



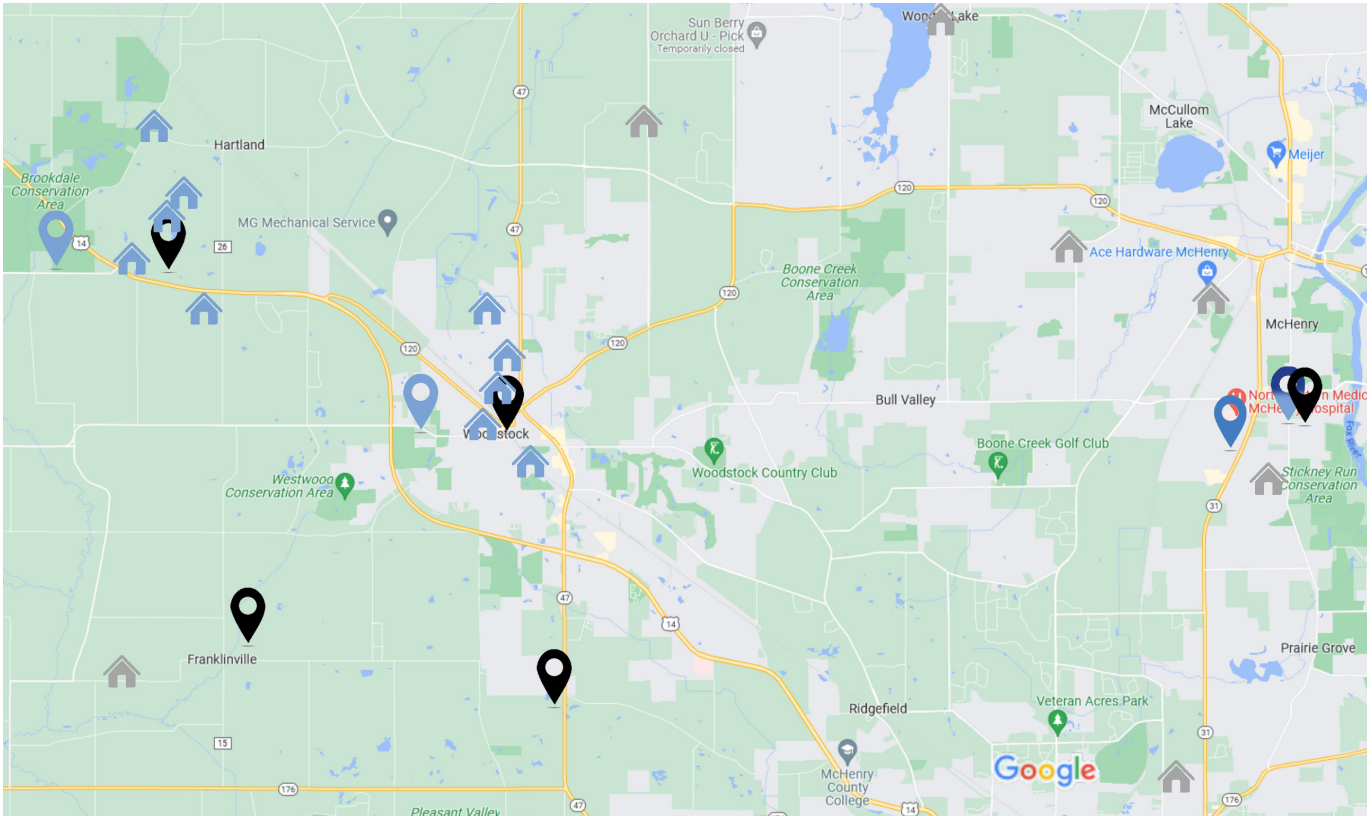
PIONEER
Center for Human Services

Developmental Disabilities • Behavioral Health • Homeless Service

ANNUAL REPORT 2021

Passion to Serve





Administrative Office

4031 West Dayton Street, McHenry, IL 60050



Intellectual & Developmental Disability Services

- Administrative Office - 4001 West Dayton Street, McHenry, IL 60050
- Community Employment Services - 4001 West Dayton Street, McHenry, IL 60050
- Community and Day Programs - 3941 West Dayton Street, McHenry, IL 60050
- Bright Program – Deicke Park, 11419 S. IL Route 47 Huntley, IL 60142
- ME & Rise Programs – 110 South Johnson Street, Woodstock, IL 60098



10 Group Homes in McHenry, Woodstock, Harvard, Johnsburg, Crystal Lake, Lake in the Hills



Behavioral Health Services

- Child and Family Therapy Center -13707 West Jackson Street, Woodstock, IL 60098
- Child and Family Therapy Center (McHenry County) -13707 West Jackson Street, Woodstock, IL 60098
- Child and Family Therapy Center (Lake County) - 4001 West Dayton Street, McHenry, IL 60050



5 Group Homes in Woodstock, IL



McHenry County PADS Homeless Services

PADS Homeless Shelter
1805 S. IL Route 31, McHenry, IL 60050

Pioneer Center is a private, non-profit 501c(3) charitable organization, providing services for people with Developmental Disabilities, experiencing Homelessness and Behavioral Health needs in the McHenry and Lake County communities.

