



a chance for
change







THE 9 MILLION MEN AND WOMEN WHO CYCLE IN AND OUT OF JAIL EACH YEAR FACE SIGNIFICANT OBSTACLES:

68% HAVE DRUG OR ALCOHOL PROBLEMS

60% DO NOT HAVE A HIGH SCHOOL DIPLOMA OR GED

16% HAVE A SERIOUS MENTAL ILLNESS

14% WERE HOMELESS AT SOME POINT IN THE YEAR BEFORE THEIR INCARCERATION

SOURCE: THE URBAN INSTITUTE,
LIFE AFTER LOCKUP: IMPROVING REENTRY
FROM JAIL TO THE COMMUNITY, MAY 2008

OPPORTUNITY

The future for those reentering society following incarceration can be uncertain at best. Addiction, job and housing instability, mental illness, and a host of other health issues are the everyday reality for a significant share of this population.

For nearly 50 years, Pioneer Human Services has offered a range of programs to help people address and overcome these deep-rooted and often overlapping issues. We are the only organization in Washington to offer a fully integrated array of treatment, housing, employment, training and reentry services.

Pioneer helps build stronger families and communities across the state by providing a *Chance for Change* for thousands of people every year.



PAGE,
PRODUCTION
COORDINATOR
FOR PIONEER
INDUSTRIES

“Pioneer helped me take responsibility for my life and stay focused on my goals.

I’m gaining the tools I need to be successful here and in my future career.”

HOW WE SERVE PEOPLE

COUNSELING & TREATMENT

Pioneer provides a variety of treatment and support services for adults, youth and families across the state. Whether it's detoxification services or inpatient care, outpatient counseling or treatment for co-occurring chemical dependency and mental health issues, we meet people where they're at and help move them further along the path toward recovery.

Our specialized youth programs focus on those with behavioral issues, histories of juvenile offenses and those who are at-risk or found in dangerous situations. With the proper treatment and resources, we help kids transition back into a stable living environment and become positive members of their communities.



**STEVE,
RESIDENT AT
MARK COOPER
HOUSE**

"I am grateful for a roof over my head and a place to cook my meals. If you're serious about re-building your life and willing to put in the effort, the program will work for you."

HOUSING

With more than 800 permanent and transitional housing units across the state, Pioneer offers support and stability for individuals and families searching for a place to call home. We uphold a clean and sober environment in our transitional housing facilities to support residents in recovery as they work toward moving to a permanent residence.

Homeless veterans can also call Pioneer home. Here, they receive case management, help finding employment and other support services to assist in their transition to permanent living conditions.

COMMUNITY REENTRY

Pioneer's programs help individuals successfully reintegrate back into their communities following incarceration. Through contracts with the Federal Bureau of Prisons and the State Department of Corrections, our federal reentry centers and state work release facilities provide services for finding and maintaining employment, overcoming substance abuse and other issues, and reconnecting with families, friends and the rest of society.

Our juvenile boot camp program serves male and female offenders through a unique combination of military structure, treatment and education. This approach provides a balanced set of services and tools these youth can use to make positive changes on their road to adulthood.

TRAINING AND EMPLOYMENT SERVICES

Employment is one of the cornerstones of Pioneer Human Services and is key to the long-term success of our clients.

We offer a broad spectrum of training options from basic tools that help address specific barriers our clients face when seeking employment, to computer skills and occupational training in specific industries, including manufacturing, food service or construction. Upon graduation, we can help trainees find jobs internally with Pioneer or externally with other employers.

2011 HIGHLIGHTS

Expanding to serve more people

APRIL

Began providing mental health stabilization, opiate withdrawal support and sub-acute detox services at Skagit County Crisis Center. Here we also operate a mobile outreach team to help individuals experiencing mental health crises.

JULY

Acquired Carlyle Care Center, an assisted living facility in downtown Spokane specializing in services for residents with chronic mental illness and developmental disabilities.

SEPTEMBER

Opened the Mark Cooper House in South Seattle to provide housing, treatment and employment support services for homeless veterans.

DECEMBER

Purchased City Gate apartments in Bellingham. Pioneer has operated a community reentry pilot program at City Gate since 2009, providing case management and permanent housing for individuals released from jail or prison who are homeless.



188
additional beds

SUPPORTING OUR MISSION

LINES OF BUSINESS

Unlike most nonprofits, Pioneer is a social enterprise organization. We operate several lines of business that provide valuable on-the-job training and work experience opportunities for our clients, while generating revenue to help fund our social mission.

