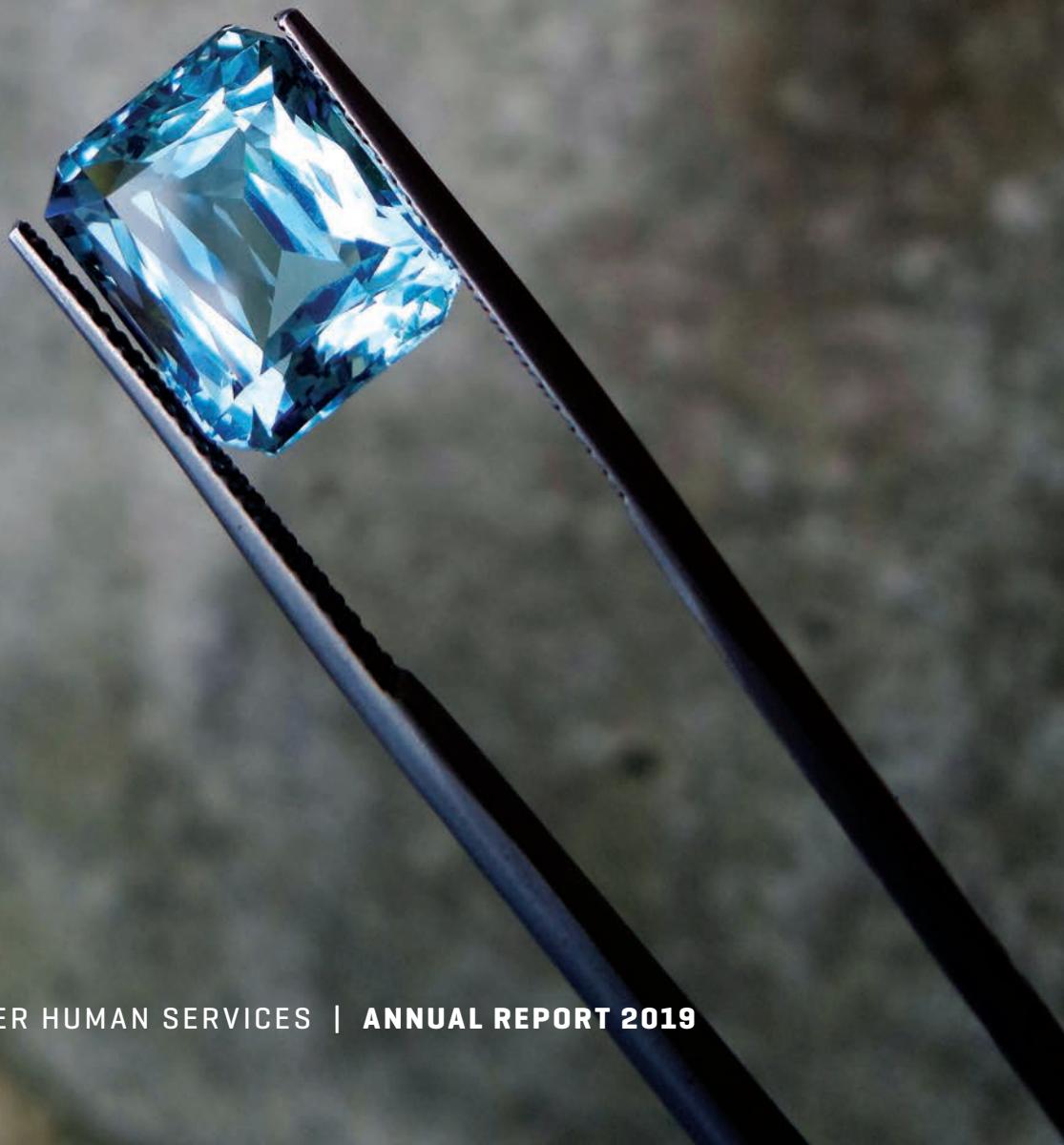


EVERY LIFE IS A GEM



PIONEER HUMAN SERVICES | ANNUAL REPORT 2019



**WE BELIEVE EVERY SINGLE
PERSON IS MULTIFACETED AND
DESERVING OF OUR SUPPORT
AND ENCOURAGEMENT**

WE DELIVER MULTIFACETED SOLUTIONS

In a world that is quick to judge, people are too often labeled in absolute terms: they're either good or they're bad. This is especially true for those who are involved with the criminal justice system, have served time, or are at risk of doing so.

At Pioneer, we see things differently. We believe this one-size-fits-all approach fails to recognize the complexity of the human experience. Our services take into account the multiple facets that make up every person we serve with the goal of helping them discover their inner gem.

