



2017

SUSTAINABILITY & CORPORATE
RESPONSIBILITY REPORT

MAXIMUS®



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01.

MAXIMUS welcomes you to our 2017 Sustainability & Corporate Responsibility Report

Letter from our Chief Executive Officer



BRUCE L. CASWELL

President & Chief Executive Officer
MAXIMUS

Welcome to the MAXIMUS 2017 Corporate Responsibility Report. We are pleased to share our impact from the past year with you.

Corporate citizenship is embedded in our founding mission of *Helping Government Serve the People®*. We recognize that our role as a business leader includes the responsibility to create a positive impact. MAXIMUS is committed to practicing good corporate citizenship in our workplace, our communities and our natural environment.

Governments hire companies like MAXIMUS to help them deliver innovative, efficient and easy-to-use services to beneficiaries of public programs. We possess the knowledge and resources to effectively operate government health and human services programs and to positively engage with program beneficiaries, while maintaining the rigorous service levels and desired outcomes demanded by our clients. With the ability to balance resources, we also offer the flexibility and scalability that governments may not always possess.

We are proud to share that MAXIMUS was named one of the **2017 World's Most Admired Companies** by Fortune Magazine, attaining the rank of number eight within the Company's industry sector.

We were rated on nine key areas: innovation, people management, use of corporate assets, social responsibility, quality of management, financial soundness, long-term investment, quality of products and services, and global competitiveness.

We look forward to continuing our commitment to corporate responsibility in 2018 and thank our directors, officers, employees and other representatives of MAXIMUS for their shared mission in supporting these initiatives.



GOVERNANCE AND ETHICS

02.



Governance and Ethics

Quality and ethics are the cornerstones upon which MAXIMUS was founded and which we continue to operate. We are proud that our employees share a common commitment to accountability, responsibility and integrity. At MAXIMUS, we view corporate governance as a critical method for ensuring fairness and transparency to our many stakeholders.

Board Structure

The MAXIMUS Board of Directors consists of nine members who support four committees: Audit, Compensation, Nominating and Governance, and Technology.

The **Audit Committee** oversees management of market and operational risks that could have a financial impact, such as those relating to internal controls and liquidity. The **Nominating and Governance Committee** manages the risks associated with governance issues, such as the independence and performance of the Board, and the **Compensation Committee** is responsible for managing the risks relating to the Company's executive compensation and succession plans and policies. The **Technology Committee** provides oversight with respect to the Company's global information technology, including information security.

Information on our committee structures and policies is available on the [MAXIMUS Corporate Governance](#) webpage. Biographies of the board members can be found on the [MAXIMUS Board of Directors](#) webpage.

MAXIMUS acknowledges the importance of regular "board refreshment," including issues of age, length of service, independence, expertise, gender and diversity. As such, the appointment of two new female, independent directors provides MAXIMUS with exceptional added value, insights and perspectives, and, in particular, deep technology expertise and industry familiarity.





Running Our Business With Integrity

Our pledge to conduct our business ethically and with integrity extends to our responsibility to respect human rights as guided by international human rights principles. It is our duty to conduct our business through responsible workplace practices. We endeavor to ensure our business operations are free from complicity in human rights abuses.

We strive to be champions for an inclusive and collaborative culture that is free from discrimination and harassment, where everyone is treated with respect and dignity. Our expectation is that MAXIMUS and its employees always conduct business according to the highest standards of ethics and performance, and in full compliance with all applicable laws. All employees understand our commitment to act with integrity, which is summarized in our [Standards of Business Conduct and Ethics](#).

MAXIMUS regularly communicates our ethical business practices and expectations to employees. One hundred percent of employees participate in a mandatory ethics training webinar on an annual basis. As part of the onboarding process, newly hired employees must read and acknowledge our Code of Conduct and participate in our online ethics training course. Depending on their role, some employees must complete additional secondary compliance training.

All directors, officers, employees and representatives of MAXIMUS have a responsibility to report concerns or seek advice regarding violations of our Code of Conduct. MAXIMUS has established a number of reporting channels including a confidential ethics hotline, human capital hotline, audit committee hotline, HIPAA privacy and security hotline, and direct email access to the MAXIMUS compliance officer and/or legal team.

The confidential reporting line is available 24 hours a day, 7 days a week. Should the individual leave a voicemail, the issue will be investigated. Since not all violation reports will be made in a confidential manner, MAXIMUS is committed to non-retaliation and non-retribution for employees who make good faith reports of compliance concerns, issues and observations. It is our policy that no employee shall be subject to reprisal for good faith reporting of possible violations.

