Power and Potential

2023 Diversity, Equity, and Inclusion Report

gainwell®

Inclusion that Powers Innovation

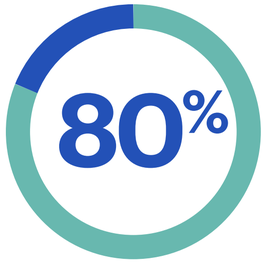
At Gainwell, we believe in inclusion and opportunity for all — an attribute reflected in our focus on making vital healthcare and services available to everyone. We appreciate and recognize the unique qualities and abilities each person brings to the company and our clients. Through openness to different ideas, ethnicities, and backgrounds, we create a stronger, bolder, and more unified company based on respect and collaboration that power innovation.

Diversity, equity, and inclusion (DEI) is important to us. By supporting and uplifting our employees, we're better able to support and uplift the communities and clients we serve

BEST WORKPLACES FOR INNOVATORS 2023

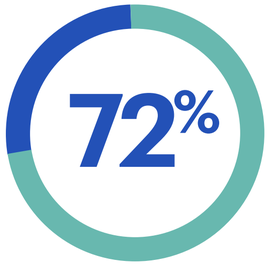
Gainwell Technologies ranked number 34 on Fast Company's annual list of 100 Best Workplaces for Innovators. This list honors organizations and businesses that demonstrate an inspiring commitment to encourage and develop innovation at all levels.

We are proud to be recognized for our commitment to fostering innovation from every corner and improving the quality of life for our employees, our clients, and the communities we serve.



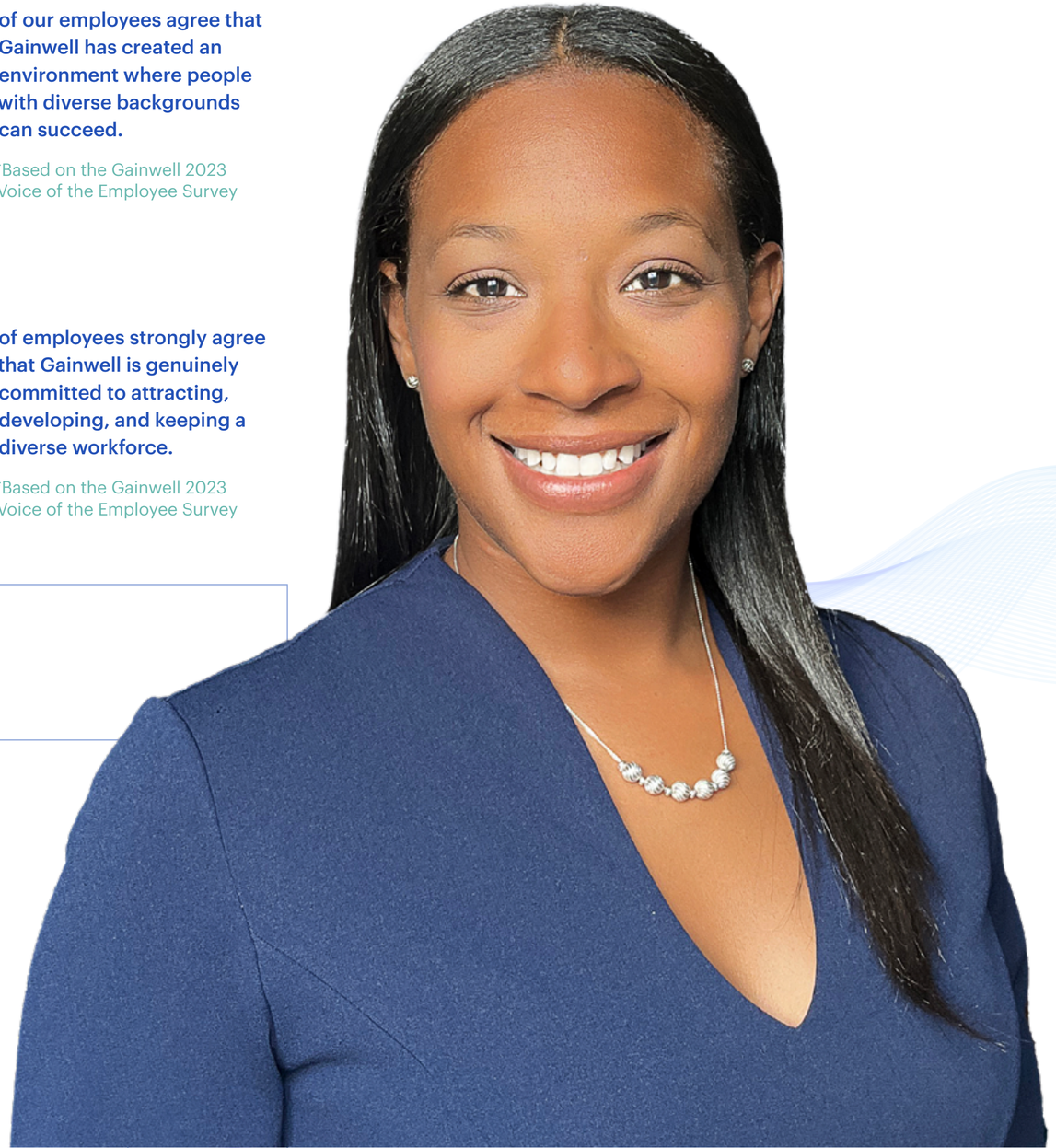
of our employees agree that Gainwell has created an environment where people with diverse backgrounds can succeed.

