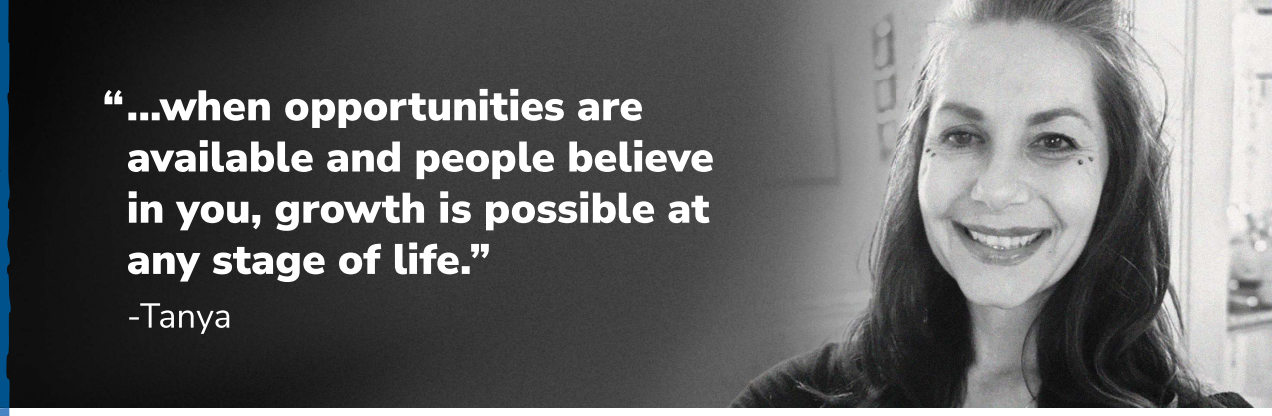
PIONEER
HUMAN SERVICES

Quarterly Impact Report

Q3 2026



Investing in People. Strengthening Behavioral Health Care.

For Tanya Sturm, education became the foundation for a career dedicated to helping others succeed. After navigating significant life changes and determined to build a new path, she returned to Spokane to be closer to family, where she pursued higher education as an adult learner while working in the behavioral health field, eventually earning her bachelor's degree.

In 2018, Tanya joined Pioneer Human Services as a Substance Use Disorder clinician. With support from Pioneer's education assistance program, she continued advancing her education, earning a Master of Business Administration in Healthcare Management and Leadership. She progressed from clinician to supervisor, manager, and now director, leading a multidisciplinary behavioral health team serving individuals involved in treatment courts, corrections, and reentry programs across Washington.

> **"I didn't graduate from high school, and I didn't know what I wanted to do until I was in my 30s. But when opportunities are available and people believe in you, growth is possible at any stage of life. Pioneer supported my education, encouraged me to keep advancing, and helped me become the leader I am today. Now I have the opportunity to support others who seek to make a difference in their communities."**
>
> -Tanya Sturm, Director, Emerson Clinic

Tanya's journey illustrates how access to education and career advancement opportunities can transform both individual lives and entire communities. By investing in employees as they pursue new credentials and advancement opportunities, Pioneer is developing the next generation of behavioral health professionals needed to meet Washington's growing demand for services.

Building the Workforce Washington Needs

Washington continues to face a significant shortage of behavioral health professionals, making recruitment and retention one of the sector's greatest challenges. **At Pioneer Human Services, we believe one of the most effective ways to address this challenge is by investing in the people who are already doing the work.** Through its education assistance program, Pioneer Human Services invests in employees already committed to serving their communities, helping them advance their careers while expanding access to essential care.

Since 2024, 87% of employees who have accessed Pioneer's tuition assistance program work in our treatment and reentry services division.

Why it Matters

Stories like Tanya's demonstrate the broader impact of investing in people. Employees with lived experience bring credibility, understanding, and hope to the people they serve. By supporting continued education and career advancement, Pioneer helps:

- **Increase access to mental health and substance use treatment services, expanding care capacity for individuals impacted by incarceration, substance use disorders, mental illness, and housing instability**
- **Strengthen and retain Washington's behavioral health workforce**
- **Build a stronger continuum of recovery and community support services**

Proven Investment in People

Investing in a skilled, stable workforce ultimately improves outcomes for the individuals Pioneer serves. The results below illustrate the impact of that work across our treatment, diversion, and reentry programs.

8% 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.

When employees grow, the communities they serve grow stronger too.

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