

An aerial photograph of Pittsburgh, Pennsylvania, showing the city skyline, the Allegheny River, and several bridges. The sky is blue with scattered white clouds. The text "PITTSBURGH COMMUNITY SERVICES, INC • 2003 ANNUAL REPORT" is overlaid in the upper center of the image.

PITTSBURGH COMMUNITY SERVICES, INC • 2003 ANNUAL REPORT

Surrounding the City With Committed Services

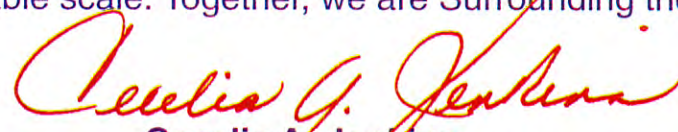
Director's Message

Surrounding the City With Committed Services

Pittsburgh Community Services, Inc. (PCSI) is the mandated Community Action Agency for the City of Pittsburgh and joins forty-two other agencies throughout the Commonwealth of Pennsylvania in the fight to eliminate poverty. The mission and vision of PCSI embrace the forty year history of the war on poverty and the commitment of this agency melds with the delivery of services enabled by Community Service Block Grant (CSBG) and Community Development Block (CDBG) grant funds.

The agency has embarked on a venture to strengthen our direct service program components and to add new components which provide appropriate outreach to citizens of the City. CSBG funds directed from the Federal Office of Community Services through the PA Department of Community and Economic Development, Office of Community Services, support the intra-linkages of the agency's programs. Additionally, CDBG funds emanating from Pittsburgh City Council and the Mayor's Office are channeled through PCSI to neighborhood nonprofit entities for the purpose of reducing the negative impacts of hunger and increasing the positive effects of improved safety support to an at-risk population base.

PCSI is proud to offer direct program services and activities through the Community Action Center, Project Life Line, the newly created Community Action Learning Center, the Neighborhood Safety Program, the Supported Work Program, and our Hunger Trust conduits. We are continuing our strong liaison with our partners: the Hill House Association; the Brashear Association; Human Community Services Corporation; the YMCA of Pittsburgh; and selected subcontractors who advance our mission on a large and measurable scale. Together, we are Surrounding the City With Committed Services.


Cecelia A. Jenkins
Executive Director



PITTSBURGH
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“...We have embarked on a venture to provide more direct services...”

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Pittsburgh Community Services, Inc. (PCSI) has matured into an agency of character, perseverance and resolve. Over the period of twenty-one years, PCSI has found creative ways to impact the lives of the poor in measurable and meaningful ways, despite significant budget cuts on both the City and State levels.

The Board of Directors and I are committed to advancing the advocacy agenda of this antipoverty agency, and we resolve to champion the needs of Pittsburgh communities through the identification of local, regional, state and national resources and opportunities. As we begin this new year — this year of maturation — we are excited by a renewed sense of dedication to the mission of the agency as reflected in our newly-adopted Strategic Plan for the years 2003-2006 culminating with a vision of visible impact toward reducing impoverishment in the City of Pittsburgh.

Twenty-one years mark a culmination of growth and challenges. Pittsburgh Community Services, Inc. has come of age.

Gwendolyn J. Elliott
Board President



PITTSBURGH
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SERVICES, INC.

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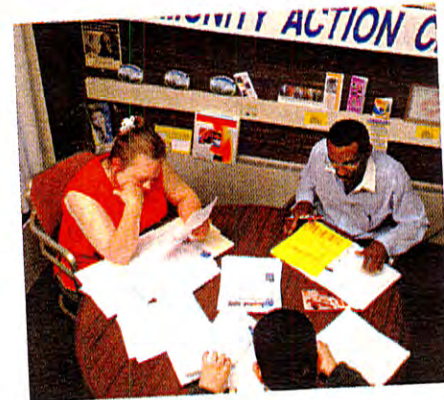
Community Action Center

Pittsburgh Community Services, Inc (PCSI) is the City of Pittsburgh's Community Action Agency. As such, PCSI is the only agency mandated by Federal, State, and Local government to serve low income residents of the City of Pittsburgh by addressing the causes of poverty and its effects.