HOW WE DO IT

Our model is strategic, targeted and holistic, specifically designed to address the full spectrum of rehabilitation. Using assessment science and other data-driven approaches, we develop treatment plans that address basic needs like housing, healthcare, counseling and job training while also addressing underlying trauma and providing hope. The journey isn't always easy, but for those willing to put in the

work, we've proven time and time again that our approach can lead to a brighter and more stable future.

In addition to direct service, some of our most impactful work is in the advocacy arena, where we work to promote public policy that supports successful reentry. We also are increasingly working to build programs that keep people out of the criminal justice system in the first place. Together with our partners, we work with communities to design innovative programming that meets their evolving needs – by addressing addiction, homelessness and other issues that can lead to incarceration.

As long as society is more focused on punishing people than it is on preparing them to succeed in our communities, we'll be here, inspiring confidence and hope in the people we serve. Because we believe in the dignity and potential of every single person, in every community, and we know that giving up on them simply isn't an option.

ROADMAP TO SUCCESS OUTCOMES

79%
SECURED EMPLOYMENT

96%
HAD NO NEW ARRESTS

\$16.79
AVERAGE STARTING
WAGE

60+
BUSINESSES HIRED
GRADUATES

95%
GRADUATION RATE
FROM WORKSHOPS

607
COMPLETED
JOB-READINESS
WORKSHOPS

OUR HOUSING PROGRAMS PROVIDED:

361 Family & social support services

352 Health & wellness services

296 Employment & education services

271 Financial services



COMMUNITY SPOTLIGHT: Snohomish County

THE ISSUE

Like many communities across the state, Snohomish County has seen a spike in homelessness and people struggling with behavioral health disorders in recent years. They had invested in embedded social workers to partner with law enforcement to engage people into services. But too often, there was nowhere for people to go to get the support they needed. People who wanted treatment were not able to get into a program right away or ended up involved in the criminal justice system rather than treatment, and too many were unable to secure housing.

OUR RESPONSE

Working in close partnership with Snohomish County, the Snohomish County Sheriff's Office and community partners, we designed two new programs to specifically address the community's most urgent needs.

The Snohomish County Diversion Center is a 44-bed facility that provides residents a thorough needs assessment, assertive engagement into available services, medication assisted treatment options, and individualized support and recovery plan development.

The Carnegie Resource Center serves as a gateway to a multitude of resources including mental health counseling, substance use disorder treatment, employment services, housing enrollment, veteran programs, health insurance navigation and public benefit enrollment.

HOW IT'S WORKING

In their first full year of operation, these new programs are delivering!

AT THE DIVERSION CENTER

- ⬇️ Recidivism decreased
- ⬆️ Treatment increased
- ⬆️ Housing increased

AT THE CARNEGIE

- 1,935** served
- 233** got deposit assistance to secure housing
- 165** received benefits to access primary care



MICHAEL & CLARA

Clara [LEFT] & Michael [RIGHT]

“Pioneer has been such an important part of our story. We first met when we were transitioning back into the community from federal prison at Pioneer Fellowship House. I was devastated and full of shame, but the people who worked at the reentry center helped me overcome that – they helped me see my worth again.

Michael had even more to overcome. He had spent 22 years in prison so the whole world had changed while he was inside. Pioneer staff helped him navigate so many things – getting an ID card, his social security card, a cell phone. After looking for a job and facing rejection over and over because of his record, they referred him to Pioneer Industries for an inventory job.

We both got apartments through Pioneer when we left the reentry center. That allowed us to save up, get a bigger place together and have my son move home with us.

“I was devastated and full of shame, but the people who worked at the reentry center helped me overcome that – they helped me see my worth again.”

Currently, we both work at Pioneer Industries. It’s allowed me to put my office skills to use and I love greeting everyone as they come into the building. Michael has been promoted several times – he’s always the first to volunteer to take on a new project and learn something new – and we’re both so proud of all he has accomplished. We’re thankful to work in a place where we are valued for our skills and not judged for our past – and where we have the opportunity to learn and grow while providing a good life for our family.

Today we own our own home, we go on vacations, we have a beautiful garden, and Michael grows and cans food for the whole year. We built all of that together. Pioneer gave us the opportunity and the support to build lives that we love and are proud of!



RACHEL & KATHIE

Rachel [LEFT] & Kathie [RIGHT]

I wish I had known about Pioneer sooner. For many years, I struggled with my mental health and drug addiction, and my time in prison didn't exactly rehabilitate me. I went through several other programs until I was finally referred to Pioneer Transition House.

