



2022 Employee Impact Report

Together for a healthier world

At Optum, social responsibility means advancing health equity for all.

The 2022 Employee Impact Report showcases the many ways our colleagues have taken action. On top of their full-time roles, team members go above and beyond to serve their communities and make a lasting impact through volunteerism. Through this work and partnerships, we're helping to combat inequities, expand access, improve social determinants and close gaps in care.

This broader social responsibility work helps connect all of us and build healthier communities. Removing barriers and prioritizing diversity, equity and inclusion (DEI) helps people achieve their full health potential. By focusing on what connects us, we can better serve the communities in which we live and work and drive meaningful impact.

As we look to 2023, we're focused on helping our communities thrive, because everyone deserves the opportunity to live their healthiest life. We hope you'll join us in creating a healthier world – one insight, one connection, one person at a time.

With gratitude,



Biftu Bussa

Social Responsibility and Equity Program Manager



Pro Bono Program



Overview

The Pro Bono Program allows Optum and UnitedHealth Group team members to volunteer their time in service to nonprofit organizations and communities across the globe. By supporting their learning journeys, employees are encouraged to build relationships both internally and externally and work together to drive change.

We're focused on addressing health equity and bringing our mission, culture and values to life. By leveraging our industry knowledge and expertise, the program helps build and sustain nonprofits' capacity to achieve their mission and serve our most vulnerable communities.

2022 highlights

Pro bono/skills-based volunteering continues to drive meaningful impact in communities around the world. Here's how team members across the enterprise are giving back through skills-based volunteering.



28

Optum supported 28 pro bono projects with nonprofits, clinics, government entities, diverse suppliers and social impact groups



\$2M

We delivered over \$2 million in estimated financial impact to our partner organizations



2,401

Optum provided 2,401 team members from around the world with skills-based volunteering opportunities



1.2M+

Our pro bono efforts have touched over 1.2 million lives



105K+

Our team members engaged in over 105,208 skills-based volunteer hours

Advancing maternal health

As Optum Social Responsibility's signature issue and an enterprise-wide priority, the Pro Bono Program focused on supporting 2 maternal health organizations.

Since 2020, Optum Social Responsibility and Morehouse School of Medicine have partnered to support their vision of ending inequities for women across the lifespan, particularly for women of color. In an effort to build a deeper relationship and drive greater impact, a second pro bono project was established to support another maternal health research study.

Through The Wild Gifting Project, a new Optum partnership developed with Lucinda's House, based in Connecticut. Lucinda's House helps create environments where women of color feel safe and supported and can become an active part in eliminating structural barriers to improve their overall health and well-being. This initiative provides advocacy, education and support to birthing people of color.



Morehouse School of Medicine

Morehouse School of Medicine in collaboration with 3 other universities are conducting research on Black rural women in Georgia who have recently given birth. The research focuses on a mobile technology tool called PM³ (Preventing Maternal Mortality Using Mobile Technology). PM³ is designed for and with Black women to help mothers manage their health after having a baby and ensure access to social support and community resources. With support from Optum, the project team engaged in the recruitment and social promotion of the PM³ app and study.

“Our partnership with Optum went beyond the work and was a testament to a **true commitment and shared path of equity, passion and purpose**. Advancing maternal health equity requires teamwork, partnerships and collaboration, as we need an entire army of people to do this work. We could have not done this work without the support of Optum.”



– Dr. Natalie D. Hernandez, PhD, MPH,
Associate Professor and Executive Director,
MSM Center for Maternal Health Equity



Lucinda's House

Optum partnered with Lucinda's House to develop a calendar of events and create a marketing portfolio to help the newly established organization increase engagement, awareness and funding opportunities, and build partnerships.

“Starting a nonprofit is exciting and overwhelming at the same time. The Optum pro bono team has **provided the support that I need** to keep Lucinda's House moving forward. They created a calendar of events, which has helped me stay organized and focus. Our next step is to work on a marketing prospectus. The greatest gift from working with this team is the **growth and confidence in myself** and realizing I have what I need to serve my community.”



– Dr. Lucinda Canty, Founder and Director, certified nurse-midwife and maternal health consultant, Lucinda's House

Our commitment to maternal health

Optum Social Responsibility's nearly \$2M financial commitment to advancing maternal health continues to be realized across our 6 grant partners. The objective for all grants was to ensure that people from their communities were supported in amplifying work across their community while contributing to research and innovation that fills key gaps across the maternal health landscape. Our power is our size and scale, and our grant partners have trust and key insights on the ground. Together, we are a powerful team.

As the Optum Social Responsibility program is primarily focused on driving equity across and within business units, the maternal health work has evolved from a grant program to an enterprise-wide initiative that sits under the UnitedHealth Group Chief Medical Officer, Dr. Margaret Mary Wilson, with our team leading the work stream that is focused on closing disparities and advancing equity.

