



PIONEER
HUMAN SERVICES

Quarterly Impact Report



Q2 2026

**“We don’t build parts,
we build people.”**

-Toalei



One ‘Yes’ Can Change Everything

When Toalei returned home from prison over 15 years ago, he was looking for an opportunity to rebuild his life. After hearing “no” again and again from employers unwilling to look beyond his conviction history, he was ready to give up. Then Pioneer said yes.

Toalei started on the shop floor at Pioneer Industries and **built a career through hard work, determination and the support of a company that believes people deserve a second chance.**

Today, he leads one of Pioneer’s aerospace manufacturing facilities, oversees a team of employees, and helps create opportunities for others who are starting the same journey he once faced. Along the way, he earned a degree from the University of Washington, built a loving family, and became a leader both at work and in his community. His story reflects the power of Pioneer’s social enterprise model: One “yes” can change everything. As Toalei often says, “We don’t build parts, we build people.”

Social Enterprise in Action

Pioneer’s social enterprise model is at the heart of our organization. Through our aerospace manufacturing, distribution and food service businesses, we generate revenue that advances our mission while creating meaningful employment opportunities for people rebuilding their lives after incarceration.

Our businesses don’t just create jobs – they develop leaders.

Many of the leaders across our social enterprises first came to Pioneer after facing barriers to employment, including incarceration. Today, **more than 60% of leadership roles** are held by these employees. On average, they have been with Pioneer for **more than 10 years**, demonstrating that investing in people builds lasting careers and stronger businesses.

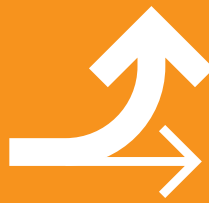
This is what makes social enterprise different. Every day, our businesses produce high-quality products and services while creating opportunities for people to build meaningful careers.

Proven Outcomes



6%

Recidivism*



74%

Successful Diversion*

*Based on a sample of Pioneer clients that reflects the people we serve and measured after at least one year of service.

From Individual Success to Community Impact

Pioneer's social enterprise model demonstrates that creating opportunity is one of the most effective ways to strengthen communities and improve public safety. By combining meaningful employment with diversion and reentry services, we help people build stable lives and create lasting change.

The impact extends well beyond the individuals we serve. Every opportunity to rebuild a life creates a ripple effect that strengthens families, businesses and communities.

Community-wide impact includes:

- **Stronger public safety**
- **More people working and contributing to the economy**
- **Stronger families and communities**
- **Lower long-term public costs**
- **Fewer people cycling through the criminal justice system**

**We manufacture
over 900,000
aerospace parts
every year**



PioneerHumanServices.org

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