[View Our MAXIMUS UK Human Rights Statement](#)



REDUCING OUR ENVIRONMENTAL IMPACT

03.



Reducing Our Environmental Impact

In an effort to provide more efficient and eco-friendly services, MAXIMUS offices around the world have implemented several “green initiatives” to reduce the environmental impact on our planet.

Technology Driven Impact Initiatives

Over the last two years, MAXIMUS consolidated our data centers, reducing locations by 50 percent, as well as continued to move our business to the cloud.

In 2017, MAXIMUS implemented our new telepresence solutions and media centers to enable the ability for video collaboration among key offices. This implementation drives adoption of face-to-face video conferencing over business travel, further reducing travel costs and environmental impact. It also diminishes travel time for employees, improves work-life balance and increases their productivity. This solution also helps MAXIMUS attract the highest caliber talent with today's digitally focused workforce.

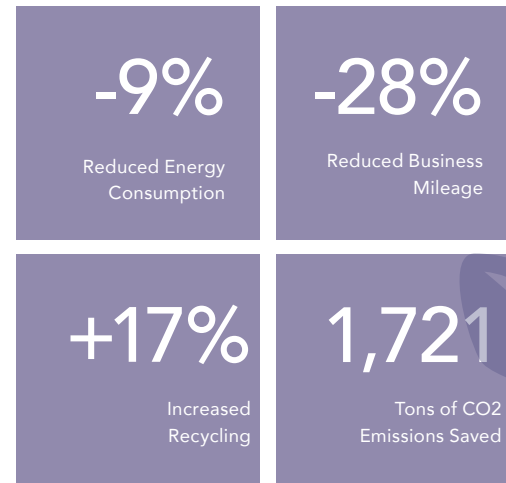
Colocation and Leased Space Challenges

As a government professional services provider, MAXIMUS must maintain certain contract specifications. Our project site locations are leased, reducing our permanent footprint by utilizing space already available, as well as reducing our facility risks for the Company. Additionally, our project site locations are often colocation facilities shared with other businesses. As such, we do not receive a detailed breakdown of our environmental impact from our site providers.

International Efforts

Our international businesses have policies in place to ensure that we use resources efficiently.

For example, our United Kingdom operations have seen several achievements:



Learn more about these efforts on the [MAXIMUS Green Initiatives](#) webpage.



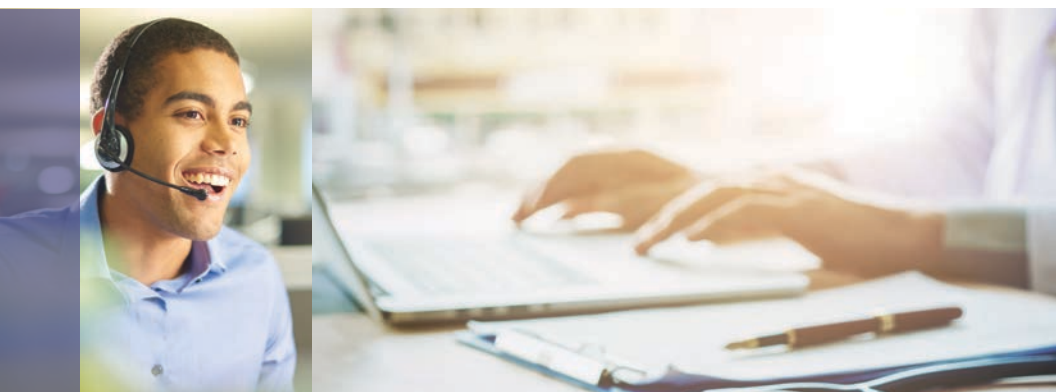
Helping Government
Serve the People®

04.



*Helping
Government
Serve the
People®*

At MAXIMUS, we share a common purpose with our clients to improve the lives of those we serve by helping them access and utilize government health and human services programs. Our holistic approach to business process and case management, paired with scalable operations and automated systems, allows us to tailor programs to the specific needs of a community and its beneficiaries, even on an international scale.



Dual Client Focused

Together with our government partners at the international, national, state, local, regional and provincial levels, MAXIMUS is working hard each and every day to provide user-friendly, effective services that transform the lives of people around the world. We are keenly focused on services that are flexible, scalable and efficient for our government partners, never losing sight of the citizens we serve.