Shaping our future workforce

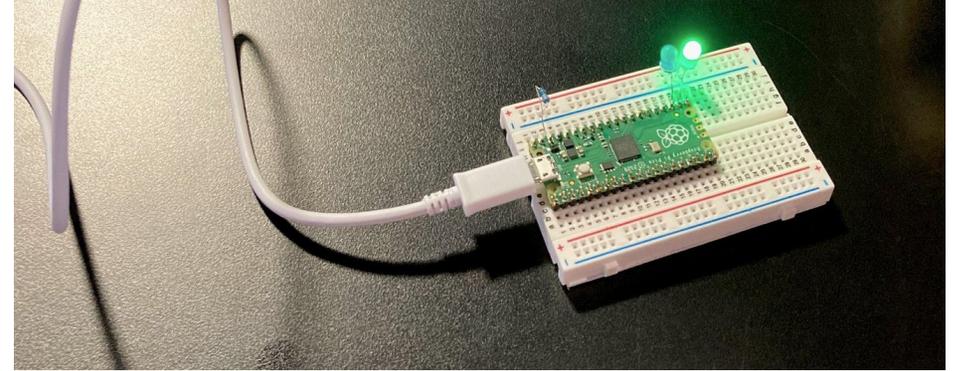
Optum STEM Outreach Program

During the summer of 2020, the Optum Tech Social Responsibility team partnered with Optum Tech University (OTU) to launch a mentor-led, virtual STEM Outreach Program for 10–17-year-old students to teach them about programming languages, software and technologies. The program training included topics such as Python, Java, web development, app development, cybersecurity, user experience and Arduino. The focus is on supporting students and families from under-represented backgrounds, and empowering and encouraging diverse students to engage in STEM.

2022 impact

- Partnered with Code Savvy to help get more engaged with disadvantaged communities in Minneapolis
- Developed Girls in STEM and Career Exploration series
- 125 students participated from India and the U.S.
- 120 participating mentors located in India, Ireland and the U.S.
- Over 750 hours student/mentor hours
- Net Promoter Score* of 100 (students/parents) and 94 (mentors)

* Net Promoter, Net Promoter System, Net Promoter Score, and NPS are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.



“Working with the Optum STEM mentoring team has allowed me to reach students who do not have the same opportunities that many suburban students typically have. Not only do I mentor children of UnitedHealth Group employees, but I was also able to expand the program outside of UnitedHealth Group to a title 1 school in Philadelphia. **Each step along the way, the students have taught me as much as I’ve taught them.**”



– Jim Tannenbaum, STEM mentor

“It couldn’t have gone better for the kids. They enjoyed the experience, even through their own learning and persistence challenges. They learned the coding, but more importantly **how the code connects with what they are able to DO with it.**”

– Sharon Carlson, mentee’s parent and employee

Strengthening community connections

John Muir Health

In February 2020, John Muir Health (JMH) and Optum launched a 3-year partnership where Optum committed \$1M in pro bono services to support JMH's Community Health Needs Assessment (CHNA) for local community-based organizations. In the past 2 years, this support has included:

- Website development and redesign
- Business strategy development
- Marketing and communications planning
- Grant support and corporate giving strategies
- Financial assessments
- Organizational planning
- Assessing local behavioral health support services

In 2022, we partnered to support 4 mental health organizations as a cohort in an effort to increase mental health awareness and expand their programs and impact in the community. These organizations include Village Community Resource Center, Family Justice Center, Monument Impact and Mental Health Connections. Collectively, these organizations work to remove stigma, promote equity and support community healing.

Why this work mattered

- As Optum and JMH strengthen their connections with the community and drive greater impact in Contra Costa County, they also help the nonprofits build relationships and identify opportunities to collaborate and strategically align.
- Over the past 3 years, our work focused on JMH's core priority areas: access to care, behavioral and mental health, and economic security. This allowed volunteers to tackle a variety of social determinants of health (SDOHs) and make a lasting impact on the diverse communities in the Bay Area.

“We have enjoyed the positivity and the effectiveness of the Optum team. **Each pro bono team member has a unique role to play** and shares their expertise in a manner that adds value. Working with a cohort of nonprofit organizations has provided an opportunity to discuss trends and develop solutions. We look forward to the continuing impact of support from Optum on our community.”



– Karina Martinez, Community Organizer,
Education and Health, Village Community Resource Center

Strengthening community connections, continued

John Muir Health

3-year impact:

- Supported 23 nonprofit organizations and 34 pro bono projects
- Engaged 129 volunteers
- \$1M+ in estimated financial value delivered

2023 highlight:

We aim to partner with more of our Market Performance Partners (MPP) through our Optum Pro Bono Program in 2023 to increase our collective impact and further strengthen our community connections.



“Our Community Benefit partnerships are true partnerships – we have an opportunity to not only provide funding support for local community programs, but also focus on providing unique in-kind services that bolster and strengthen the impact of our partner nonprofit agencies. The Optum Pro Bono Social Responsibility partnership helps us achieve just that – a true partnership. This work brings me such joy. Having partnered with nonprofit organizations for a decade, it is **truly remarkable to personally witness their growth and development that the pro bono work has supported.**”



– Jamie Elmasu, Director,
Community Health Improvement, John Muir Health

Improving health access

One World Surgery

One World Surgery (OWS) is a nonprofit that partners with communities and health care providers and leaders to deliver services to patients lacking consistent access to care. The organization envisions a world with safe, timely and accessible surgical care for all.