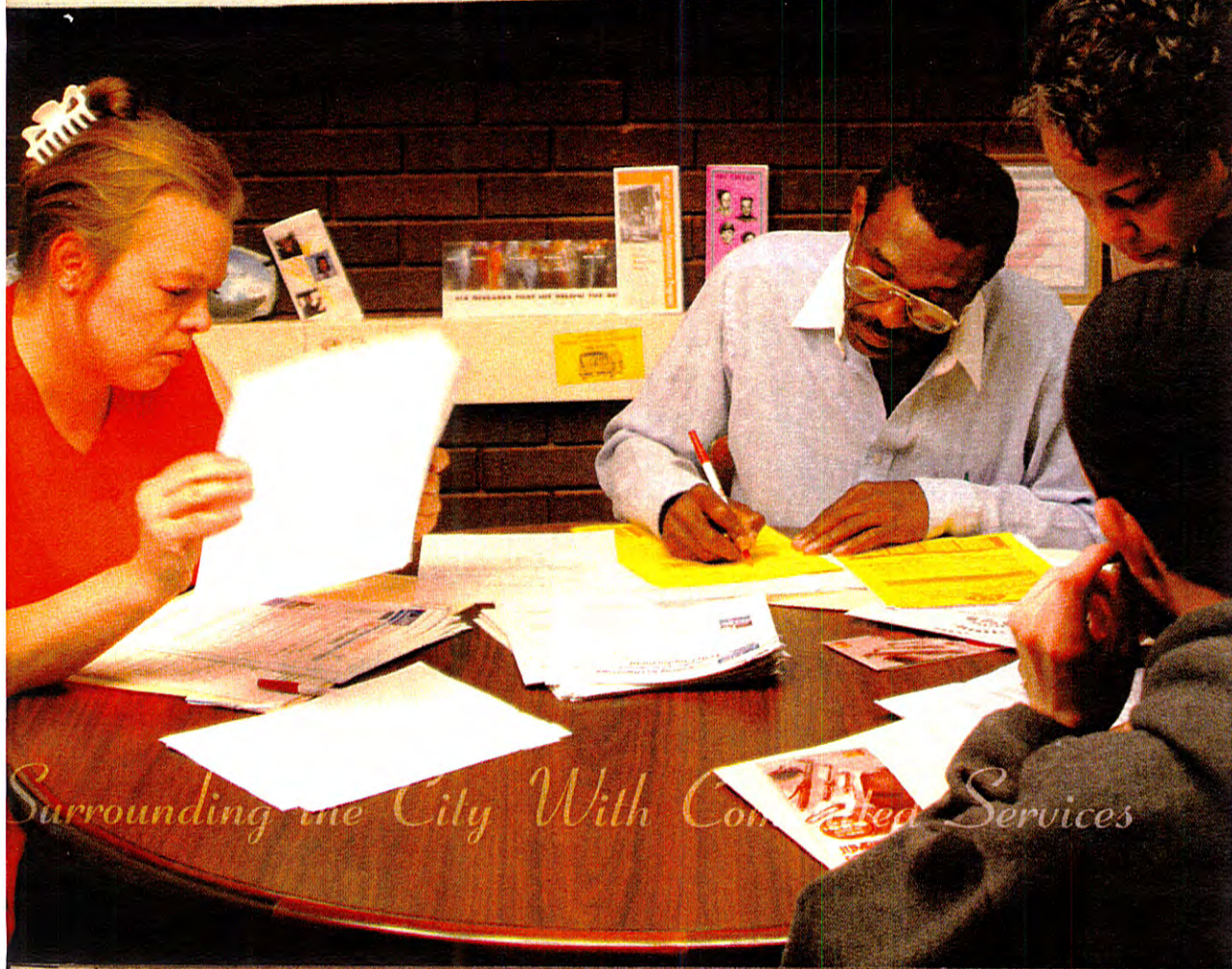
Our Community Action Center provides case management services to low-income individuals and families. Service categories include: employment, education, income management, housing, emergency services, nutrition, linkages, self-sufficiency and health. The center provides direct services as well as referrals to appropriate agencies.

