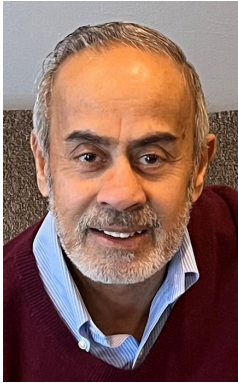


Pioneer Center for Human Services has been transforming lives and empowering communities since 1958. As a private, non-profit 501c(3) charitable organization, we help improve the lives of individuals challenged by developmental disabilities, behavioral health and homelessness.



A Letter from our CEO



In 2023, we ushered and celebrated 65 years of service to the community, we did so with unwavering dedication, passion and pride. Each pillar of our services, Intellectual & Developmental Disabilities (IDD), Behavioral Health (BH), and Homeless Services (HS), is vital to meeting the needs of our community, its growth, wellness and success. Our diversity in services shows our strength and capabilities to serve the community.

In 2023, McHenry County, like most other regions across the country, saw individuals in their communities struggling with providing quality care, mental health, homelessness, lack of affordable housing, and crises among youth who are experiencing unprecedented rates of depression and anxiety. Individuals with Intellectual and Developmental Disabilities in our community are experiencing aging, mental health and medical challenges, resulting in an increased need for services. This year Pioneer Center has initiated and invested in building our leadership team, staff and infrastructure including IT, fleet and facilities, and is poised to meet the needs of our community today and in the future.

I would like to express my gratitude to our stakeholders including our partners, funders, donors and volunteers. Our 65 years of accomplishment and work does not happen without you. Collectively, you are a part of a dedicated stakeholder group that propels Pioneer Center forward so we can achieve our mission to help people live a dignified life of well-being, independence and inclusion.

I'm pleased to share our successes with you in this annual report. We are proud of our accomplishment and impact in 2023, but must continue on this journey by growing, adapting and changing to meet the ever-changing landscape of services and needs.

Thank you for your ongoing support.

With gratitude,

Frank Samuel, CEO

Senior Leadership Team

Frank Samuel, Chief Executive Officer
Chuck Cribaro, Chief Human Resources Officer
Meg Bonham, Director of Development and Marketing
Jason Clark, Senior Director of Development Disabilities Services
Samantha Marcellis, Director of Behavioral Health Services
Carrie Freund, Director of Homeless Services

Board of Directors

Rebecca Heisler, Chair
Dan McCaleb, Vice Chair
Kathy Powell, Treasurer
Rik Master, Secretary

Tracey Annen
Brad Stewart
Jay Weyers
Tim Moran
Susan McCuiston
Harmony Merwitz

Helping People Live A Dignified Life Of Well-Being, Independence and Inclusion.



Three Pillars of Services

Intellectual & Developmental Disabilities

Programs that promote independence by offering life skills, community activities, vocational training, treatment planning and residential services, each striving to help people live life to their fullest potential.

- Day Programs
- Group Homes
- Home Based Support Services
- Client & Family Support Services
- Intermittent Residential Services
- Special Olympics
- Community Employment Services

Behavioral Health

Providing a comprehensive range of therapeutic services to empower children, teens, adults and families to achieve their goals and gain independence. Our strength-based and client-centered approach instills hope and promotes resilience.

- Outpatient Therapy
- Residential Group Homes
- Therapeutic Mentoring
- Prevention and Education
- Runaway & Homeless Youth Programs (RHY)

Homeless Services

Providing emergency and transitional housing to meet basic human needs of shelter, food and community support through programs that are designed for youth, families and individuals experiencing homelessness.

- McHenry County PADS Homeless Shelter
- Transportation Services
- Case Management
- Commercial Kitchen
- Hotel Voucher Program
- Urgent Resource Support Program



“If I didn’t get help from Pioneer Center, I would have remained homeless, and it would have been difficult for me to manage my mental health. I have been linked to resources that will continue to help me in my journey.”

