

LIVE LIFE WITH CONVICTION

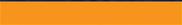
PIONEER HUMAN SERVICES | ANNUAL REPORT 2017



**INCREDIBLE INDIVIDUALS
WHO FOUND THE PERSONAL
CONVICTION TO MOVE BEYOND
THEIR CRIMINAL CONVICTION**







FOSTER CONVICTION

For too many people in this country, having a conviction history is like being branded for life. Society makes judgments about who they are and continues to punish them long after their sentences are served.

At Pioneer, we are committed to helping people move beyond being defined by a past conviction so that they can live their lives with conviction. We do this through a wide range of services and advocacy, but perhaps even more importantly we do it by providing hope, accepting people for who they are, fostering healthy relationships and giving people a place to turn when society continues to slam the door in their faces.

We know people can change and that we are all more than our worst mistake. The people we serve are fathers, mothers, sons, daughters, siblings, neighbors and friends. They have limitless potential and can achieve amazing things when given the opportunity. We see it every day.

“

I'D BEEN SUCKED UP INTO THE STREET LIFE

and the money I made was more addicting than any drug. The truth hit me in prison that I needed to stay off the streets and make a change in my life after my release. When no one would hire me because of my felony, my probation officer introduced me to Pioneer and I enrolled in their job-readiness training program, got involved in counseling and was accepted into their Manufacturing Academy. When I finally got hired at Pioneer Industries, I grabbed hold of the opportunity and have been working it ever since. Pioneer even sponsored me for the two-year sheet metal fabrication aerospace apprenticeship program – that's another notch on my resume. It has not been easy adjusting, but this is definitely the life I want and my family is real proud of me. ”

MARQUIS



SERVE WITH CONVICTION

Pioneer is the oldest and largest provider of reentry services in the state of Washington. We were founded in 1963 to support people returning to the community from prison with a focus on maintaining sobriety and improving stability. While this commitment is still at the core of what we do today, we are also committed to continuously evolving our services to meet the emerging needs of the individuals and communities we serve.

As the sole provider of **residential reentry** services for people releasing from federal prison in Washington state, we work with each resident to prepare them for life in the community. Our reentry centers offer a wide range of supports to meet individual resident needs, including on-site substance abuse and mental health treatment, job-readiness workshops, parenting classes and family reunification services.

We also offer a range of **treatment services** in the community – from detox and crisis services to outpatient and residential treatment options – and within local jails to support recovery from substance abuse and mental health disorders.

Recognizing that **housing** is vital to stability, and is an area where people with criminal histories frequently face discrimination, we offer a range of affordable and service-enriched housing options across the state as well.

Our **job-readiness programs** are specifically designed to meet the needs of justice-involved individuals. In addition to basic job-seeking skills, such as developing a resume, writing cover letters and practicing interview skills, we focus on soft-skill development and cognitive thinking transformation to prepare our students for long-term success in the workplace.

All of our services are focused on meeting people where they are, understanding their individual needs and developing a plan to support them as they work toward becoming healthy, productive members of our communities. We are also committed to creating a more just society. This includes actively advocating for public policy changes that promote second chances, and fighting against laws that create barriers and further discrimination against people with criminal records.

**IN 2017, PIONEER SERVED
9,947 INDIVIDUALS ACROSS
THE STATE OF WASHINGTON.**

2017 IMPACT HIGHLIGHTS

KEEPING KIDS OUT OF PRISON

- Opened J Street Youth Center in Tacoma to disrupt the foster-care-to-prison pipeline

INCREASING ACCESS TO TREATMENT

- Doubled the size of the Emerson Clinic in Spokane so that more people can get the treatment they need
- Opened a new program to treat individuals in the North Sound region who are struggling with co-occurring mental health and substance abuse disorders

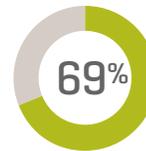
SUPPORTING SUCCESS IN THE COMMUNITY

- Launched a pilot to prepare older youth releasing from state custody for family, school and employment
- Expanded housing and case management services to help people succeed in drug court and mental health court in King County
- Transitioned the Carlyle to increase housing options in Spokane for people who face discrimination due to a criminal record

