

caforma

Impact Report 2024



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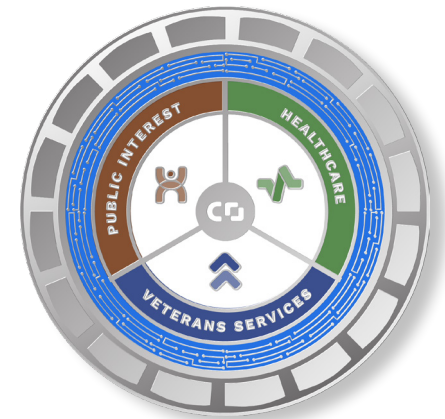
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Introduction

Forging a path toward meaningful progress can be a daunting task for one individual, but when many unite around a shared purpose, we can move mountains. In 2024, Coforma employees and our government partners rallied around a driving vision: **to uncover the insights needed to create products and services that undeniably improve our world.**

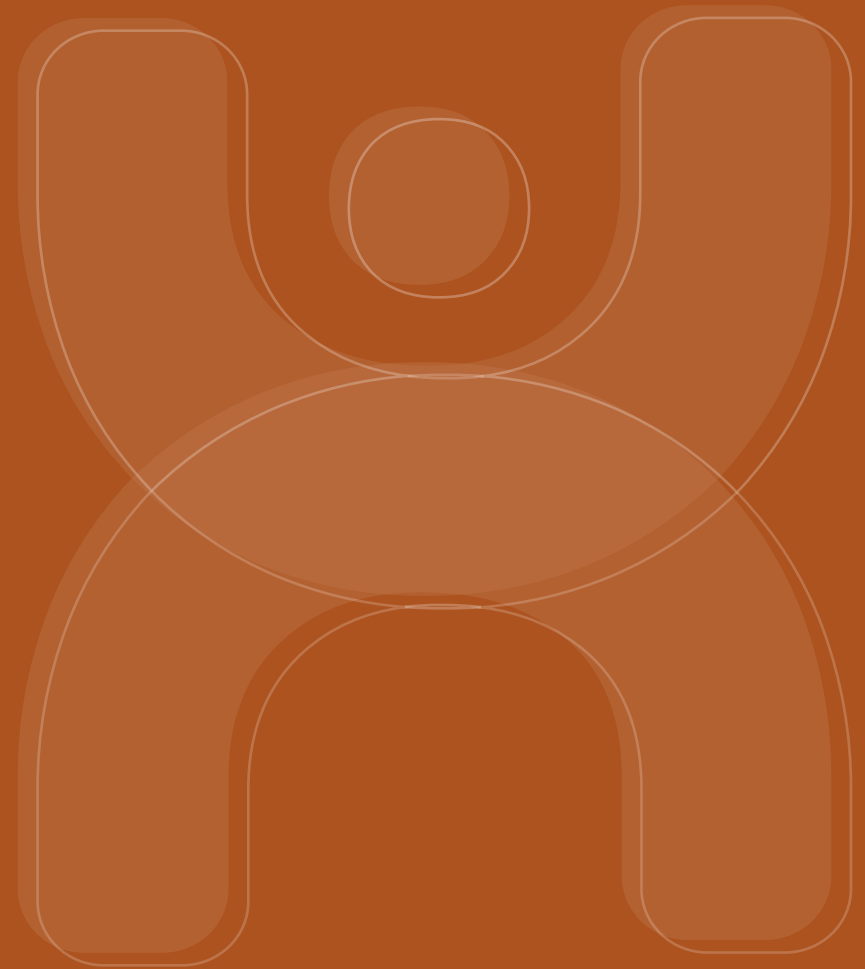
Together, we've faced challenges head-on, designing technology solutions that lift up communities and make life easier for millions of Americans. We've modernized benefits management tools for Veterans, streamlined data reporting systems for healthcare providers, and pioneered public interest technology for taxpayers. We've blazed new trails, united by our shared belief that better technology can create a better world.

