



# A Hand Up

## Creating Patterns of Success

Pioneer Human Services Annual Report 2009



# Message to Our Stakeholders

Our annual report theme this year, "A Hand Up: Creating Patterns of Success," recognizes the contributions of our outstanding staff and reaffirms Pioneer Human Services' decades-old philosophy of providing a Chance for Change to the people we serve. Through Pioneer's integrated array of services, we are bringing hope to more lives than ever before. On the following pages, we highlight the role Pioneer staff play throughout our organization in making these opportunities possible.

This past year proved very challenging, as Pioneer was not immune from the effects of the economic downturn. Even during these tough times, however, there were positive developments. At the beginning of 2009, for example, we took over the King County contract to serve individuals with chronic alcohol addiction. Moreover, we successfully expanded the number of support and referral services we offer. We also activated a new housing property in Bellingham, opened two new federal residential reentry centers in Bellingham and Spokane, and started a new outpatient counseling program in Spokane.

In the midst of this recession, we are pleased that the number of clients we served in 2009 actually increased more than 3 percent, to 12,781. We are also grateful that we finished the year with a positive financial margin, an outcome attributable to our social enterprise model and to the commitment of our staff to control expenses in the face of severely limited resources. Finally, we are proud of the Early Days of Pioneer DVD that was produced this year. It tells the story of the founding of Pioneer Human Services and can be viewed on our website at [www.pioneerhumanservices.com](http://www.pioneerhumanservices.com).

Over the coming year, our dedicated, hardworking staff look forward to helping thousands of new and current Pioneer clients create and strengthen their patterns of success. We hope you enjoy reading about our life-changing mission!