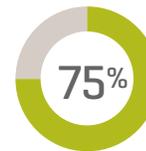
FIGHTING DISCRIMINATION

- Joined forces with local government leaders, individuals with lived experience and other advocates to pass Fair Chance Housing legislation in Seattle
- Partnered with community groups to expand Fair Chance Employment to the private sector in Spokane
- Collaborated with the Reentry Task Force to host our state's first reentry simulation to increase awareness about the challenges people face as they transition back into the community

WHO WE SERVE



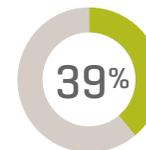
HAVE A CRIMINAL HISTORY



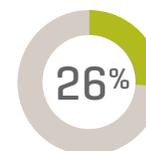
HAVE RECEIVED SUBSTANCE ABUSE SERVICES



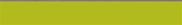
HAVE RECEIVED MENTAL HEALTH SERVICES



HAVE MINOR CHILDREN



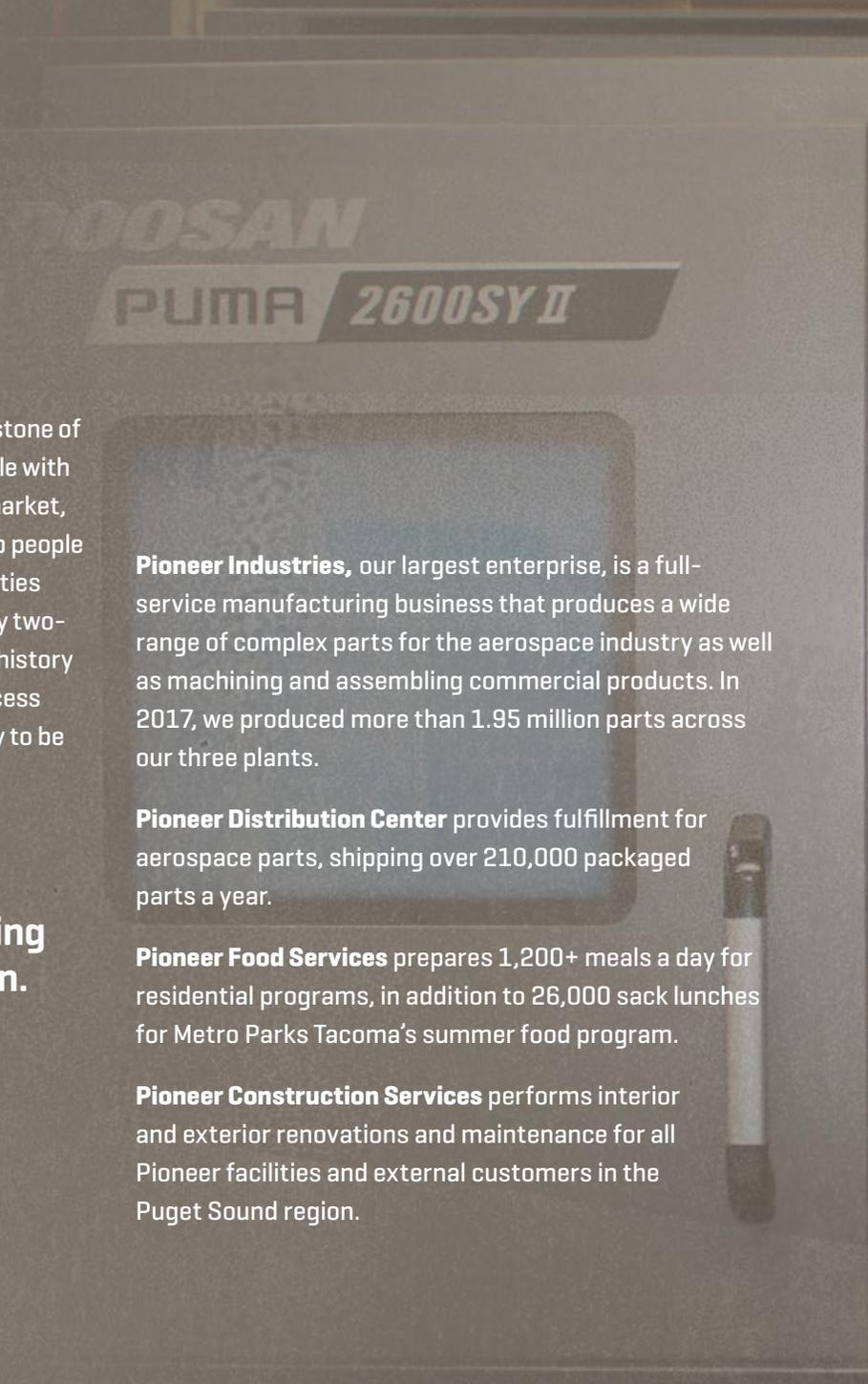
HAVE LESS THAN A HIGH SCHOOL DIPLOMA



WORK WITH CONVICTION

Work is fundamental to stability and is a cornerstone of Pioneer's social enterprise model. Too often people with criminal histories face discrimination in the job market, so in addition to our job-readiness training to help people overcome this barrier, we also offer job opportunities through our various business lines. Approximately two-thirds of our enterprise workforce has a criminal history and/or is in recovery from addiction, and the success of our business lines is a testament to their ability to be productive, skilled employees.

Our diverse line of businesses provide on-the-job training and work experience, while generating revenue to help fund our mission.



Pioneer Industries, our largest enterprise, is a full-service manufacturing business that produces a wide range of complex parts for the aerospace industry as well as machining and assembling commercial products. In 2017, we produced more than 1.95 million parts across our three plants.

