

# ANNUAL REPORT 2025



**Pittsburgh Community Services, Inc.**

249 North Craig Street, Pittsburgh PA 15213

[www.pghcsi.org](http://www.pghcsi.org)



# We Bridge the Gaps

# ABOUT PCSI

**Pittsburgh Community Services, Inc. (PCSI)** is the City of Pittsburgh's Community Action Agency, the **federally-designated anti-poverty** organization for the city.

For over forty years, PCSI has served Pittsburgh and Allegheny County with a variety of programs and services to **support financial stability** and **promote economic mobility** for individuals, families, and communities with low income.

Dear Community Members:

As I write this letter in early 2026, I am completing my final year of board service, including a second consecutive year as board president, and I find this a natural moment for reflection.

The past year brought significant challenges, yet it also revealed the depth of PCSI's character. From my vantage point as president, I had the privilege of witnessing firsthand the resilience of our staff and the determination of the individuals and families we serve.

The ground shifted beneath many organizations like ours in January, when proposed federal rule changes set off a period of financial unpredictability that continued through a government shutdown and persists today. Throughout this period of sustained uncertainty, my fellow board members provided steady, thoughtful guidance to PCSI's leadership, helping the organization stay grounded, focused, and moving forward.

All the while, PCSI never lost sight of its mission: addressing poverty and its root causes, by strengthening pathways to opportunity and long-term well-being. We have continued to demonstrate our value and deepen our impact, working toward a future in which PCSI is recognized as an indispensable contributor to our region's shared stability, mobility, and prosperity.

We enter 2026 stronger for the lessons of 2025 and fully committed to the important work ahead.

Warmly,  
James Shealey  
President, Board of Directors

Dear Friends:

2025 tested our resolve and reaffirmed our purpose. When federal guidance in January created uncertainty around our funding that lasted for over half the year, we responded by staying focused, leaning in, and finding new and impactful ways to serve our neighbors. Around the office, we joke that we are a "lean and mean" agency, making intentional choices and delivering excellent service with a small but mighty team of dedicated employees. Indeed we were: we closely managed costs and reduced our spending by 20% while increasing the number of households we served by 5% over our 2024 numbers.

And so, I am proud to share our 2025 Annual Report, which reflects meaningful growth across every area of our work. As you read through the accomplishments highlighted here, remember that each program and service is provided free of charge to eligible Pittsburgh residents. It is an honor to carry out the responsibility entrusted to us as the federally designated anti-poverty agency for the City of Pittsburgh.

None of this progress would be possible without the dedication of our staff and board, the trust of those we serve, and the steadfast partnership of our funders and other community organizations. Thank you.

With gratitude,  
Sarah Cook  
Executive Director



# WHAT OUR CUSTOMERS TOLD US

Based on feedback from PCSI customers served in 2025

100%

felt treated with dignity and respect

96%

said PCSI helped stabilize their situation

95%

would recommend PCSI to others

PCSI's 2025 customer survey shows strong, consistent positive feedback across all services.

## Dignity & Respect

Every respondent reported feeling respected. Many highlighted how they were treated, not just the services they received.

## Whole-Person Approach

Many customers came for one need and were connected to additional supports across programs.

## Timely Support

Clients noted quick response times, including timely callbacks and fast connections to employment and services.

## Community Trust

Clients are referring friends and family, reflecting strong trust in PCSI services.

## Stories and Successes from our Customers

"The amount of growth that I've accomplished in the amount of time I've been here has been great." - SJ

"I recommend you guys all the time." - SD

"People actually get involved in conversation and offered personalized help." - NM

- **WS** came to PCSI needing both **housing** and **a job**. Both were secured. She now recommends PCSI to friends who need help, and noted that staff went out of their way and were welcoming throughout.
- **TL's** case manager helped her find **new housing, prevent utility termination, and obtain legally-recognized custody of her grandson**, who was connected to permanent employment and a mentorship program - a two-generation impact story.
- **MW** had lived in his home for over a decade when **broken pipes caused skyrocketing water bills**. Once connected to PCSI, he described the staff as "very courteous and considerate" of his situation, helping him apply for assistance to reduce his bill to a manageable level.
- **KD** got **help with her resume** and then **got a job** through a PCSI placement program.
- **PW** saw a flyer at the library and when she saw that the **food bank** was open until 8 pm on Thursdays, she became a customer because the service was "accessible and convenient."

