



2024 Impact Report

MAKING A
DIFFERENCE

together:

The Impact of Your Amazing Support

Make a difference at communitysystems.org



EMPOWERING LIVES TOGETHER

the ongoing impact of your support

Welcome to our FY24 Impact Report! This past year has been transformative, thanks to the unwavering support of our community. At Community Systems, Inc., we believe in collaboration and the extraordinary potential within every person we support.

As you read through this report, you'll see the results of your generosity—stories of empowerment and achievements in independent living, and the countless smiles we've shared along the way. However, it's important to note that while we receive funding from government agencies, these contracts often fall short of covering our service costs. Rising expenses due to inflation, alongside necessary home renovations and staff development, widen the gap between revenue and operational needs.

To fill this gap, CSI relies on the philanthropic support of individuals, corporate partners, and private grants. Together, we are not just changing lives; we are building a more inclusive and vibrant community. Thank you for being a crucial part of our mission. **This is YOUR impact!**



Thriving Under CSI's Supportive Care

"Our son, Morris, has been fortunate enough to find a home with a loving caregiver couple under your compassionate care. His almost 2-year journey with you has been nothing short of remarkable, and his ongoing wellbeing is a testament to the exceptional work you do."

– **WILLY** | CSI MA Parent

CSI CT



FY24 CSI CT REVENUE

● State Contracts (DDS, DSS)	\$25,168,275
● Room & Board	\$1,748,374
● Contributions & Other Revenue	\$125,950

Total Revenue **\$27,042,599**

FY24 CSI CT EXPENSES

● Program Services	\$24,588,618
● Administration	\$2,968,341

Total Expenses **\$27,556,959**

other notable expenses

Payroll & Benefits	\$21,685,536
Rent, Mortgage & Occupancy	\$266,577
Home Repairs & Maintenance	\$725,429
Vehicles	\$757,725
Food	\$368,143
Utilities	\$432,164
Recreation	\$54,254

REVENUES VS. EXPENSES **-\$514,360***

**Excludes cost settlement revenue and deferred revenue as per state guidelines. Once posted in FY25, the deficit will be offset, resulting in a break-even net.*

CSI DE



FY24 CSI DE REVENUE

● State Contracts (DDDS)	\$29,712,353
● Room & Board (SS)	\$1,129,717
● Contributions & Other Revenue	\$461,546

Total Revenue **\$31,303,616**

FY24 CSI DE EXPENSES

● Program Services	\$29,159,706
● Administration	\$1,883,381

Total Expenses **\$31,043,087**

other notable expenses

Payroll & Benefits	\$25,277,204
Rent, Mortgage & Occupancy	\$1,279,686
Home Repairs & Maintenance	\$209,878
Vehicles	\$696,657
Food	\$448,524
Utilities	\$233,020
Recreation	\$48,044

REVENUE VS. EXPENSES **+\$260,529**

CSI MA



FY24 CSI MA REVENUE

● State Contracts (DDS, MCB)	\$19,310,178
● Room & Board (SS)	\$1,688,270
● Contributions & Other Revenue	\$341,785

Total Revenue **\$21,340,233**

FY24 CSI MA EXPENSES

● Program Services	\$19,723,521
● Administration	\$1,647,284

Total Expenses **\$21,370,805**

other notable expenses

Payroll & Benefits	\$13,745,448
Rent, Mortgage & Occupancy	\$2,874,133
Home Repairs & Maintenance	\$683,191
Vehicles	\$356,474
Food	\$358,776
Utilities	\$527,804
Recreation	\$104,100

REVENUE VS. EXPENSES **-\$30,572***

**Deficit due to increased costs driven by inflation, compounded by several years without state rate increases.*

CSI VA



FY24 CSI VA REVENUE

● State Contracts (Medicaid, County)	\$15,529,610
● Room & Board (SS)	\$888,496
● Contributions & Other Revenue	\$328,158

Total Revenue **\$16,746,264**

FY24 CSI VA EXPENSES

● Program Services	\$15,423,852
● Administration	\$1,720,718

Total Expenses **\$17,144,570**

other notable expenses

Payroll & Benefits	\$13,658,537
Rent, Mortgage & Occupancy	\$841,268
Home Repairs & Maintenance	\$449,165
Vehicles	\$70,548
Food	\$270,757
Utilities	\$303,808
Recreation	\$18,043