Through this partnership, Optum volunteers travel on weeklong medical mission trips and provide virtual pro bono consulting to support local organizations and clinics in Honduras and the Dominican Republic.

Why this work mattered

- Through the Optum partnership, both sites in Honduras and the Dominican Republic have expanded to include primary care to help treat painful, debilitating conditions, and provide access to health care services that are out of reach for many.
- Together over the past 3 years, they have engaged with 375 Optum providers and other employees on 51 medical missions to improve health outcomes for 53,178 patients by resolving acute conditions, managing chronic diseases for patients with uncontrolled conditions and optimizing surgical outcomes.



“A week of immersion in the Dominican Republic (OWS) primary care medical mission has **truly made my career more meaningful**. The simplicity of the primary care delivery model during this mission, the appreciation of the patients, and the joy amongst all team members after a long day in the Batey field clinics has made an everlasting impact on me.”

– Renu Goyal, MD, FHM, Reliant Medical Group Hospitalists
at Saint Vincent Hospital

“To everyone on the One World Surgery team who took care of me in such a loving way and to all the people, near and far, who made this possible I want to say that I am deeply grateful. **You gave me new life.**”

– OWS patient

Building the capacity of diverse suppliers

Zebra Strategies

The Supplier Diversity Mentoring Program partners diverse suppliers with UnitedHealth Group employees to enhance supplier capability and better position them for accelerated growth.

Through the program, an Optum pro bono team supported Zebra Strategies in 2021 and 2022 to assist in redeveloping the organization's website to build awareness about the 20-year-old firm and its mission, expertise and competitive advantage. Zebra Strategies is certified as a woman and minority-owned integrated qualitative and quantitative market research and strategy firm specializing in marginalized, vulnerable and hard-to-reach populations.

Why this work mattered

- With their website not being updated in 5 years, the team educated and mentored Zebra Strategies on their options and actively rallied them to restructure their web presence priorities. The result has led to increased engagement on their website, an additional \$350K in new client business, and ten new leads. They have also presented multiple business pitches due to their new site.
- This work has expanded and improved the capabilities of the organization. The website is now accessible to all and includes Google Analytics to help track website visitors and compile data. Overall, this work will help increase revenue and their clients to further impact the marginalized and vulnerable populations they serve.



“We had a wonderful experience with the team and appreciated their patience and kindness throughout the process. **Each team member took their task seriously, and the result was remarkable.** We’ve had a surge of traffic to our site quickly, and we haven’t even implemented our SEO strategy yet. I can only imagine the response once our SEO is in place. We will miss our weekly calls with the team and hope they remember us fondly.”



– Denene Jonielle Rodney, President and CEO,
Zebra Strategies

Internal initiative: Tackling burnout to improve culture

Fair Play

Fair Play is a systemic solution to resolving burnout in the home through the Fair Play methodology: a fun and interactive card game that identifies all household tasks, assigns them meaning and clarifies what 'done' means. Introducing the methodology into the workplace acknowledges that Optum recognizes home as the most important organization and a refocusing of priorities for employees as a result of COVID-19 shifting work schedules and personal demands.

In 2023, Optum will continue to bring these Fair Play principles into the workplace to determine how we can reduce burnout, promote women in leadership, and reward the invisible and unpaid labor that keeps our organization, communities and homes running smoothly.

Employee burnout statistics

1 in 3 women

are considering downshifting their careers in response to burnout.

- Heterosexual women often take on more housework and caretaking than their male partners.
- When children enter the picture, mothers do 2 hours of extra work per day compared to 40 additional minutes for fathers.
- Mothers with a husband or live-in male partner sleep less and do more housework than single mothers.

Senior leaders

who identify as women were:

- 60% more likely to provide emotional support to their teams
- 24% more likely to ensure their teams' workload is manageable
- 26% more likely to help team members navigate work/life challenges

1 in 5 women

spend a substantial amount of time on DEI work that is not central to their job, compared to <1 in 10 male leaders.