Our 2024 Impact Report highlights some of the milestones we've worked with our partners to achieve across our **Veterans services, healthcare, and public interest focus areas**. Behind every metric in this report is a story of partnership and purpose—a reminder that we're paving the path toward a brighter tomorrow, together.



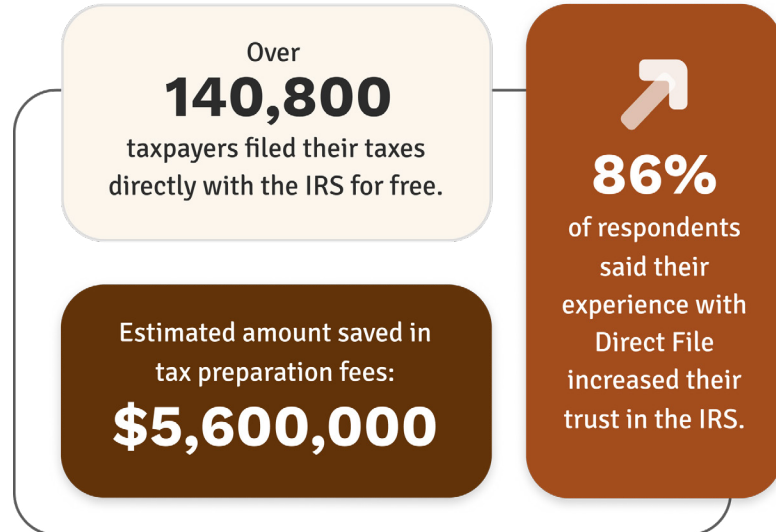
Public Interest Impact

Our public interest focus area spans a growing portfolio of projects that improve the civilian experience. We center the public's diverse needs and work iteratively to improve processes that impact their experience, designing and building inclusive technology solutions that undeniably improve our world.



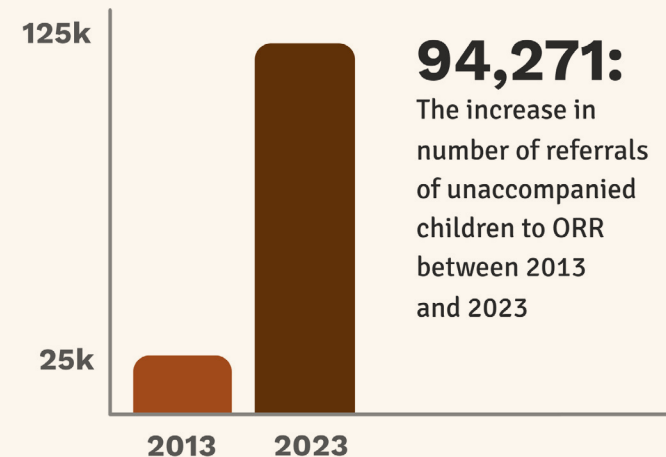
Designing the Direct File Pilot Project

The **Direct File pilot project** enabled eligible taxpayers in 12 states to electronically file their 2023 federal taxes directly with the Internal Revenue Service (IRS)—for free—for the first time ever. We worked with the IRS, 18F, and USDS to design the pilot using a range of human-centered design (HCD) and research services. The initial rollout was seamless, and we'll continue working with the IRS to extend Direct File's impact for the 2025 tax filing season.



Improving Case Management Technology for Unaccompanied Children

We supported the US Department of Health and Human Services' Administration for Children and Families' Office of Refugee Resettlement (ORR) by developing a new case management platform for unaccompanied children. This interactive, mobile-friendly application enables ORR staff to perform case management actions for unaccompanied children with greater confidence, ease, and efficiency.



Prioritizing Accessibility in Public Interest Technology

Our accessibility experts on the IRS Direct File pilot project worked in partnership with the National Federation for the Blind, conducting multiple observational studies and feedback cycles with users who rely on assistive technology. The Direct File team achieved 508 compliance version 2.2 and level AA across the board, which positions the program to be solidly accessible for years to come.



