



A SAFE HARBOR DURING TURBULENT TIMES

PIONEER HUMAN SERVICES | ANNUAL REPORT 2020



2020 was a year of uncertainty and fear for many, as the COVID-19 pandemic spread across the globe. It was also a reckoning with the racial injustice that has permeated our country's history since its inception.

At Pioneer, we embraced our new values to help guide us through this turbulent time—a clear reflection of our commitment to the people we serve, to our community, and to each other.

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.



CHARTING NEW COURSES

WHEN THE PANDEMIC HIT and stay-at-home orders began to take effect, many of the people we serve felt like the sand beneath their feet was slipping away. They were among the first to have their hours cut and their jobs eliminated. Those that were still working were largely employed in “essential” positions, which increased their risk of exposure and exacerbated the lack of child care and challenge of adapting to remote schooling—particularly if they did not have computers or reliable internet. The loss of human interaction and isolation we all felt was particularly difficult for those who were releasing from incarceration and those in recovery from substance use and mental health conditions.

As in all times of national hardship, inequalities related to race and class were magnified. The long history of systemic and environmental racism that has led to extremely high rates of chronic health conditions in BIPOC communities, coupled with the inequities embedded in the health care system, left many of our clients even more vulnerable.

We knew we had to quickly adapt to secure resources to help meet their emerging and urgent needs, while also retooling our programs to provide a strong foothold and serve as a launching pad for the future.



NAVIGATING TROUBLED WATERS

HOW OUR PROGRAMS RESPONDED

Many of our services were deemed essential and remained open to serve people throughout the year. It was a sink or swim situation—and our employees were determined to swim. They immediately banded together to find safe and creative ways to ensure people in all our residential programs—treatment facilities, stabilization and diversion programs, reentry centers and housing—continued to get the care they needed in a stable and therapeutic environment. Our facilities team jumped into action to outfit our facilities, and everyone worked together to secure personal protection equipment (PPE) and cleaning supplies for staff and clients across the state. With shortages everywhere, this was no small feat.

For those services that could be provided remotely, we had to quickly learn how to deliver virtually, while navigating new and ever-changing rules and regulations. Our outpatient clinics began offering tele-health counseling and treatment sessions almost immediately. We outfitted safe spaces for people who did not have access to technology to engage in treatment and other services. Our Roadmap to Success job-readiness

curriculum was converted to online classes and we were able to resume classes in short order. While virtual services have been a big adjustment for everyone involved and don't entirely make up for the inherent value of group-based, in-person services, they provided a lifeline for many of the people we serve and kept them connected to support.

We also launched a COVID-19 Relief Fund. And our generous donors came to the rescue, providing basic needs such as food and hygiene products, transportation support and rent subsidies to offer immediate relief to those most in need.

Physical distancing and quarantine requirements limited our capacity in some programs over the year and we had to reduce class size to meet the needs of our job-readiness students. Through it all, the people we serve continued to realize amazing outcomes.

CLIENT OUTCOMES

JOB-READINESS TRAINING



Seattle

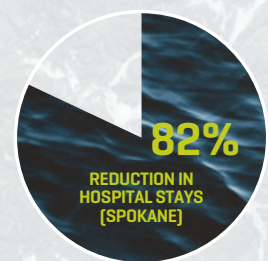


Spokane

DIVERSION



HOUSING



LANA

“When I was young, I was very independent. Maybe too independent for my age. By the time I was 20, I had two daughters and a pretty serious drug habit. As my drug use began to take over my life, I lost custody of both girls and ended up on the run from law enforcement for a few years.



Photo by Stewart Tilger

Addiction is a disease, but trying to get clean is almost impossible when you don't deal with your mental state. I was wracked with guilt and shame. I just wanted to numb myself from the pain and heartache, and I didn't believe I deserved anything good. I would do anything to support my drug habit. When I was finally arrested, I had racked up 23 felonies and was given a six-year prison sentence.

After cycling through treatment, relapse and prison again, as well as a very abusive relationship, I enrolled in Pioneer's Roadmap to Success class and eventually went to work for Pioneer's Food Services Division. Over the next few years, I moved into Pioneer's housing and was promoted several times.

Today, I am proud to be the kitchen manager at Pioneer Food Services in Tacoma and oversee the preparation and delivery of more than 1,000 meals a day. Now, it's my turn to give back and mentor trainees that are struggling with their past. It's a part of my job that I take very seriously.

Pioneer gave me a second chance and the support that helped me to build up my self-confidence and self-worth. I am happy to share that I have been clean and sober for over three and a half years now. This has allowed me to take accountability for my actions and build a relationship with my grown daughters. As I continue to work on my recovery journey, attend my support group meetings weekly, and build my career, I am so grateful to know that Pioneer always has my back!”