Tackling burnout to improve culture, continued

Fair Play



Attended the 77th United Nations General Assembly, with UnitedHealth Group representation by Stephanie Fitzpatrick



800+

people attended documentary premiere, followed by a fireside chat and rapid-speed ideation sessions on how to bring these principles to life at UnitedHealth Group

89%

strongly agreed or agreed that this initiative helped them feel more connected to our company, values and mission

91

NPS for documentary premiere



37

leaders from across the enterprise participated in inaugural Fair Play training cohort and became certified

200+

leaders are now certified in Fair Play methodology

ECC and CC Programs



Overview

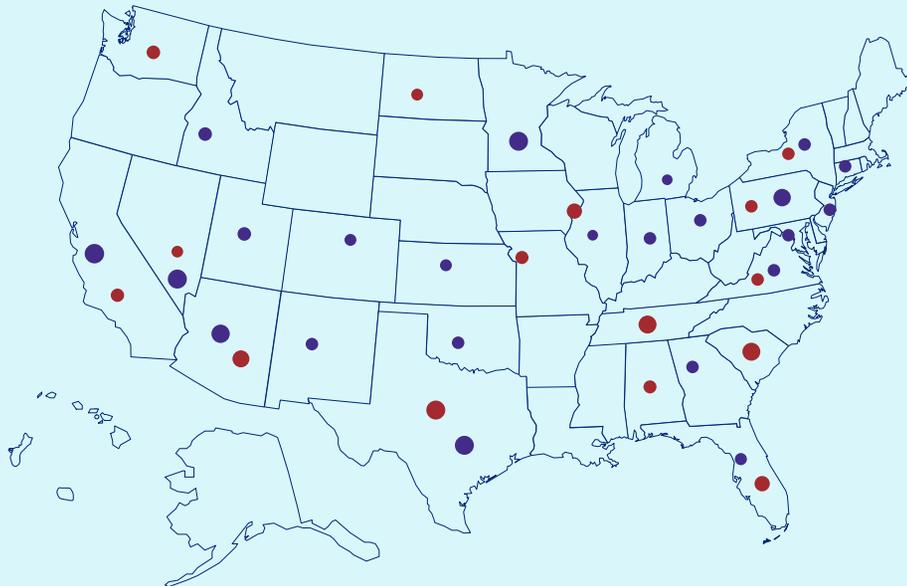
Our Employee Community Councils (ECC) and Connected Cities (CC) programs create a sense of purpose and community for our team members. By advancing health equity and increasing our understanding of diversity and inclusion, we can help make the health care system work better for everyone.

ECC/CCs focus on deepening team members' lens of empathy and compassion, commit to serving our communities and drive a greater sense of purpose to further our mission. ECC/CCs also promote opportunities that are inclusive and help support our team members' total well-being in order to help everyone reach their fullest (health) potential.

How ECC/CCs are making an impact

- Inspire and support employees in personally living our mission by coordinating activities aligned to advancing health equity and deepening our understanding of diversity and inclusion
- Build sense of community for in-person and remote colleagues
- Activate team members to serve in the communities in which they work
- Further embed our culture and foster our values with an emphasis on compassion and relationships

ECC/CC across the U.S.



All working to advance health equity, diversity and inclusion

● 17

Connected Cities

● 38

Employee Community Council

Overview, continued

Fifty-five active ECC and CC groups across the U.S. planned and executed events with team members and local community organizations such as diaper drives, meal-packing events and health fairs. Teams supported/led major events such as GIVE 2022, Do Good Week and the Shop with Meaning

Market on site, in communities across the U.S. and globally engaging thousands of employees and driving meaningful impact in our most vulnerable communities.

2022 highlights



46

Optum supported 46 causes/ nonprofits through ECC and CC volunteer activities



757

Optum had 757 team members from around the country participate in and lead volunteer events



200K+

ECC and CC activities have touched over 200,000 lives



2,500+

Our team members engaged in over 2,500 volunteer hours

91%

On a scale of 1-5, 91% of surveyed volunteers agreed/strongly agreed that their event helped create a sense of belonging and safe environment where team members could fully be themselves.

80%

On a scale of 1-5, 80% of surveyed volunteers agreed/strongly agreed that their event helped team members recognize and reflect on aspects of their identity of privilege and examine how they can use that privilege to support others.

Finding purpose through transformative volunteerism



“Through a health fair, hosted by West Palm Beach Health Department, we were able to help 5 uninsured community members go see a primary care physician.

Three of the 5 had hypertension and the other 2 had diabetes. Thankfully, we had a doctor and 2 nurses volunteering from Optum who were able to help them. We provided education and materials to community members around hypertension, exercise and diabetes. One woman at the fair lost her daughter 3 years ago and refused to see a therapist, but one of our Optum team members was able to help her get the support she needed. I’m glad our volunteer team was able to educate and support our community through this event.”

– South Florida Connected Cities volunteer



“Our ECC volunteered and participated in the Walk to End Alzheimer’s nationwide event this year.

I have a personal connection to Alzheimer’s disease, as I was a caregiver for my nanna when she was diagnosed. While walking, I was able to connect with members of the community who are actively going through a similar experience or who have also had a family member affected by Alzheimer’s. I believe that many people do not know the full extent of the disease and there are many barriers to accessing support and treatment. I realized that there is a stigma associated with mental health and cognitive dysfunction, so not many people are comfortable with talking about it, whether they are experiencing it firsthand or have a friend or family member experiencing it. I hope to raise awareness by connecting people with the resources that are available in my community now that I know more about them.”

– Phoenix, Arizona Employee Community Council volunteer



“We have supported the South Park Inn Homeless Shelter in Hartford, CT for 15+ years.