Pioneer Distribution Center provides fulfillment for aerospace parts, shipping over 210,000 packaged parts a year.

Pioneer Food Services prepares 1,200+ meals a day for residential programs, in addition to 26,000 sack lunches for Metro Parks Tacoma's summer food program.

Pioneer Construction Services performs interior and exterior renovations and maintenance for all Pioneer facilities and external customers in the Puget Sound region.

2017 IMPACT HIGHLIGHTS

INVESTING IN OUR ENTERPRISE EMPLOYEES

241

EMPLOYED ACROSS
BUSINESS LINES

63%

HAVE CRIMINAL HISTORY
OR ARE IN RECOVERY

44

PROMOTED TO
ADVANCE CAREER

37

TAUGHT TO READ
AEROSPACE BLUEPRINTS

17

HAD TUITION PAID TO
PURSUE HIGHER EDUCATION

14

SPONSORED IN AEROSPACE
APPRENTICESHIPS

GROWING AND DIVERSIFYING OUR BUSINESS LINES

INVESTED IN CUTTING-EDGE
MANUFACTURING MACHINES
TO INCREASE CAPACITY AND
CAPABILITIES

RELOCATED DISTRIBUTION PLANT
TO FIFE WHILE MAINTAINING
100% ON-TIME DELIVERY



BEYOND CONVICTION

Despite the obstacles and barriers designed to continue to punish people after they have completed their sentences and paid their debt to society, we see people moving beyond their past convictions every day – working, building their families, buying homes and moving forward in their lives. We believe every individual deserves this opportunity and are dedicated to continuing to work with our community partners and donors to make it a reality.

DONORS CHANGED LIVES IN 2017

<p>600+</p> <p>RESIDENTIAL REENTRY RESIDENTS HAD ACCESS TO PARENTING SKILLS COURSES</p>	<p>300+</p> <p>HOUSING RESIDENTS RECEIVED HYGIENE KITS</p>
<p>100+</p> <p>HOUSING RESIDENTS TOOK PART IN COMMUNITY-BUILDING / PRO-SOCIAL GROUP ACTIVITIES</p>	<p>65</p> <p>HOUSING RESIDENTS RECEIVED CASE MANAGEMENT SUPPORT</p>
<p>30</p> <p>STUDENTS OBTAINED THEIR LICENSE/PHOTO ID</p>	<p>14</p> <p>STUDENTS RECEIVED RENT SUBSIDY TO SUPPORT ONGOING EDUCATION AND EMPLOYMENT</p>

