



Let's go.

PIONEER HUMAN SERVICES | ANNUAL REPORT 2024

OUR VISION:

To eradicate mass incarceration through innovative social entrepreneurship.

THE MOMENTUM IS BUILDING

In 2024, we moved with purpose. Every step forward, every door opened, every life transformed was a reminder — **Let's go**. Not just a call to action, but a declaration of possibility.

We walk beside people returning from incarceration — individuals ready to rebuild, restart and reclaim their futures. We provide the foundation: treatment, job-readiness and entrepreneurship training, safe housing, employment and consistent support. But the real movement comes from them — the people who say yes to change and take that first step.

This year, nearly 9,500 people did just that. We witnessed second chances become new chapters, and setbacks turn into momentum. We saw individuals show up for themselves, their families and their communities — proving that the past does not define what comes next.

“Let's go” is a rallying cry. For justice. For opportunity. For a future beyond incarceration — powered by dignity, equity and work.

To everyone who believes in second chances:
Thank you for moving with us.
We're just getting started.



LET'S GO: DEEPER IMPACT, LASTING CHANGE

In 2024, we moved with intention. Every service we offered contributed to a larger mission: Reducing incarceration, especially in communities of color and low-income areas, and meeting people with dignity, stability and opportunity. Real change takes more than scale — it takes systems that heal, restore and empower.

Treatment That Heals

Substance use and mental health struggles deserve care, not cages. In 2024, we expanded treatment programs that disrupt cycles of incarceration and promote recovery, resilience and renewal — helping people reclaim health and purpose.

Economic Empowerment That Opens Doors

Economic freedom is key to reintegration. Our job training division expanded with the launch of the **INVEST** entrepreneurship program to help participants build futures on their terms — with skills, confidence and real opportunity.

Reentry That Reconnects

Coming home should be possible. Our residential reentry programs supported individuals returning from federal prison with employment, treatment, family reunification and stability — helping them return with purpose and stay home for good.

Housing That Stabilizes

A record shouldn't mean a lifetime of housing barriers. Pioneer provided transitional and permanent housing to those facing the steepest challenges, connecting them to safe, stable homes.

In 2024, we didn't just deliver services — we delivered solutions. We're building a future with fewer people locked away and more living freely, with dignity and purpose.

IMPACT HIGHLIGHTS

- 67% of residential treatment clients transitioned into supportive, stable housing
- 59% of INVEST graduates launched their own businesses
- 79% of diversion participants received treatment and support rather than serving jail time
- 89% of service navigation clients secured a job and 91% found stable housing
- 90% of reentry center residents released with stable housing



"Pioneer's staff helped me to move forward on my recovery journey and learn coping skills. They also helped me learn to let go of the guilt and shame that had held me hostage for years and find my voice again. But most importantly, they helped me find hope."

Tara | SUDPT

IN 2024, WE SERVED 9,487* INDIVIDUALS ACROSS WASHINGTON STATE

WESTERN WASHINGTON

4,447	Diversion & Treatment
108	Entrepreneurship & Job Training
383	Housing
324	Residential Reentry
2,435	Service Navigation

EASTERN WASHINGTON

3,893	Diversion & Treatment
95	Entrepreneurship & Job Training
251	Housing
216	Residential Reentry
944	Service Navigation

*Unduplicated count – some individuals have been served in more than one program.

LET’S GO: BUILDING PATHWAYS THROUGH BUSINESS

As a social enterprise, Pioneer operates three mission-driven business lines that do more than generate revenue — they create opportunity. In 2024, our aerospace manufacturing, parts distribution and food services divisions provided training, jobs and critical funding for our programs, all while overcoming industry challenges and delivering strong results.

Across all divisions, work is more than a job — it’s a launch pad. Every product, shipment and meal helps justice-involved individuals move forward with purpose and possibility.

“We spend a lot of time at work and there is a real camaraderie with the people on my team — they look out for you. I have been doing well in life over the past eight years and look forward to getting up and going to work. I want to thank Pioneer for providing me with a chance for change.”

Keith | Maintenance Tech



Pioneer Industries: Turning Precision Into Opportunity

Our aerospace manufacturing team trained justice-involved employees in high-demand technical skills, preparing them for lasting careers. Despite market shifts and lower output, we invested in new equipment and upheld our commitment to excellence.

Pioneer Distribution Center: Keeping Aerospace Moving

Our team managed logistics for parts from 10 Boeing suppliers with top-tier safety and accuracy — achieving zero recordable injuries and near-perfect performance.

Food Services: Nourishing Communities and Careers

Operating three commercial kitchens, our food services team delivered prepared meals to 24 facilities across Washington. With growing production and a strong safety record, they fed communities while building skills and futures.

**Boeing Supply Chain
Performance Achievement
Award recipient**

SOCIAL ENTERPRISE HIGHLIGHTS

570,000 parts produced

95,500 sales orders processed

99% accuracy, quality and timely delivery

700,000 meals produced

63% of workforce is justice-involved and/or in recovery

WITH YOU BESIDE US

To our donors, corporate and foundation partners: Thank you. You are the green lights on this journey, making it possible for us to move boldly and with purpose.

Your belief in second chances fuels every step forward. You help turn hope into momentum, and momentum into real change — not just for individuals, but for families, neighborhoods and communities across Washington.

Your support breaks down barriers, builds up futures and reminds every person we serve that they’re not walking alone. You’re not just behind them, you are beside them.

Together, we’re moving toward a future where justice-involved people live with dignity, stability and purpose.