Over this time, volunteers have cooked, served, baked, cleaned, painted and supported cookouts for residents. We didn’t realize how important and necessary volunteering throughout the pandemic would be. Our ah-ha moment is when we see the residents around Hartford come up to give us a hug and thank us for all we have done for them. Team members don’t do this work to be recognized, but it is always a gift to hear how our support has truly made a difference in the community.”

– Hartford, Connecticut Employee Community Council volunteer

Middle Tennessee CC helps address community inequities

As a newly established group in 2022, the Middle Tennessee Connected Cities team grew to 144 members in May 2022, with leadership council representatives from 4 counties in Middle TN. From June–December, the team learned about issues facing the community, including food insecurity, maternal and newborn health, and needs within the foster care system in TN.

In 2022, the Middle TN CC partnered with Nurses for Newborns, an organization that focuses on healthy pregnancy and infancy. Volunteers spent an afternoon putting together educational folders and writing thank-you notes to the nurses and community partners. The group plans to continue to support Nurses for Newborns in 2023.

Why this work mattered

- Addressing the inequities within the maternal health field is a top priority for the Middle TN Connected Cities. As Optum Social Responsibility's signature issue and a UnitedHealth Group-wide priority, this work helps our continued efforts to fill key gaps and reduce maternal mortality and morbidity.
- Serving the local community helped team members increase and deepen their understanding of diversity and inclusion, and heightened their awareness around the inequities that exist in Middle TN.

2022 impact

Over the course of 5 volunteer events across 4 counties, Middle Tennessee CC volunteers distributed 500+ meals, donated 2,000 diapers and impacted 1,000+ lives.



“Building relationships with the volunteers (i.e., my great colleagues!) in the Middle TN CC and with the nonprofits that serve our community has been so rewarding. I am so grateful to work for a company that supports and understands the need to support the communities we serve. **This work anchors me and many others to our mission, our community, our company and each other.** It’s a great way to remind us of the important work we do on a daily basis.”

– Tina McLane (she/her), Supervisor, NASU, Enterprise Clinical Services

Basking Ridge, New Jersey, ECC has a long legacy of supporting people in need

The Basking Ridge, NJ, site has been actively involved with volunteerism, before the ECC was ever conceived. Throughout the years, the ECC has volunteered and supported the American Red Cross, United Way, Support the Troops, One World Surgery, Special Olympics, Camp Make a Dream and more.

In 2022 they continued to support people in need, including those with food and housing insecurities in the greater NJ/NY area. Volunteers across the organization participated in America's Grow-A-Row events involving harvesting produce, which was donated to vulnerable communities, while others volunteered to prepare disaster kits for the American Red Cross and partnered with Bridges Outreach to provide cases of bottled water and packed lunches to the inner cities.

Why this work mattered

- For each Grow-A-Row event, volunteers went to a local farm to harvest fresh, healthy produce, which was all donated to folks in need in 10 states including NJ, NY and PA. As demand increases at food banks due to so many people experiencing food insecurity for the first time, the Basking Ridge ECCs work to provide farm fresh produce for healthy living and strong immunity for their neighbors in need is more important than ever.
- The Basking Ridge ECC provides a valuable opportunity for staff to participate in activities which helps improve their community and assist others in need.

2022 impact

Over the course of 7 volunteer events, Basking Ridge ECC volunteers harvested 55,400 pounds of produce such as, cucumbers, corn, tomatoes and cabbage providing 221,600 servings to communities in need.



“ECC volunteer events provide an opportunity to give back to some of the most at-risk people in our communities. These events and activities also provide impactful team building opportunities and **contribute to UnitedHealth Group's mission of helping people live healthier lives.**”

– Jeff Rubin (he/him), IT Portfolio Manager, Optum Technology

Major events and activities



GIVE 2022

Around the globe, more than 450 Optum employees volunteered during GIVE (Geographically Irrelevant Volunteer Event) 2022 in virtual and on-site events, spending over 800 hours making a difference in the communities where we live and work.

From meal-packing events to stuffing teddy bears for kids to cleaning up parks, team members helped drive meaningful impact in their local communities.



Do Good Week

Every year UnitedHealth Group, UnitedHealthcare and Optum employees come together to inspire kindness and spread positivity through action during Do Good Week.

This year, team members continued to make a big impact by volunteering in their community, making donations, supporting local businesses, sending out Bravo's to colleagues and performing random acts of kindness. As a result, employees engaged in 17,960 volunteer hours (an increase from 2021) and shared 20,496 Bravo's. Together, this work is helping create a healthier world.



Shop with Meaning Market

This year, Optum Social Responsibility hosted our fourth annual Shop with Meaning Market in-person and virtually for all team members. As a part of the giving season and in an effort to be more conscious consumers, employees shopped and supported small businesses with a social mission such as, ending domestic violence, empowering women, improving education access, addressing food insecurity, and supporting immigrants and refugees.

These businesses share the Optum mission to create significant, positive change around social and environmental challenges facing the communities we serve. Thousands of employees attended and participated in the in-person and virtual event supporting businesses across the U.S.

