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**As the third-party Benefit Director for Community Services Group**, it is my assessment that the corporation has pursued and created the public benefit set forth by the corporation in its bylaws during the 2020 fiscal year.

Community Services Group corporate bylaws state: "Community Services Group, Inc. is a community-based provider of mental health, IDD and children services, committed to having a positive impact not only on the individuals we serve, but also our employees, the communities in which we work, and the environment."

Community Services Group created this public benefit through two primary channels over the past year: 1) through its business model, and 2) through its corporate operations.

In conclusion, Community Services Group has created the public benefit it set out in its corporate bylaws.

# 2020 Annual Benefit Report

OCTOBER 2020

## 1 Public Benefit Through the Business Model

**CLIENTS**

Nearly 80% of the corporation's revenue comes from services provided to low-income clients and clients experiencing poverty. The corporation tracks the beneficiaries of its services closely and has demonstrated commitments to providing reduced-cost mental and behavioral health services to those in need.

**COMMUNITY**

CSG provides programs to meet mental and physical health needs in the broader community, including, for example, Mental Health First Aid (MHFA) training for first responders and other community members and partnering with a local Intermediate Unit to be trainers in health care classes for people for whom English is a second language.

**PROGRAMS**

CSG provides extensive vocational programs for people with mental health and intellectual and developmental disabilities to receive the skills necessary to obtain a job and contribute to the community.

## 2 Public Benefit Through the Corporation's Operations

### HEALTHCARE

Hourly employees, in addition to salaried employees, are eligible for employer sponsored healthcare if they work 30 or more hours per week.

### DEVELOPMENT

CSG provides no-cost professional and personal development opportunities to their employees.

### THIRD-PARTY METRICS

CSG instituted an internal employee working group to steward the public benefit the corporation creates, to measure its corporate impact using third-party metrics, and to set annual impact goals in areas where the corporation can improve.

(cont.) As a Certified B Corporation, Community Services Group assesses its overall social and environmental performance as a benefit corporation against the metrics in the B Impact Assessment.

## 3 Impact of COVID-19

### PROTOCOLS

CSG developed protocols based on Centers for Disease Control and Prevention and PA Department of Health guidelines and obtained personal protective equipment so that staff and people in our services would be as safe as possible.

### POLICIES

CSG also voluntarily expanded Paid Time Off and Sick Leave policies to provide employees with greater flexibility in addressing professional and personal circumstances created by the pandemic.

“These decisions reflect leadership beyond what is legally required of the corporation. Despite the unprecedented impacts of COVID-19, CSG, as an essential provider, continued providing services and **fulfilled its commitment to keep all employees employed during the pandemic.**”

## 4 Impacts of Protests for Social Justice

### FOLLOWING THE PROTESTS FOR SOCIAL JUSTICE

seen across the world, CSG joined a local group of other organizations to make a commitment to the community around issues of equity and fairness.

As a Certified Benefits Corporation, CSG has used the Diversity, Equity & Inclusion metrics from our B Impact Assessment to discuss internal practices. CSG has been selected to participate in the National Council for Behavioral Health's 2020-2021 Trauma-Informed, Resilience-Oriented Equity Call to Action Community of Practice.

Lastly, the Executive Team will participate in a fourth-month program on implicit bias.