Public Interest Philanthropy

Coforma sponsored AFCEA Bethesda's summer gala, facilitating connections among government and industry leaders to solve public interest technology challenges. Proceeds from the event went to N Street Village, a local organization supporting women experiencing homelessness.

N Street Village Community Impact:

1358

Women and six families
were provided supportive housing
in a dignified community



97%

of residents
reported
maintaining
mental health
stability

Meals served each day at N Street
Village emergency shelters:

450

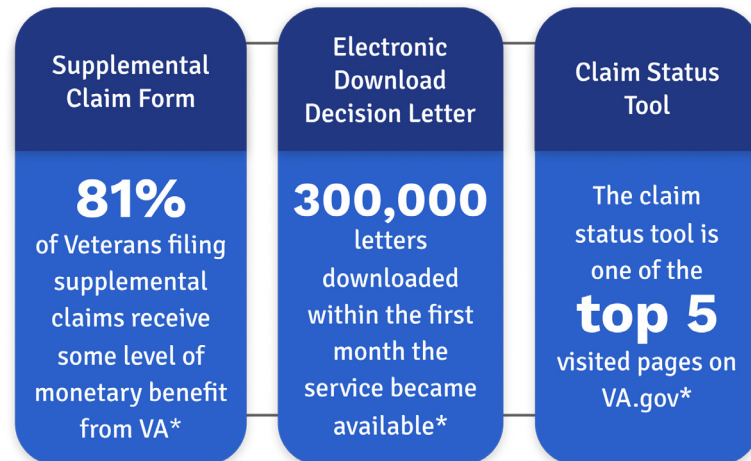
Veterans Services Impact

Veterans, their families, their caregivers, transitioning service members, and Department of Veteran Affairs (VA) service providers deserve thoughtful products and experiences that treat them with respect, integrity, and care. Leveraging an agile, Veteran-centric approach, we design and deliver digital services that help them lead happier, healthier lives.



Modernizing Veterans' Benefits Management Tools

To help VA provide the Veteran community with access to benefits in minutes—not months—in a modern ecosystem, our teams created and improved benefits management tools on VA.gov., enabling Veterans to track current and past benefits claims, appeals, and decision reviews. These included the claim status tool, electronic download decision letters, and the Supplemental Claim form, among other experiences.

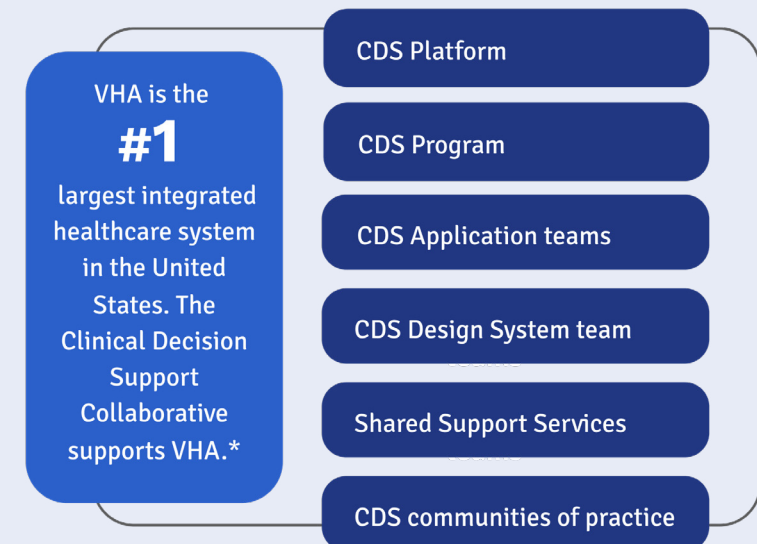


* Source: <https://www.va.gov/>

Developing Clinical Decision Support Applications

In support of VA's efforts to provide innovative clinical decision support (CDS) to Veterans Health Administration (VHA) clinicians, we developed solutions and designs for five CDS applications that provide accurate data in critical disease spaces:

1. COVID-19 Patient Manager (CPM)
2. Lung Cancer Screening Program version 2 (LCSPv2)
3. Precision Oncology (PO)
4. Medical Calculators (MC)
5. My WorkWeek (MWW)



Prioritizing Accessibility in Veterans Services Technology

According to VA, approximately 40% of American Veterans have a disability, but there are likely many more who are not identified, in part due to military culture. This means accessibility considerations are paramount for this population. We employ accessibility experts who work alongside developers and designers from conception to product launch, so ensuring our products are accessible is never an afterthought on our projects.



Veterans Services Philanthropy

We were honored to sponsor Warrior Rising's Salute Her Service event celebrating women Veteran entrepreneurs for the second year in a row. Warrior Rising's mission is to inspire hope, foster change, and transform the lives of Veterans and their families.

Warrior Rising's Community Impact:

33,583

Veterans assisted by
Warrior Rising



22

Veteran-owned
businesses valued
at over
\$1,000,000

Number of hours donated to
training, educating, and
mentoring Veterans:

50,375

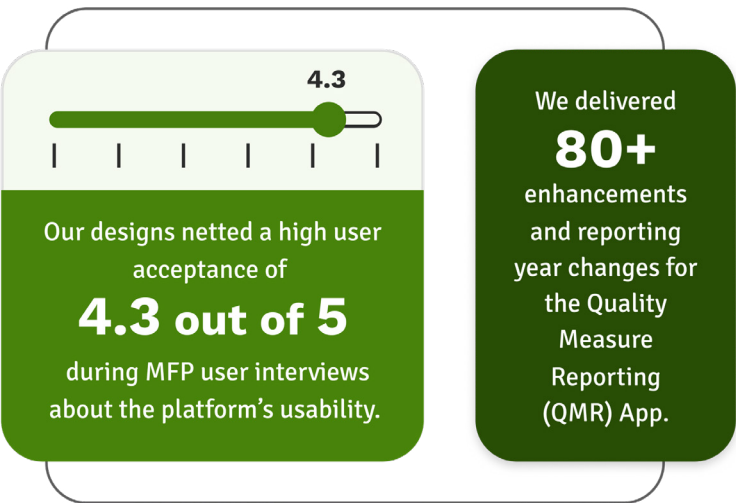
Healthcare Impact

Health is at the heart of the human experience. We focus on understanding and addressing barriers to care, systems, and technology through a human-centered lens. By facilitating meaningful engagement, working collaboratively, and leveraging thoughtful research methods, we develop health IT solutions that better equip our partners to advance health equity and improve healthcare experiences for patients, clinicians, and caregivers.



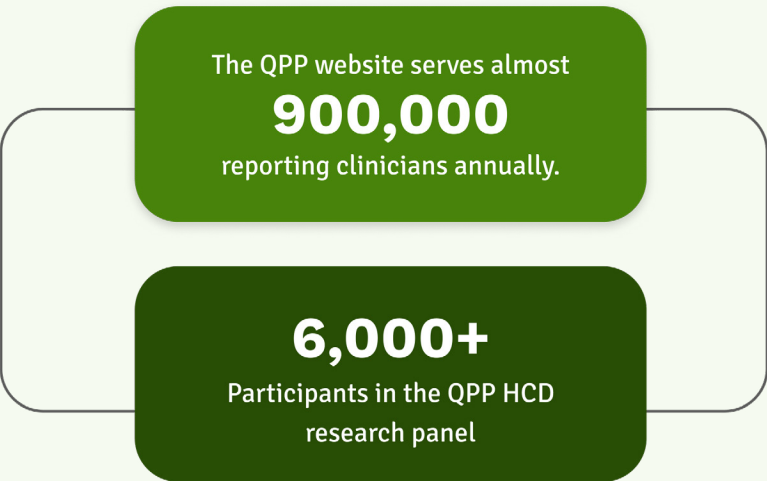
Modernizing Medicaid Data Collection

The Centers for Medicare & Medicaid Services (CMS) relies on data sets from state programs to support their work and maintain public transparency. We helped the agency modernize and unify four applications that collect data, known as the Medicaid Data Collection Tool (MDCT). We also developed a new application, Money Follows the People (MFP), to improve program administration. Our solutions guided user experience improvements for state user data submission, enabled accurate and timely data reporting to CMS, and enhanced the customer experience accessing and utilizing data to support programmatic work.