Sincerely,



Alice Paine  
CHAIR, BOARD OF DIRECTORS



Steve Schwalb  
CEO

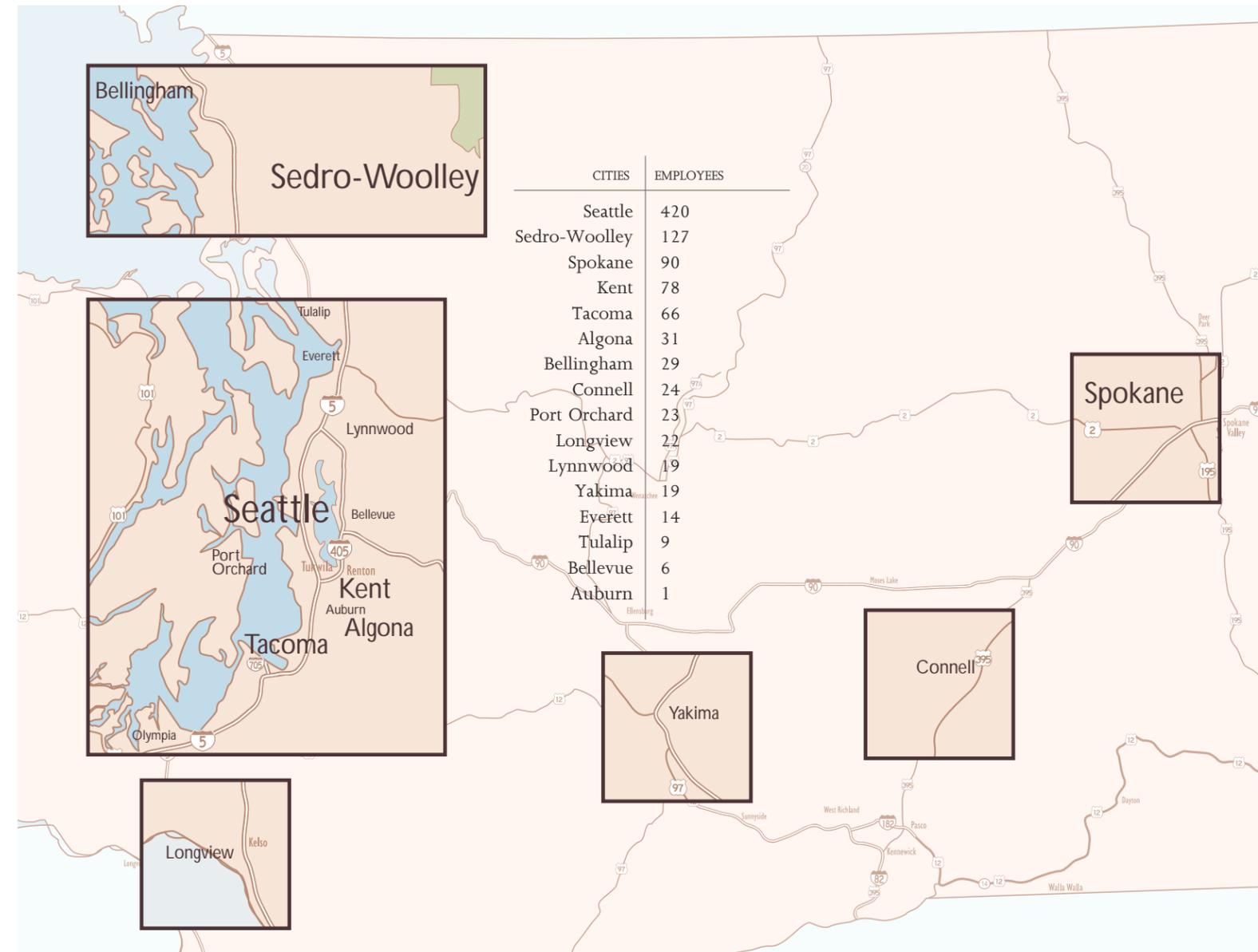
## PIONEER HUMAN SERVICES

# Board of Directors 2009



<b>Alice Paine</b> CHAIR Executive Director (retired) King County Bar Association, Seattle	<b>Lee Fish</b> VICE CHAIR Director (retired) Adult Corrections & Juvenile Court Services, Spokane	<b>Sue Dunn</b> TREASURER Vice President & Controller Quadrant Homes, Bellevue	<b>Kerwin Nicholson</b> SECRETARY Project Manager Graybar Electric Supplies, Kent	<b>Shaunta Hyde</b> Government Relations Manager The Boeing Company, Seattle	<b>Margaret Curtis</b> Member Wilson Engineering, LLC, Bellingham	<b>Dan Dierdorff</b> Executive Vice President & Chief Lending Officer Fortune Bank, Seattle
--	---	--	---	--	--	---

# Pioneer Human Services Statewide



The Board expresses its deepest appreciation for the past service of Kathy Humphrey and Ruben Cedeño.



<b>Mike Broadhead</b> President Central Valley Bank, Yakima	<b>Linda Grant</b> Executive Director Evergreen Manor, Everett	<b>Ken Stark</b> Director Human Services Snohomish County, Everett	<b>Stuart Heath</b> Attorney at Law President, Elliott Bay Real Estate, Seattle	<b>Herb Lakefish</b> Regional Development Officer HomeTown National Bank, Longview	<b>James Andrus</b> Attorney at Law Partner, K & L Gates, LLP, Seattle	<b>Rollin Fatland</b> Corporate Public Affairs Consultant Rollin Fatland & Associates, Seattle
--	---	--	---	--	---	--

# Integration of Success

At Pioneer Human Services, “integration of success” refers to how we provide a range of interconnected services to people overcoming chemical dependency, mental health issues and criminal histories. This annual report highlights just a few of the many Pioneer employees who encourage, mentor and provide a “hand up” to the people we serve each day. Whether it is a resident in a work release program who finds stable employment, an individual receiving chemical dependency treatment placed in safe, affordable housing, or someone benefiting from the full spectrum of Pioneer’s services, our clients could not accomplish all that they do without our committed and compassionate staff. We hope you enjoy reading about Pioneer’s services, the staff members who make them possible, and the clients who, by participating in these programs, have changed their lives for the better.



Kathy

“MY LUCK HAD RUN OUT”

“For 25 years, I was a drug addict,” Kathy says. She started smoking marijuana and abusing alcohol at age 14. By the time she was 19 she was smoking crack, and soon she moved on to methamphetamines and heroin. As a result of her addiction she could no longer care for her son. Arrested in 2005 in front of her father for prescription forgery and credit card theft, Kathy knew her life had spiraled out of control. Then she found Pioneer. Following chemical-dependency treatment she was sentenced to 120 days at Pioneer’s Helen B. Ratcliff House, a work release facility for women. There Kathy participated in life

skills and parenting classes. Pioneer’s Employment Services staff taught Kathy about job readiness, how to complete a resumé and how to interview. They also pointed her to Pioneer’s Basic Training Program. Kathy applied for a trainee position and was selected, quickly earning a promotion to a Tech I after only 30 days in the program. She then transferred to Pioneer Distribution Services in Algona where she was recently selected for promotion to lead—a first level supervisory position—in the Detail Parts Store. Today Kathy continues to work on her recovery while enjoying her newfound success and stability.