# 2025 BY THE NUMBERS

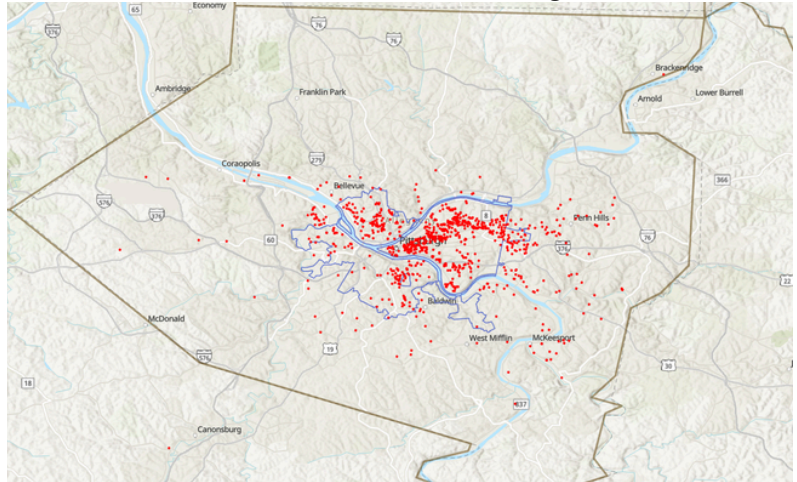
## Where Our Customers Were Located

PCSI served over **1,000 households** in 2025, as Registered Customers or customers of our Emergency Food Pantry Services. **89%** of PCSI's customers lived in Pittsburgh.

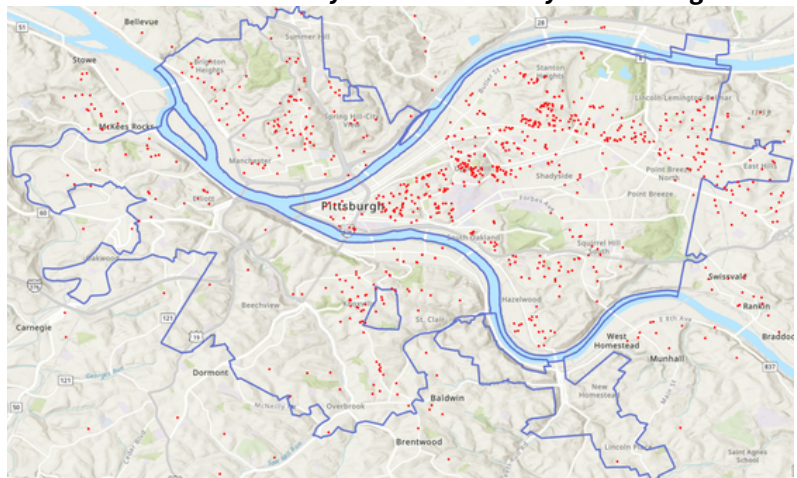
PCSI's primary service area is the City of Pittsburgh. As we grow, we are actively expanding our reach to serve community members in every neighborhood across the city.

- The **Hill District zip code** (15219) had the highest concentration of customers: **1 in 7** households lived there.
- **32%** of PCSI's registered households lived in the **Hill District, East Liberty, Larimer, Oakland, and Shadyside** zip codes.
- Of customers who shared their housing status, **63.8%** were renters, **24.7%** were owners, and **3.4%** self-identified as homeless.

Households Served by PCSI in 2025 - Allegheny County



Households Served by PCSI in 2025 - City of Pittsburgh

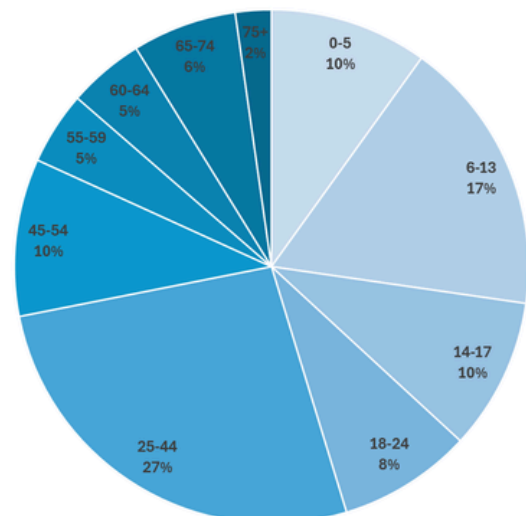


## Customer Demographics

In 2025, our registered households consisted of 1,465 individuals:

- **58%** of registered household members are female, **42%** male.
- **71%** are Black, **19%** white, **4%** bi- or multiracial; **2%** Asian, **2%** other, and **1%** each unknown, Native American, or Hawaiian/Pacific Islander.
- **3%** consider themselves Hispanic; **97%** are not Hispanic, or unknown/didn't answer.
- **16.4%** self-report a disability.

Individuals Served by Age in Years  
(All Members of Registered Households)



# BEYOND THE NUMBERS AND ON OUR MINDS



## Children are Impacted by Our Services:

**37%** of the **1,465** people who registered with PCSI are **under 18**. When PCSI serves a household, we're almost always serving children too. In 2025, we added parenting classes to support caregivers, distributed Toys for Tots, navigated families to early education resources, and partnered with Reading Is Fundamental to distribute books to our customers.