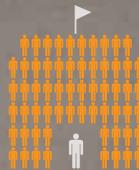
OUTCOMES



957 PEOPLE COMPLETED JOB-READINESS WORKSHOPS ACROSS WASHINGTON STATE



115 STUDENTS GRADUATED FROM ROADMAP TO SUCCESS JOB-READINESS TRAINING PROGRAM



63 EMPLOYERS HIRED ROADMAP TO SUCCESS GRADUATES



AVERAGE WAGE AT HIRE WAS \$13.66



94% HAD NO ARRESTS WITHIN ONE YEAR



“

IT'S NOT JUST THE SERVICES

and job training I am grateful for; it is the emotional support that has helped me grow strong and stand on my own two feet. After prison, I was at rock bottom with no confidence or self-esteem. Pioneer hired me and I felt like my boss and co-workers had my back. After a pretty rough life, it is amazing to feel a real sense of stability and security that I never had before. All the encouragement helped me build up a feeling of self-worth and made me realize I wasn't trapped – I had options. My co-workers can depend on me and I've rebuilt a close relationship with my kids. Through steady work I saved money and bought a home where we all live together again. I'm a role model for my kids now – that's such a blessing!

”

SHERRY

THANK YOU TO OUR SUPPORTERS

PERCENTAGE OF DONOR
FUNDS THAT WENT DIRECTLY
TO CLIENT SERVICES



100%

FOUNDATIONS & CORPORATIONS

AAA Washington	Girl Scouts of Western Washington Troop 44196	Matthew G. Norton Co.	Ralph A. Bruksos & Associates	Sisters of Providence	Urban League of Metropolitan Seattle
Alaska Airlines	Google	Michael Nouwens Structural Consultants	Regence BlueShield	Skagit County Pomona Grange #10	US Bank
Alliance 2020, Inc.	Greenpoint Landscaping	Molina Healthcare of Washington	Region 6 Security Integration	SMR Architects	US Bank Foundation
AmazonSmile	Hillis Clark Martin & Peterson P.S.	Muckleshoot Indian Tribe	Robert Half Technology	Snohomish Community Transit	Value Village/Savers
Bank of America Charitable Foundation	Huron Consulting Group	Murphy, Armstrong & Felton, LLP	Rockwell Automation	Starbucks	Verizon
Bellmont Cabinet Co.	Intentional Futures	Museum of Glass	Rotary Club #4 Seattle	STS Remodeling Corporation	Vulcan Inc.
Bond Electric	KeyBank	Nordstrom	Rusty George Creative	The Tacoma Rainiers	Washington Trust Bank
Bouwer Construction Company	King County Employee Giving	Nysether Family Main Fund at CFSC	School's Out Washington	Terra Staffing Group	Western Washington University
Chuckanut Health Foundation	King County Metro	Pacific Office Automation	The Seattle Aquarium	The Boeing Company	Westminster Presbyterian Church
City of Seattle	Kroger	Pacific Science Center	Seattle Emergency Physicians Service Inc. P.S.	The Boeing Company Gift Match Program	Willis Towers Watson
Civil Survival	Leesa Sleep	Perkins Coie	Seattle Mariners	The Seattle Foundation	Woodinville Unitarian Universalist Church
Clark Nuber	Longbranch Construction	Premera Blue Cross	Seattle Seahawks	United Way of King County	Woodland Park Zoo
Dubois Cary Law Group PLLC	Macy's Tukwila Furniture Clearance Center	Propel Insurance	Tulalip Tribes	United Way of Pierce County	World Vision
Finishing Consultants		Puget Sound Energy			Zumiez Foundation
Food Service of America					

DONORS AND VOLUNTEERS MAKE A DIFFERENCE FOR EMPLOYEES

Thanks to the generous support of REDF and volunteers Jerry Woo and Dan Slaton, our manufacturing employees had the opportunity to increase their blueprint-reading skills this year. Aerospace blueprints are extremely technical and adding this skill helps our employees in

their current jobs and positions them for future growth. Additionally, the success of this project provided the basis for a new partnership with South Seattle College to secure funding through the Washington Job Skills Initiative to train 119 more employees next year.