*Based on the Gainwell 2023 Voice of the Employee Survey



of employees strongly agree that Gainwell is genuinely committed to attracting, developing, and keeping a diverse workforce.

*Based on the Gainwell 2023 Voice of the Employee Survey



A Message from Winter

I often engage in conversations about the importance of promoting diversity, equity, and inclusion in the workplace. Most people agree on the importance of equity — treating everyone fairly. But I find that misperceptions about diversity and inclusion still exist.

It's true that a diverse workforce can be described using tangible attributes such as race or gender. But the true diversity companies seek is much more than that. It's the diversity of thought that comes from having a variety of backgrounds.

Gainwell's DEI program is intended to ensure that each employee has a chance to feel supported, engaged, and heard. Diverse voices are what lead to innovation, and innovation is what sets Gainwell apart.

I hope this report will serve as a record of what can happen when a company strives to do better. While we still have work to do, Gainwell continues to create an inclusive environment where our employees feel safe to contribute fully.

Their impact is truly changing lives.

Winter Washington
Head of DEI and Employee Experience

Making Progress

The journey toward greater diversity, equity, and inclusion is unique for each organization, and while the path can be challenging at times, we can take pride in how far we've come together.

Last year, we launched our first DEI report, providing a clear overview of our efforts and establishing important benchmarks. In this year's report, we're pleased to share the progress we've made and highlight some key achievements from 2023.

As we look ahead, our goal of fostering greater inclusivity remains clear. Each small step we take contributes to meaningful change, and those small steps will lead to significant strides over time.

Our Strategic Objectives

Our strategic objectives for championing diversity, equity, and inclusion within Gainwell are built on three pillars.

Talent

Improving the diversity of our workforce while promoting equitable solutions and processes to provide opportunities for all employees.

Community

Impacting the communities where we live, work, and serve with intentional partnerships, giving of our time and finances to promote inclusive economic prosperity, and driving marketplace solutions.

Engagement

Creating an unmatched employee experience by empowering employees and building an inclusive workplace where authenticity, belonging, and innovation thrive.

Talent

A Message from Claudia

Throughout my career, I have been a champion of fostering inclusive and thriving workplace cultures. I believe that an inclusive culture where people can be their best is critical to any organization's success. When I joined Gainwell Technologies earlier this year, I was pleased to see a strong Diversity, Equity, and Inclusion (DEI) program already doing important work.

Last year's DEI report established a baseline for us. This year, as promised, we're sharing metrics about our year-over-year progress.

It's imperative that we remember that these statistics represent real people. Each of Gainwell's people has power and potential, and we will continue working to give them the support they need to grow their careers; to gain new skills to uplift the communities we serve; and to make a difference through their work.

I chose the title of Chief People Officer, rather than Chief Human Resources Officer. That's because at Gainwell, our people are our greatest strength. *Our* people and *all* people.

