide array of uses, including healthcare, pandemic response and vaccine delivery, crisis response, education and other social sectors. Dimagi continues to pursue the purpose

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outlined in its articles of organization, the "development of technology to improve human health and wellbeing," and is committed to reinvesting a majority of its profits back into achieving its social mission, thereby scaling its work to increase the public benefit on a global scale. In 2023, Dimagi has pursued and successfully provided a public benefit for various underserved populations around the world. Through its work to free the burden of AIDS, Tuberculosis and Malaria outcomes worldwide, Dimagi has sought to provide better equitable health for all, a key aspect of the Global Fund Goals.

Specific Public Benefit

Sticking closely with its business model, Dimagi provides Open Source tools that are designed for low-literate, low-income community health workers (CHWs) in Africa, Asia, and Latin America. Dimagi operates under well-established research showing that community health programs, when led by properly trained, motivated, and supervised CHWs, may reduce neonatal mortality by up to 50%.

Dimagi's flagship technology platform, CommCare, is an award-winning, open source mobile case management platform that supports frontline health workers in tracking their clients through a continuum of service delivery. Used by thousands of Frontline Workers worldwide, CommCare has generated a strong evidence base showing that the mobile tool improves workers' ability to track and follow-up with their clients, as well as organizations' ability to manage their workers. Dimagi leverages the technology from both of these platforms to support small businesses, vendors, and customers alike, providing inventory management, customer relationship support, and efficient follow-up. Dimagi's team of exceptional digital technology experts and engineers apply their experience in service delivery and data system design to engage with creative entrepreneurs in identifying new opportunities and supporting the growth of their businesses. We take a product platform approach to our ICT projects, ensuring longevity with support models that are sustainable and allow for users to own these tools independently in the long-term. This model has been successfully implemented for both pilot-phase projects and enterprise-wide deployments with partners, including the Bill & Melinda Gates Foundation, World Health Organization, World Bank, USAID, CDC, World Vision, UNICEF, PATH, the Rockefeller Foundation, and Acumen Fund. By running as an application on a mobile phone, CommCare is built on a decision and logic-processing platform that can support partners in delivering a wide range of services.

It provides critical data-quality checks and calculations at each point of service. The tool aims to help partners to track and support client registration and follow-up alongside the CommCare web platform that includes workforce performance monitoring dashboards designed to assist project managers in better supporting frontline workers as they deliver critical program interventions in the field.

Dimagi's platform, CommCare, can be used to build Android-based mobile applications for frontline health workers in low-resource settings. CommCare is a mobile case management tool for tracking beneficiaries through a lifecycle of services. CommCare, is recognized as a Global Digital Good by WHO and Digital Square. It has been recognized with numerous grants and awards, including a Stage 1 and Stage 2 Development Innovations Ventures grant from USAID, an Innovation Working Group Award from the Norwegian government, and a Top 11 Innovators award from the mHealth Alliance in 2011. In 2022, Dimagi was awarded a Program-Related Investment from the Steele Foundation for Hope (the "Steele Foundation") which is accelerating Dimagi's five-year strategy by funding the research, development, and diversification of a next generation platform building on CommCare.

Evidence of Impact: Dimagi has a large CommCare Evidence Base supporting Dimagi's impact, including full citations and papers, can be downloaded here: http://sites.dimagi.com/commcare-evidence-base.

Our information and communications technology (ICT) platform, CommCare, enables organizations without software development expertise to configure mobile applications specific to their programmatic needs, while still benefiting from the support structures of a fully hosted Software as a Service (SaaS) tool, enabling more sustainable ICT interventions over the long-term.

CommCare is a cloud-based, HIPAA-compliant, GDPR-compliant, open source mobile platform and Global Good that supports data collection, decision-support, client tracking, SMS-interaction, and map-based visualizations. CommCare is uniquely suited as the platform for mobile applications for outbreak response. It is the only mobile platform that integrates support for frontline workers, supply chain, and messaging needed for outbreak response. The CommCare form builder enables non-engineers, such as program managers, to build and adapt applications themselves. Finally, Dimagi maintains a repository of frontline worker applications that have been published by our partner organizations. The accumulation of standardized CommCare applications represents an increasingly important resource to assist in the rapid deployment of new mobile applications.

6. Notable Updates from 2023

CommCare Connect Growth in 2023

Dimagi and its partners have used the CommCare Connect platform to deliver a wide range of interventions. The platform has successfully facilitated Child Health Campaigns (Vitamin A and Deworming), conducted Household Safety Checks, supported Early Childhood Development programs, provided Group Therapy for Depression, and vaccine promotion.

