



the people touched by **pioneer...**

real successes  
real lives

Pioneer Human Services  
2007 Annual Report

the people touched by *pioneer*... real lives, real successes





## Message to our stakeholders

The past year was one of change, growth and remarkable progress for Pioneer Human Services. In 2007, Pioneer helped more than 11,000 clients overcome the challenges of chemical dependency, mental health issues, or criminal histories through an integrated array of housing, employment, training, re-entry and treatment services.

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employees, customers, clients, and community partners for their invaluable assistance in helping us achieve our mission in 2007.

We especially want to thank Mike Burns who retired after serving eight years as President and CEO. Mike's many contributions included the successful merger with Second Chance, a social service agency; noteworthy management of Pioneer through the economic downturn in the early part of the century; and, integrating the services Pioneer provides to its clients.

We are proud to share six inspirational stories on the following pages — stories that illustrate the people we serve and the difference we make.

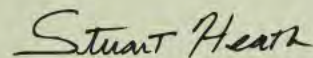
Our work is extremely gratifying, but also complex. We could not be successful without the unified effort of many people and organizations. We want to thank our

In April, we welcomed Steve Schwalb as our new President and CEO. Steve was selected by the Board of Directors after a highly-competitive, year-long, national search. Steve previously spent many years working in an organization with a "dual bottom line" operating strategy and a client base similar to Pioneer's. We feel strongly that Steve's leadership strength and dedication to the people we serve are positioning Pioneer well for the future.

Looking forward, the Pioneer Board of Directors and management team have initiated a comprehensive strategic planning process. When completed in late 2008, Pioneer's strategic plan will provide the organization with a clear and visionary roadmap for the next three to five years.

In addition, the organization has launched a new and vigorous outreach and collaborative approach to our community relationships. We believe we have tremendous opportunities to learn from and partner with like-minded organizations to improve people's lives — we look forward to improving and growing our community partnerships in the future.

The Pioneer Board and staff are proud of the organization's accomplishments in 2007 and are excited about the prospects for 2008 and beyond.



Stuart Heath  
Chair, Board of Directors

**Pioneer Human Services is one of the only entities in the United States that provides, under one umbrella, an integrated array of services to the clientele it serves. On any given day, Pioneer provides:**

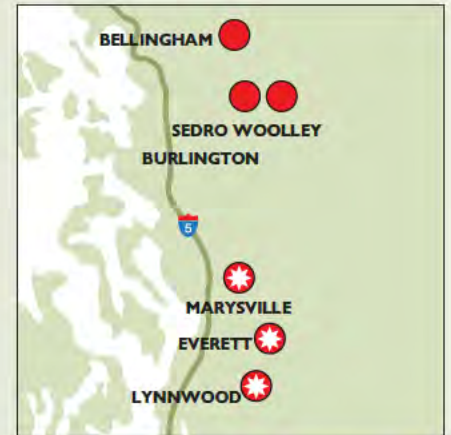
- Affordable housing to more than 560 individuals and families
- Residential and out-patient counseling and treatment to more than 360 adults and children
- Re-Entry services and programs to more than 450 men and women returning from prison
- Training and employment to more than 270 people who lack work skills

# Pioneer Human Services at a glance



## LEGEND

- BEHAVIORAL HEALTH
- ★ BEHAVIORAL HEALTH JUVENILE PROGRAMS
- ▲ RE-ENTRY
- ▲ CORRECTIONS / RE-ENTRY JUVENILE PROGRAM
- ENTERPRISE
- ★ HOUSING





# the people touched by pioneer... re



Brandon

## Serving his country.

Brandon was born in Washington State. He was removed from his biological parents' home due to a variety of issues associated with abuse and neglect. He resided in numerous foster homes before being placed at Pioneer's **Cypress House** in 2003. At the group home, he was able to complete his high school education, secure a part-time job at Pier 1 Imports, as well as take advantage of the various therapeutic groups offered through the program. At age 18, Brandon enrolled in the "Job Corps" and eventually joined the United States Army.