MANUFACTURING

Pioneer Industries is a full-service precision sheet metal fabrication and machining shop with additional assembly and finishing capabilities. Our specialties include CNC milling, punching, water jet and laser cutting, welding, forming, hardware installation, chemical treatment processes and screen printing.

With over 100,000 square feet of space, we manufacture a variety of products including commercial bakery equipment, audio control boards used in the music industry, backup power supply generators and parts for commercial lifting equipment. Most notably, we produce thousands of parts for The Boeing Company and other commercial aerospace customers.



**REGINA,
MACHINE
OPERATOR
FOR PIONEER
INDUSTRIES**

“When I first came to Pioneer, I was just looking for a job – any job. What I found was the support I needed to get on my feet and the opportunity to try new things. I’ve learned how to do things I never even thought I’d do.”

2011 HIGHLIGHTS

Expanding our business capabilities

Pioneer added new equipment and expanded the types of parts we can make in 2011. A longtime supplier for The Boeing Company, Pioneer Industries now has the ability and capacity to manufacture thousands of different vinyl-metal parts for the interior of Boeing 737, 767, 747 and 777 aircraft.

FOOD SERVICES

Pioneer’s food services encompass two arenas: preparing meals and distributing wholesale food. Our high-quality institutional kitchen prepares and serves more than 1,500 meals a day to hospitals, extended care facilities, day nutrition centers and work release facilities.

Our food buying operation serves non-profit and government organizations such as food banks, schools and churches. We purchase canned and dry groceries at bulk rates and deliver the food - and the savings - to customers across Washington, Oregon and Idaho.

CONSTRUCTION & MAINTENANCE

Originally established to maintain and repair our own buildings and housing units, Pioneer’s construction team now offers commercial and residential customers the same high-quality services, including: interior remodels, exterior maintenance, plumbing assistance and light electrical jobs.

Additionally, Pioneer’s certified dogs and handlers can assess the severity and pinpoint the precise location of bedbugs in our customers’ homes and businesses. Our general labor team is available to help prepare furnishings and rooms, as well as clean up and dispose of any unwanted items following bedbug treatment.



\$7.5M

The additional work created 31 new jobs at Pioneer’s manufacturing plant and is anticipated to generate an estimated \$7.5 million in annual revenues.

WHO WE SERVE

IN 2011, WE PROVIDED A CHANCE FOR CHANGE FOR MORE THAN 10,000 PEOPLE IN WASHINGTON

Pioneer's broad array of programs and services help people who are reentering society from prison or jail and those who are overcoming chemical addiction and mental illness. We serve men and women, children and adults from all walks of life and backgrounds, anyone who wants to make a positive change and turn their life around.

Our services focus on the individual. And healthy, productive individuals contribute to strong, vibrant communities.

