

PIONEER HUMAN SERVICES
ANNUAL REPORT 2021



REVIVE
RESTORE
REBUILD

2021 was another challenging year for Pioneer and for the people we serve. The COVID-19 pandemic continued to impact our communities, and the seemingly endless waves of more contagious variants caused ongoing fear and uncertainty throughout the year. We relied on our community of supporters and partners to help meet the evolving needs of the people we serve, while looking to our values to guide our work:

CHANGE IS POSSIBLE

We have the power to redefine ourselves, our communities and our world.

START WITH INTEGRITY

Words are a promise that we fulfill with our actions.

PURSUE EXCELLENCE

The more we learn, the better we become.

LEAD WITH COMPASSION

We believe empathy and accountability go hand-in-hand.

STAND FOR INCLUSION

We empower each other because we are stronger together.

REFLECT

RESILIENCE

Our programs continued to evolve and respond to the changing environment throughout 2021—and the resilience of our team members to navigate the uncertainty was truly inspiring. As essential workers, most were on site every day providing direct services across our diversion, stabilization, treatment, reentry, housing and workforce development programs.

Over the year, they adapted to seemingly daily changes to manage spikes in COVID-19 cases and continued to provide services in the most effective manner possible, while maintaining social distancing and other safety measures. Many transitioned from in-person to virtual services as necessary to ensure broad, ongoing access. Through it all, they lifted each other up in the face of staffing shortages and changing regulations and protocols, while still providing hope, support and encouragement to empower the people we serve and make positive progress in their lives.

RESULTS

Roadmap to Success: Graduation Rates

SEATTLE 92% SPOKANE 87%

Average Wage at Hire:

SEATTLE \$19,011
SPOKANE \$16,440

98% had no arrests for a new crime within one year across both programs

77% decrease in emergency room utilization in our housing programs



Greg and family

RENEW

“ When I was released from prison in 2011, I wasn’t really sure what direction my life would follow or where I should start—but I was absolutely determined not to follow my old paths in life. Pioneer became the solid platform I needed to build my life on. While in their residential reentry center, I was immediately hired in their facilities department and they started working with me the very next day to help me secure an apartment.

In 2021, I hit a milestone when my wife and I closed on a home and we were able to move the family in right before Christmas. Our new home gives us much more space, and the kids have a yard to play in and areas to plant flowers, vegetables and fruit. I’m thankful to Pioneer for fulfilling my basic human needs when I needed it and being a support in my new life.”

—Greg

[Read Greg’s full story here](#)



The aerospace industry—the primary customer of our largest enterprise, Pioneer Industries—continued to see significant impact from the COVID-19 pandemic as well. However, the travel industry and aerospace production did start to rebound in 2021, and we did not face the same production stoppages and layoffs that we had to navigate in 2020.

And there were other bright spots. We continued to prioritize hiring and retaining people with conviction histories and substance use disorders across our workforce—a vital part of our mission—at 61 percent. Out of 12,000 Boeing suppliers, we were one of 154 that achieved a Silver/Silver rating for quality and on-time delivery—a high mark to meet as part of the aerospace supply chain. We also maintained high safety standards across business lines, with no accidents or major injuries over the year.

837,000

aerospace parts manufactured

59,000

orders shipped through our distribution center

2,500

meals prepared and delivered **every day**
across five commercial kitchens

REBOUND



Kat at Pioneer Industries

RESTART

“ Pioneer has been good to me. It started with the feeling of acceptance I found in Roadmap to Success, and has extended through my career at Pioneer Industries. I have found that liking your co-workers really makes the difference. I really like the people at Pioneer Industries and have never felt judged.

The best advice I can give to others that are in recovery or re-entering our communities after incarceration is to be patient and good to yourself. Seek counseling and treatment if you need it because you cannot—and should not—have to go through this alone. Surround yourself with positive people who support your new journey. Make yourself number one to get your life back on track. Pioneer taught me that and now I am thankful to be in a position to share it with others who are coming home.”

