



March 15, 2022

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

Subject: 2021 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 2021 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,

A handwritten signature in black ink, appearing to read "Lucina Tse".

Lucina Tse
Chief Operations

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: Dimagi, Inc.
(2) Jurisdiction of incorporation: Massachusetts
(3) Street address of the corporation's registered office in the commonwealth (number, street, city or town, state, zip code): 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA
(4) Name of the registered agent at the registered office: Jonathan Jackson
(5) Street address of the corporation's principal office (number, street, city or town, state, zip code): 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA
(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: Jonathan Jackson; 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA

Treasurer: Carter Power; 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA

Secretary: Lucina Tse; 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA

Chief Executive Officer: Jonathan Jackson

Chief Financial Officer:

Directors: Jonathan Jackson, Vikram Kumar, Scott Mahar (Benefit Director)

- (7) Briefly describe the business of the corporation:

Custom Software Design for International Development Project

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

Table with 3 columns: CLASS OF STOCK, TOTAL AUTHORIZED BY ARTICLES OF ORGANIZATION OR AMENDMENTS (Number of Shares), TOTAL ISSUED AND OUTSTANDING (Number of Shares). Rows include COMMON (3,500,000 / 1,723,648) and PREFERRED.

- (10) Check if the stock of the corporation is publicly traded. []

(11) Report is filed for fiscal year ending: 12 / 31 / 2021 (month) (day) (year)

Signed by: [Signature]

[] Chairman of the board of directors [x] President [] Other officer [] Court-appointed fiduciary on this 5 day of March, 2022



March 09, 2022

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. 2021 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. 2021 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,

A handwritten signature in blue ink that reads "Scott Mahar". The signature is written in a cursive, flowing style.

Scott Mahar
15805 Cumberland Drive
Poway CA 92064

585 Massachusetts Ave, Suite 3,
Cambridge, MA 02139



Dimagi, Inc. 2021 Benefit Report

Dimagi Overview & Background

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. 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 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 across more than 2,000 projects, with clients such as the World Health Organization, World Bank, USAID, CDC, World Vision, UNICEF, PATH, the Rockefeller Foundation, and Acumen Fund. 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.

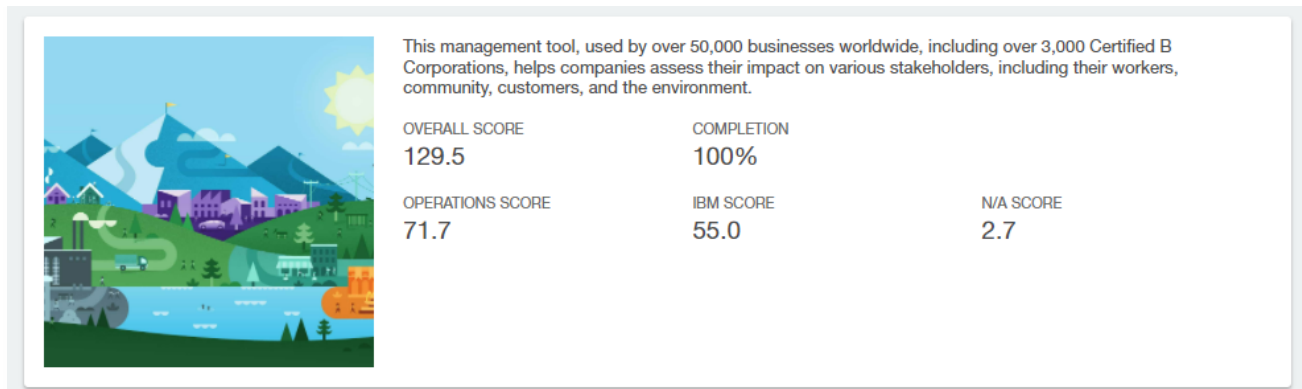
Public Benefit

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 last 2019 Assessment report is provided below