– JOE, A PADS & BEHAVIORAL HEALTH CLIENT

Milestones - 65 years of Serving the Community



Accomplishments

AGENCY/PILLARS	KEY INITIATIVES	DETAILS	OUTCOME
Pioneer Center for Human Services Organization	Financial	Positive financial results over \$500K of Net Assets	<ul style="list-style-type: none"> Positive Cash Flow Debt Reduction Building reserves to invest in people and infrastructure
	Accreditation	Commission on Accreditation of Rehabilitation Facilities (CARF)	<ul style="list-style-type: none"> Three-year accreditation received Homeless Services included for the first time
Intellectual & Developmental Disabilities (IDD)	Restructured Day Program Leadership	Program Supervisor and Day Program Coordinators added: <ul style="list-style-type: none"> Community Inclusion Case Manager Training & Operations 	<ul style="list-style-type: none"> Oversee front-line staff and programs Improve client care, curriculum and compliance
Behavioral Health (BH)	Smart Care Electronic Health Records System	Upgraded health records to improve functionality across IDD and BH programs and services.	<ul style="list-style-type: none"> Integrated State requirements Updated Medicaid requirements Improved Processes
Homeless Services (HS)	Completion of Final Phase of Construction	<ul style="list-style-type: none"> Multi-purpose room Family room Additional offices New flooring Security & monitoring 	A year round 70-bed shelter providing: <ul style="list-style-type: none"> more stability better health overall well-being

Donate

Financial Summary

Revenue

\$13,539,898

Expenses

\$12,960,293

Net Assets

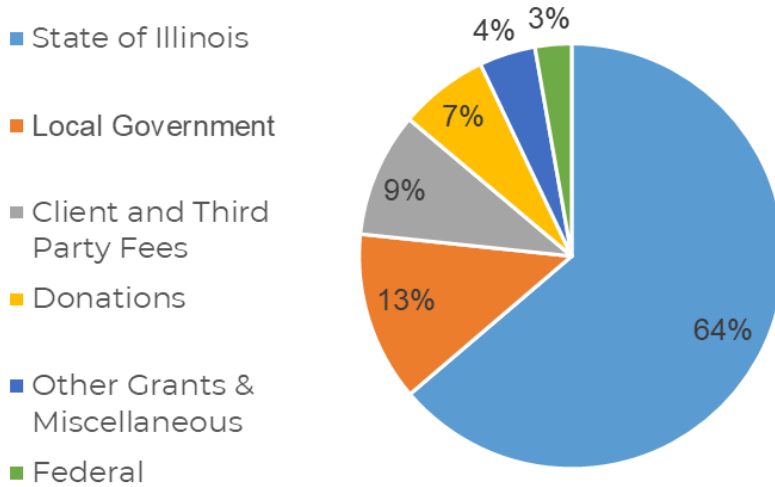
\$579,605

Total Assets

\$6,272,179



Agency Revenue -FY2023 %



Agency Revenue

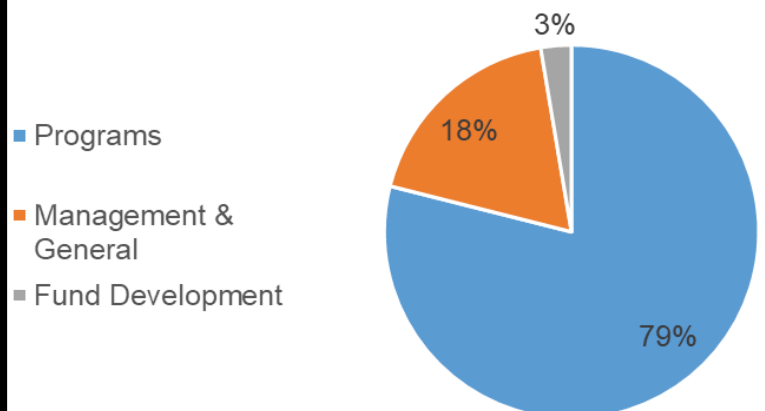
	\$	%
State of IL	\$8,632,909	64%
Local Government	\$1,747,046	13%
Client & Third Party Fees	\$1,282,973	9%
Donations	\$921,098	7%
Other Grants & Miscellaneous	\$580,316	4%
Federal	\$375,556	3%
Total:	\$13,539,898	100%

Agency Expense

	\$	%
Programs	\$10,231,532	79%
Management & General	\$2,386,162	18%
Fund Development	\$342,599	3%

Total: \$12,960,293 100%

Agency Expenses - FY2023 %



Acknowledgements



*Our community partners are crucial to Pioneer Center and we are so grateful for your support. Your gifts enable us to provide the programs and services to meet the needs in our community. We recognize our donors, volunteers, corporate/foundation partners and **Thank You** for your long term support and commitment. Your gifts help strengthen the bonds of our community.*

Every donation helps our mission. Our services and programs will continue to succeed because of our staff, the community and the generosity of donors. All gifts are appreciated.

To make your gift online, scan the QR Code and your phone will direct you to our donation web page.

www.pioneercenter.org/donate



"They put me at ease knowing Ben is living in an amazing place that feels like home."

- TANYA, BEN'S MOM



One of our Group Homes for clients with Intellectual and Developmental Disabilities.