Kathie was my main support in the program—she's a life saver. She believed in me from the start, and her endless compassion and ability to listen helped to build a bond of trust between us. When everyone else was saying, 'Never' Kathie constantly told me, 'You can do this.' And I did.

Kathie went the extra mile to help me get in an outpatient treatment program that worked for me

"When everyone else was saying, 'Never' Kathie constantly told me, 'You can do this.' And I did."

and get me off the medication prescribed that was doing more harm than good. When I was ready, she also brought together the people and agencies that helped me get my children back. Today, I'm feeling good, clean and sober, and have my children and family back in my life. I even have a full-time job as a restaurant manager to help provide for my family. I still reach out to Kathie as she is a constant support whenever I need to talk to someone. Pioneer was there for me to help me build back the life I wanted and they are still there—that's comforting to know.



COMMUNITY SPOTLIGHT: Spokane

THE ISSUE

Our partners at the City of Spokane and Spokane County, and other community stakeholders have been working together for several years to decrease the jail population, reduce unnecessary ER visits, and provide safe, stable housing options in the downtown core.

OUR RESPONSE

To address these pressing community concerns, we converted the Carlyle from assisted living to service-enriched housing for justice-involved individuals. Thanks to the support of the local legislative delegation, we secured capital funding to upgrade the facility to meet current housing codes in 2019. And with amazing ongoing support from community funders, we are able to provide on-site services and activities that are specifically designed to meet our residents' needs and build a strong community within the facility.

This transition allows Carlyle residents to secure affordable housing and get the support they need to build healthy, productive lives in the community.

HOW IT'S WORKING

- ↑ **Housing stability increased**
- ↑ **Well-being increased**
- ↑ **Treatment success increased**
- ↓ **Emergency service use decreased**
- ↓ **Recidivism risk decreased**

POLISHING PROFESSIONALS WHILE BUILDING LIVES

Pioneer is a two-fold nonprofit social enterprise. In addition to services, we operate multiple business lines that make a difference for the individuals and communities we serve. Our highly skilled workforce is integral to this equation. Earning a livable wage with many pathways to advancement, they are motivated to perform their best and do so with incredible pride. And we're proud of them too. Their hard work and consistent performance help make everything we do possible.

"Justice-involved individuals are a hidden talent with so much to offer. They have helped us to build our aerospace manufacturing business into a successful and award winning enterprise. More employers need to consider this pool of talent."

— Karen Lee, CEO

69% OF OUR ENTERPRISE WORKFORCE HAS A
CONVICTION HISTORY AND/OR IS IN RECOVERY

2019 RESULTS

MANUFACTURING Pioneer Industries manufactured **1.6+ MILLION PARTS** for the aerospace and commercial industries and continued to invest in cutting-edge equipment to expand our capabilities and better serve our customers' growing needs.

DISTRIBUTION The distribution center managed, received, picked and shipped **300K AEROSPACE PART NUMBERS** from 10 different manufacturers.

CONSTRUCTION Our construction team expanded into commercial tenant improvements and multi-family renovations, bringing on **6 NEW DEVELOPERS AND PROPERTY MANAGEMENT CUSTOMERS**.

FOOD We got our Washington State Department of Agriculture Food Processor's License to expand commercial food production capabilities and we produced **1K+ PREPARED MEALS DAILY**.

Dear Friends,

As we prepared our 2019 annual report, the world was confronted by COVID-19, one of the greatest health threats of a generation. The pandemic has changed the way we work and the way we provide services – and we are proud of how our employees and our partners have come together to meet the urgent and emergent needs of those we serve throughout this critical and uncertain time.

We are also in the midst of a significant social movement to confront racial injustice and cases of police brutality in this country. While we believe that many police are honorable in their approach to their very difficult jobs, the repeated deaths of unarmed black and brown citizens requires major criminal justice reform. Many of the people we serve have been directly impacted by these realities at every step in the criminal justice system from arrest to incarceration, and even through their reentry into the community. We are committed to centering racial equity in all of our work and to standing with other community leaders, impacted individuals and allies to help shape a more just society moving forward.

Looking back over 2019, this report highlights our concerted efforts to work with communities to address some of their most pressing concerns – with a focus on complex issues at the intersection of the criminal justice system, homelessness and untreated behavioral health needs. In recent years our advocacy efforts and service model have expanded to include diverting people away from incarceration toward more effective treatment options in addition to successful reentry.

As a leading organization in serving people involved in the legal system, we look forward to continuing to work with all of you to advance our mission and unite efforts in serving those in need. Our collective vision, leadership and willingness to serve will continue to create a positive impact in our communities if we work together. We live in times of great change, and Pioneer will not stand still.