Claudia Barlow
Chief People Officer

Today at Gainwell:

12,000+
employees worldwide

65%
of new hires are racially diverse

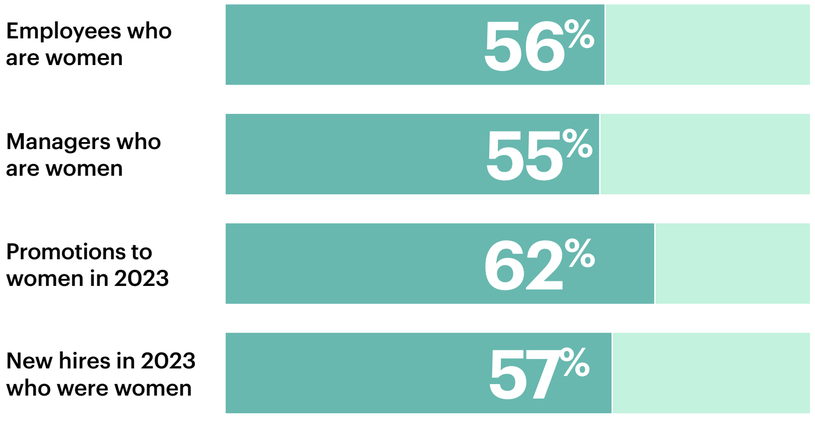
50%
of our workforce is racially diverse

45%
of employees promoted into new roles are racially diverse

Women at Gainwell

At Gainwell, more than 6,500 women put their passion and talents to work every day to move healthcare forward.

Gainwell is committed to being a place where women feel empowered, valued, and respected, and we're continuously refining our hiring practices to increase female representation across our company and in leadership roles.



"As Chief Customer Experience Officer, I see firsthand how different perspectives help us solve technology challenges for our clients, who are then better able to deliver vital services such as Medicaid, Women, Infants, and Children (WIC), and state immunization programs.

Our DEI initiatives help our employees be the best they can be — amazing, compassionate innovators dedicated to improving the health, safety, and well-being of America's most vulnerable populations. I believe so strongly in the importance of diversity and inclusivity that I signed on as Executive Sponsor of Gainwell's Pride Employee Resource Group (ERG), focusing on the professional and personal growth of our LGBTQ+ employees."

Colleen Ritchie
Chief Customer Experience Officer

Investing in Women

In 2023, Gainwell worked with **The She-Suite** to send eight women through an eight-week Brand Leadership Institute (BLI Lite) Program. According to the pre- and post-assessments:

- The participants' belief in their potential for success increased from 67% to 100%.
- Managers now feel they have resources to advocate effectively for their direct reports (an increase from 67% to 100%).
- All participants now agree that they have a clear understanding of the skills and knowledge necessary to be successful in their current role.

The She-Suite®

Recognizing the Valuable Contributions of Veterans

Nearly 10% of our country's veterans receive much-needed healthcare through Medicaid, and we're proud to provide the systems that ensure they get the care they need.

We are fortunate to have nearly 600 Gainwell colleagues who are veterans, and we thank them for their service and the valuable skills they bring to our team. Additionally, we thank our Veterans Employee Resource Group, comprising veterans and supporters, for their diligent efforts in focusing on career development, outward engagement, professional growth, and more.

Gainwell actively seeks out veterans for employment opportunities across all levels of our organization, ensuring they have access to meaningful careers that utilize their unique experiences and abilities. Our hiring process is designed to be veteran-friendly, with dedicated resources and support to help veterans transition smoothly from military service to civilian roles. Additionally, we offer specialized training and mentorship programs to assist veterans in developing their careers within our company.

Gainwell's commitment to hiring veterans isn't just about filling positions; it is about honoring their service, leveraging their strengths, and enriching our organization with their invaluable contributions.

HIRING OUR HEROES
U.S. CHAMBER OF COMMERCE FOUNDATION

Colby Davenport
Associate Professional Trainer,
Co-lead of Veterans Employee Resource Group (ERG)

"Every notable invention of the modern era has, in large part, been due to diversity in the workplace, of sharing ideas, and learning from one another.

My time in the military — sharing experiences with every ethnic race, creed, nationality, and part of life you could think of — opened my eyes to the absolute need for diversity and inclusion.

In the military, we lead from the front. I am just beginning my role as co-lead for the Veterans ERG, yet I do want to say that the leadership within DEI has been nothing short of inspiring. It is teams like ours in this company that fuel change, innovation, and positive impacts wherever they go."

583
employees are veterans of the U.S. military

5.4%
of employees are veterans of the U.S. military

7.7%
of new hires are veterans of the U.S. military

Internship Program

A record 140 students from 27 states joined Gainwell's 2023 Summer Internship program, sharpening their professional skills and growing their first-hand knowledge of the business world. Interns gained experience in areas ranging from Analytics, Delivery Enablement, and Product Management to Human Resources, Marketing, and Security.