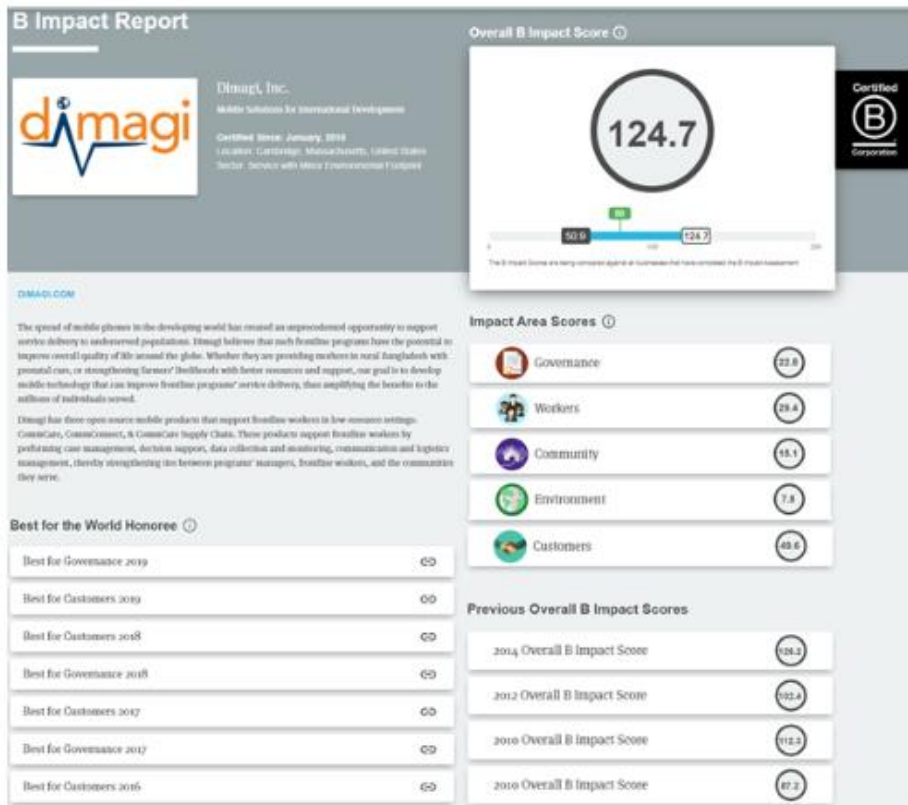


Although Benefit Corporations are not required to be certified or have their Impact Report audited by a third party, Dimagi's Impact Reports have been regularly audited by B Lab. Dimagi has submitted its 2019 Assessment to B Lab, which is still under review but is expected to result in a similar or higher impact score.

Dimagi has performed remarkably well against the third-party standard historically, scoring 124.7 of a possible 200 points in our last Assessment with B Lab in 2016, 56% 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://bccorporation.net/directory/dimagi-inc>:

585 Massachusetts Ave, Suite 3,
Cambridge, MA 02139



General Public Benefit

At least 50% of people around the world lack access to essential health services. To fill this and other service delivery gaps, most underserved communities depend on relatively low-trained Frontline Workers to provide the care they need for their health and wellbeing.

Improving and expanding services via Frontline Workers is key to maintaining progress in filling this gap. This is true for both achieving universal health coverage and improving general wellbeing. Dimagi is committed to supporting any initiatives that improve the wellbeing of people, including physical, mental, emotional, educational, economic, and other aspects - bringing us to Dimagi's vision: A world where all people receive the services they need to thrive. We believe that the best way Dimagi can contribute to achieve this vision is by building digital solutions that amplify Frontline Workers' efforts. We intentionally focus on Frontline Workers because they deliver care to the people who need it most, often serving the same communities they live in.

What is most unique about Dimagi is our dual focus: we are committed to both building high-impact solutions to improve frontline service delivery as well as scaling and sustaining these same solutions. This also defines Dimagi's mission: We build and scale sustainable, high-impact digital solutions that amplify Frontline Workers and programs. We commonly refer to this dual focus "High-Impact Growth." In 2021, Dimagi published our [High-Impact Growth Framework](#) to codify our experiences and learnings from two decades. We share four questions that we ask ourselves to evaluate whether a potential solution will generate impact via a scalable, sustainable path, thus contributing to our mission.

Achieving High-Impact Growth in pursuit of our mission is incredibly complex. As such, we work together as a team that not only does good work but also works exceptionally well together. We achieve this through a unique company and culture. Inspired to achieve our vision, driven to fulfill our mission, and guided by our culture, Dimagi is on a path to create high-impact growth for years to come.