During our 3-hour event at Optum headquarters in Eden Prairie, team members purchased over 530 items and local businesses received over \$11,000 in sales.

Volunteer spotlight

Transformative volunteerism

In the traditional model of volunteering, the purpose is to freely provide a service to respond to a crisis or solve a problem. In the transformative model of volunteering, the purpose is to develop and strengthen empathy through experience.

Transformative volunteering creates space for participants to reach beyond the immediate context and circumstances of themselves and their communities. The primary focus of transformative volunteering is the change that occurs in the volunteers themselves. Volunteering programs and activities are designed to invite all participants to “engage in critical reflection on their experiences, which in turn leads to a perspective transformation.”

Read on to hear about a collection of Optum team member experiences in 2022 that helped highlight transformative volunteerism across communities.



Connecting with colleagues



**Vanessa Beaulieu (she/her),
Pro Bono volunteer**

“The Pro Bono Program has provided me with invaluable professional work experience, however the most important has been the impactful relationships I’ve built with my colleagues.

I’ve been able to connect with colleagues across the enterprise and globe through this work and have developed wonderful friendships through my pro bono experience. It has shaped my critical lens on the importance of teamwork and connection. I would encourage everyone to participate in the program.”

Project interest

At the time of the project, Vanessa had just started with the company and had only been employed for 5 months as an appeals representative. However, she was eager to network and gain hands-on experience to improve her marketing skills while helping to give back to the community.

Project importance

As part of the Pro Bono Program, Vanessa supported National Clinical, an organization that accelerates clinical research by improving research timelines, reducing operational costs, increasing quality and enhancing compliance. Also, she’s currently working on an ongoing project with Monument Impact, a nonprofit whose mission is to ensure that immigrants, refugees and low-income residents in Concord have the voice, tools and relationships for an equitable share of the social and economic wealth in our region.

Project role

During the project, Vanessa’s responsibilities included working cross-organizationally conducting usability studies with internal and external participants to help improve the client’s website. She also conducted market research on other top competitors, using research findings for recommendations to improve SEO.

Broadening skills



Allison Fredlund (she/her), Pro Bono volunteer

“Volunteering with the Optum Pro Bono Program increased my reach across the organization, allowing an opportunity to meet colleagues from different departments and to gain new experiences.

I initially signed up for a pro bono project in 2021 to challenge my project management skills. Through my pro bono experience, I have been able to gain invaluable insight and skills sets from other members within the program and my project team. I found I expanded my potential for impact and leadership skills, so I came back for more in 2022!”

Project interest

At the time of the project, Allison was a senior technology project manager for the Optum® State Government Solutions team. She was looking for a way to be of service, to pay it forward. She also enjoys volunteering as it helps to broaden her perspective and network with like-minded, motivated co-workers.

Project importance

As part of the program, Allison supported Village Community Resource Center (VCRC), a center that improves community conditions by expanding education, wellness and leadership opportunities for underserved families. VCRC was looking for a way to measure the impact of a new program they offer: an 8-week mental wellness program that focuses on stress-reduction, teaching techniques and skills to cope with significant stress.

Project role

The first time she volunteered, she co-managed project management responsibilities. This time she led the team on her own. Her responsibilities included project management activities such as facilitating client meetings, delegating tasks and presenting the final deliverables.

Coming together



**Skip Morrison, he/him,
ECC volunteer**

“As co-chair for our Optum HQ ECC, we were delighted to see employees return to campus this year.

After a year and a half of attempting to find virtual ways of keeping our employees engaged and interested in paying it forward, we soon realized that people were anxious to roll up their sleeves and dive in again. We had over 300 volunteers for an on-site Feed My Starving Children meal-packing event.

The campus was abuzz with excitement and energy as teams competed to see who could pack the most meals. Our final tally was an incredible 62,208 meals packed! I feel so fortunate to work with such a giving group of individuals and a leadership team who not only fully supports us but recognizes the impact our efforts have on our communities.”



Journey to inclusion and diversity



**Mudit Sharma (he/him),
Pro Bono volunteer**

“My pro bono experience has allowed me to work closely with other colleagues in India, and meet and build new relationships with team members across the U.S.

I have been able to gain a better understanding of the health care landscape and work being done to advance health equity. Through these engagements, I have used my skills to help address food insecurity and the inequities that exist in maternal health. This work has helped me connect and empathize with others as well as allowed me to take my learnings to further impact my country and community.”

Project interest

During the project, Mudit was an analyst with Optum® Advisory Services in India. Coming from a developing nation, Mudit’s biggest reason to volunteer in multiple pro bono engagements was to realize a sense of fulfillment in contributing toward an improved health equity, parallel to understanding how different institutions collectively work to ensure social inclusivity.

Project importance

As a part of the pro bono program, Mudit supported White Pony Express, a nonprofit focusing on food security. Along with the team, Mudit delivered a corporate giving strategy attempting to increase targeted funding. Currently, he is supporting Morehouse School of Medicine (MSM) with strategies aiming to expand the user base of a mobile app developed to improve maternal health equity in the state of Georgia.