REVENUE VS. EXPENSES **-\$398,306***

**Deficit due to vacancies in homes, creating a temporary revenue shortfall. This will be corrected in FY25 as people are matched to fill the rooms.*

Ripples of happiness *unfold here...*

At Community Systems, Inc., we're proud to help individuals with disabilities engage in their communities and pursue activities that enrich their lives. CSI opens doors for personal growth, skill-building, and fulfillment, providing support every step of the way. Here is a glimpse of how CSI has empowered those we support to grow, contribute, and enjoy meaningful experiences over the past year:



56,000

**hours of employment
in their communities**

18,000

**hours of volunteering
in their communities**

CREATIVE & ARTISTIC ACTIVITIES:

- Arts & crafts, scrapbooking
- Playing music, instruments
- Reading, writing, visiting the library
- Cooking, baking
- Building with Legos

PHYSICAL & OUTDOOR ACTIVITIES:

- Camping
- Skating
- Walking in nature
- Visiting the YMCA
- Swimming, kayaking
- Riding horses
- Playing sports such as golfing, bowling, Tae Kwon Do, Tai Chi

ENTERTAINMENT & LEISURE:

- Working on various kinds of puzzles
- Attending concerts, theater productions
- Watching movies, sporting events with the Special Olympics
- Playing video games
- Exploring museums
- Participating in faith/community activities
- Watching NASCAR, attending car shows
- Shopping, farmer's market trips

VACATIONS & ROAD TRIPS:

- Alaska
- Boston, MA
- California
- Colorado
- Delaware
- Florida
- Maine
- Minnesota
- Nevada
- New Hampshire
- New Jersey
- New York
- Pennsylvania
- Puerto Rico
- Rhode Island
- Salem, MA
- South Carolina
- Virginia

INTERNATIONAL TRAVEL:

- Bermuda
- Punta Cana
- Scotland

SPECIAL TRIPS & DESTINATIONS:

- Camp Allen, TX
- The Caribbean
- Camp Fair Lee, MD
- Cruises
- Camp Oak Hill, NJ
- Disney World
- Cape Codder Resort
- Foxwoods
- Jellystone Park
- Judy Garland Festival
- Pocono Mountains
- Sesame Place



We take pride in all of our *positive impacts*

“ Gaining Independence & Living Healthier

“CSI helped me get more independence, reconnect with family, try new activities, and lose weight with a healthier lifestyle. Everyone at CSI is friendly and helpful.” – **ALYSON** | **Supported by CSI VA**

“ A Career Full of Growth & Opportunity

“I enjoy the opportunity to grow at every level. I appreciate that CSI invests in their leaders, ensuring that they are given a variety of opportunities to learn and grow.” – **LISA** | **CSI DE Staff Member**

“ Communication & Compassionate Care

“I just wanted to express my deep gratitude and pleasure in dealing with everyone staffed by CSI. My sister, Amelia, to whom I am guardian, is in continued great shape. The communication is superb, which is what matters most to me—every alteration of medications, any fall from bed, any job change—I’m always informed. I am grateful for the stability and obvious affection. CSI is a professional group with a necessary sense of humor and a whole lot of empathic affection for Amelia. I couldn’t be happier with her care, it’s one less thing to worry about!” – **MOLLY** | **CSI CT Guardian**



“ A Home Full of Heart & Comfort

“We are so often trying to navigate tough circumstances in this field that we forget to focus on the wonderful things we see in our workday. The home I visited recently was a refreshing delight. The house was beautiful...so tastefully decorated and accurately reflected the people living there. Each bedroom was lovely and unique to each lady. They had even gone out of their way to put cloth head and footboard covers (which matched the curtains) on a hospital bed to make it look less ‘medical.’ It did not feel like a ‘residential program’ at all. It felt like a home that is loved, cared for, and shared by friends. Such a wonderful job.” – **FAITH** | **Human Services Coordinator, DDS in the Plymouth, MA Area**



Community
SYSTEMS, INC.

Helping persons with disabilities

communitysystems.org

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**SUPPORT &
MANAGEMENT
SERVICES (SAMS)**

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Community Systems, Inc., a 501(c)(3) tax-exempt organization, relies on the goods and/or services individuals and businesses provide to support our mission.
Our results-driven approach leads to lower public costs and a stronger, healthier community.