Sincerely,

Randy Wilcox, Chair
Board of Directors

Karen Lee, CEO
Pioneer Human Services

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WE ARE THANKFUL TO ALL OUR DONORS

Your support of Pioneer and your passion for our mission fuels us each and every day. Because of you, our clients are given the support they need to lead healthy and productive lives.

Thank you for understanding the power of our programs

Thank you for committing to compassion and second chances

Thank you for believing in inclusivity when building strong communities

Thank you for partnering with us to transform lives

"We appreciate and support Pioneer because they help people on the margins struggling with a conviction history and give them a chance to change their lives. Pioneer's proven record of success is the reason we enjoy being a partner with them."

— Bill and Carol Kauppila

100%
OF DONOR DOLLARS
DIRECTLY SUPPORT
CLIENT SERVICES

THANK YOU TO THE GENEROUS FOUNDATIONS AND CORPORATIONS THAT SUPPORT OUR WORK ACROSS THE STATE

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Regence	United Way of Skagit County	Your City Sports
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REVENUE

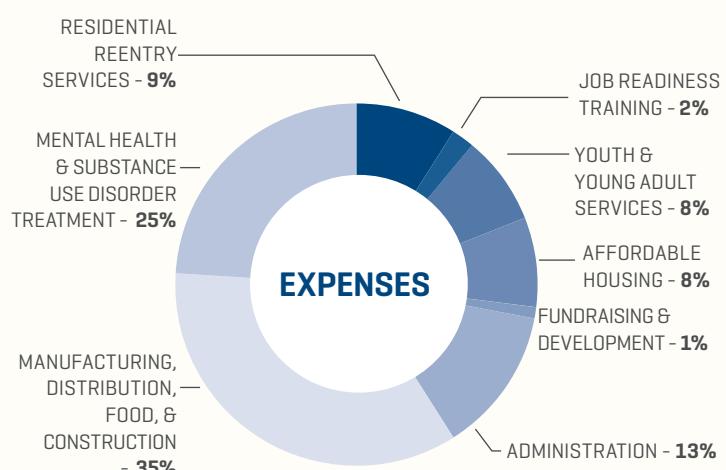
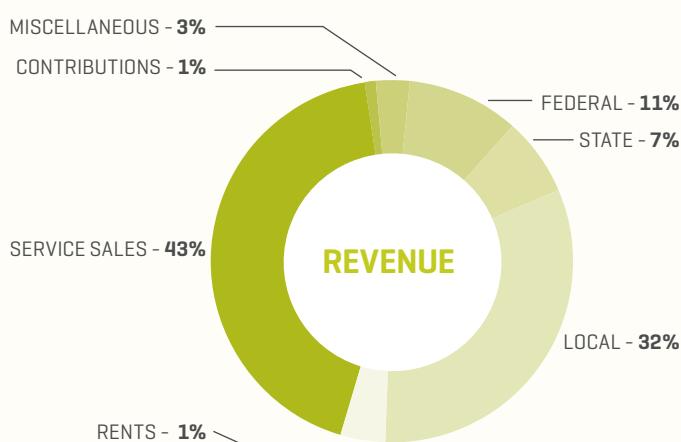
Federal	Bureau of Prisons	6,636,348	Manufacturing, Distribution, Food, and Construction	31,649,752
	Health & Human Services	2,146,552		
	Probation Office	400,096		
	Veterans Affairs	195,048		
	Department of Labor	143,060	Mental Health and Substance Use Disorder Treatment	23,105,885
	Other	113,683		
State	Social & Health Services	6,280,391		
	Corrections	187,379		
Local	Behavioral Health Organizations	12,326,200	Administration	11,864,770
	Managed Care Organizations	9,808,834		
	Snohomish County	2,296,529		
	King County	1,703,777	Residential Reentry Services	8,448,986
	Skagit County	999,463		
	Spokane County	973,804		
	Whatcom County	468,452	Affordable Housing	7,256,195
	Elevate Health	386,900		
	Greater Lakes Mental Health	155,400	Youth and Young Adult Services	7,134,065
	Other	166,475		
Housing Service Sales	Rents	3,724,210	Job-readiness Training	1,334,245
	Manufacturing	33,018,459		
	Distribution	3,411,872	Fundraising & Development	325,335
	Construction	1,585,252		
	Food	991,979		
Contributions	United Way	52,483		
	All Other Contributions	612,384		
Miscellaneous	Retail Rental Revenue	1,184,766		
	Treatment Fees	198,980		
	Other Income	944,355		

TOTAL REVENUE

91,113,130

TOTAL EXPENSES

91,119,233



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



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A CHANCE FOR CHANGE

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