Improving the Quality Payment Program

We partnered with CMS to improve the Quality Payment Program (QPP). The goal of this program is to transform the Medicare physician payment system from one focused on volume to one focused on value. We worked with our prime partner, Agile Six, to create a unified product strategy, visual identity, and smooth user experience across QPP products based on in-depth research and industry best practices.



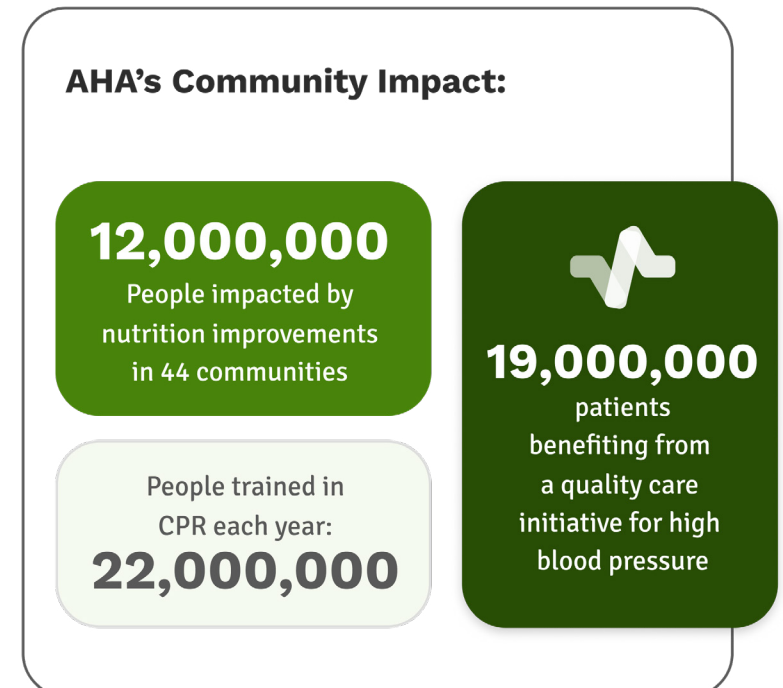
Prioritizing Accessibility in Healthcare Technology

Section 508 of the Rehabilitation Act requires federal agencies to provide equal access to Information and Communication Technology (ICT) to disabled employees and members of the public. To ensure we meet the highest standard of these requirements, we prioritize accessibility in our design process and strive to build new applications with compliant components from the start.



Healthcare Philanthropy

This year, we sponsored the American Heart Association's (AHA) Heart of Greater Washington Heart Ball, helping the organization raise funds to promote high-quality, equitable care and advance research for heart disease and stroke.





Looking Ahead at 2025

Our leadership team is currently developing a forward-looking, three-year strategic plan to extend our impact into the future. We also recently introduced our internal innovation accelerator that will enable team members to collaborate on impactful projects when they're not assigned to a contract.

Our 2025 philanthropic efforts will be aligned with corporate sponsorships of key organizations that create an impact on our focus areas. We'll be pairing these with volunteer opportunities at those organizations, extending our engagement in the communities our partners serve. As the new year gets underway, we will continue to align around our vision to craft products and services that undeniably improve our world.

None of this work would be possible without the hard work of Coforma employees and the dedicated public servants we're proud to call our partners. Thank you for helping us make an impact in 2024, and we look forward to amplifying it in the coming year.