# Corrections

Pioneer operates 16 community corrections and residential reentry programs, in which 314 employees served 3,233 clients last year. Four are federal residential reentry centers that serve adult offenders referred by the Federal Bureau of Prisons, U.S.

Probation or U.S. Pretrial Court Services. Ten are state work release facilities that serve adults formerly incarcerated by the Washington State Department of Corrections, as well as several county jails. Pioneer also manages the Juvenile Offender Basic Training Camp in Connell, and a home for non-citizen youth apprehended for unauthorized presence in the country.

Michelle Munden and Tinh Huynh work as Resident Monitors at Helen B. Ratcliff House, a work release facility for women referred by the Washington State Department of Corrections and King County. Both assist the residents with their transition into the community, while Tinh also manages the volunteers who provide the residents with educational, health and life skills classes.



Tinh Huynh and Michelle Munden

# Scott

“DRUGS LED ME TO COMMIT MY FIRST CRIME”

Scott recalls that “drugs led me to commit my first crime.” That was nearly 20 years ago. Last year, he was released from prison and transitioned to a community work release program operated by Pioneer. Scott was frustrated and disappointed in his search for work, applying to more than 50 companies in three weeks without success. Pioneer gave him the chance to prove himself. Accepted into Pioneer Industries’ Basic Training Program and enrolled in Enhanced Case Management Services, Scott is now learning how to pursue a sustainable wage career. In addition, he gained access to Pioneer Counseling Services, which offers trainees and employees the opportunity to meet with a counselor. “I read on the bulletin board and heard about the counseling services and thought that this could help me,” Scott says. After participating in the counseling group, Scott developed the skills that enable him to deal with the stresses of reentering the community. As his life stabilized, Scott and his wife were able to move into permanent housing owned and managed by Pioneer.



Paula Harris, Seth Cushman and DeAnn Gibbs

## Behavioral Health

Pioneer operates 15 behavioral health programs throughout Washington State, with 308 employees serving 5,980 clients last year alone. These programs provide a variety of specialized residential treatment, outpatient treatment and intervention services. Two are long-term, involuntary residential treatment facilities, and one provides long-term treatment for

chemically dependent individuals with co-occurring mental health disorders. Adult outpatient programs offer mental health and chemical dependency counseling designed to enhance individual, social, physical, emotional and spiritual development. Services are offered in safe, therapeutic environments in which challenges and crises are viewed as opportunities for change. Intervention services include case management, counseling and support services to adults, youth and families. Pioneer also serves at-risk youth at several group homes, as well as at the Secure Crisis Residential Center.

With her warm and friendly greeting, Paula Harris, a counseling receptionist, helps Pioneer clients feel at ease from the moment they walk in the door. Counseling staff Seth Cushman and DeAnn Gibbs provide individual and group counseling in our enterprises, housing and corrections programs. They treat clients with respect and compassion, but also hold them accountable for their choices. Each of these staff members is dedicated to helping our clients move forward on their journey to recovery.

# Johnnie

“THEY COUNT ON ME”

In 2005, Johnnie was at a crossroads. After more than 20 years of battling his drug and alcohol addictions, he found himself again in front of a judge at Seattle’s Drug Court. He was now looking at the prospect of jail time. Fortunately, the judge instead

sent him to an inpatient chemical dependency treatment program operated by Pioneer. While in the program he learned about employment opportunities from Pioneer’s Employment Services staff. Focusing on building a stable future, Johnnie applied for and obtained a food service worker position at one of Pioneer’s Mezza Cafés. All he needed now was his own apartment. He was living with his parents and in fact had never had his own place. But as a consequence of

his criminal history, he could not find a landlord to rent to him. “For months, I would fill out applications, pay the fee, but no one would rent to me,” Johnnie says sadly. Upon hearing about Johnnie’s situation, his supervisor at Mezza Café put him in contact with Pioneer’s housing coordinator. Within three days, Johnnie had his first apartment. “I have a place to be in the morning; they count on me,” Johnnie says, smiling, “and my own place to lay my head at night.”