Citizen Journey[®]

Every interaction – from beginning to end – that consumers have when seeking a government service becomes part of their Citizen Journey. Whether it's accessing a government website, calling a contact center, using a mobile app to access benefits or visiting an agency office, they are all interactions that reflect on their experience and perception of the process. We approach our work with a fundamental goal in mind to make a meaningful impact on people's lives.

Innovation

We are always striving to better support our clients and beneficiaries.

Every contract is different and our solutions are built specifically for our government clients' needs. We offer a full business process operation solution to our government clients. Within our solutions, we will typically innovate on components, such as digital access to programs or consumer engagement. These innovations improve solutions to better address the government client's needs.

For instance, automated text messages for our Australian customers, who have expressed interest in specific positions, were introduced as an alert to apply and attend interviews. This has led to improved job placements and retention.

Additionally, we adapted our WellbeingZone digital platform to provide nurses with an engaging and interactive alternative called NURSING YOU in partnership with 'Health Weight Initiative in Nursing' (known as WIN.).

1 in 4 nurses in the U.K. are obese.

However, the story behind that statistic is far more complex.

- 1 in 4 nurses don't have enough time to get to the canteen (or cafeteria) and eat a meal during their 30 minute break
- 1 in 3 are left to eat in staff changing or drug storage areas
- 1 in 4 are not allowed to carry water as they work

Using the NURSING YOU app, nurses can take online health assessments, set goals and track their progress.

Our sponsorship also includes funding so the program can continue to be led by a senior nurse and driven by the nursing community. Leslie Wolfe, MAXIMUS General Manager of Global Health, shared, "We were inspired by WIN. and the hard work going on to create a healthier and happier nursing community. Our digital solution is a perfect complement and can help nurses overcome difficulties and make healthier choices." Christine Hancock, Director and Founder of C3 Collaborating

for Health (part of the WIN. Team), agrees. "For a lot of nurses, the hours they work and the particular stresses of the job mean that making little changes to support losing weight can be really difficult. Quite often, their own health is the last thing they think about. We are hopeful that the new NURSING YOU app will support nurses to make those much needed healthier changes and we're grateful to MAXIMUS for sponsoring this initiative."



Using the NURSING YOU app, nurses can take online health assessments, set goals and track their progress.



Learn more on the [MAXIMUS data security](#) webpage.

Data Privacy

MAXIMUS is dedicated to maintaining the security and privacy of company, client and consumer information we manage.

MAXIMUS predominately serves in the role of a data “custodian.” Our government clients maintain the role of data owners, which includes the responsibility for establishing the information security and privacy requirements that govern data access and use by contract. As such, each MAXIMUS project that requires an internet-facing website on behalf of the client includes a website privacy policy reflecting the specific language required by the client.

As a vendor to multiple state, federal and foreign governments, MAXIMUS has established standards to safeguard our information and businesses.

Information security controls frameworks, such as HIPAA, NIST SP 800-53, CMS MARS-E, IRS 1075, ISO 27001 and more define *how* we can ensure the confidentiality, integrity and availability of information in a manner that can be

measured. MAXIMUS architects our security policy to adhere to the 242 Information Security control objectives and 26 privacy objectives defined by the National Institute of Standards and Technology (NIST). Our cybersecurity strategy includes policies and standards, security controls, risk management programs, employee training, assurance processes and technologies that protect the environment that processes, stores and transmits our data.

MAXIMUS regularly communicates our data security and privacy practices and expectations, including PHI, PII and HIPAA compliance regulations, to employees. One hundred percent of employees participate in a mandatory data privacy and security training webinar on an annual basis. As part of the onboarding process, newly hired employees must watch a privacy and data security training video. Depending on their role, some employees must complete additional secondary compliance training.

Quality and Risk Management

The Quality and Risk Management (QRM) team was created and empowered to ensure that a commitment to quality and risk management is central to our operations and growth as a company. QRM reports to the controller, chief financial officer and chief executive officer. QRM is the second tier in the Company's three tier strategy encompassed in the Quality Management Framework with the first tier handled by the business unit level and third tier consisting of the executive committee. QRM manages all QRM initiatives and related data, sponsors independent oversight of selected projects and monitors all segment and division QRM activities.