On December 20th, 2007, Brandon wrote in a letter to Cypress House staff, "Thank you, guys, everybody, for all the encouragement you have given me. You have helped shape me into a soldier in the US Army. I never imagined that I, Brandon Main from Cypress House, would be graduating as an Army Cavalry Scout." Private Brandon Main is part of the 3rd Armored Cavalry Regiment and is currently deployed in Iraq.

*"I never imagined that I, Brandon Main from Cypress House, would be graduating as an Army Cavalry Scout."*

## On any given day

- 6 at risk "street kids" are provided secure crisis-intervention and safe haven from prostitution, homelessness, and domestic violence in Seattle
- 30 children and their families receive in-home counseling services designed to help with family preservation and reconciliation, while enrolled in our Snohomish County Youth Programs
- 19 youth who have been detained and lack legal documentation to be in the country reside at Selma R. Carson Home in Fife
- 16 juvenile offenders participate in an intensive skills building program at Camp Outlook, the Juvenile Offender Basic Training Camp in Connell
- 16 youth reside at the Touchstone/New Bridge Group Home in Olympia

## juvenile services

Youth programs fall within both the Re-Entry and the Behavioral Health groups. Re-Entry Services operates a Juvenile Offender Basic Training Camp and group homes under contract with both the Washington State Juvenile Rehabilitation Administration and the Federal Government's Division of Unaccompanied Children's Services. Re-Entry also receives youth from the Washington State Department

of Social and Health Services. Pioneer Counseling Services provides outpatient mental health and chemical dependency counseling to youth.

Also provided are family preservation, reconciliation, and transitional services to youth and their families.





# Real lives, real successes



Tonya

*“There was no judgment. I was welcomed and shown the first sign of respect I’d felt in several years.”*

## It was the start to her recovery.

Tonya became addicted to cocaine at age 15. At 26, she began her nine-year journey of being clean and sober and worked as an after care counselor in the treatment field. In the fall of 2000, Tonya’s marriage was falling apart and she decided she should spend more time with her family, causing her to resign her job. “I quit taking care of me and within three years of quitting that job, my marriage ended and I relapsed on methamphetamine,” Tonya says. After four years of using methamphetamine, Tonya was unemployed, homeless, had abandoned her children and had lost her driver’s license.

In June 2004, Tonya’s mother obtained a restraining order against her. “That took me to my knees,” Tonya says. Within a month, Tonya decided to call **Whatcom Community Detox (WCD)**, a short-term residential treatment program operated by

Pioneer Human Services. One bed was open and Tonya had one hour to take it. Without a vehicle or license, Tonya scrambled to obtain a ride to WCD, which was 30 miles away. She arrived scared and ashamed. But it was the start to her recovery. “I was treated with so much kindness,” Tonya recalls, “There was no judgment. I was welcomed and shown the first sign of respect I’d felt in several years.”

In 2006, Tonya applied for and received a job at **Pioneer Center North**. She continues her employment with Pioneer at the **North Cascades Secure Detox**. “I now have my children back, my mother is my best friend, and I drive a decent car – legally! I have the job of my dreams, and am currently taking the steps to become a Chemical Dependency Professional.”

## On any given day

- 35 inmates receive specialized chemical dependency treatment services in the King County Regional Justice Center
- 16 mentally ill adults receive long-term residential chemical dependency treatment at Rainier Center in Kent
- 20 adults receive inpatient detoxification treatment services in Whatcom County Behavioral Health Triage Center and at North Cascades Secure Detox in Skagit County
- 45 drug offenders enrolled in a 90-day residential Drug Offender Sentencing Alternative program in SeaTac receive multi-level chemical dependency in-patient treatment services
- 40 adults participate in outpatient counseling for chemical dependency and mental illness
- 155 adults with extensive histories of abuse and addiction receive inpatient treatment at Pioneer Center North in Skagit County and at Pioneer Center East in Spokane

## adult behavioral health

Pioneer’s Behavioral Health Services provide mental health and chemical dependency treatment programs throughout Washington State, offering inpatient and outpatient treatment, counseling, and intervention.