# Rachel

“THEY TOOK ME UNDER THEIR WINGS”

The challenges in Rachel’s life began early. After her father’s death and her mother’s incarceration, Rachel spiraled downward into drug addiction and criminal activity. Along the way, she acquired numerous felony convictions and spent most of her time homeless. In 2007, while incarcerated at the Regional Justice Center in Kent, Rachel met Michele, a fellow inmate who had made the commitment to turn her life around. Upon release, Michele began working in Pioneer’s Basic Training Program and urged Rachel to apply for the same opportunity. Within two months, Rachel and Michele both had jobs with Pioneer and had moved into Pioneer’s Rialto Apartments in Tacoma. “I finally felt like I was home,” says Rachel, who has held a job with Pioneer for two years. She attributes much of her success to the Pioneer employees who have mentored her. “Nobody thinks less of you,” Rachel says. “Instead, they took me under their wings.”



Ameen Salahud-Din, Schaunee Wilson and Andre Nibbs

## Employment and Training

Pioneer operates 11 revenue generating business units engaged in manufacturing, distribution, construction, and food services. These units provide a variety of employment and training opportunities. Last year, Pioneer employed 331 employees in our Enterprise businesses and provided workforce development training and job placement services to 1,273 clients. By providing on-the-job and state-of-the-art technical training, these programs empower clients to achieve successful and rewarding employment.

development, life skills training and other support. Further complementing these programs, Employment Services provides case management and placement services.

Co-workers describe Ameen Salahud-Din, a technician, Schaunee Wilson, a planner/estimator, and Andre Nibbs, a production supervisor, as outstanding mentors and role models. Like all Pioneer employees, they actively demonstrate a commitment to helping people improve their lives.

Our staff also offer coaching and performance improvement, career

## Housing

Pioneer operates more than 650 housing units throughout Washington State. The 25 employees within our housing programs served 2,295 clients this past year. These properties offer different styles of housing for both families and individuals in need of a safe and affordable residence. Options

include permanent residences and transitional clean-and-sober communities, and vary in size from efficiencies and studios to one- and two-bedroom units. On-site residential management staff are available to help residents take full advantage of the many other services provided by Pioneer Human Services. Chris Simonson, housing coordinator, and Ken Bice, housing administrative coordinator, play a key role in finding

clients secure and affordable housing. Chris and Ken take applications, assign units and assist individuals and families with setting up payment terms. Very often residents need additional assistance because it may be the first time they have had their own apartment. Not surprisingly, Chris and Ken are known for their patience, positive attitude, great communication skills and unwavering dedication to Pioneer’s mission.

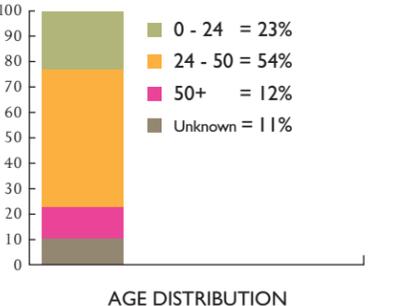
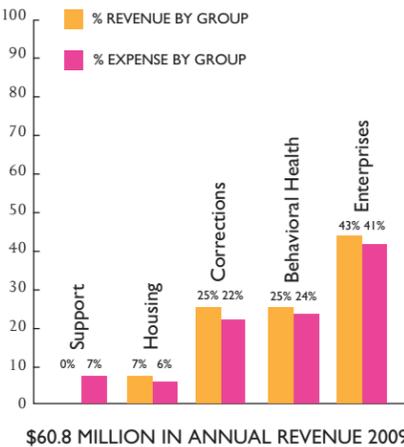
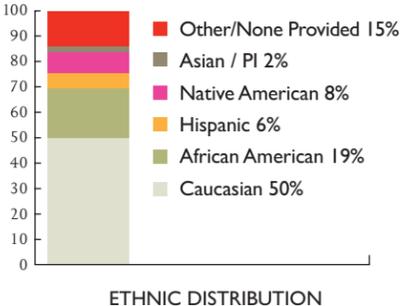
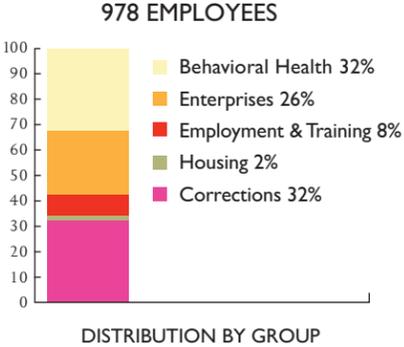
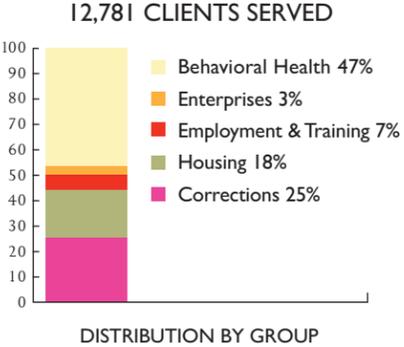