## Medicaid Changes Require Preparation:

Nearly **6 in 10** PCSI customers are enrolled in Medical Assistance (Medicaid). Unless they're prepared, new work requirements could jeopardize their continued coverage. In response, we are expanding employment services to help customers maintain eligibility through pathways that lead to stable, lasting employment.



## Housing Assistance Remains a Critical Need:

In Q4 2025, **two-thirds** of neighbors we were unable to serve needed help with housing costs, including security deposits, first *and* last month's rent, moving expenses, or rent arrears. We are developing targeted solutions to address this persistent and growing gap in services.

## Rising Utility Rates Impact Neighbors:

Surging energy prices drove increased demand for utility assistance over the past year, including a record number of **296** Dollar Energy Fund applications. We expect this need to remain elevated and are planning accordingly. In response, PCSI expanded our capacity to help, and can now help customers access several additional sources of support, including the Low Income Home Energy Assistance Program (LIHEAP) and certain Consumer Assistance Programs (CAPs), to reduce the burden of rising energy costs.



## Employment Readiness is Essential:

**Nearly half** of PCSI customers are unemployed or underemployed, and many arrive discouraged after cycling through jobs without gaining traction. We meet them where they are, building both technical and interpersonal skills, while helping each customer develop an employment plan aimed at stability and long-term advancement.

# 2025 AGENCY INNOVATIONS & ACHIEVEMENTS

## Economic Mobility & Workforce Development

- Launched the Roadmap program, focused on building long-term economic mobility
- Launched our first cohorts of PreEmployment Preparation (PrEP) School, helping participants find and retain employment
- Developed resume and interview workshops to strengthen job-readiness
- Introduced CPR and First Aid certification, equipping community members with life-saving skills and a valuable credential
- Added ServSafe certification training, equipping participants with food safety credentials valued by employers

## Benefits Access & Direct Services

- Added COMPASS agency access, making it easier to help customers apply for healthcare and LIHEAP benefits

## Food Access & Nutrition

- Partnered with North Side Christian Health Center to reach 50 more families with fresh food monthly
- Distributed over 200 bags of food to senior living centers on the North Side, in Oakland, and in the Hill
- Extended pantry hours to 8:00 PM on Thursdays, increasing access for working families, making PCSI one of the few pantries open five days a week and open late

## Community Health & Family Support

- Hosted a pet & person wellness fair in partnership with AHN's Center for Inclusion Health
- Partnered with A Child's Place to offer Parenting Chats and the Healthy Parenting Program
- Welcomed our first formal intern class - seven students serving as force multipliers for our team

# 2025 BOARD OF DIRECTORS

Like the 1,000 other Community Action Agencies across the county and the 41 others in Pennsylvania, PCSI is governed by a tri-partite board of directors, with representatives from Pittsburgh's Public, Low Income, and Private sectors. In the course of 2025, PCSI's board of directors was comprised of:

## Public Sector Representatives

- **Alexis Walker**, Prosperity Manager, Office of the Mayor, Representing Edward Gainey, Mayor, City of Pittsburgh
- **Jamaal Craig**, Chief of Staff, Representing State Representative Aerion Abney, PA 19th Legislative District
- **Cassandra Williams**, Representing City Council Member R. Daniel Lavelle, Pittsburgh City Council District 6
- **Ankur Sakaria, Esq.**, Representing Allegheny County Controller Corey O'Connor (Board Vice President)
- **Brandon Forbes**, Representing Congresswoman Summer Lee, PA 12th Congressional District

## Low Income Sector Representatives

- **Jamil Bey, PhD**
- **Veronica Edwards** (Board Secretary)
- **Monique Herrera**
- **Carlos Thomas** (Board Treasurer)

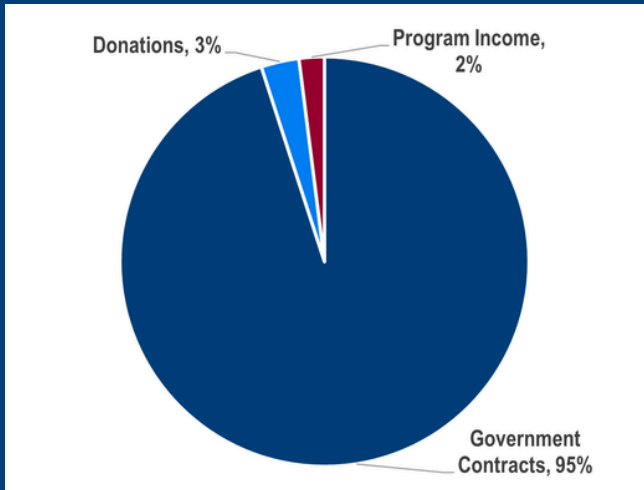
## Private Sector Representatives

- **Scott A. Rogerson**, Chief Executive Officer, UpContent
- **James A. Shealey** (Board President)
- **Maria Searcy**, PA Title 1 State Parent Advisory Council; Searcy Education Consulting, LLC
- **Dr. Thomas Bechard**, Director of Field Placement, Department of Social Work, Slippery Rock University
- **Michelle Walker**, Founder, Walker Philanthropic Consulting