# the people touched by pioneer... re



Dudley

## I was determined to make it happen.

In November 2002, Dudley arrived at **Brownstone Work Release**, in Spokane, after serving a six-year prison sentence. Dudley, soft spoken and affable, endeared himself to staff and residents alike. While in Brownstone, he would offer his support to other residents, acting as a sounding board for those who were struggling. Shortly after he arrived, he landed a job at Liberty Tire.

He loved to talk about his family and his faith. Once eligible for visits and sponsored outings, he spent most of his free time with his family. "People say you can't change for anyone else. I don't believe that. I changed for my wife and kids. If it wasn't for them, it never would have happened," Dudley says.

Dudley successfully transitioned into the community in February 2003, and soon was promoted to manager of Liberty Tire. After two years managing Liberty Tire, Dudley opened his own auto repair shop, Integrity Automotive. When asked why he named his shop "Integrity," he said, "A person would think that integrity and automotive repair don't go in the same sentence, but I was determined to make it happen!"

Today, Dudley has an established automotive business and is able to give back to others. Referring to his newest hire, Dudley says, "I used to walk with the guy in the yard at Walla Walla (state penitentiary)."

## On any given day

- 335 offenders reside in Pioneer's State work release facilities – Bishop Lewis House, Helen B. Ratcliff House, Madison Inn Work Release, and Reynolds Work Release (all in Seattle), and Brownstone Work Release and Eleanor Chase House in Spokane
- 85 offenders reside in Pioneer's Federal Residential Re-Entry Centers – Pioneer Fellowship House in Seattle, and Tacoma Residential Re-Entry Center
- 13 adult ex-offenders are supervised on home confinement or day-reporting status
- 20 previously unemployed people are employed in the On-Call Program

*"People say you can't change for anyone else. I don't believe that."*

## adult re-entry services

Pioneer operates more than 400 community correctional beds for adults leaving prison, including six state work release facilities, and two Federal Residential Re-Entry Centers.

Pioneer, through an innovative staffing strategy, receives interns from South Seattle Community College

and from the community. These unemployed individuals receive classroom instruction, on-the-job training, and are placed in Pioneer correctional units to provide on-call (intermittent) staffing needs.





# Real lives, real successes



Gary

## The program works.

Gary dropped out of school after eighth grade. Drugs and alcohol were his first priority. He did some janitorial, landscaping and restaurant work. But mainly, by his account, he “dealt drugs.”

After Gary’s parents passed away, he decided to seek in-patient treatment for his drug addiction. He realized that to maintain sobriety, he would need to leave Spokane, so he requested services in Seattle. In November 2001, Gary graduated from inpatient treatment and moved into Pioneer’s clean and sober housing.

He recalls he was “nervous and stressed out.” He had never lived in a community before. He had never even paid bills. In August 2003, Gary accepted the position of Program Facilitator at Pioneer’s Dalton House. “I hung in there,” Gary says, “something I never did before!”

“The program works if you don’t quit!” says Gary, now Program Facilitator of Pioneer’s **Cornerstone** and **Heath Hall**. Gary has been clean and sober for six years. He has quit smoking and is taking care of his health. Gary has successfully repaired his family relationships. He is now closer to his children and in-laws and, he says, “Even my ex-wife likes me.”

Gary is now working on getting his GED and a driver’s license, and is taking computer classes. With a sigh, he says, “If my dad were alive today, he would be so proud of me.”



## On any given day

- 77 adults and 20 families with very low income rent permanent, affordable housing
- 187 adults and 98 families reside and participate in transitional drug and alcohol-free housing programs
- 171 adults participate in program housing contracted by governmental and service provider agencies
- 12 adults with very low income and histories of chronic homelessness reside in emergency housing, and receive meals and group counseling, while awaiting additional treatment services

*“If my dad were alive today, he would be so proud of me.”*

### housing

PHS partners with many local service agencies to provide a continuum of care and a supportive environment to aid in the diverse needs of our residents.