Chris Simonson and Ken Bice

# Year at a Glance

2009 was a challenging year. Pioneer faced many financial obstacles, including the general economic downturn, reductions in government funding and continued increases in our operating costs. Nevertheless, Pioneer produced a list of accomplishments of which employees and supporters can be proud.

- Human Resources completed a company-wide compensation review and established pay grades for all our positions. In addition, HR undertook a complete revision of the performance evaluation process.
- Pioneer contracted with Whatcom County on a pilot program to provide 38 units of reentry housing, along with support services, at City Gate Apartments in Bellingham.
- Angletree Apartments was renamed Hudson House, in recognition of the contributions of Early Pioneer Dick Hudson. Mr. Hudson was Pioneer's first professional employee and developed Pioneer's counseling programs.
- Valentia Apartments was renamed Jack J. Lobdell Apartments, in recognition of the accomplishments of Early Pioneer Jack Lobdell. Mr. Lobdell drafted Pioneer's articles of incorporation, was a founding board member and served as board chair.
- Pioneer opened two residential reentry centers, in Bellingham and Spokane.
- Pioneer Counseling Services (PCS) opened a Spokane office, under contract with the U.S. Probation Office and U.S. Pretrial Services, to provide chemical dependency and mental health services to individuals under supervision. PCS also expanded mental health and chemical dependency treatment services to federal offenders in Tacoma and Bellingham, under contract with the Federal Bureau of Prisons.



# Looking Ahead

In the coming year, Pioneer Human Services will focus on growth. This means increasing the number of clients we serve, while expanding and enhancing the integrated array of services we offer. We expect to grow our enterprise sales and capabilities, and develop additional corrections, housing and behavioral health programs. Additionally, we will increase our partnership activity with government agencies, private companies and other non-profit service providers. Pioneer also intends to be more active in community outreach and in advocating for changes in public policy. Finally, we will implement an integrated, organization-wide client database to help measure the effectiveness of our programs and make improvements for the future.

Our goal remains unchanged: a world where the people we serve overcome their challenges and become contributing, law-abiding members of the community. We at Pioneer eagerly anticipate another year of being engaged and making a difference!

## SENIOR MANAGEMENT

- |   |  |  |
|---|--|--|
| <p><b>Steve Schwalb</b><br/>CEO</p> <p><b>Larry Fehr</b><br/>Senior Vice President<br/>Corrections &amp; Behavioral Health</p> <p><b>Marla Gese</b><br/>Senior Vice President<br/>Real Estate</p> | <p><b>Sandy Gibb</b><br/>Senior Vice President<br/>Enterprises</p> <p><b>Tracey Groscost</b><br/>Senior Vice President<br/>Finance &amp; Administration</p> <p><b>Cynthia Parker</b><br/>Senior Vice President<br/>Human Resources</p> | <p><b>Barry Antos</b><br/>Chief of Program<br/>Development</p> <p><b>LorieAnn Larson</b><br/>Senior Management Associate</p> |
|---|--|--|



# Mission

We provide a Chance for Change to people overcoming the challenges of chemical dependency, mental health issues or criminal histories by offering an integrated array of housing, employment, training, reentry and treatment services, using earned revenue from our entrepreneurial activities.



**P I O N E E R**  
HUMAN SERVICES

## CORPORATE OFFICES

7440 West Marginal Way South  
Seattle, WA 98108  
206.768.1990  
Fax: 206.768.9757

Job Line: 888.920.7799  
Counseling: 206.464.1684  
Housing: 206.766.7940  
Employment Services: 206.766.7046

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