Monitoring and Addressing Client Satisfaction

QRM monitors client satisfaction with MAXIMUS projects, staff, products and services through the annual Client Satisfaction Survey and key client calls. Client Satisfaction Survey Action Plans are required for projects receiving low scores. The Action Plans require project leadership to meet with the client to address issues raised in the Survey. The QRM team provides guidance and oversight during this process and reports Client Satisfaction Survey results to division and segment leadership, the Executive Committee and the Board of Directors.

Promoting Early Risk Identification and Mitigation

QRM coordinates the company-wide Business Review Committee (BRC) process that identifies and mitigates contractual and operational risks for large business opportunities as well as the High Profile Project (HPP) process that corrects operational, financial or client satisfaction issues.

QRM staff analyze risks communicated through the quarterly Project Self-Assessment Survey (PSA) and identify projects with risk indicators that may require additional guidance or oversight from QRM and further escalation. Reports demonstrating risk trends are shared with division and segment leadership and analysis is presented to the executive committee and board of directors. Billing and data integrity is addressed and monitored through the PSA process, as are corporate compliance training, progress reports to executive leadership, and other activities.

QRM generates the monthly New Project Launch Dashboard to help projects execute start-ups and maintain ongoing operations successfully. The Dashboard provides executive leadership with a snapshot of projects during the period before, during and after go-live using a scale of green (satisfactory), yellow (at risk), and red (unsatisfactory).

QRM manages the Enterprise-wide Risk and Fraud Assessments to identify and prioritize risks, based on likelihood and impact, for action plan development and follow-through.



A BETTER PLACE TO WORK

05.



A Better Place To Work

Imagine working in an environment that encourages creativity and innovation, while nurturing a commitment to public service and helping citizens. Imagine working for a company that recognizes and rewards its employees for making a difference in people's lives. MAXIMUS offers a wide variety of these opportunities, including employee development as well as diversity and inclusion.

Employee Diversity & Inclusion

Today, we are a team of more than 20,000 dedicated professionals across the United States, Australia, Canada, Saudi Arabia, Singapore and the United Kingdom. Our employees are dedicated to improving the lives of others and we recognize their efforts by offering competitive wages and comprehensive benefits packages.

At MAXIMUS, we foster a culture that respects and values individual contributions and differences that spark innovation, leadership and exceptional performance. Encouraging diversity is a personal and business imperative.

+50%

Approximately half of our workforce self-disclose as a minority.

+5%

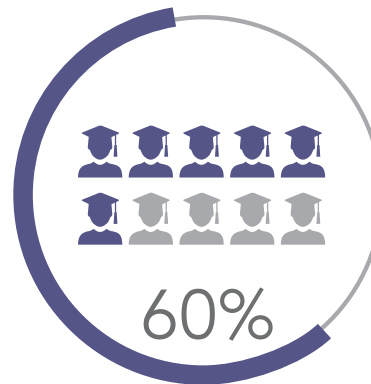
More than 5% of our workforce self-disclose a disability.

+2%

More than 2% of our workforce self-disclose as a Veteran.



More than half of our management workforce is female.



60% of our job positions require a high school diploma or GED equivalent



Nearly 70% of our total global workforce is female.

Employee Engagement

We perform employee engagement satisfaction surveys on a country-by-country and project-by-project basis.

Our business units in the United Kingdom undertake regular review exercises to ensure that we meet the needs of our people. In a recent staff survey at Centre for Health and Disability Assessments, we achieved an 82 percent satisfaction rating. At Health Management, 89 percent of colleagues felt that they were strongly supported at work.

More than 1,300 employees in Australia participated in the 2017 Employee Engagement Survey which achieved a 71 percent engagement satisfaction rating.



Centre for Health and Disability Assessments



Health Management



Australia Employee Engagement Survey

So what now? Our action plan includes:

- **Regional Results:** Senior management teams across the business will be informed of their specific results and this will be communicated to site/department levels.
- **Focus Groups:** Focus groups will be organized for completion in select areas to focus on the lower performing attributes.
- **Action Plans:** Action plans will be developed at a regional level to focus on our areas for improvement.
- **Pulse Checks:** Continuous feedback means continuous improvement! There will be quick 'pulse check' surveys done later in the year to see how we are tracking, if we are improving, and what we need to focus on.
- **Global Evaluation:** An annual global employee engagement survey will be launched in 2018.

Supporting Diversity and Inclusion

We are products of our individual life experiences and at MAXIMUS we unite our many faces, thoughts and ideas to achieve results. Recognizing and embracing these qualities make our successes so much more rewarding.

