



Community Services Group

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www.csgonline.org

October 2022

2022 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 2021-2022 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:*** 82% 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, two Mental Health First



Aid (MHFA) trainings for police, probation and correction officers; one youth MHFA training for teachers and support staff; and two Teen MHFA for 10-12 graders in a rural school district and 10th graders in a suburban school district. CSG will be providing Teen MHFA to additional school districts in the next few months. CSG also partners 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.

In 2022, CSG was once again 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. CSG was also chosen by DecisionWise, an employee experience consultancy, as a recipient of their 2022 Employee Engagement Top Performer award.

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.
- **Health & Safety:** CSG continues to rigorously monitor the impacts of Covid-19 and implement best practices to ensure the health and safety of its staff and clients. Additionally, in order to continuously serve its clients, CSG has expanded its telehealth services in order to maximize the number of people who can be served by staff as demand for mental health services has increased during the pandemic years. In order to continue supporting its staff, CSG has created a self-care portal on its employee resource site for employees that is regularly updated.
- **Diversity, Equity & Inclusion:** In 2022, CSG engaged a diversity, equity, and inclusion consultancy to conduct a survey of all employees as well as an audit of company policies and procedures in order to study diversity, equity, and inclusion across the company. CSG continues to receive and implement recommendations from this study and will be conducting employee focus

groups in the next few months. Additionally, CSG's participation in the National Council for Behavioral Health's Trauma-informed, Resilience-oriented Equity Call to Action Community of Practice (TIROC) has been internally formalized into a group within the company across its four centers of excellence.

- ***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. CSG has accomplished this even as it has experienced critical staffing shortages in some of its programs.

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



Sarah Payne

Benefit Director and Board Member, Community Services Group

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