The availability of virtual work has increased the diversity of the group, allowing interns to join the program regardless of where they live or go to school. Most interns worked virtually, but Gainwell introduced a hybrid work model in 2023, where about 50 Conway, Arkansas-based interns and several more in El Paso, Texas, worked part-time in the office and part-time at home.

Many interns have joined Gainwell as full-time employees and are making a real impact in our company and in their communities.

Engagement

Our success rests on our passion for bringing innovative solutions to market. That's why we're committed to creating an inclusive environment where every idea is welcome and diverse perspectives are embraced.

It is not enough, however, to simply create a safe environment. Opportunities for engagement keep our employees interested, empowered, and inspired.

Our DEI program has been so effective because it's largely employee-driven. Our people reach out to each other, engage with each other, and push each other to new heights. We're proud to support them in this vital work.

2022
393 members

2023
597 members

DEI Council

The DEI Council is a community of Gainwell employees serving as positive resources for their peers. The council advocates for our ERGs and supports ongoing efforts to increase diversity, improve equity, and foster inclusivity.

Reginald Foxworth
Senior Director, Creative & Brand,
DEI Council Leader

Employee Resource Groups

Gainwell currently has six employee resource groups (ERGs) that operate with the goal of ensuring that our people feel valued and respected. These employee-led, company-supported groups focus on attracting, developing, advancing, and supporting our colleagues. Together, they foster a culture of belonging through educational programs, networking, and advocacy.

abilities

Creating a safe and inclusive environment for team members with disabilities and their families

mosaic

Developing a community for colleagues who identify as part of the African Diaspora

pride

Focusing on the professional and personal growth of LGBTQ+ employees

unidos

Celebrating Hispanic heritage, empowering future leaders, and enhancing community engagement

veterans
and supporters

Championing veterans and supporters of the U.S. armed forces

WON
Women's Opportunity Network

Creating a Women's Opportunity Network to ensure every woman feels valued, connected, and appreciated

Spotlight on WON

The Women's Opportunity Network (WON) is Gainwell's largest and most active employee resource group. This team is focused on building connections, inspiring each other, positively enhancing work-life culture, and making an impact in their communities.

"DEI is important because having more than a couple of perspectives creates a rich and meaningful work culture. I was inspired to join WON after participating in several speaker sessions. I loved the authenticity, wisdom, and diversity of the panel speakers.

Now being the co-lead of WON has empowered me to connect with other fabulous women in the organization. It has encouraged me to share ideas and execute new practices in leadership that were not available to me prior. One of the initiatives I'm excited to introduce is WON IMPACT, which celebrates the different ways in which members volunteer and donate to their communities, giving them the shout-outs that they deserve."

Musa Alves
Senior Designer,
WON Co-Lead

WON Highlights of 2023

Embrace Equality: International Women's Day 2023

Webinars and Panels

Dr. Linda Nguyen
Clinical Professor of Medicine at Stanford University

Dr. Valecia Dunbar
Author, Speaker, Consultant, Coach, and Conversationalist

Dr. Ritu Bhasin
Award-Winning Speaker, Consultant, and Author

Community

Taking Care of Each Other and Our Communities

Gainwell is — and always will be — committed to making a positive impact on people's lives. That's why we launched Gainwell Cares.

Gainwell Cares has two components: The Gainwell Employee Relief Fund for our people, and the Gainwell Cares Giving Program for our communities.

The Employee Relief Fund provides employees with extra money — and peace of mind — if they encounter a hardship like a medical emergency or natural disaster. In 2023, 80% of all dollars raised by employees went toward supporting other employees.

The Gainwell Cares Giving Program enables us to partner with nonprofit organizations that share our passion for helping people lead happy, healthier lives. Some of the incredible ways in which Gainwell Cares gave back to our employees and communities include:

- Employee hardship grants to 30 of our people
- Nearly $12k raised in our Severe Weather Relief fund
- 343 monetary donations to various causes
- 41 organizations supported through our time and donations

gainwell CARES

Gainwell Cares Awards Grants

Gainwell Cares is proud to partner with nonprofits that share our commitment to improving the communities we serve and belong to.