Strategic Priorities MAXIMUS is committed to maintaining a culture where everyone feels valued. In order to achieve this, we have three strategic priorities:

Respect for Contributions

MAXIMUS fosters a culture that respects and values individual contributions and differences. We believe our differences spark innovation, develop leadership and drive exceptional performance. We have an effective program to achieve organization-wide diversity and we recognize that our culture strengthens our collective commitment to *Helping Government Serve the People®*.

A Culture of Teamwork

MAXIMUS provides a team-oriented environment, and we are proud of our collective effort to become the leading provider for the administration of government health and human services programs.

An Engaging Work Environment

At MAXIMUS, our employees are our most valuable asset. We remain dedicated to providing them with an engaging, supportive work environment and meaningful jobs that contribute to the goals of the Company. In an effort to best engage our employees, corporate and project specific surveys are conducted on a regular basis.

How do we achieve these priorities?

Our inclusive culture and expectations are set by our Chief Executive Officer, Bruce Caswell, who provides quarterly reports and commentary to all employees through newsletters and other communication efforts.

Our efforts to enhance diversity are also reflected in our veterans and disability recruitment initiatives across the United States, which include development partnerships with nonprofits.

National Telecommuting Institute

MAXIMUS has begun exploratory discussions with the **National Telecommuting Institute**, a 501(c)3 nonprofit organization that provides trained work-from-home employees both to the largest U.S. government agencies and Fortune 500 companies, and to smaller businesses that want to outsource customer service and technical support operations. These employees have all been diagnosed with some type of disability that limits their ability to leave their homes. MAXIMUS is actively exploring opportunities to provide these individuals with jobs at possible virtual call center operations for projects across the U.S.

Northeastern University

MAXIMUS has partnered with a veterans co-operative education program through **Northeastern University** in Boston, Massachusetts. After completing further college education, the program's goal is to help our nation's returning veterans be hired for co-op assignments in healthcare enrollment centers in specified departments such as finance and business analytics. Furthermore, MAXIMUS has aligned with Northeastern by developing and facilitating a semi-annual professional development curriculum offered to veterans through the University.

Posse Foundation

The MAXIMUS campus recruiting team has a relationship with the **Posse Foundation**, a national nonprofit organization known for its ability to assess college-readiness for financially challenged high school students and sending them to prestigious universities. Our partnership helps MAXIMUS connect with and support Posse's significant population of under-represented, first generation students.

Committed to Supporting in Our Workforce

We aim to provide an accessible workplace for all individuals. More than five percent of our employees self-identify as having a disability and we continue to work to increase this population of our workforce.

MAXIMUS has continued to expand its talent acquisition efforts in the field of vocational rehabilitation and disability to create key partnerships that would facilitate effective hiring and onboarding of individuals with disabilities. Our talent acquisition team has developed relationships with local community-based organizations and veterans service organizations. These efforts have included site visits to these local organizations, as well as hosting onsite discussions with local vocational rehabilitation counselors to educate them on MAXIMUS work opportunities available to job candidates with disabilities.

MAXIMUS has expanded our disability inclusion training to hiring managers, including a focus on the hiring of veterans with disabilities and the effect that unconscious bias may have on hiring decisions for these and other protected classes. We have a goal of reaching nearly 250 hiring managers in 2018.



In October 2017, MAXIMUS was selected as the recipient of Lex Frieden Award by the Texas Governor's Committee for being a champion and innovator for its hiring, onboarding and retention practices for individuals with disabilities.

In the United Kingdom, MAXIMUS has successfully achieved **Disability Confident Leader** accreditation for our Centre for Health and Disability Assessments (CHDA) and Remploy business units. At least 28 percent of our employees in our Remploy business, including at the board level, identify as having a disability.

We also became the first provider of both jobactive and DES to achieve the rigorous and nationally recognized **Disability Confident Recruiter** (or DCR) status by the Australian Network on Disability. DCR status represents competence in attracting, recruiting and employing individuals with disabilities.

Being a Disability Confident Leader means we are helping people with disabilities secure jobs within our business units, as well as taking action to keep and develop our employees.

It also means we are a leading advocate for employing individuals with disabilities and are helping other organizations become Disability Confident.

By continuing our Disability Confident journey, we are helping to ensure that people with disabilities and long-term health conditions have the opportunities to realize their aspirations and fulfill their potential.

Our web-based training program engages employees in understanding diversity in the workplace, explaining the variables that make every person unique and valuable, as well as identifying typical considerations when interacting with individuals from different cultural and generational backgrounds.