6,392

COUNSELING & TREATMENT

3,242

REENTRY PROGRAMS

1,713

HOUSING



GENDER

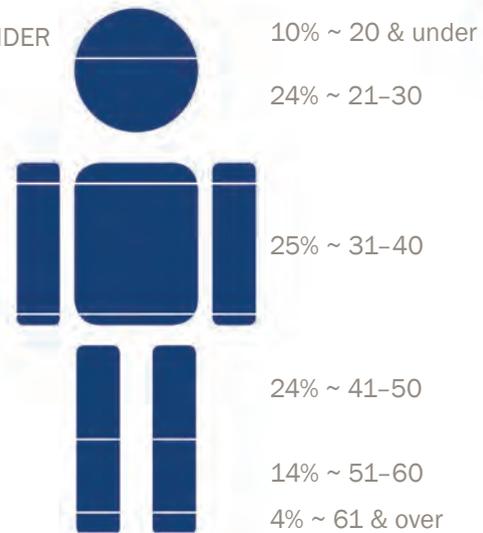
74% MALE | 26% FEMALE



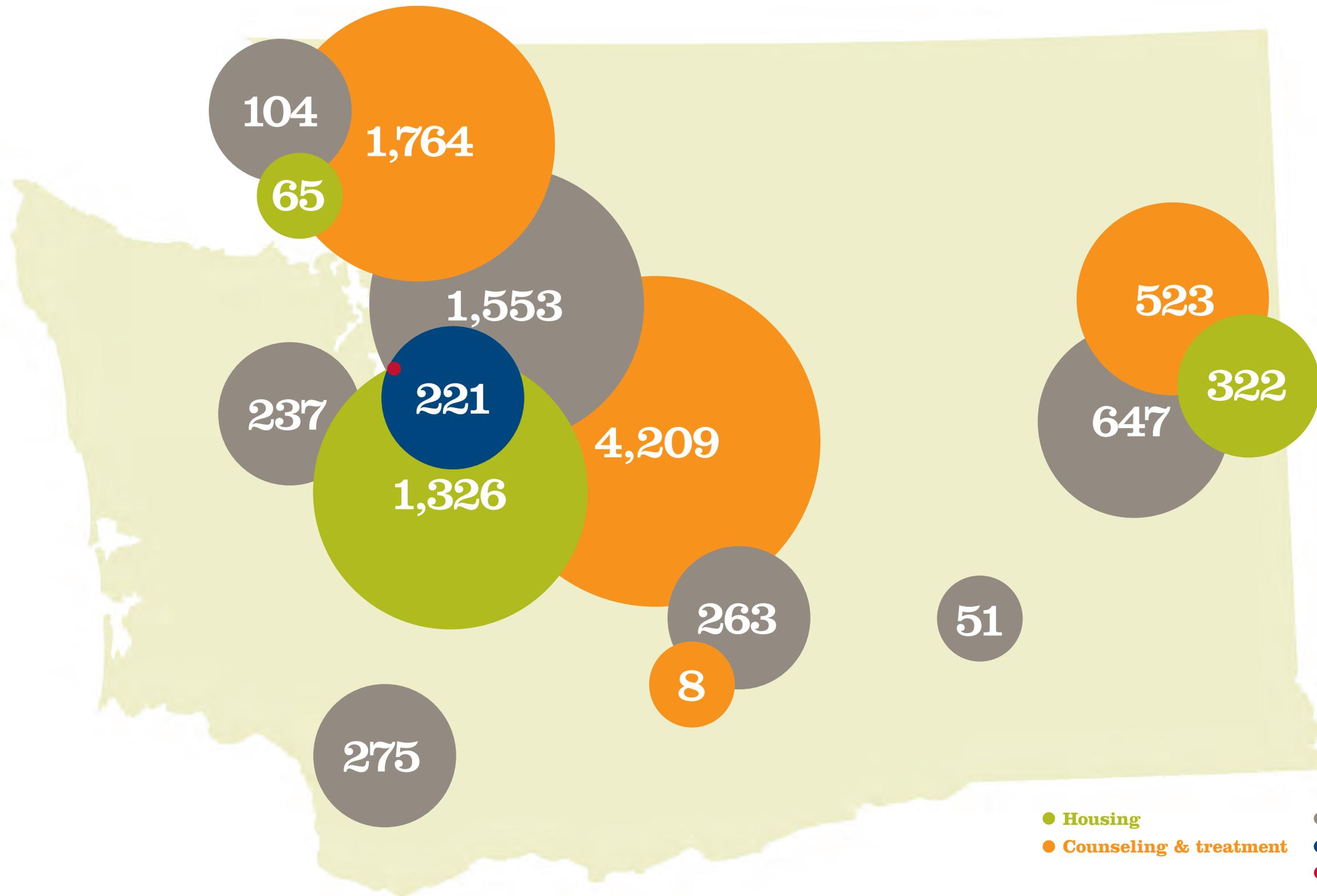
RACE & ETHNICITY



AGE



WHERE WE SERVE PEOPLE



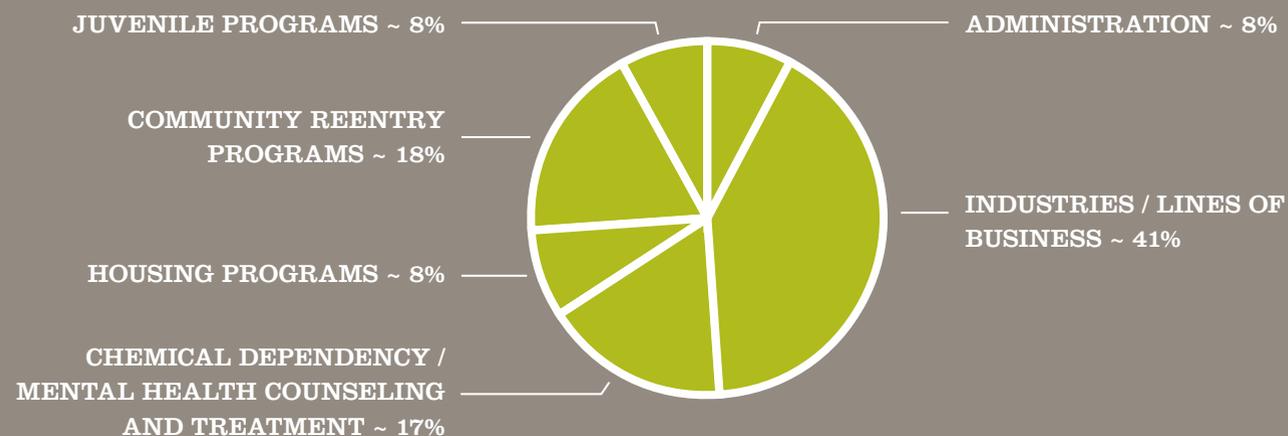
IN 2011, WE SERVED RESIDENTS FROM EVERY COUNTY IN WASHINGTON STATE

- Housing
- Counseling & treatment
- Reentry services
- Training & employment services
- Corporate headquarters (Seattle)

2011 FINANCIAL INFORMATION

REVENUE		2011	EXPENSES		2011
Federal:	Bureau of Prisons	6,004,511	Personnel:		39,788,423
	Health & Human Services	1,937,905		Includes salaries & benefits,	
	Veterans Affairs	952,790		development, recognition	
	Probation Office	654,409			
	Other	76,385			
State:	Social & Health Services	11,458,046	Manufacturing:		9,974,790
	Corrections	9,098,117		Training, shop supplies, Cost of	
				Goods Sold, freight & tooling	
Local:	King County	2,018,955	Occupancy:		8,065,648
	Whatcom County	1,009,846		Rent, maintenance & utilities	
	Pierce County	954,103			
	Skagit County	662,722			
	Spokane County	441,835			
	Seattle Jobs Initiative	166,335			
	Tribal Revenue	128,329			
	Child Nutrition	70,162			
	United Way	64,695			
	Other	38,151			
Housing:	Permanent	2,622,987	Capital & Financing:		3,705,369
	Transitional	1,296,886		Depreciation, amortization, interest,	
Service Sales:	Manufacturing	17,092,845	loan fees & gain/loss on assets		
	Food Services	4,761,261			
	Distribution Services	3,771,417			
	Construction	446,960			
Miscellaneous:	Other Income	4,041,564	Resident/Client:		3,076,347
	Treatment Fees	504,984		Food, medical & other supplies	
	Contributions	198,712			
			General Expenses:		1,364,809
				Vehicles, travel, supplies, taxes, etc.	
			Professional:		1,087,012
				Legal, accounting, lobbying	
			& publicity		
			Total Expenses		67,062,398
Total Revenue		70,474,912			

FUNCTIONAL EXPENSES



Each year, we take time to re-evaluate and update Pioneer's strategic plan to ensure that it continues to serve as a meaningful guide to achieving our mission. But given the dynamic nature of our business, we must also be agile enough to respond to the unexpected and still achieve our goals.