### real estate services

Pioneer provides in-house property management and facility maintenance support to all its properties. The

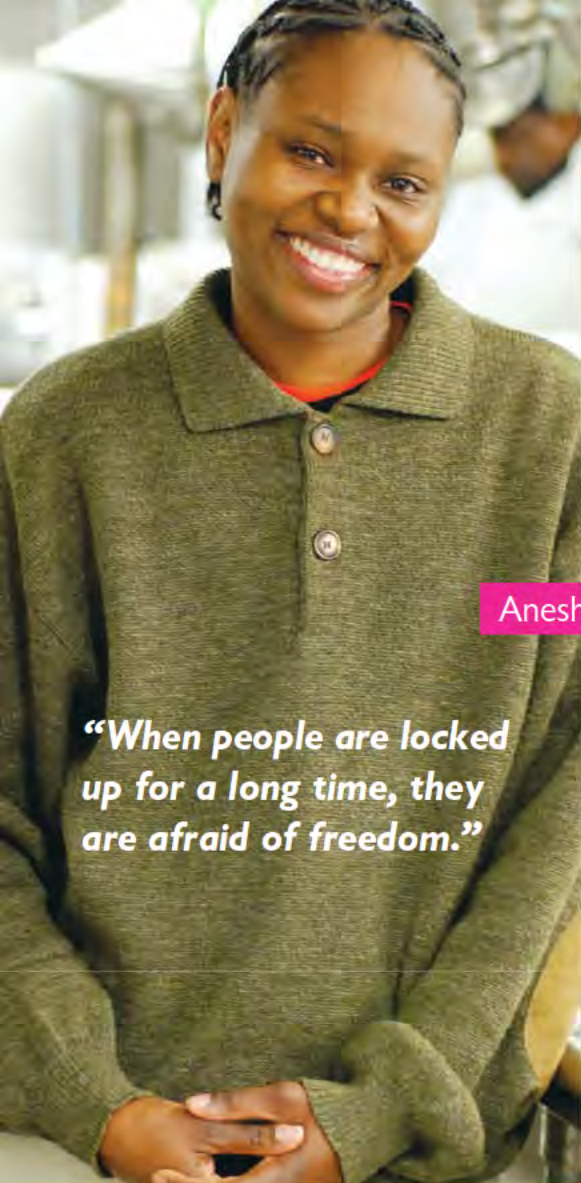
portfolio consists of more than 900,000 square feet of real estate at 48 locations. In addition, Real Estate Services acquires new properties and provides property management support for leased properties. Pioneer owns 17 commercial spaces leased to other businesses and is responsible for operating 523 units of housing in 18 apartment buildings.

### pioneer construction services

Pioneer employs maintenance technicians who perform routine repairs, facility maintenance, and capital improvements, both internally and for external customers, including western Washington retailers and other low-income housing providers.







Anesha

*“When people are locked up for a long time, they are afraid of freedom.”*

# the people touched by pioneer... r e

## She provides support to her community.

Anesha, at age 28, lived at Pioneer’s **Helen B. Ratcliff House**, a state work release facility. She could not find a job and felt “crucified” for what she did in her past. She had multiple criminal convictions for possession and sale of narcotics.

Knowing she needed to develop her job skills, Anesha enrolled in a one-year program that offered job training and placement for homeless individuals. She obtained her forklift card, flagger’s card and her driver’s license in that

year. All she needed was a full time job. The job training program referred her to Pioneer’s **Employment Services**. In the summer of 2006, Anesha applied for and obtained a driver position at Pioneer’s **Central Food Services (CFS)**, located at Pioneer’s **Mezza Café**.

During that time, Anesha rededicated her life to the Lord. “Thank God for a place like this,” Anesha says, as she looks around the café. “When people are locked up for a long time, they are afraid of freedom,” she says about

her coworkers, “God uses me to encourage them!”

