

The 2020 ZOOM+Care[®]

Annual Diversity Report

a fact-based examination of how ZOOM+Care[®] is doing to build a diverse workforce that better represents the community that we serve and the world that we live in.



Letter from ZOOM+Care Leadership

Dear Zoomers,

Attached is our annual Diversity Report. ZOOM+Care is committed to attracting and retaining a diverse workforce that is reflective of the communities we serve. This is not a comprehensive review of diversity at ZOOM+Care, but rather a starting point to help us improve our understanding and actions required.

Employee Diversity by Gender by Team

According to the U.S. Bureau of Labor Statistics, nearly 80 percent of US healthcare workers are women and ZOOM+Care is no different. However, only 33% of our Senior Leadership Team is female. Although this is above the BLS average of 24%, we strive to have a Leadership Team that is representative of our workforce and the communities that we serve.

Employee Diversity by Race

ZOOM+Care's diversity by race has improved since 2018, however we still fall short of the Portland and Seattle census data representation numbers, and have room for improvement. Three areas for focus are Black / African Americans, Two or More Races, and Hispanic / Latinos.

Employee Diversity by Race by Team

There are teams at ZOOM+Care that are more diverse than others. Real Time Operations has 14% Black / African American representation. In contrast, our Senior Leadership Team has a less diverse workforce. This is an area for improvement, as diverse leadership teams make better decisions, and build a more inclusive environment for Emma and Sarah.

Hiring and Attrition by Race

Our diversity hiring rates are on par with the Portland and Seattle census data. Over the year period, 6% of our new hires were Black / African American which is above the Portland US census data representation number of 5.8%. In contrast, our attrition rates for Black / African American and Two or More Races are high. This is an area for improvement, as we strive to attract and retain a diverse workforce, and for every Zoomer to love working at ZOOM+Care.

Our Commitment To You

1. Representation - We want to be representative of the communities where we operate. We'll partner with our internal committee, our People Team, and our consulting partner to expand our sources of talent, understand our Zoomer experience, and deepen our knowledge and understanding of the root causes of our differences in turnover.

2. A Culture of Belonging - Creating a culture where all people feel welcome and where we correct unconscious bias and microaggressions where they exist. Enhancing our training offerings to better equip our Zoomers with awareness and understanding.

3. Zero tolerance - ZOOM+Care's policy and goal is to maintain a healthy and positive work environment free from harassment and discrimination for all employees. Harassment of any sort, including verbal, physical, and visual conduct that may interfere with an employee's work performance and is intimidating, hostile, or offensive, will not be tolerated. It's the responsibility of all ZOOM+Care's employees to maintain a work environment free of harassment and discrimination and to report such incidents pursuant to the reporting procedures in our [handbook](#).

2020 Diversity Report

ZOOM+Care is committed to attracting and retaining a diverse workforce that is reflective of the communities we serve. This is not a comprehensive view of diversity at Zoom, but it is a starting point that should catalyze improved understanding and actions. This report is based on employee self-reporting. The racial categories used in this report are the categories required for EEOC reporting purposes.

1. Employee Diversity by Gender By Team

This Report includes data for all active employees as of June 2020.

	MALE			FEMALE		
	NUMBER OF ZOOM EMPLOYEES	PERCENT OF ZOOM EMPLOYEES	PERCENT OF EMPLOYEES AT COMPARABLE EMPLOYERS	NUMBER OF ZOOM EMPLOYEES	PERCENT OF ZOOM EMPLOYEES	PERCENT OF EMPLOYEES AT COMPARABLE EMPLOYERS
Billing and Credentialing	2	7%	29%	26	93%	71%
Central Operations	7	47%	69%	8	53%	31%
Clinic Associates	37	21%	18%	137	79%	82%
Senior Leadership & Executive Leadership	8	67%	76%	4	33%	24%
Finance	3	30%	50%	7	70%	50%
Imaging	10	71%	36%	4	29%	64%
Lab	1	20%	30%	4	80%	70%
Medical Providers	42	22%	24%	152	78%	77%
Retail Leadership	5	42%	56%	7	58%	44%
People	2	12%	27%	15	88%	73%
Pharmacy	1	25%	32%	3	75%	68%
Product	5	45%	57%	6	55%	43%
Real-Time Operations	10	23%	34%	33	77%	66%
Technology	34	85%	76%	6	15%	24%
Marketing	4	50%	46%	4	50%	54%