In 2023, we awarded grants to six deserving organizations:

- Camp Holiday Trails, empowering children and teens with medical needs to thrive
- Indiana Women in Need Foundation, supporting Indiana breast cancer patients receiving treatment
- Olive Crest, serving children and families in crisis in the Western United States
- Schools on Wheels, Inc., providing educational assistance to children and youth experiencing homelessness
- Pediatrics Plus, delivering a variety of services for children with special needs
- Ronald McDonald House Charities, providing essential services that remove barriers, strengthen families, and promote healing when children need healthcare

Alyne Moses, Registered Nurse

In the early hours of October 1, 2023, while on a business trip to Texas, Alyne Moses was awakened with the news that her husband and son had just escaped a devastating house fire. While her family was unharmed, her home in Mississippi was a total loss. The only belongings Alyne now had were her work computer and the clothes in her suitcase.

Alyne is a registered nurse, working in claims reconciliation for Gainwell. As the news spread, the clinical medical team in the Ridgeland, Mississippi, office rallied to care for Alyne's immediate needs, such as clothing and housewares. Her manager also submitted Alyne's name to Gainwell Cares. Within a couple of days, the program had deposited the funds into Alyne's payroll account.

"I didn't even realize Gainwell Cares existed," Alyne said. "But the process was so smooth, I would encourage all employees to go online and find out about it. You can also donate there." Alyne's home was insured, and she will be able to rebuild. But in the immediate aftermath, it was the support of Alyne's co-workers that allowed her to do what needed to be done.

"I'm a person who is used to giving," Alyne said. "I never in my life thought I would need assistance. My team was so caring. It truly brought tears to my eyes."

Spotlight on Conway, Arkansas

Our Roots Run Deep in Conway

Gainwell established a presence in Conway more than 14 years ago, and since then, we've increased the number of employees in Central Arkansas nearly five-fold — from 150 to more than 700. We've developed a deep bond with Conway, and we're committed to giving back to a community that has given us so much.

Investing in Youth

One of the best ways to invest in a community is to invest in its young people. In 2023, Gainwell supported a variety of altruistic initiatives:

- Local schools received a large collection of Gainwell's gently used computer equipment, empowering future leaders while promoting a culture of reuse and sustainability.
- Nearly two dozen employees volunteered at Conway's signature "Toad Suck Daze" festival, which supports local nonprofits. Gainwell also sponsored numerous scholarships associated with the event.
- Gainwell employees once again donated their time to help the Pine Street Community Backpack program, which provided back-to-school supplies to approximately 1,000 students in need.

Investing in the Economy

In addition to creating hundreds of jobs in the area, Gainwell participates in a variety of professional initiatives to help strengthen Conway's business climate. These include the Conway Area Chamber of Commerce Women in Business Awards, as well as the Conway Area Leadership Institute, a 10-month program that prepares emerging leaders to serve the community and help create a better Conway.

Conway is so much more to Gainwell than just a vital business center. To so many of our employees, it's home.

Lani Kent,
Early Career Recruiter
Conway, Arkansas

What advice do you have about turning a job into a passion?

At Gainwell, there's a world of opportunities to explore professional passions. I've taken a proactive stance by starting Gainwell Gather Central Arkansas — a networking and volunteer group for employees in my area of Arkansas.

Not only do we meet to share ideas and advice on professional development, but we also work as a group to give back to our community through group volunteerism. We're hoping to take the Gainwell Gather concept nationally for the company.

Gainwell Technologies Named "Outstanding Business of the Year"

In 2023, Gainwell received the Conway Area Chamber of Commerce "Outstanding Business of the Year - Large Employer" award. The award recognizes both our business and philanthropic activities in the Conway area.

The Conway team of 700 employees serves over 40 state accounts and many internal Gainwell organizations. A key client is Arkansas Medicaid, a relationship spanning 37 years. Our colleagues also actively give back to the Conway community by volunteering with local nonprofit organizations.

It's gratifying to know we're enhancing Conway's reputation as a leading business center while making a real difference in people's lives.

Spotlight on Gainwell India

Equipping the Next Generation for Success

With 1,251 employees in India, and two facilities in Chennai and Bangalore, Gainwell is an active force for doing good. Our employees in India work hard to build strong, vital communities. Recent projects have focused on education and include:

- Sponsoring a Skill-Ed Center, in collaboration with Bhumi, at New Prince Engineering College in Chennai. The center will allow economically disadvantaged students aged 18-27 to develop the digital skills necessary to succeed in the IT industry.
- Opening two STEM Intervention Centers in Bangalore and Chennai to help students strengthen their skills.
- Funding infrastructure upgrades for a school in Chennai, including roof and window repairs and bathroom renovations, so students can learn in a safe, comfortable setting.
- Painting government schools in Chennai and Bangalore to create a stimulating and engaging learning environment.