The CAC was opened in September 2003. Since that time, the center has provided measurable impact in addressing the basic needs of clients in order to enable them to become and remain self-sufficient.

The CAC plans to continue to develop linkages and provide extended support opportunities. The Community Action Center is located at 1835 Centre Avenue. Office hours are 9:00 am – 6:00 pm, Monday through Friday. Walk-ins and referrals are accepted.



COMMUNITY ACTION CENTER



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The CAC was opened in September 2003. Since that time, the center has provided measurable impact in addressing the basic needs of clients.

Pictured are Kenneth Stubbs, Diane P. Fraser and Justin J. Klump (clients in the Community Action Center) being assisted by Dr. Ruth Parson, CAC Director.

Project Life Line



Developed in 1996, Project Life Line (PLL) provides in-home family therapy, case management, and anger management services to adjudicated and at-risk youth and their families. The goal of PLL is to “promote the interpersonal growth and development of referred youth so that they discontinue their delinquent and/or at-risk behavior and function more effectively and productively in their family, school, and community.” Services are provided to youth ages 12 through 18 years. Family counseling is also provided to other family members.



PLL receives referrals from the Allegheny County Juvenile Court and the Department of Human Services' Division of Children, Youth, and Family Services. PLL also receives referrals from social service agencies and client self-referrals.

Since its inception, PLL is able to report that:

- Less than 5% of the referred youth have recidivated during their involvement in the PLL program, and
- 80% of all youth participating in the program are functioning more productively in their family, school and community as evidenced by decreased out of home placements, improved academic performance and behavior in school, and a reduced involvement in the juvenile justice system.

PLL plans to expand its support services by partnering with other agencies to develop collaborative opportunities.



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The goal of
PLL is to
“promote the
interpersonal
growth and
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youth.”

Through the intervention of PLL, Rosa Alvarado has been instrumental in obtaining learning skills to maintain employment. Here she is pictured with Pamela J. Wilbon, Program Coordinator.

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Community Action Learning Center



The Community Action Learning Center (CALC) is scheduled to open in June 2004. It will be dedicated to delivering educational programs and services that respond to individual, community, workforce, and economic development needs and plans. By creating a comfortable atmosphere for learning, providing a broad range of continuing education opportunities, and emphasizing one-on-one assistance, the CALC staff will assist individuals in goal attainment.

The CALC will provide computer, email and internet access to individuals in the Pittsburgh community who might not otherwise have access to these resources. In addition, in-class instruction and distance learning opportunities will be offered. These courses will provide students with access to GED preparation, adult basic education, English as a second language and hundreds of college courses.

The short-term goals for the learning center include partnering with the Hill House to develop the CareerLink Community Center and developing other plans that support increased educational and training opportunities.



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**...The CALC
staff will
assist
individuals
to step up
and reach
their goals.**

Rhonda Coleman is shown with her daughter Renesha Jones as they explore the technology of the Community Action Learning Center.

Supported Work Program

T

he Supported Work Program (SWP) provides job training and placement services to TANF and food stamp eligible clients as referred by the County Assistance Office. SWP is a six-month program which provides job skills training, job search assistance, job placement, and extended support services.

Job skills training includes interviewing skills, life skills (i.e., budgeting, nutrition, conflict resolution, and resume development). Job search assistance is inclusive of application preparation, work experience and goal setting. Extended support includes ongoing coaching, monthly support groups, and individual support as needed to assist client's retention in employment situations.