Specific Public Benefit

In pursuit of High-Impact Growth, Dimagi focuses on building leading technology that significantly improves wellbeing in a sustainable and scalable manner.

Dimagi's most significant contribution to date is the development of our flagship platform, [CommCare](#) - an award-winning, open source digital data collection and service delivery platform designed to improve data collection and the quality of frontline services in low-resource settings. CommCare is one of the most widely adopted and technically advanced digital platforms. Users in 130+ countries used CommCare applications in 2021, and more than 400 million people have been registered in a Commcare application.

CommCare is also one of the most researched mobile data collection platform, and supports an [evidence base](#) of more than 75 peer-reviewed studies, including eight randomized controlled trials. Together, these studies have demonstrated CommCare's positive impact on strengthening frontline healthcare systems, frontline worker capabilities, and client outcomes. In addition to CommCare's evidence base that speaks to its impact on frontline programs, users, and clients, there are also a number of [third-party technology evaluations](#) of CommCare. Many of these include comparisons of CommCare against other digital systems in terms of features, pricing, reach, maturity, security, etc. CommCare has been recognized with numerous awards - including a Global Digital Good by the World Health Organization (WHO) and [Digital Square](#) as well as the 53rd most valuable open source repository out of 96 million repositories by [GitHub](#).

As a no-code platform, CommCare provides a turn-key system that enables non-developers to quickly build mobile applications, web applications, and SMS interactions and workflows. This enables CommCare to meet aggressive timelines and provides the benefit of allowing very fast iteration on the user experience by allowing multiple rounds of user testing. The end-result is a product that is well matched to the expectations of the users. Furthermore, the fact that this system does not require software development expertise to make changes also means that an application built on CommCare can be easily handed off to a local team for maintenance without requiring staff with extensive technical skills. The long-term sustainability of these applications is high as program staff can make changes to the system over time and can pass on responsibility over multiple staff changes without requiring external training.

CommCare is used across multiple sectors, including healthcare, education, financial services, government, supply chain, gender equality, agriculture, and sanitation.

Notable Updates from 2021

Continued Support for COVID-19

Over the course of 2021, Dimagi continued to support worldwide [COVID-19 response efforts](#) worldwide. At the onset of the pandemic, we released a series of template solutions to support contact tracing and other pandemic response efforts. These templates served as a starting point but required significant adaptation to provide value. We learned from this and began investing in October of 2020 in developing digital solutions for [equitable vaccine delivery](#), even before COVID vaccines were approved for EUA globally. The time spent building solutions in advance proved valuable as multiple governments, such as [Somalia](#) and [Jamaica](#), were able to quickly launch and scale nationally to get their vaccination campaigns started on the right foot in a matter of weeks, rather than months or years.

CommCare has been used as a COVID-19 platform by over 40,000 users in over 30 countries since March 2020. A [report](#) by Johns Hopkins University determined that CommCare is one of the two most useful platforms for COVID-19 response. Within the United States, CommCare is the designated government COVID-19 contact tracing system for Navajo Nation, Philadelphia, New York, New Jersey, Alaska, and Colorado.



A report from [Johns Hopkins](#) University explained that CommCare “can facilitate and introduce efficiencies in monitoring, surveillance, detection, and prevention of COVID-19,” going on to cite CommCare’s superior ease of use, as well as its use as a COVID-19 response tool for thousands of Frontline Workers.

Crisis Response Corps

Dimagi honed its rapid response methodology during the COVID-19 pandemic by providing rapid support to national governments, U.S. states, and iNGOs in 40 countries. Efforts to fight COVID-19 globally reinforced how crucial digital solutions are to scaling crisis response, and our own experience underscored the value that technology organizations can provide with dedicated teams for daily support in meeting the rapidly evolving needs in a crisis. To better support these needs, this past year Dimagi officially launched its [Crisis Response Corps](#) (CRC): a team dedicated to rapidly building durable digital solutions for immediate impact in emergency and humanitarian response.