Creating a More Beautiful World

Our employees in India are keenly focused on leaving the world a better place for those who follow. That's why they were eager to participate in Bhumi's Greening Our Planet program.

Gainwell volunteers in both Chennai and Bangalore joined tree plantation drives to support the program's goals of contributing to local biodiversity, helping combat climate change, and enhancing the overall well-being of the community.

Gainwell and Bhumi

Gainwell is proud to collaborate with Bhumi on projects that allow our employees to uplift the communities in which they live.

Bhumi is one of India's largest independent youth volunteer non-profit organizations. It enables over 70,000 volunteers every year in more than 20 cities across India to support causes such as education, environment, animals, and community welfare.

Celebrating Our Employees

In last year's DEI Report, we announced that Gainwell had been named to Forbes' 2023 list of America's Best Large Employers. It was extremely gratifying to know that as a young company, established in 2020, we were already on our way to becoming an employer of choice.

How did we earn that distinction so quickly? By focusing on our employees and ensuring they have the support and resources they need for success.

This year, we want to spotlight a few awards that show our commitment to not only seeking impressive new talent — and the fresh ideas they bring — but also providing them with an environment that is inclusive, supportive, and engaging.

AXIS Awards — First Place, Learning & Development Design & Delivery | 2023

Gainwell's commitment to creating an unmatched experience for our employees from day one was affirmed when our new employee onboarding process secured first place in its category at the 2023 AXIS Awards. Sponsored by the Association of Talent Development, the AXIS Awards recognize excellence in workplace learning and performance.

Our onboarding program personalizes the new employee experience and helps to cultivate a robust company culture.

Best Employers for New Grads | 2024

For new grads looking to kick off a fulfilling career in healthtech, Gainwell is a top choice according to Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider. This prestigious honor recognizes Gainwell's commitment to fostering a positive and rewarding work environment for early-career professionals and reflects our ongoing efforts to drive:

- A Supportive Culture: Prioritizing a welcoming and inclusive environment where new grads feel valued and empowered.
- Growth Opportunities: Offering robust training programs, mentorship initiatives, and clear career paths for recent graduates to develop their skills and advance their careers.
- Work-Life Balance: Providing a culture centered on healthy work-life balance through flexible work arrangements and competitive benefits packages.

Campus Forward Award | 2024

Our focus on seeking out, hiring, and nurturing early-career talent was recognized in the RippleMatch 2024 Campus Forward Awards — Large Early Career Program category. This award highlights Gainwell's commitments to career mobility; diversity, equity, and inclusion; and internships for undergrad and grad students.

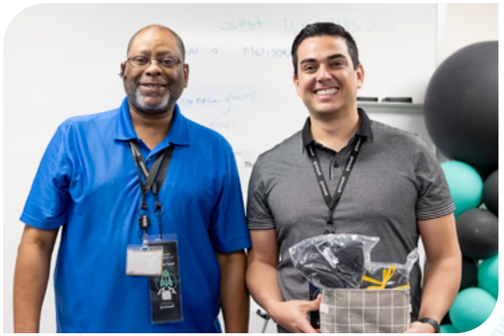
A Message from Mark

As Chairman and CEO of Gainwell Technologies, my focus is to ensure that everything we do aligns with our mission of advancing quality and driving better outcomes across the human services and public health ecosystem.

By fostering a culture that celebrates diverse perspectives, and bringing in fresh new ideas and energy, we are able to deliver more value to the people we serve. This increased level of innovation is what empowers us to solve our clients' toughest challenges.

I know that each and every one of our employees has the power to change the world. At Gainwell, we're doing that every day.

Mark Knickrehm
Chairman & CEO



Celebrating What Makes Us Special

DEI is serious work. But we also have a lot of fun. Seriously!

We sponsor lively contests, create engaging networking events, host inspiring speakers, and offer many, many opportunities for personal and professional growth. We also love to celebrate the cultures that enrich the lives of our employees.

Our people are bold, bright, and incredibly special.
And that's something to celebrate.

Visit us for more information.

Gainwell Technologies is the leading provider of digital and cloud-enabled solutions vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

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