The SWP plans to pursue additional job partnerships and extended employment opportunities. SWP will seek to identify resources which provide a continuum of care and support to its clients.



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SWP is a six-month program which provides job skills training, job search assistance, job placement, and extended support services.

Through the efforts of the staff at the Supported Work Program, Ms. Kimberly Atkins has gone from being a participant in the Supported Work Program to a full-time secretarial position as Court Appointed Special Advocate. In addition, she makes custom purses as one of her entrepreneurial pursuits.

Neighborhood Safety Program

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ittsburgh Community Services Inc.'s Neighborhood Safety Program (NSP) is a crime and disaster prevention program that utilizes Community Development Block Grant (CDBG) and Community Service Block Grant (CSBG) funds to help at-risk and low income families within the City of Pittsburgh and Allegheny County feel safer in their homes.

Residents who meet the eligibility requirements can receive an array of installed home security and safety items "free of charge". These items include deadbolt locks, smoke and carbon monoxide detectors and life-lites. In addition, NSP also installs auxiliary security hardware such as door peepholes and doorknobs.

Since inception in 1985, NSP has served over 22,500 households (53,200 persons) in the City of Pittsburgh and Allegheny County. In addition to protection from burglary, these residents are also better protected from injury or death due to fire or carbon monoxide poisoning.

NSP is committed to providing a continuum of safety support to eligible households. The goal is to maintain its position as a community resource.





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**NSP strives to
provide a
continuum of
safety support
to at-risk and
low income
families.**

Ms. Shelly English, who resides on the North Side of the City of Pittsburgh, received deadbolt locks, smoke detectors and a carbon monoxide detector from the Neighborhood Safety Program (NSP). NSP has helped to reduce her incidence of burglary, and she is now better protected from injury or death from fire and carbon monoxide poisoning. Donald J. McEachern, is the Program Coordinator of NSP.

Mission:

Pittsburgh Community Services, Inc. mobilizes resources to empower individuals, families and communities through advocacy and quality services that promote self-sufficiency, economic empowerment and improved quality of life.

Surrounding the City With Committed Services

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Cecelia A. Jenkins
Executive Director

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I. Vell Trueheart, Program Director
Dr. Ruth Parson, Community Action Center Director
Pamela J. Wilbon, Project Life Line Coordinator
Mary Ann Howard, Supported Work Program Coordinator
Beverly Pamplin, Case Manager
R. Dianne Thomas, Program Assistant
Donald McEachern, Neighborhood Safety Program Coordinator
Gregory Tot, Security Specialist
Ethel Wall, Security Specialist
Leeretta Payne, Technology Coordinator
Tonika Lincoln, Accounting Clerk

Partners

Hill House Association
Brashear Association
Human Community Services Corporation
YMCA of Pittsburgh

Pittsburgh Community Services, Inc.

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Pittsburgh, PA 15219
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Web Address: www.pghcsi.org

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**PITTSBURGH
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About our Logo: The New Pittsburgh Community Services logo represents the new direction that the organization is taking. It represents the direct impact we will make on the City of Pittsburgh. The red ring surrounding the city icon represents the care that PCSI has for the city's poor. Our theme "Surrounding the City With Committed Services," reinforces our dedication to improving the entire community.

Concept and Design: Bynums Advertising Service
Logo Design: Bynums Advertising Service
Photography: Armand Wright
Kenderson Photography (Page 2)
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An aerial photograph of Pittsburgh, Pennsylvania, taken at dusk. The city's skyline is visible, featuring several prominent skyscrapers, including the PPG Place. The city is situated on a peninsula, with the Allegheny River and the Monongahela River flowing through it. Several bridges, including the iconic yellow arch bridge, span the water. The sky is a mix of deep blue and purple, with some light clouds. The overall scene is a panoramic view of the city from an elevated position.

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