INDIVIDUALS

Peter Aberg & Georgia Lindquist	Felicia Bowen	Evelyn Correa	Cheryl Ebner	Megan Gillis	Sherry Herchek
Joel Aguiar	Mary Kaye Bredeson	Ben Coscart	Sheila Edwards Lange	Anthony Gipe	Leila Hill
Greg Amroffell	J.A. Bricker	Sharon Cox	Ronan Eggleston	Pat Girtz	Mack L. Hogans
Lisa Andrew	Diana Briggs	Dean Coxford	Kirsten Elfendahl	Bonnie Glenn	Ann Holmes
Monique Anello	Jonathan Brock	Bob Coyne	Karol Emerson	Ed Goines	Gail Hongladarom
Brian Armstrong	Tom Brosius	Stuart Croff	Walter Endicott	Colin Gold	Claire M. Horton
Mark Arnold	Kamaleah Brown	Todd & Tiffany Crosby	Catarina Erickson	Steven Gorecki	Kari Hovorka
Marie Austra	Robin Brumett	Peter Crouch	Albert Erisman	Larry Gossett	Mike Humphries & Judith Ralston
Kevin Backman	Patrick & Gayle Bryan	Abel Cruz	Marc Errichetti	Lynda Greene	Corrie Hunt
Bruce & Linda Baker	Dorothy Bullitt	Sarah Cueva	Deborah Espinosa	Roberta Greer	Danielle Huston
Kathy Ballou	Kelsey Burnett	Lissa Cunneen	Kelly Evans	Regina Griese	Shaunta Hyde
Kate Banta-Green	Keely Butters	Margaret Curtis	Adam Fain	Renaë Grimes	Tsunagu Ichikawa
Mark & Heather Barbieri	Nathan Byers	Robin Dachenhausen	Amanda Farmer	Charlene Grinolds	Chanthy Im
Naomi Barker	George Calderon	Gary Danberg	Nick & Kristen Federici	Faye Guenther	Joyce Jacobs
Tammy Barks	Eric Carlson	Kristi Dansereau	Kathy Feek	Priya Gupta	Jimmie James
Robert Bateman*	Makena Carr	Diane Davies	Ahnetta Fields	Shipra Gupta	Jermaine Jamerson
Shauna Bean	Michelle Cash	Michael Davis	Clea Finkle	Evy & Joshua Haan	Joel Janda
William Becker	Chinh Cao	RaShelle Davis	David Fisher	Derek Habowski	Kim Janssen
Rebecca Beers	Cathleen Carpenter	Jacob Day	Flora Fleet	Roger Haight	Analiese Johnson
Mark & Leslie Behrends	Emily Caveness	David Debond	Brian Flynn	Magan Hale	Brad Johnson
Dawn Bell	Pradeep Chakradhar	Michael DeGive	Ryan Foster	Stephanie & Jon Hames	Mary Johnson
Denise Bennett	Barbara Chamberlain	Kathleen Delph	Douglas & Marianne Francis	Daniel Hammill	Ria Johnson-Covington
Lois Bergstrom	Elizabeth Chambers	Kim Deuser	Adé Franklin	Connie Hanson	Elaina Johnson-Ng
Steve & Connie Bishop	Carlos Chavez	Michael Dix	Marc Frazer	Chene Harding	Andy Jones
Michael Black	John Ching	Stacey Domenowske	Aaron French	Scott Hardman	Robert Jones
Wade & Steffany Black*	Paula & William Clapp	Stella Donovan	Richard Frith	Kristie Jo Harris	Dolphy Jordan
Joel Bodansky	Vicki Cleveland	Juli Dorgan	Betti Fujikado	Adriana Havnaer	Rebecca Judy
Nikki Bogden	Joy Collins	Amanda DuBois	Riley Gaffney	Dan & Jessica Hawkins	Alyssa Kashuba
Alan Bohling	Anthony Conway	Robert Duke	Casey Galgon	Scott Hedgcock	Dana Kay
Dudley Bonds	Karen Cooper	Liz & Mike Dunbar*	Sara Garrettson	Jacqueline Helfgott	Anne Keeney
John Borland	Kevin Corcoran	Patrick & Susan Dunn	Dominique Gaudyn	Eboneë Heller	Blythe Keller
		Todd Dunnington	Denise Ge	Rebecca Hellman	Ezra Kish
			Angela Gee	Chanthoeun Heng	Robert Klein
					Christina Kobbevik