[Full Story >](#)

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WEATHERING THE STORM

HOW OUR BUSINESS LINES RESPONDED

The collapse of the travel industry and the resulting decline of the aerospace industry hit Pioneer Industries, our largest business line, hard in 2020. We were forced to suspend production for an entire month and ultimately had to lay-off more than half our workforce to adapt to declining demand—a very painful decision that was necessary to ensure the long-term health of the whole organization.

Meanwhile demand for our distribution and food services remained relatively steady, and our construction team had its biggest year ever.

Through it all, we prioritized maintaining representation of people with conviction histories and substance abuse disorders across the workforce—a vital part of our mission—at 63% for 2020. We are proud to report that every business line weathered the storm and is well-positioned to rebound and grow to offer more career-oriented jobs as the economy begins to recover.



824,000

aerospace parts manufactured

6,610

orders filled through our distribution center

1,000+

meals prepared and delivered every day

10

construction projects completed

OUR BUSINESS LINES

...by the numbers

PROVIDING SAFE HARBOR

One particular bright spot in 2020 was the opening of our first-ever ground-up housing development on Capitol Hill in Seattle. Aspen Terrace opened its doors to our first residents on December 24!

Grounded in our belief that housing is more than simply a place to go, it should be a place to grow. Aspen Terrace was specifically designed to provide a welcoming, safe environment centered around building community and empowering residents to thrive in all aspects of their lives. The building itself offers 89 furnished studio units, a beautiful private courtyard, a computer lab with free wi-fi, a community room where residents can gather for classes, recovery support groups and other community-building events, and a range of on-site support services.

We look forward to improving and expanding all of our housing programs in the future—many of our current buildings are over 100 years old—so that all of our residents can enjoy modern amenities and we can help even more people realize the comforts of having a home!

[Take a video tour of Aspen Terrace and meet a few residents HERE.](#)



All photos courtesy of William Wright Photography

MYRON

“I grew up poor but was always rich in family and love.

Photo by Stewart Tilger

As a little boy, I just figured everybody went to the food bank. Then one day on the bus my mom broke down in tears, explaining why I could not have certain things even though she was working several jobs to make ends meet. This was my first lesson in economics, and the financial disparity inspired my entrepreneurial spirit.

I started my first business as a teenager and several afterword. Businesses like window washing, bike repair, dog breeding, etc. Always things that were needed in my environment. Eventually that turned into selling drugs because that’s where the high profit margins were at. I started to see how it was harming my community and could get me or someone I loved hurt. But I was successful and it was hard to walk away from the money.

Then I got busted and ended up serving 12½ years in federal prison. I was shipped all over the country and it kept me away from my family. That really motivated me to build a solid foundation for my life. I took advantage of every educational and health/wellness class offered, and I rediscovered my passion for art while I was still inside.

When I released to the Pioneer Fellowship House, I got referred to Roadmap to Success and it gave me all the support I needed to get a job. I learned communication skills - how to use language to help break down barriers and highlight my positive skills – and got clothes and a bus pass to help with my job search.



After I graduated from Roadmap, I enrolled at Seattle Central College to study IT Network and Administration and shortly landed a job at Seattle Central as a peer-to-peer navigator, specializing in reentry support. It was a perfect fit. I am still there, and I am also the proud owner of two successful and growing businesses that fulfill my entrepreneurial spirit and allow me to pursue my love of art.

One of the projects I am most excited about is the mural I was commissioned to do at Aspen Terrace. Pioneer has played a foundational part in my life, so this is a way I can give back and have a positive impact not only within Pioneer but with the other community members that are living and thriving there as well.”

[Full Story >](#)



Photo by Stewart Tilger

“ Pioneer has played a foundational part in my life, so this is a way I can give back and have a positive impact not only within Pioneer but with the other community members that are living and thriving there as well. ”

—Myron Curry

[Click here for a video of the mural in process](#)

A RISING TIDE

...lifts all ships

Philanthropy was also thrown into turbulent waters in 2020. Our clients needed us more than ever and all our donor engagement activities [tours, Roadmap to Success graduations, volunteer opportunities, etc.] were halted with the pandemic lockdown. Luckily, you—our generous donor community—stepped up to ensure that we could meet the needs of our clients and participants.

In April 2020, we started our first-ever special fund – the COVID 19 Relief Fund – where we were able to provide direct relief for basic needs to those who needed it most. These funds helped house, feed and transport people during their darkest days. We also created the Change for Change Network, our major giving society, to acknowledge those who are investing in Pioneer’s mission. Feel free to reach out to learn more.

We are very grateful to all our funders that include individuals, corporations and foundations who came together to support Pioneer and helped us survive the challenging year. A great big thank you to each and every one of you!