—Kat

[Read Kat's full story here](#)

Direct service is at the heart of what we do—and what we have done every day since our founding in 1963. However, we also recognize that we have a role to play in shaping a more just society that treats all people with dignity, and provides true and meaningful opportunities for people to move forward and build the lives they want for themselves and their families.

In 2021, we were proud to work alongside directly impacted individuals and other allies to promote equitable access to safe and stable housing, reduce the financial burden on people who have been involved in the criminal legal system and support alternatives to incarceration. Building on and advancing this work, centered around and led by individuals with lived experience in the criminal legal system, will remain a key priority moving forward.

REIMAGINE



RECOGNITION

We remain inspired by and full of gratitude for Pioneer’s community of supporters. Every year—and 2021 was no exception—we ask individuals, corporations and foundations to fund our job training and housing support programs. And every year, they make that investment so that those we serve can have a second chance.

Our supporters give in so many ways throughout the year, and we appreciate them all. Individuals and organizations give through donations, giving days like GiveBIG and GivingTuesday, and even through workplace giving! Our corporate partners support through sponsorship, matching gifts and grants. Our local foundations go above and beyond in holding up programs that truly make a difference in our communities across Washington state.

But our community of supporters doesn’t just fund “programs.” They fund opportunity, confidence and success that our clients define on their own terms. The individuals we serve are working hard every day to rebuild their lives, and we are so grateful to you, our community, for making it possible to continue to be a part of this important work. Thank you.

Eva Agrawal

Qurat Ain

Dean Allen

Debbie Allen

Michelia Allen

Nicholas Allen

Sara Amies

Arlene Amis

Debra Anderson

Jackie Antis

Ann Ardizzone

James Armstrong

Erin Baldwin

Joe & Anne Baldwin

Madeleine Balgley

Kate & Caleb Banta-Green

Jay Barber

Michael Barber

Chad Barrett

Denise & **Robert Bateman**

Stanley Baty

Ridley Bee

Mark & Leslie Behrends

Christina Bell

Traci Bemis

Devon Benjamin

Scott Benner

Eric Bestrom

Rebecca Bicknell

Michael Blumson

Lourdes Bonifacio

John Borland

Felicia Bowen

Darren Brady

Elizabeth Brane

Erica Breese

Jon & Bobbe Bridge

Jonathan Brock

Adriane Brown

Skylar Brown

Tabatha Brown

Robin Brumett

Jeff Brumley

Patrick & Gayle Bryan

Judy Burkhart

Lee Burkhart

Christian Burnham

Bob Butler

Laura Butler

David & Judy Butters

Keely Butters

Betsy Cadwallader

Carmen Cady

Vicki Capperauld

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Natalija Colic

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Bouwer Construction Company
Bright Funds Foundation
Cambia Health Foundation
Chase Bank
Combined Federal Campaign
Columbia Hospitality
Community Health Plan of
Washington
Coordinated Care
Costco Charitable Contributions
Committee

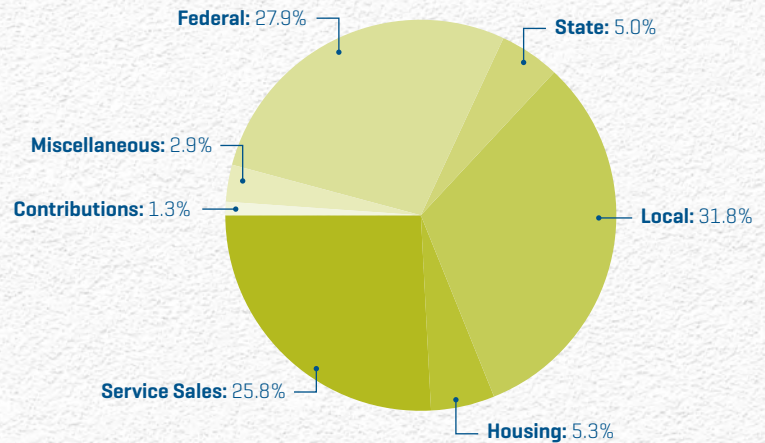
CVS Health
Daniel's Broiler
Doe Bay Resort & Retreat
Dubois Cary Law Group
F5 Networks
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Fales Foundation Trust
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Gallagher
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Laughlin Supply Company
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Moss Adams
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Seaport Steel
Seattle Bank
Seattle Emergency Physicians
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Sider + Byers Associates, Inc.
Sisters of Providence
Skagit County Pomona Grange #10
SMR Architects
Tegna Foundation
Terra Staffing Group
TFWB Engineers
The Benevity Community
Impact Fund
The Blackbaud Giving Fund by its
Agent YourCause