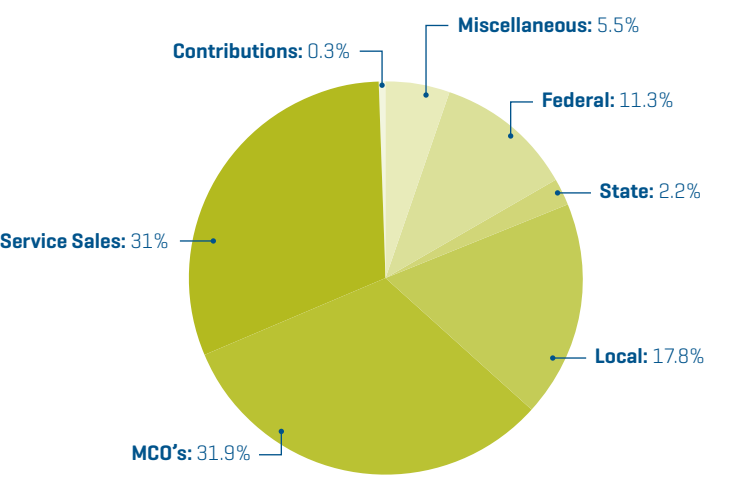
Anonymous Donor*	Kaleigh & Raven MacDaniels	John Teutsch & Mary Foster
Cathy, Chad & Tori Albright*	Eleanor Macri*	Mark Therien
Anthony Alexander	Desiree Marking	Jennifer Thomsen
Ernie Antin	Tom & Cricket Markl*	Karl Tobey
Bruce & Linda Baker	Carol Maxwell	Penny & Morris Wade*
Kate & Caleb Banta-Green	Ali, Amanda, Ash & Dee McConnell*	Randy Wilcox
Mark & Leslie Behrends	Maria Medina	Kathy Williams
Charles Bernasconi*	Susan Mello	Karen Denise Wilson
Annette Blayney*	Robert Milliken	Dick & Tammy Zais
Christopher Blodgett	Dylan Morgan	
Joshua Brock-Anderson	Michael Mullen*	
Skyler Brown	Beth & Steve Mullin	
William Bump*	Matt & Mary Ellen Nickerson	
Ryan Carroll	Steven Parker	
Michelle Cash	Ed Phippen & Helene Obradovich	
Lisa Castaneda	Brian & Nancy Quint*	
Rich Cohan	Mary Reed	
Lindsay Davis	Meredith & David Regal	
Kimberly Ellwanger*	Jerry & Bobbie Rochford*	
Linda & Richard Flajole*	Gary Rubin	
Signe Franzen	Joy Rubin	
Jim Frisk	Patrece Salanoa	
Jeff Galbraith*	Jim & Lori Smith*	
Elizabeth Gay & Alan Haynie	Steven & Melissa Smith	
Priya Gupta	Barbara Smith*	
Roger Haight	Elizabeth Solursh	
Latosha Hanson	Nanette Sorich	
Frederick Hart	Margaret Stanley	
Jean-Francois & Catherine Heitz	Erik Stone	
Nancy Isserlis	April Stowe	

Bold denotes 2024 Board of Director Members
*gift in memory of Ralph Bruksos

2024 FINANCIAL INFORMATION

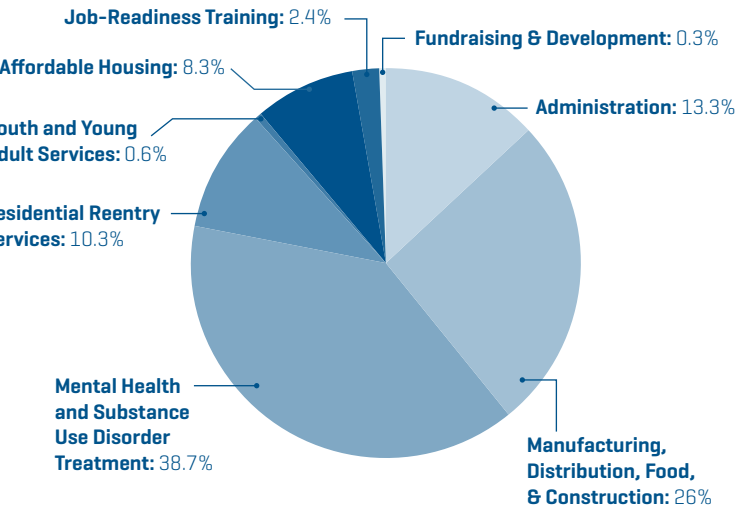
Revenue

Federal:	All Divisions	10,737,929
State:	All Services	2,119,028
Local:	Counties and Behavioral Health	16,982,819
MCO's:	Managed Care Organizations	30,425,367
Business Sales:	Manufacturing	22,683,930
	Distribution	4,305,239
	Central Food Services	2,619,796
Contributions:	All	272,403
Miscellaneous:	Housing Rental Revenue	3,141,457
	Retail Rental Revenue	1,193,294
	Other Income	923,844
	Other Treatment Fees	21,432
TOTAL REVENUE		95,426,583



Expenses

Manufacturing, Distribution, & Food	25,376,221
Mental Health & Substance Use Disorder Treatment	37,755,345
Administration	12,979,335
Residential Reentry Services	10,032,461
Housing	8,103,040
Youth & Young Adult Services	603,062
Job-Readiness Training	2,368,383
Fundraising & Development	269,701
TOTAL EXPENSES	97,487,548



OUR MISSION:

We empower justice-involved individuals to overcome adversity and reach their full potential.

OUR VALUES:

*Compassion
Integrity
Accountability
Inclusion
Innovation*



PIONEER
HUMAN SERVICES
A CHANCE FOR CHANGE

206.768.1990
PioneerHumanServices.org