Industry Benchmark Data Source: [U.S. Census Bureau Survey, 2018 American Community Survey](#)
 Overall Female Representation in Healthcare: [Korn Ferry Press Release](#)

2. Employee Diversity by Race

This section of the Report compares employee diversity by race for June 2018 and June 2020 for all active ZOOM+Care employees.

RACE	DIVERSITY			
	JUNE 2018	JUNE 2020	PORTLAND U.S. CENSUS DATA	SEATTLE U.S. CENSUS DATA
White	67.8%	67.2%	70.5%	64.5%
Black or African American	1.3%	3.23%	5.8%	7.0%
American Indian and Native Alaskan	0%	0.68%	0.7%	0.6%
Native Hawaiian or Other Pacific Island	0.4%	1.19%	0.7%	0.3%
Asian	8.2%	9.68%	8.1%	15.1%
Hispanic/Latino	5.6%	6.28%	9.7%	6.6%
Two or More Races	2.1%	3.23%	5.5%	6.8%
Not Specified or Other	14.6%	8.49%	-	-

Portland and Seattle Diversity Data Source: [U.S. Census Bureau Survey July 2020 American Community Survey](#)

3. Employee Diversity by Race by Team

TEAM	RACE							
	White	Black / African American	American Indian or Native Alaskan	Native Hawaiian or Other Pacific Island	Asian	Hispanic / Latino	Two or More Races	Undisclosed
Providers	74%	3%	1%	1%	7%	4%	3%	8%
Billing & Cred.	54%	0%	0%	0%	14%	4%	4%	25%
IT & Product	78%	2%	0%	2%	8%	6%	0%	4%
ZA	61%	3%	1%	2%	14%	9%	6%	4%
Real Time Ops	65%	14%	2%	0%	7%	5%	0%	7%
People	29%	0%	0%	0%	18%	24%	6%	24%

Central Ops	87%	0%	0%	0%	7%	0%	0%	7%
Lab & Pharmacy	56%	0%	0%	0%	11%	0%	0%	13%
SLT & ELT	75%	0%	0%	0%	8%	0%	0%	17%
Finance	70%	0%	10%	0%	0%	0%	0%	20%
Retail	67%	8%	0%	8%	0%	8%	8%	0%
Marketing	75%	0%	0%	0%	0%	13%	13%	0%
Imaging	57%	0%	0%	0%	14%	7%	0%	21%

4. Hiring and Attrition by Race

This section of the Report shows our Hiring and Attrition rates by race for the time period June 2019-June 2020 for all active ZOOM+Care employees. Attrition rates do not include temporary or contract employees.

	NEW HIRES	ATTRITION
White	65%	25%
Black or African American	6%	64%
American Indian and Native Alaskan	1%	50%
Native Hawaiian or Other Pacific Island	1%	0%
Asian	11%	33%
Hispanic / Latino	7%	26%
Two or More Races	7%	80%
Undisclosed	2%	20%

*New Hires: Percent of new hires hired between June 2019-June 2020 by race

*Attrition Rate (Turnover Rate): Percent of employees by race who terminated employment with ZOOM+Care from June 2019-June 2020

5. Veteran Representation

This section of the Report includes data on all active Zoom Employees who have served in the military as of July 2020.

NUMBER OF ZOOM EMPLOYEES	PERCENT OF ZOOM EMPLOYEES
13	2.11%