INDIVIDUALS CONTINUED

Andrew Kreis	Thomas McManus	Michael Phinney	Monica Scott	Thomas Tiffany	Emily Wilcox
Maribel Laforga	Diana McNeely	Lynnae Pompeo	Tayra Shape	Michael Timbreza	Randy & Sandy Wilcox*
Keeley Lafontaine	Corrie Meddaugh	Andrew Prather	Terrance Shields	Suzanne Towns	Joe Wilczek*
Carol Lakefish	Donna Miller	Jada Price	Barton S. Shilvock	Chien Tran	Ruth Wiley
Jeremy Lane	Joseph Miller	Leslie Price	Kaarin Shumate	Mark Tsutakawa	Christina Williams
Michael & Mollie Langhout*	Ron Moattar	Rob Puncel	Jennifer Siegel & Joseph Kenny	Faausu Ulu	Dick Williams
Simon Larano	Min Moon	Marybeth Queral	Dan Sigler	Ruthanne VanDiver	James Williams
Mark Larson	Patricia Moroney	Len Radziwanowicz*	Kathryn Smith	Barbara VanMeter	Jeffrey Williams
Sue Ann Lawson	Toalei Mulitauaoepele	Maria Ramirez	Velma Smith	Lynne Varner	Karine Williams
Karen Lee	Steve & Beth Mullin*	Jayson Rangel	Roz Solomon	Michael Vaska	Karen-Denise Wilson*
Michael Lee	Michelle Munden	Yvonne Ray	Carlos Solorza	Steve & Marianne Verleye*	Kristine & Patrick Wilson
Sherry Leslie	Salvador Munoz	Mary Jo Rechten	Nanette Sorich	Simon Vila	Josephine Wolfe
Kathleen Levine	Cedric Murray	Brian Reisenauer	Roger Speer	Amante Vizcaya	Steve & Sherri Woolworth
Jan Levy	Joseph Nagel	Byron Richards	Joseph Sprague	Chinh Vu	Tony Wright
Les Liggins	Neil Navarro	Earl Richardson	Barbara Stamper	Shari Wade	Sunny Wu
Marc Linden	Jane Nelson	Andrew Rigel	Teresa Standon	Quincey Walker	Ann Yoo
Diankha Linear	Julia Newbold	Brandon Riley	Scott Starr	Brian Walsh	Hilary Young
Chris Liu	Michael Nichols	Shauna Rivers	Mary Stern	Laura Walton	Kaleigh Young
Andrew Lofton	Jeffery Noland	Tyler Roach	Lisa Sterritt	Rachel Warner	Shelley Young
Nikki Lohman	Lourdes Nolasco Smith	Kristi Rodriguez	Richard Stevenson	Kevin Wartelle	Diane Zahn
Iiona Lohrey	Allister O'Brien	Rena Roldan	Ross Stewart	Yolanda Watson Spiva	Dick Zais*
Raven MacDaniels	Harold O'Conner	Abbe Rolnick	Amy Stone	Regina Weaver	Liliana Zamudio
Dennis Madsen & Debbie Mahan	Elinor Ottey	Chris Rooney	Neil Strege	Christopher Weber	Giselle Zapata-Garcia
Lynette Malo	Andrew Over	Nikelle Rosier	Adrienne Stuart	Kris Weber	
William Malone	Erika Pablo	Julie Ross	Dean Suess	Rogers Weed	
Leesa Manion*	Naomi Paige	Joy Rubin	Kathleen Sullivan	Douglas Weese	
Natalie Mannion	Peggy Papsdorf	Vicki Rush	Anupama Tadanki	Dewie Weese	*2017 Board Members
Slater Marshall III	Gwen Parker	Madrienne Salgado*	Jamila Taylor	Erica Weissman	
Francesca Martin	Tom Parks	Julie Sampson	Astrid Tepatti	Elizabeth Welch	
Robert Martin	Jeff Patterson	Daniel Satterberg & Linda Norman	Angeline Thomas	Stephanie Welty	
Kim Martinez	Wally & Bonnie Peltola	Amy Scheumann	Rusty Thomas	Bruce West	
Morgan McCaughan	Anthony Petrarca	Billi Schmitt	Stephan Thomas	Maureen West	
Craig McElfresh	Eric Pettigrew	Anne Schwabel	Bob Thompson & Laura Vlda	Alea Westlake	
Dan McGrady		Keely Schwarting	Olivia Thurmond	Erin Westphal	