Anesha is now 32 and has received two promotions. She is the senior driver for CFS and is studying to be a minister. By performing outreach to youth, she provides encouragement and support to her community. She is proud to have her own apartment and to be building her rental and employment history. “My life is simple, I love it!” she says when asked what is different today.

### Food Operations

Pioneer operates several retail food businesses. The **Mezza Café** serves the general public and employees of Starbucks Coffee Company at its headquarters in Seattle. A second **Mezza Café** in Bellevue, serves the general public. **Central Food Services** prepares and delivers more than 900,000 meals annually to Pioneer programs and third-party customers.

### Pioneer Distribution Services

In a 90,000 square foot warehouse, assembly, packaging, and warehousing services are performed for customers such as Nintendo, Scientific Explorer, Sasquatch Books, and Made in Washington. In addition, a separate 65,000 square foot facility serves The Boeing Company by receiving, inventorying, packaging, and shipping a variety

of raw materials and finished parts to Boeing’s production lines and manufacturing partners in the greater Seattle area.

### Food Buying Service

This unit purchases and distributes food to more than 300 food banks and non-profit groups in seven states.

### Pioneer Industries

Two manufacturing plants produce cargo liners and more than 8,000 different machined parts for Boeing. A variety of precision sheet metal fabrications and finished products are manufactured for several other major customers, including Hobart Bakery Systems, Genie Industries

## enterprises

Pioneer is proud to “walk-the-walk” in providing employment to people who are overcoming the challenges of felony histories, chemical dependency, mental illness and chronic homelessness.

### On any given day:

- Forty percent of Pioneer’s full-time non-supervisory employees are “program” employees, those who have benefited from the types of services offered by Pioneer
- Seventeen percent of Pioneer’s supervisors and managers are “program” employees





# Real lives, real successes



Annette

**“Pioneer offers a chance for change, even second chances!”**

## Dedicated to her recovery.

Annette started abusing alcohol at age 20 and, over the next two decades, her addiction escalated until her life was consumed with her habit - injecting methamphetamines, ingesting heroin, and snorting cocaine. In 2004, Annette began a 28-day residential chemical dependency treatment program in Pierce County, where she learned about **Pioneer’s Housing Programs**. After returning home to Spokane, Annette soon realized she needed to break all ties and relocate. She found housing through Pioneer in Tacoma and Pioneer’s employment specialist helped her obtain a temporary job at **Pioneer Distribution Services**. She later entered the **Trainee Program** and began working at **Pioneer Industries**.

But by October 2006, Annette relapsed. Luckily, she worked for an organization that could help. Seeking help from Pioneer’s **Employee Assistance** program, Annette says, “You don’t have to do it alone. Pioneer offers a chance for change, even second chances!” She enrolled in an inpatient program covered by her Pioneer medical benefits. She completed treatment and has received three promotions since returning to work. Today, Annette is paying off her portion of the treatment bill, and is dedicated to her recovery and success.

## On any given day

- 7 people are recruited, interviewed and assessed for job placement
- 3 people are placed into positions with local employers
- 2 people are placed into positions within Pioneer Human Services
- More than 20 “life skills” classes are offered, ranging from Setting Life Goals to Dealing with Stress. Training focuses on increasing the proficiency and productivity of employees, and on enhancing their employability and opportunity to earn competitive wages
- Over 30 trainees (in addition to the full-time employees) are employed, receiving paid classroom and on-the-job training

## employment & training services

Pioneer partners with more than 30 local agencies to find people jobs. Employers such as Alaskan Copper and Brass, Young Corporation, and Capital Industries provide outplacement for Pioneer’s basic training graduates.

Both classroom and on-the-job training are conducted throughout Pioneer Training programs including: Use of Precision Measuring Tools, Blueprint Reading, Quality Assurance Training, Warehouse Operations, Forklift Operator Certification, Food Handling Permit, and the Operation of Sheet Metal Fabrication Equipment (including laser and waterjet cutting and CNC machining centers).





