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Dear Pittsburgh Community,

I am honored to share Pittsburgh Community Service Incorporated's (PCSI) 2024 Annual Report with you. Since stepping into my leadership role last June, I have had the privilege of learning about our customers, our partners, and our vital place in the greater Pittsburgh community.

At a time when federal funding streams face uncertainty, the work of PCSI - and Community Action Agencies nationwide - has never been more essential. Last year, we helped thousands of neighbors overcome obstacles and move toward a more stable future. Through service navigation, food assistance, financial support, job preparation, emergency services, and coaching for economic mobility, we provided the guidance and resources necessary to help individuals "bridge the gaps" and take meaningful steps forward.

Rather than selecting certain impact statistics you can find in our annual report, I want to share the words of a program participant whose experience speaks to the heart of our mission:

"From the very first day, I was treated with compassion and respect. The patience and understanding I experienced made all the difference. Instead of feeling judged or pitied for my struggles, I felt empowered to work through them, at my own pace, with genuine support behind me. Every conversation, every activity, and every moment of encouragement slowly helped me rebuild my confidence...

This program gave me hope during a time when I felt hopeless. It offered stability when my world felt chaotic. It helped relieve some of my financial worries by preparing me for meaningful employment. It also provided emotional healing, surrounding me with people who believed in my potential - even when I had trouble seeing it myself.

Today, I wake up with a sense of purpose. I feel excited about the possibilities ahead. The PCSI team gave me a new beginning—one filled with hope, strength, and possibility. Thank you from the bottom of my heart for everything you have done for me. You have changed my life in ways that words can barely capture."

This is the power of PCSI's strength-based approach: We tailor our support to meet each individual's unique needs, ensuring everyone receives the right services at the right time and can confidently move forward in their journey.

Thank you for believing in our work. Your partnership and support make these transformative stories possible.

Warm regards,

Sarah Cook
Executive Director