Despite the tumultuous economic times, Pioneer was able to make 2011 another year of growth and positive change. We expanded programs and added facilities to serve more people in need of chemical dependency treatment, mental health counseling, employment services and a place to call home. We increased production capacity and can now manufacture a whole new line of parts for one of the largest companies in the world. We created more jobs that give individuals the opportunity to make meaningful changes in their lives, and in doing so, also supported our local economy. And finally, we finished the year on a positive financial note, generating more than \$70 million in revenue.

We can be proud of what we have accomplished over the past year, as it has laid a solid foundation for what lies ahead. In 2012, we aim to expand employment opportunities for our clients through re-engineered training programs. We will continue to grow our existing enterprises, and explore new lines of business and partnerships. We will help even more people achieve their potential by providing a *Chance for Change*.

Sincerely,

Leland Fish, Chair
Board of Directors

Karen Lee, CEO
Pioneer Human Services

EXECUTIVE LEADERSHIP TEAM

Karen Lee, Chief Executive Officer
Tracey Groscost, Chief Financial Officer

Tim Boyer - Mission Services
Doug Cassidy - Industries Operations
Marla Gese - Housing & Real Estate Services
Jane Jackson - Federal & Juvenile Reentry Programs
Cindy Parker - Human Resources

John Shepherd - Strategic Business Development
Cheryl Strange - Behavioral Health
Steve Woolworth - State Work Release Programs
Anthony Wright - Pioneer Enterprises
Hilary Young - Policy & Communications

2011 BOARD OF DIRECTORS

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Former Director
Adult Corrections & Juvenile Court Services
Spokane County, Spokane WA

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Corporate Public Affairs Consultant
Rollin Fatland & Associates

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Shaunta Hyde
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The Boeing Company

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Farnham, Dols & Radziwanowicz

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Chancellor
Seattle Community Colleges

Steve Verleye
President
Journey Advisors, LLC

OUR 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.