We translate our codes of conduct training into Arabic for employees in Saudi Arabia, as the remainder of our geographies are English speaking. As our business grows into other countries, we will assess translation needs to ensure compliance with our workforce.

In addition to enhancing diversity in our own workforce, MAXOutreach Diversity connects hard-to-reach job seekers with businesses, helping organizations satisfy Affirmative Action and Equal Employment Opportunity obligations.

“We are committed to continuing our work advocating the value of employing people with disabilities and long term health conditions. Being awarded the Disability Confident Leader accreditation is testament to the hard work we are putting in to support and attract people with disabilities.”

Dr. Paul Williams

Division President, MAXIMUS UK



These achievements are a clear testament to the passion and commitment MAXIMUS has in supporting individuals with disabilities throughout our geographies.

Professional Development

Development at MAXIMUS entails planned and managed professional growth based on three elements:

- **Training.** Formal and informal training, both in job-specific technical skills and management and leadership development skills
- **Experience.** On-the-job guided learning, supported by coaching and mentoring
- **Exposure.** Contact with key leaders and subject matter experts

Learn more on the [MAXIMUS Benefits & Rewards](#) webpage.

Center for Employee Development

The MAXIMUS Center for Employee Development (CED) oversees enterprise-wide professional development. The CED's areas of focus include:

- **Core business skills.** Time management, professionalism, problem solving, business writing, presentations, communications, desktop technology, MAXIMUS systems
- **People management.** Supervisory skills, performance management, teamwork, coaching and mentoring, leadership
- **Ethics and compliance.** Business ethics, workplace conduct, information security, HIPAA
- **Client management and business development.** Customer service, client relationship management, consulting skills, sales and marketing, proposal writing
- **Project management.** Scope, contracts, financials, quality, risk, communications management

MAXIMUS University

The CED administers MAXIMUS University (MAXU), the Company's web-based performance and learning system. Through MAXU, employees can:

- **Register** for classroom training and live webinars delivered by the CED
- **Complete** self-study training anytime, anywhere
- **View** their own training history
- **Set** business goals
- **Maintain** their individual skills profile
- **Complete** goal and competency appraisals

Benefits and Employee Recognition

Our continued success as a Company depends on our ability to meet the needs of our employees. MAXIMUS offers our employees a competitive benefits package.

At MAXIMUS, we like to recognize employees for a job well-done in a variety of ways from project bonuses and a management bonus plan to employee recognition activities and staff award programs.



06.



Social Impact

At MAXIMUS, we are driven by a common purpose to improve the lives of those we serve in the areas of health care, children's services, employment and education. For more than four decades, together with government partners, we have developed and managed innovative health and human services programs that have transformed lives and strengthened communities.

Making a Difference

Everywhere we serve, we help foster economic development in the community by staffing all of our operations with local employees. Our diverse team communicates in dozens of languages, helping to eliminate barriers and reduce disparities to match citizens with the services they need.

We make a difference every day:

- We match families with the right health care coverage so they can find a doctor in their neighborhood who speaks their language and meets their medical needs.
- We help individuals find a path to sustainable employment.
- We improve the lives of children and their families by connecting them to vital child support resources.
- We protect patients' rights through an independent and objective appeals process for health programs such as Medicare and Medicaid.



Social Impact Achievements

Person-centric Workforce Solutions

When an individual is unemployed, often the first response of many is to help the person get a job – any job – regardless of their skills, interests and barriers, or their ability to support themselves and their family on the wage that job provides. This approach frequently results in a short-term, unsustainable outcome in which the individual finds him or herself on a merry-go-round of temporary jobs coupled with bouts of unemployment. This pattern is disheartening for individuals who truly want to work and become financially independent, serves as a real barrier to escaping poverty, and is an ineffective, inefficient means of promoting self-sufficiency and fostering economic development through employment.

At MAXIMUS, **our hands-on work partnering with all stakeholders** — including state and local governments, community organizations, employers and job seekers — has enabled us to develop a more effective and efficient solution to helping individuals achieve long-term employment success and financial independence.

Our person-centric approach continues as we guide the individual through a process of self-discovery — from assessment and career planning through preparation and skills development — ultimately culminating in a successful job search and placement in meaningful employment.

Our projects in the United States achieve placements and wage gains that far exceed the federal minimum wage. In fact, at our Arizona, District of Columbia and Wisconsin projects, 50 percent of individuals placed into full-time work earn more than 125 percent of the federal minimum wage.