2017 FINANCIAL INFORMATION

REVENUE

Federal:	Bureau of Prisons	7,247,954
	Health & Human Services	2,059,229
	Veterans Affairs	685,549
	Probation Office	492,024
	Other	59,178
State:	Corrections	4,208,492
	Social & Health Services	5,326,532
Local:	North Sound BHO	6,484,640
	King County	6,030,634
	Spokane County	1,659,350
	Skagit County	997,766
	Spokane BHO	1,959,466
	Optum BHO	1,679,134
	Thurston Mason BHO	340,244
	Great Rivers BHO	306,300
	Whatcom County	350,429
	Pierce County	-
	Other	262,234
	Sound Mental Health	49,200
	Compass	237,457
	Salish BHO	221,491
	Greater Columbia	370,100
Rents:	Rents	4,402,105
Service Sales:	Manufacturing	29,699,841
	Distribution Services	3,189,571
	Food Services	562,390
	Construction	871,728
United Way:	United Way	146,000
Contributions:	Contributions	340,323
Miscellaneous:	Treatment Fees	495,766
	Other Income	576,996

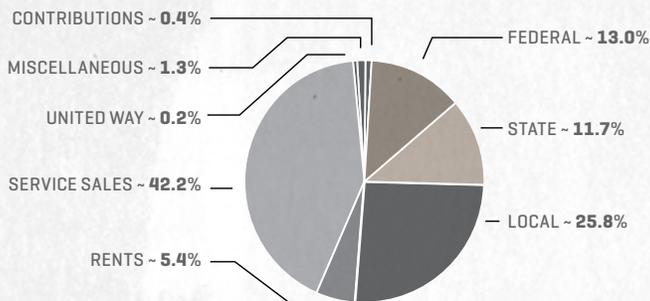
TOTAL REVENUE **81,312,121**

EXPENSES

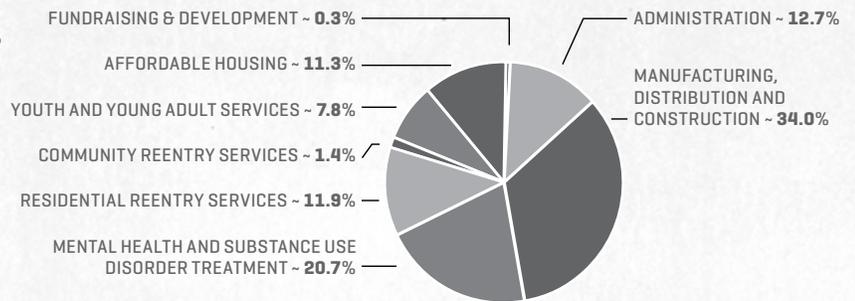
Administration:	10,295,845
Manufacturing, Distribution and Construction:	27,642,127
Mental Health and Substance Use Disorder Treatment:	16,833,981
Residential Reentry Services:	9,647,974
Community Reentry Services:	1,138,794
Youth and Young Adult Services:	6,301,671
Affordable Housing:	9,170,120
Fundraising & Development:	273,721
TOTAL EXPENSES	81,304,233
Gain on Sale of Assets	3,453,864

Change in Net Assets **3,461,752**

REVENUE



EXPENSES



**WE ARE A SOCIAL ENTERPRISE
THAT PROVIDES INDIVIDUALS
WITH CRIMINAL HISTORIES
THE OPPORTUNITY TO LEAD
HEALTHY, PRODUCTIVE LIVES.**



P I O N E E R
HUMAN SERVICES
A CHANCE FOR CHANGE

206.768.1990
PioneerHumanServices.org