Through CommCare we have learned that

- Frontline Workers can deliver cost -effective impact in as little as 1 to 2 hours
- CommCare Connect can efficiently pay FLWs to deliver high-impact interventions and improve their jobs
- Frontline workers can autonomously complete full Learn, Deliver, Verify, Pay (LDVP) cycles with CommCare Connect

We're thrilled to share that CommCare Connect has already made a big impact. Through partnerships with 12 incredible organizations, we have reached over 77,000 clients in 7 countries, including Kenya, India, Nigeria, Tanzania, Zambia, Uganda, and Malawi. We've also been able to distribute a total of $161,000 in direct payments to Frontline Workers and organizations for these services.

You can read more about our work in 2023 here: https://www.dimagi.com/blog/commcare-connect-2023

Introducing WellMe: The Resilience Application for Frontline Workers
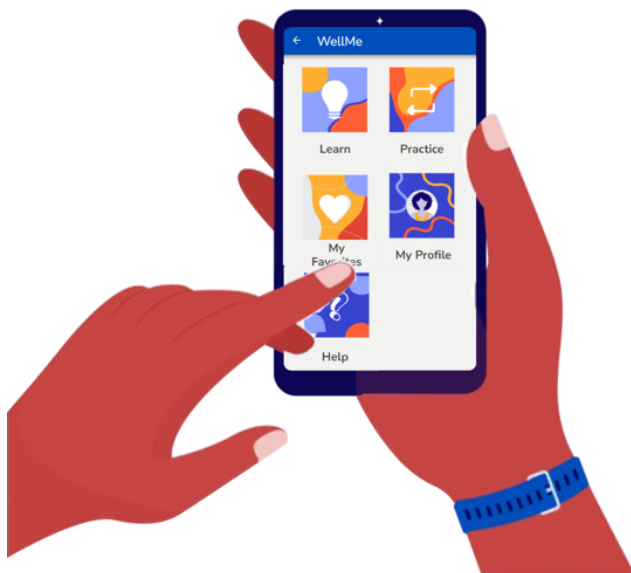
WellMe is a wellbeing and resilience application for Frontline Workers

At Dimagi, we believe that Frontline Workers play a critical role in achieving our vision of a world where all individuals have access to necessary services to thrive. However, the important work that Frontline Workers do often involves high levels of stress. If not managed successfully, this work-related stress can lead to burnout, which manifests as exhaustion, mental distance or negativity towards one's job, and reduced professional efficacy. Unfortunately, burnout is prevalent among Frontline Workers such as healthcare providers.

To address this issue, we are proud to introduce WellMe, a wellbeing and resilience application specifically designed to promote resilience-building behaviors and prevent burnout among Frontline Workers. While there is strong evidence that resilience is a learned skill that can prevent burnout, the feasibility and acceptability of using a mobile application to improve Frontline Worker resilience needs to be tested. In this post, we outline our theory of change for WellMe and discuss our plan to pilot the platform with 1200 Frontline Workers in the coming year. As part of our

commitment to openly learning and sharing, this is the first in a series of posts in which we will report our findings and feedback from Frontline Workers throughout this year-long process.

Highlights from Dimagi's Inaugural CommCare Enterprise Summit in Washington D.C.

In September 2023, Dimagi hosted our [Inaugural CommCare Enterprise Summit](#), where 14 out of our 16 CommCare software-as-a-service (SaaS) Enterprise Partners attended the 3-day event in Washington DC.

These internationally acclaimed Organizations independently build and roll out digital solutions, reaching a collective 1.2 billion people around the globe. They represent some of the largest NGOs in the world, with most operating in multiple countries and with tens of thousands of employees. Collectively to date, 55,000 CommCare Enterprise users are creating impact across 613 CommCare projects spaces. On a monthly basis, we facilitate close to 2 million form submissions for Enterprise Partners alone.

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CommCare Enterprise Partners bring valuable experience and expertise to the table, having implemented real-world solutions globally across a vast range of humanitarian aid and disaster relief initiatives. While they are diverse in size and geographical reach, and use CommCare in very different ways, they share many of the same challenges. These challenges are both unique and complex, too, because of the sheer scale at which they operate.

Every organization represented was able to benefit from shared knowledge, experience and problem solving. The summit created an environment for us to gain insights, too, into the needs and priorities of these leading Organizations, to enable us to further develop and improve our products and services.