The Boeing Company
The Norcliffe Foundation
The Seattle Foundation
The Seattle Times
Tides Foundation
Total Quality Logistics
United Way of King County
United Way of Pierce County
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US Bank
US Bank Foundation
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Vulcan Inc.
Washington State Combined
Fund Drive
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Revenue

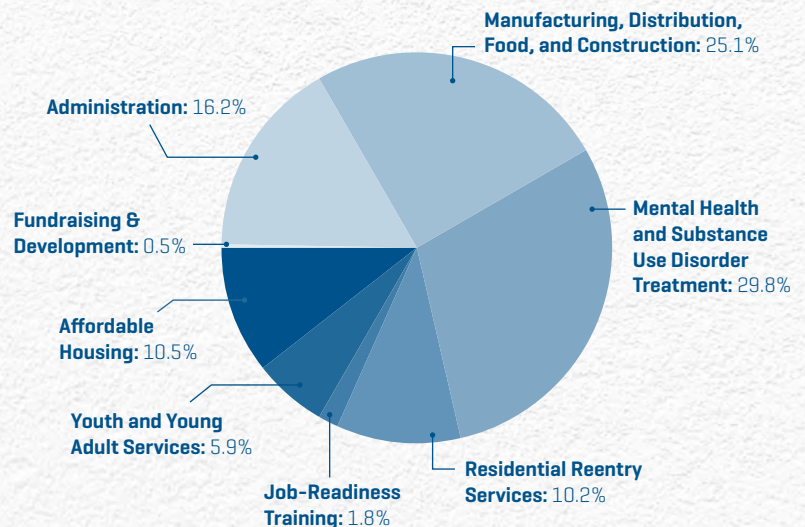
Federal:	Paycheck Protection Plan	9,999,997
	Bureau of Prisons	7,103,854
	Health & Human Services	3,563,138
	Coronavirus Relief Funds	1,250,000
	Probation Office	271,468
	Department of Labor	439,967
	Veterans Affairs	180,515
	Other	40,024
State:	Social & Health Services	4,103,546
	Corrections	19,716
Local:	Managed Care Organizations	13,362,091
	King County	4,927,458
	Behavioral Health	3,443,342
	Snohomish County	2,022,893
	Spokane County	1,137,218
	Skagit County	390,983
	Whatcom County	451,213
	Other	179,502
	Greater Lakes Mental Health	123,574
Housing:	Rents	4,362,041
Service Sales:	Manufacturing	14,704,594
	Distribution	3,175,931
	Construction	2,386,614
	Food	878,289
Contributions:	United Way	27,500
	All Other Contributions	1,066,613
Miscellaneous:	Retail Rental Revenue	1,257,137
	Other Income	978,892
	Treatment Fees	104,124
TOTAL REVENUE		81,952,234

2021 FINANCIAL INFORMATION



Expenses

Manufacturing, Distribution, Food, and Construction	20,578,268
Mental Health and Substance Use Disorder Treatment	24,418,302
Administration	13,283,109
Residential Reentry Services	8,338,979
Affordable Housing	8,634,414
Youth and Young Adult Services	4,821,077
Job-Readiness Training	1,439,680
Fundraising & Development	396,313
TOTAL EXPENSES	81,910,142



OUR VISION: A world free from injustice, discrimination and mass incarceration, where everyone has the health, acceptance and opportunity to live their lives to their fullest potential.

OUR MISSION: We are a social enterprise that partners with communities to transform society by honoring the humanity of people, reducing the impact of discriminatory mass incarceration and empowering people to live safe, healthy, productive lives through inspiration, affirmation and by overturning barriers.



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