

2021 Annual Benefit Report – Community Services Group (CSG)

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 2020-2021 fiscal year.

Community Services Group's 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.

Specific Public Benefit through the Corporation's Business Model

- *Clients:* 88% 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, Teen MHFA for adolescents 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 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.

Noteworthy for 2021, CSG was awarded the *Best for the World* designation from B Lab as a top performing certified B Corp for setting the standard for serving their customers, offering services that support the greater good, and focusing on underserved populations.

Specific 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.

- *Employee Support and Development:* CSG provides no-cost professional and personal development opportunities to their employees.
- *Innovation and Engagement:* CSG invests in and cultivates a culture of continuous improvement and employee participation by regularly collaborating with external partners to foster new ideas and measure and monitor employee engagement.
- *Third-Party Metrics:* CSG continues to have 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.

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.

Impacts of Covid-19 Pandemic

- *Protocols:* CSG developed and maintains protocols based on Centers for Disease Control and Prevention and PA Department of Health guidelines so that staff and the people served are as safe as possible.
- *Policies:* CSG voluntarily provided Pandemic Sick Leave policies to give employees greater flexibility in addressing professional and personal circumstances created by the ongoing pandemic.
- *Public Health:* CSG provides robust health services to its employees to support healthy lifestyles by offering employees physical and mental wellness programs, biometric screenings, and vaccines for the flu and COVID-19.

Despite the unprecedented ongoing impacts of Covid-19, CSG, as an essential provider, continues to provide services (and increase services in many areas) and fulfill its commitment to keep all employees employed during the pandemic. These decisions reflect leadership beyond what is legally required of the corporation. This should not be understated.

Impacts of Protests for Social Justice

Following the protests for social justice seen during the summer of 2020, CSG joined a local group of other organizations to make a commitment to the community around issues of equity and fairness. CSG continues to pursue these commitments.

As a Certified Benefits Corporation, CSG continues to use the Diversity, Equity & Inclusion metrics from our B Impact Assessment to discuss internal practices. CSG was 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 participated in a four-month program on implicit bias with ongoing plans for continued training and education across the organization.

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

A handwritten signature in black ink, appearing to read "Craig Dalen". The signature is written in a cursive style with a large initial "C" and "D".

Craig Dalen

Benefit Director and Board Member, Community Services Group

Chief Strategy Officer, ASSETS

24 S Queen Street

Lancaster, PA 17602

(717) 433-2156