100% OF YOUR SUPPORT *goes directly to client services*

THANK YOU TO OUR DONORS

...for anchoring us during uncertain times

Mariam Abarientos
Berndaette Acacio
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Qurat Ain
Armen Akopyan
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***BOLD:** Denotes 2020 Board of Director Members

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***BOLD:** Denotes 2020 Board of Director Members

AND TO THE CORPORATIONS AND FOUNDATIONS

...who've helped keep us afloat

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Toss'd Custom Salads
Tulalip Tribes Charitable Contributions
United Way of King County
United Way of Pierce County
United Way of Skagit County
Unum
US Bancorp Community Development Corporation
US Bank
US Bank Foundation
Vanguard Charitable
Vulcan Inc.
WA State Health Care Authority
WA State Secretary of State
Walsh Construction Co.
Washington Federal Foundation
Washington Trust Bank
Westminster Presbyterian Church
Windemere Capitol Hill Foundation
Winston & Cashatt
Workforce Snohomish
Your City Sports
YourCause, LLC

REVENUE

Federal

Bureau of Prisons	6,559,002
Health & Human Services	3,369,218
Probation Office	582,469
Department of Labor	505,025
Veterans Affairs	179,129
Other	196,778

State

Social & Health Services	5,902,356
Corrections	69,085

Local

Managed Care Organizations	14,619,761
King County	5,446,788
Behavioral Health Organizations	2,856,246
Snohomish County	2,289,911
Spokane County	1,212,966
Skagit County	792,715
Elevate Health	566,090
Whatcom County	486,274
Greater Lakes Mental Health	109,800
Other	393,885

Housing

Rents	3,722,956
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Service Sales

Manufacturing	16,383,416
Distribution	3,182,588
Construction	2,276,290
Food	1,058,113

Contributions

United Way	32,500
All Other Contributions	579,884

Miscellaneous

Retail Rental Revenue	1,247,039
Treatment Fees	92,131
Other Income	550,000

2020 FINANCIAL INFORMATION

EXPENSES

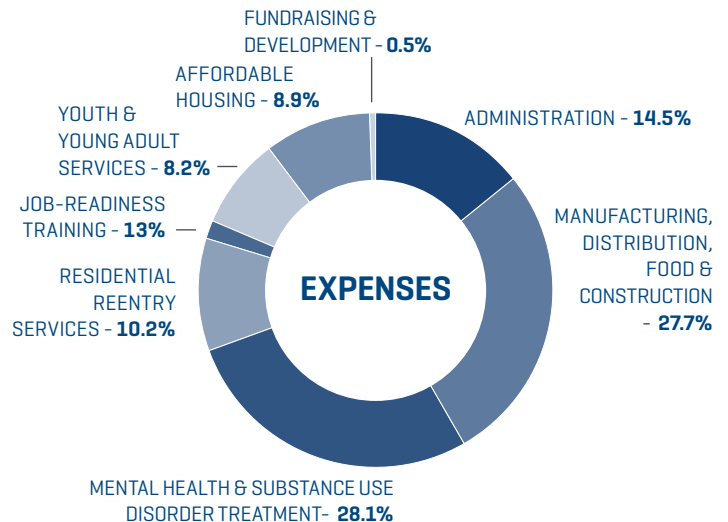
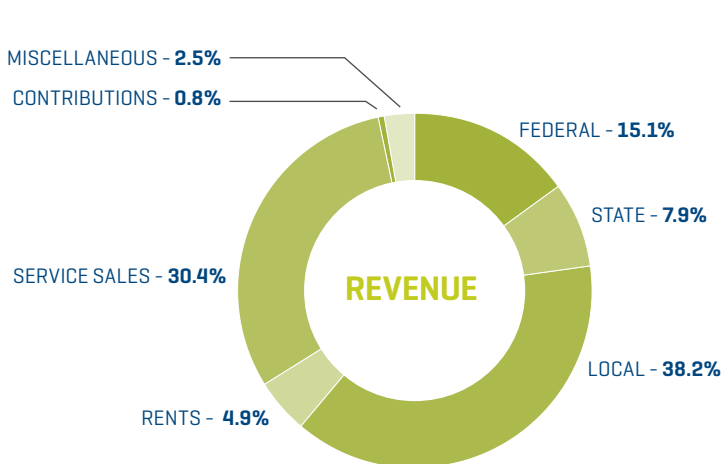
Manufacturing, Distribution, Food & Construction:	22,530,553
Mental Health & Substance Use Disorder Treatment:	22,793,432
Administration:	11,787,680
Residential Reentry Services:	8,276,747
Affordable Housing:	7,239,642
Youth and Young Adult Services:	6,645,030
Job-Readiness Training:	1,569,369
Fundraising & Development:	414,525

TOTAL REVENUE

75,262,414

TOTAL EXPENSES

81,256,978



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.