In the United States, we operate **28** employment and training centers across **9** states and the District of Columbia.

40,000
individuals assisted
every day

22%
Youth between the
ages of 16-26

3%
Refugees

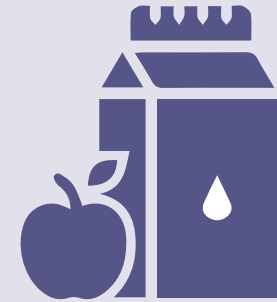


SNAP Generates Economic Activity

MAXIMUS can help our clients manage aspects of the Supplemental Nutrition Assistance Program (SNAP) program.

SNAP brings federal dollars into communities in the form of benefits which are redeemed by SNAP participants or beneficiaries at local stores. These benefits ripple throughout the economies of the community, state and nation.

Every \$5 in new SNAP benefits generates a total of \$9.20 in community spending.



Every \$5 in new SNAP benefits generates a total of \$9.20 in community spending.¹

Every additional dollar's worth of SNAP benefits generates 17 to 47 cents of new spending on food.²

On average, \$1 billion of retail food demand by SNAP recipients generates 3,300 farm jobs.³

SNAP benefits can be used at authorized farmers markets that sell local produce. This provides additional customers for local farmers and provides SNAP recipients access to healthy, locally grown fruits and vegetables that might otherwise be unavailable to them.

¹ Hanson, Kenneth, and Elise Golan (2002). *Effects of Changes in Food Stamp Expenditures Across the U.S. Economy*. Washington, DC: U.S. Department of Agriculture, Economic Research Service. The economic effect of increasing food stamp benefits was measured for the whole U.S. economy and may vary by location.

² Food and Nutrition Assistance Programs and the General Economy: Links to the General Economy and Agriculture (2002). Washington, DC: U.S. Department of Agriculture, Economic Research Service. Even though recipients spend all food stamps on food, the food stamps allow them to shift some of their previous cash expenditures on food to alternative uses.

³ Food and Nutrition Assistance Programs and the General Economy: Links to the General Economy and Agriculture (2002). Washington, DC: U.S. Department of Agriculture, Economic Research Service. Even though recipients spend all food stamps on food, the food stamps allow them to shift some of their previous cash expenditures on food to alternative uses.

Community Engagement

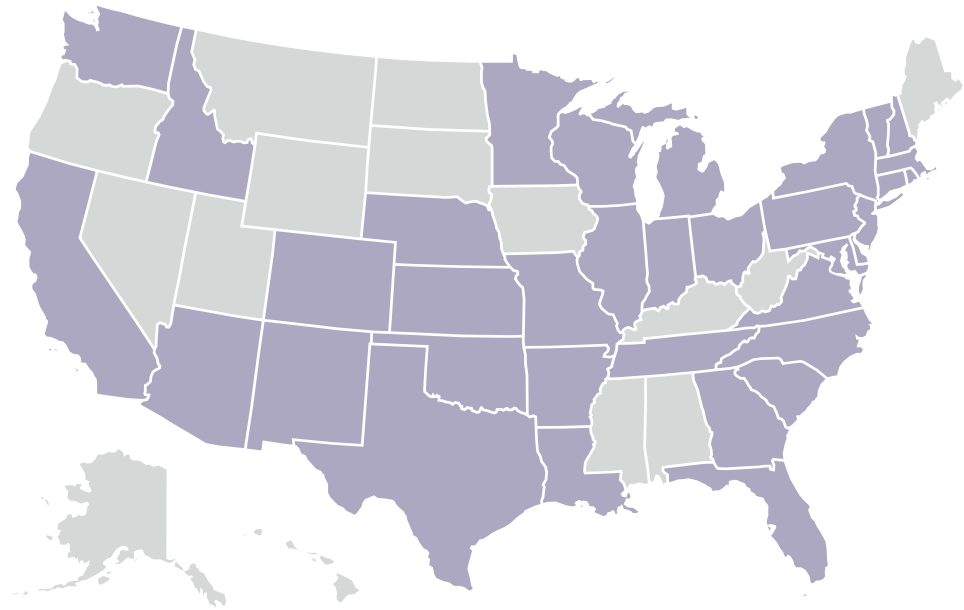
MAXIMUS Foundation

At MAXIMUS, we hold a strong sense of corporate citizenship and responsibility. We recognize the importance of giving back to the communities in which we live and work. In response, the MAXIMUS Board of Directors created the MAXIMUS Foundation in 2000.