# Pioneer Human Services: A Unique Social Enterprise Offering a Chance for Change

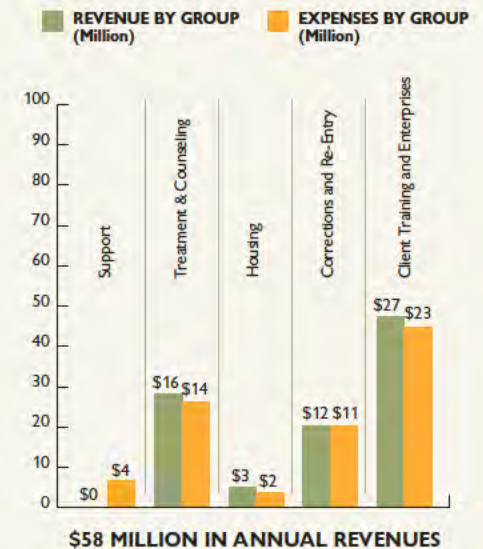
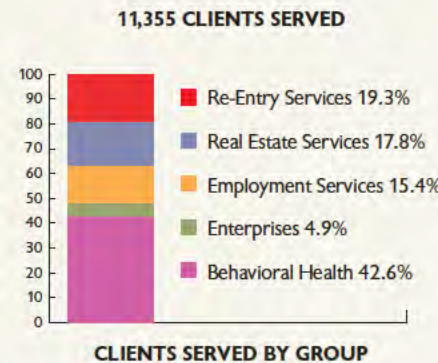
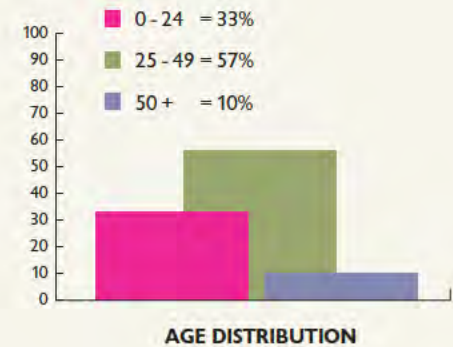
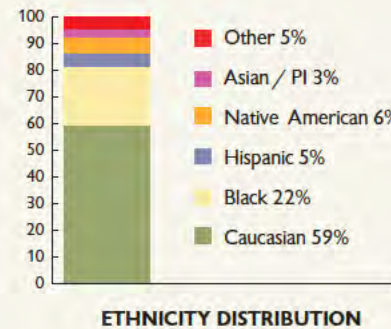
Through the years, Pioneer has remained focused on its mission of providing a chance for change to people overcoming the challenges of chemical dependency, mental health issues, criminal histories and chronic homelessness, through an integrated array of treatment, counseling, housing, training, employment and re-entry services.

## A Hand-Up, not a Handout

The social enterprise now known as Pioneer Human Services was born 45 years ago as a vision of Jack Dalton. Jack was a former attorney who had abused alcohol, embezzled client funds, and was sentenced to Walla Walla State Penitentiary. Upon his return to Seattle, he recognized the need for a community resource for individuals with chemical dependency issues and criminal records, and launched a truly pioneering effort to provide housing and programs to these individuals in need.

The early leaders of Pioneer believed that the people served should receive a "hand-up" not a "handout." To provide individuals the opportunity to earn a living and pay their own expenses, Pioneer Industries was started in 1966. Start-up support was provided by The Boeing Company, which gave Pioneer Industries both used equipment and a contract to manufacture parts for aircraft instrument panels.

In 1970, Pioneer established the first community-based, prison work release program under contract with the state of Washington. The ensuing years saw growth in work release capacity, an expansion of chemical dependency treatment and counseling, the addition of affordable housing, the establishment of a formal job training and placement program, and the creation of more jobs through new manufacturing and service capabilities.





## Honorary Governors



If not for the founders and subsequent leaders of this organization, Pioneer Human Services wouldn't be the amazing resource that it is today.

On October 19, 2007, an Honorary Governors event was held to recognize and appreciate these individuals for their significant legacy of contributions, and to have them share their stories about Pioneer's history.