The newly formed CRC will work to maintain and codify the practices developed during this initial effort, with an aim to rapidly mobilize to assist humanitarian responses to disasters in the future. It is also Dimagi’s hope to support existing platforms and partnerships in transitioning from COVID-19-specific platforms in the immediate term to more generalizable platforms for routine immunization in the future.

Rapidly deploying solutions, especially ones that can create lasting value, requires extensive preparation. By having Dimagi preemptively invest in templated solutions, deployment methodologies, and maintenance systems of critical response infrastructure, emergency response organizations can reduce the time to field of these tools and focus on providing emergency services.

SureAdhere Acquisition

This past year, Dimagi acquired a fellow social enterprise SureAdhere, a mobile technology company pioneering video directly observed therapy (VDOT or VOT). This acquisition will strengthen Dimagi’s digital solutions for Frontline Workers and pave the way for new virtual care models and a more robust digital ecosystem for clinical trials. Founded in 2014, SureAdhere’s technology augments traditional DOT with an offline-capable asynchronous video platform for affected people and providers to support TB treatment adherence.

“As a mission-driven company, our goal is to improve frontline service delivery with technology that meets public health needs globally and in the United States,” shared Jonathan Jackson, Dimagi’s CEO. “What started as a conversation with SureAdhere about partnering quickly turned into a conversation about an acquisition, which will strengthen Dimagi’s portfolio of solutions for health service delivery and create a path to scaling the impact of both organizations. We have been so impressed with SureAdhere’s technology and team, and we are thrilled to welcome them to Dimagi.”

“We began this journey in an effort to make both people living with tuberculosis (TB) and healthcare workers’ lives better. With DOT, which has been the standard of care for TB, public health workers were meeting with people daily to monitor medication adherence, exposing them to risk of infection and placing a huge cost burden on the system.” shared Dr. Kelly Collins, SureAdhere’s CEO. “This approach is expensive, inefficient, and often fails to empower people in their own care. Our founding team felt there was a better way to successfully manage adherence while also enabling differentiated care. Our technology helps to triage the work of a health worker so they can quickly identify and connect with those at highest risk for poor outcomes.”

You can read more about this acquisition in our [press release](#).

Becoming 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

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ultimate goal is to become carbon positive—taking more carbon out of the atmosphere than we put in—even as our company grows.

As of June 30, 2021 Dimagi is officially Climate Neutral Certified. Climate Neutral Certified brands take responsibility for decreasing their greenhouse gas emissions to fight climate change through active measurement and offsets. As a growing global organization with a mission to create sustainable impact through the use of appropriate technology, Dimagi is ever conscious of both the social and environmental impact of our programs and operations across the globe—a key motivating factor in our decision to join the growing list of Climate Neutral Certified brands. To offset our emissions, Dimagi purchased carbon offsets from two vendors, Pachama and Cool Effect, both Climate Neutral-approved (vetted) providers.

You can read more about our Carbon Neutral Certification [here](#).

Committed \$3 million to Support national adoption of digital tools under new Global Fund partnership

At the very start of 2022, Dimagi announced a monumental \$3 million USD investment to support national governments in adopting and scaling digital service delivery tools.

As the biggest digital [Global Good](#) provider for community health workers, Dimagi is proud to have reached over 950,000 frontline users. As we reach our twenty year anniversary and step back to study this success, we recognize factors driving national scale often have less to do with specific tool features and include enabling environment factors. Despite our successes in growing a Global Good, we recognize that there are still inherent challenges in bringing solutions to national scale. Countries often face competing and urgent health priorities that come ahead of investing in digital solutions. This results in a reality where far too few programs have successfully transitioned to national ownership and scale. Instead, both countries and software providers face a much easier path taking on smaller, well-funded projects.

In order to support a world with affordable and impactful digital systems, we recently signed a Memorandum of Understanding (MOU) with [The Global Fund to Fight AIDS, Tuberculosis and Malaria](#), which provides 50% match funding to countries who leverage their Global Fund Country Grant to scale up Dimagi digital tools. This MOU will serve as a catalytic financing mechanism to amplify existing Global Fund resources and promote end-to-end resourcing of digital tools. Up to \$1M per country will be available to Ministries of Health who choose to adopt and scale Dimagi's products.

You can read more about this [initiative here](#).