The MAXIMUS Foundation is committed to supporting organizations and programs that promote personal growth and self-sufficiency through improved health, augmented child and family development, and community development. We provide financial support for nonprofit organizations and charities that share our commitment in helping disadvantaged populations and underserved communities.

The MAXIMUS Foundation is funded by charitable gifts from the employees of MAXIMUS and supplemented by grants from the Company. It is a nonprofit charitable organization incorporated in the Commonwealth of Virginia and is exempt from tax under Title 26 U.S.C. Section 501(c)(3) of the Internal Revenue Code.

Learn more about the MAXIMUS Foundation in the [Annual Report](#) and on our [website](#).



431 nonprofits from 36 states

and the District of Columbia received a grant in 2017.

More than **\$1 million** was awarded in funding.

“Our staff have developed positive relationships with grantee agencies, helping MAXIMUS become known as a key community support agency that can be counted on! Staff have developed new skills that give them a greater sense of how beneficial our work is to our local communities. Staff believe that by volunteering, they are making a larger impact on the clients we already serve.”

Larry Locklear

Regional Manager, Texas Enrollment Broker

Going Beyond the Grant

Our employees have fostered a unique bond with many of our local foundation grantees in support of their program activities. These partnerships have provided unique opportunities for beneficiaries to access additional resources, employment opportunities and support services.

Volunteering with the grantees has had a meaningful impact on our local regional staff.

Learn more by visiting the [MAXIMUS Foundation UK website](#), as well as in their [2017 Annual Review](#) and [2017 United Kingdom Corporate Responsibility Report](#).

Learn more by visiting the [MAX Foundation website](#) and the MAX Solutions [2017 Annual Review](#).

Learn more on the [MAXIMUS Canada Corporate Responsibility](#) webpage.



MAXIMUS Foundation UK

Concluded its sixth grant cycle and has supported

60+ charities

MAX Foundation (Australia)

Launched its grant program in 2017, making awards to

14 nonprofits

UrbaCity Challenge in Canada

Since 2010, MAXIMUS Canada has presented the UrbaCity Challenge, a strategic urban adventure race in the heart of downtown Victoria. Relying on more than 100 MAXIMUS Canada volunteers, UrbaCity brings together members of the community to compete in unique challenge stations hosted by local businesses. Teamwork and brain power, as well as brawn, win the day.

All funds raised by participants go to support Island Prostate Centre, where local men and their families receive prostate cancer outreach information, early testing, support and counseling services. As a not-for-profit staffed primarily by volunteers, Island Prostate Centre is the only place of its kind in Canada.

100+ volunteers

Disaster Relief

MAXIMUS and the MAXIMUS Foundation donated \$150,000 to the American Red Cross and \$50,000 to Volunteer Florida to support recovery efforts following Hurricanes Harvey, Irma and Maria. Additionally, employees donated more than \$12,000 to the American Red Cross.

Harvey caused the largest flooding event in U.S. history, and the American Red Cross provided shelter, food, relief supplies and other support to help people whose lives were turned upside down. Donations helped:

- Provide more than 4.5 million meals and snacks throughout Texas and Louisiana
- Deliver more than 124,000 mental health and health services to support and care for people in Texas and Louisiana
- Distribute more than 1.6 million relief items such as diapers and comfort kits that contain deodorant, toothbrushes, toothpaste and other hygiene items for those forced from their homes

Donations to the American Red Cross allowed them to mobilize volunteers and

relief supplies to help those in need. The organization worked with federal, corporate and community partners to get supplies by both sea and air to multiple regions. Donations helped:

- Provide more than 4,800 people overnight shelter in Puerto Rico and 309 people in the U.S. Virgin Islands
- Distribute more than 906,000 relief items across Puerto Rico and the U.S. Virgin Islands
- Send more than 680 American Red Cross disaster workers to support relief efforts in Puerto Rico and the U.S. Virgin Islands

MAXIMUS was honored by the American Red Cross as a valued partner for our disaster relief efforts with the presentation of their Motherland Award. The award, a small sculpture of a mother fiercely holding a fearful child, holds deep meaning for the organization. The original version of the sculpture was given to the American Red Cross by Armenian sculptor Frederic Sagoyan as a show of thanks for their support in the aftermath of a deadly earthquake in Armenia. The full-size sculpture stands on the north lawn of the American Red Cross Headquarters in Washington, D.C.





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