Project role

During the engagement with White Pony Express, his responsibilities included completion of market due diligence to find the right mix of corporate giving strategies and their implementation plans. In the project with MSM, he is working on the creation of different marketing strategies and contents for the product’s social media to increase user enrollment.

Providing community support and outreach



**Marjorie Matthews, she/her,
ECC volunteer**

“Our Phoenix ECC had the opportunity to provide support in our community in a variety of ways this year. We really look to be supportive of organizations serving people in our clinic neighborhoods.

To that end we collected travel size toiletries for HART (Helping at Risk Teens), an organization that works with local high schools to provide basic needs to homeless teens in an effort to keep them in school. We also coordinated an effort to provide water during the hot summer months here in Phoenix and among our 4 clinics we collected over 80 of cases of water, which were donated to a local food bank as well as local hydration centers in the area. Most recently, the clinic staff wrote 150 thank-you cards to be distributed at the local veterans hospital. Some of the staff used this opportunity for their families/children to participate with writing/decorating the cards.”



**Richard Arnold, he/him,
CC volunteer**

“I’m thrilled to lead the reboot of the Spokane/Kootenai Connected Cities initiative. We are in the process of planning out some community outreach and social events for 2023 and the response has really been great.

We’re not a ‘big city’ region, and I’m delighted that there are over 120 telecommuters and remote workers in our area – many of whom have already raised their hands to get involved and are jumping in to help. It’s been great to connect with co-workers across the enterprise and in my geographical area on this and we’re all excited to see what 2023 will hold!”

Putting our values into action



**Eva Fimbres (she/her),
Pro Bono volunteer**

“The Pro Bono Program has been a great experience from start to finish and has allowed me to put Optum values into action. Taking on the role as co-project manager gave me the opportunity to be innovative and help provide a resourceful brochure for people in need of mental health treatment.

I have been inspired to continue sharing the useful information to others that are also struggling with their mental health in one way or another. I have connected with many colleagues within other business segments and have built relationships that will continue on after the completed project.”

Project interest

At the time of the project, Eva was a clinical admin coordinator for Enterprise Clinical Services. She was looking for a way to show her creativity, share her talents and give back. Additionally, the project with Contra Costa Clubhouse was very meaningful to her as she has family and friends who suffer from mental illness.

Project importance

As part of the program, Eva and her pro bono colleagues supported Contra Costa Clubhouse to develop a brochure highlighting programs and mental health resources available to the community in Contra Costa County. The organization is a place where adults in Contra Costa County recovering from mental illness can experience community, support and opportunity.

Project role

During the project, Eva and her co-PM supported the development of the brochure. She led meetings, created a project plan, supported her team members, and ultimately created a rebranded brochure that will ensure the community is educated and aware of the mental health programs in the community. This work will better position the organization as they launch their rebrand in 2023.

Giving back locally



**David Lam (he/him),
Pro Bono volunteer**

“I never imagined I’d get a chance to work with city officials, let alone take on such a noble cause as to strengthen the resilience of the city and its people. Being from the Twin Cities area, this work is so important as it will impact my neighbors and the broader community.

Minneapolis has had its unfortunate share of tragedies the past 3 years and I’m so humbled and grateful to have had a chance to work with an amazing Optum team and CRO of Minneapolis to positively influence the resilience of the city to better serve and care for its people in their time of greatest needs.”

Project interest

At the time of the project, David was a principal data analyst for Optum® Technology. He was looking for a way to use his skills to give back to the city that helped him go from a humble immigrant to one that has found a successful career and a brighter future for his family.

Project importance

As part of the program, David and his pro bono colleagues supported the Minneapolis Chief Resilience Officer (CRO) in the planning and development of a resilience consortium. The consortium brought together leaders across for-profit and not-for-profit companies, as well as city officials, to take on shocks to the city of Minneapolis – like those of the unrest during the tragic death of George Floyd and the COVID-19 pandemic.

Project role

During the project, David and his co-PM partnered with the CRO to develop the plan and tasks that would serve as the foundation to creating the resilience consortium. With the help of the pro bono team, the project delivered:

- Detailed analysis of city resilience gaps to be filled
- An interview guide and strategy to connecting potential leaders to the consortium
- The start of an urban resilience dashboard

Making a difference in the community



**Jeanine McGuire, she/her,
CC volunteer**

“I am very grateful for the opportunity to lead the Connected Jax group and connect telecommuters in the Jacksonville and Northeast Florida area with their community and each other. Through Connected Jax, I have met employees in diverse roles across the company.

Together, we have had a tremendous impact on our community by volunteering at the food bank, forming teams for walks, working company booths at various events, supporting causes to end homelessness, strengthening our schools and more. Plus, our virtual socials, which were brought about by the pandemic, have been a hit for bridging the distance between employees in Jacksonville and beyond with speakers from employee groups and area nonprofits. Thank you for having the Connected Cities program!”