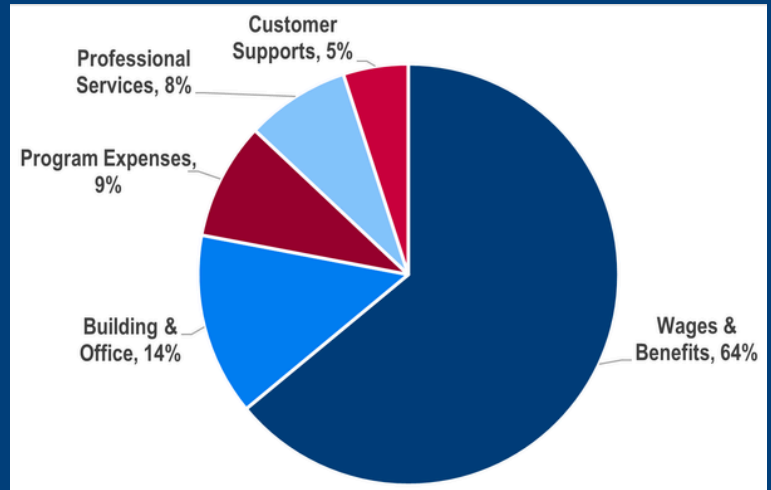
## Program Impact

**In 2025, 38 enrolled across three cohorts of PrEP School, and 26 graduated!**

# 2025 FINANCIALS



Total Unaudited Revenue: \$1,868,355



Total Unaudited Expenses: \$1,829,128

## Donors, Funders, and Contracted Partners

Thank you to our **individual donors** and to the following **funders and partners**:

- Snee-Reindhardt Charitable Foundation
- Dollar Energy Fund
- Geisinger Health Plan
- Highmark Health
- PA Bureau of Employment Programs
- PA Department of Community and Economic Development
- PA Commission on Crime and Delinquency
- City of Pittsburgh
- Hill District CDC and CHN Housing Partners
- Greater Pittsburgh Community Food Bank

Thank you also to the scores of **collaborative and community-focused non-profit organizations** who partner with us, refer customers to us, and receive referrals from us.

Over  
**\$150,000**  
worth of food  
distributed through  
our Food Pantry  
program



**\$202,943**  
in utility assistance  
for customers  
facilitated by PCSI  
Case Managers



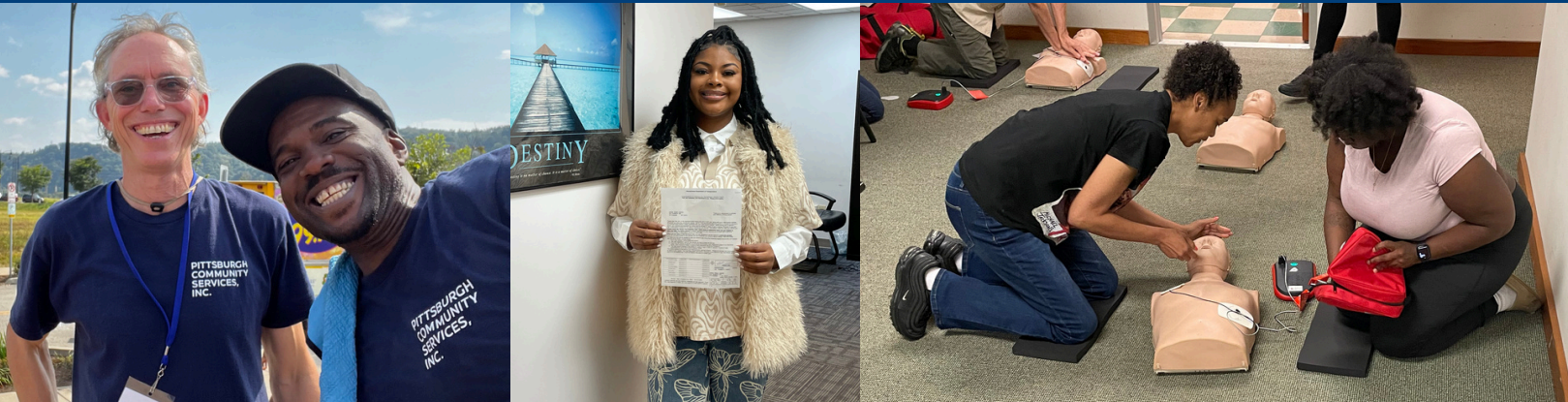
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