The Honorary Governors are featured in the picture above and are listed in the order they appear from left to right. All

of these individuals have played a significant role in Pioneer's success over the years. Several of the Governors were colleagues of Pioneer founder Jack Dalton and served on the original Board of Directors.

Marcia Dalton, Jack Dalton's youngest daughter, also attended the event and told the more than 100 Pioneer employees who attended about her family's history.

The Board of Directors and senior managers briefed the Honorary

Governors on the current "state of affairs" at Pioneer. The Governors later reminisced about their individual contributions to the growing organization.

It was a great pleasure that all ten Honorary Governors attended, and that the Pioneer staff were able to thank them for all they have done for Pioneer Human Services.

**Charles Smith**  
Former Justice, WA State Supreme Court

**Larry Rea**  
Businessman

**Vivian Caver**  
Retired Administrator and  
Former State Representative

**Ralph Bruksos**  
Management Consultant  
Training Consultants Company

**Harold Heath**  
Businessman/Rancher

**David Straus**  
President, Fortune Bank

**Norman Chamberlain**  
Former Executive Director  
Pioneer Human Services

**Lanora Churchill**  
Communications & Training

**Raymond Stewart, Sr.**  
Retired Operating Engineer & Contractor

**Hubert Locke**  
Former Dean, Evans School of Public Affairs,  
University of Washington

### Board of Advisors

**Elaine DuCharme**  
Attorney at Law

**Eric Slocum**  
Media & Communications



# Board of Directors

**Stuart Heath**  
**CH**

President and Designated Broker  
Elliott Bay Real Estate

**Alice P**  
**VICE C**

Executive Director  
King County Bar Association

**Kelly**  
**TREASURER**

Sales Engineering Manager  
Qwest Communications

**Andrew P** **og**  
**SECRET**

V.P., Securities & Corporate Law  
Starbucks Coffee Company

**James Andrus**

Attorney at Law  
K&L Gates

**Russell Davis**

Inside Sales Manager  
Captaris, Inc.

**Sue Dunn**

Vice President & Controller  
Quadrant Homes

**Lee Fish**

Retired Director, Spokane  
County Corrections Dept.

**Adrienne Gemperle**

Director of Staffing, US Business  
Starbucks Coffee Company

**Linda Grant**

Executive Director  
Evergreen Manor

**Katherine** **p r**

Marketing Consultant

**Lauren Jassny**

Chief Credit Officer  
Commerce Bank

**Wendy** **p ila**

Certified Public Accountant  
Benson & McLaughlin

**Kevin Nicholson**

Project Manager  
Graybar Electric Supplies

**Catherine Silva**

President  
Virtual CFO Solutions

**Lloyd Snider**

Retired Senior Vice President  
Key Bank

**Kathleen**

Director, Mental Health  
Transformation Project, Office of  
the Governor

**Raymond Stewart**

**PAST HAIR**  
President, Mountain View  
Educational Consultants



## Senior Management

**Steve Schwalb**  
*President and CEO*

**Barry Antos**  
*Senior Vice President  
Behavioral Health*

**Larry Fehr**  
*Senior Vice President  
Corrections & Re-Entry*

**Marla Gese**  
*Senior Vice President  
Real Estate*

**Sandy Gibb**  
*Senior Vice President  
Enterprises*

**Tracey Groscost**  
*Senior Vice President  
Finance & Administration*

**Jerry Williams**  
*Senior Vice President  
Human Resources*

**LorieAnn Larson**  
*Senior Management  
Associate*

**Lawrence Salkield**  
Attorney at Law

Lawrence Salkield retired from the Board 2007, after 18 years of service, including two years as Chair. In appreciation for his outstanding leadership and continued contribution, Larry was elected an Honorary Governor.









PIONEER  
HUMAN SERVICES

**Corporate Offices**

7440 West Marginal Way South

Seattle, WA 98108

(206) 768-1990 TEL

(206) 768-9757 FAX

(888) 920-7799 Job Line

(206) 464-1684 Counseling

(206) 766-7940 Housing

(206) 766-7046 Employment Services

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