Connecting career to purpose



**Bridgitt Ward (she/her),
Pro Bono volunteer**

“The Pro Bono Program has helped me focus on what I can do. This is my second project as part of the program having served as project manager for Dentists on Wheels, and most recently, Morehouse School of Medicine.

This experience has taught me resilience and afforded me the opportunity to stretch and apply management skills to launch a promotional campaign for a health care product that was designed to address Black women’s maternal health. As a result, I have been able to lean into work I’m passionate about, which has helped with my personal and professional development. This is work I see myself doing in the future.”

Project interest

At the time of the project, Bridgitt was a senior wellness program coordinator for Optum® Health Solutions. Being a Black woman in America, she has seen firsthand the disparities as it related to health care access. Her daughter suffered from pre-eclampsia and due to a lack of information and risk, an emergency C-section had to be performed. The PM3 app was designed to help mothers by providing readily available access to health management and community support for this underserved population. Because of this terrifying experience, Bridgitt felt empathetic and wanted to lend her skills to such a worthy cause.

Project importance

Statistics indicate that Black women and newborn babies' lives are impacted at alarmingly high mortality rates that reflect severe maternal morbidity. The effects range from twofold to threefold higher among Black American women compared with non-Hispanic white women. UnitedHealth Group is a leader in its goals to reduce the disparities in maternal health. The PM3 app is a specialized tool connecting Black pregnant women living in underserved communities with support to foster healthy outcomes for mom and child.

Project role

Bridgitt was excited to be in service for a second year volunteering as a co-PM for the Optum Pro Bono Program. As part of the UnitedHealth Group commitment to identify, address and monitor health disparities, we partnered with Morehouse School of Medicine in the launch of PM3. The mobile tool is designed to help Black mothers manage their health after having a baby and ensure access to social support and community resources. Bridgitt co-managed a team of 8 volunteers to help create a promotional campaign that uses various recruitment and social media activities.

Gaining leadership experience



Hannah Hoffrogge (she/her), Pro Bono volunteer

“I was able to gain leadership skills through the Optum Pro Bono Program. This was my first pro bono project, and I was able to co-lead the team alongside Kylie Forcier.

It was an awesome initiative that expanded my knowledge on how to measure success on a project and how success is achieved. I feel very fortunate to have had this opportunity and am excited to share the skills and insight I have gained with my manager at year-end reviews!”

Project interest

At the time of the project, Hannah was a data analyst for the Optum Rx® Disruption Lettering team. She was looking for a way to give back to those in need and to build on her existing marketing skills. Additionally, she previously worked with children with Down syndrome, and wanted to continue to give back to that community.

Project importance

As a part of the program, Hannah supported GiGi’s Playhouse, an organization with a mission to change the way the world views Down syndrome and to send a global message of acceptance for all, located in St. Louis Park, MN. Using market research, the project focused on creating new opportunities for this nonprofit.

Project role

During the project, Hannah led the team as the project manager alongside Kylie Forcier and provided consulting and marketing services. As a result, the organization has an array of new partnerships for volunteers, events and clients.

Helping vulnerable communities



**Vanessa Thompson, she/her,
ECC volunteer**

“Each of us has the responsibility to help those that are in need. That’s indeed our reasonable service to our communities and to mankind.

This year, the Atlanta ECC has continued to make an impact in our community. Through our volunteer events, we have been able to support mothers and babies, veterans, incarcerated and formerly incarcerated youth and adults, and many other vulnerable populations. As I reflect on my 2022 ECC leadership experience, I’m reminded to never doubt a small group of committed people, they can make a BIG difference in the lives of others, in the community and in the world!”



Into 2023



How to get involved and give back

Help us continue to advance health equity across the globe. Here's how you can learn more about our programs and support our work:

- Join our [Yammer Community](#) to connect with volunteers, find new opportunities to give back and share your experiences.
- Donate at [United for Giving](#) and receive a 1:1 company match. Starting this year, we will be rewarding employees for each hour of volunteerism they log! Each employee will earn \$10 for every hour of volunteerism logged, up to 50 hours (\$500) annually.
- Check out Sparq to plug into events near you and learn more about [social responsibility](#).
- Volunteer by donating your time and expertise to a pro bono project or joining your local ECC or Connected Cities team. Visit [United for Giving](#) to apply for pro bono projects and look out for the Optum Social Responsibility monthly newsletter. Email optumsocialresponsibility@optum.com to join your local ECC or Connected Cities team or start your own.



Partner with us

Help us continue to drive impact and advance equity for you and your communities. Here's how you can learn more about our programs and we can support your organization:

- [Visit](#) our website to learn more about our commitment to helping everyone live their healthiest life and see how we are driving equity for you, your community and across the health system.
- [Check out](#) our Pro Bono Program site to learn more about our services, apply and view case studies from previous projects.
- Connect with us. Email optumsocialresponsibility@optum.com to learn how we can partner with you and support your work in the future.



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We are grateful for your dedication and support.



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