Our VISION:

A World Where Each Person Is Valued and Given Equal Opportunity.

Our MISSION:

Help People Live a Dignified Life of Well-Being, Independence and Inclusion.

Our VALUES:

We Value a Culture Where the Interest of the People Served Is at the Center of All We Do.

Our HISTORY

In 1958, a small group of parents began meeting to determine how best to educate their children with developmental disabilities. As parents, wanting more for their children, they dared to dream of the opportunity for education and an enriching life for their loved ones to reach their full potential. This inspiring group of parents bonded together to create the first day school program in McHenry County, Illinois for children with developmental disabilities. The act of determination led to the creation of the organization that would become Pioneer Center for Human Services. This grassroots beginnings was decades before the Americans with Disabilities Act (ADA) was established noting the founders' courageous efforts for a more inclusive world.



One of our Founders Verona Huff, pictured with her daughter Sandy.

A MESSAGE FROM OUR CO-CEOs

In fiscal year 2021, Pioneer Center rose to the challenges created by the Covid-19 pandemic with perseverance, resilience, resourcefulness and innovation. In addition to managing Covid cases across our facilities, we encountered effects of the pandemic such as revenue losses, hiring crisis, shortage of staff, high level of overtime work and stress in our front lines. Throughout all this, we never compromised our priority of care and services to our clients. Our staff performed incredibly by adapting, collaborating and finding ways to execute and fulfill our mission to help people live a life of well-being, independence and inclusion.

Pioneer Center has proudly served our community for 64 years with unwavering dedication and pride. Each pillar of our services, Developmental Disabilities, Behavioral Health and Homeless Services, is vital to meeting the needs of our community, its growth, wellness and success. Our diversity in services makes us unique and is our strength, allowing us to meet the needs of our community. In 2021, we served approximately 1,300 people. Our passionate team of 200 staff is proud to serve our community and values providing high quality services. We have received high marks on all our external service reviews, including comments from those served and their families.

The pandemic put immense stress on families, especially children and teenagers. This resulted in an increased need for our behavioral health services which we rose to provide both with our online capabilities and face to face therapy. We assessed and slowly opened our development disability day program, which was closed due to the pandemic. We successfully completed building our commercial kitchen at our PADS Homeless Shelter to provide much needed nutritious home-cooked meals for our guests. Our diligence, adaptability and high standard of care helped Pioneer Center successfully keep those served safe and well. The pandemic challenged our thinking and we found better ways to operate and serve, safely. We followed and adhered to Covid safety guidelines from both Federal and State Agencies to ensure wellness and safety of our clients and staff.

The pandemic did not stifle our drive or will. We initiated our strategic developmental disability initiatives - the partnership with the Northern Illinois Special Recreation Association (NISRA) for the recreational day program in Huntley, community day program in the Woodstock Square and new Autism Group Home in McHenry. The fruits of these efforts will be seen in fiscal year 2022.

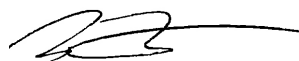
Overall, Pioneer Center faced another year of navigating the pandemic. Although we accomplished a lot during this period, the agency suffered financial strain due to loss of revenue and increased hiring and retention expenses. We are grateful to our donors and grantors who helped sustain us during the pandemic. They have also positioned us to focus on the long-term sustainability of Pioneer Center and our strategic needs.

We are thankful for your support, both financially and other. Your continued commitment to our vision helps provide vital services to the community and contributes to a world where each person is valued and given equal opportunity.

Sincerely,



Frank Samuel, Co-CEO



Sam Tenuto, Co-CEO



EXECUTIVE LEADERSHIP

Frank Samuel,
Co-CEO

Sam Tenuto,
Co-CEO

SENIOR LEADERSHIP

Charles Cribaro,
Chief Human Resources Officer

Carrie Freund,
Director of Homeless Services

Erin Brumfield Grima,
Director of Behavioral Health Services

Randy Leggee,
Director of Development

DJ Newport,
Director of Developmental Disability Services

Sarah Lacher,
Director of Developmental Disability Residential Services



DEVELOPMENTAL DISABILITY SERVICES

Our Developmental Disability (DD) programs promote independence by offering life skills, community inclusion, vocational training and residential programs. Every program strives to help all people with disabilities the dignity, well-being, independence and inclusion necessary to live life to their fullest potential.

- Community and Day Services
- Residential Services
- Client & Family Support Services
- Intermittent CILA
- Special Olympics
- Home Based Support Services
- Community Employment Services

The DD pillar ensures that programs focus on community independence at the highest level, developing strong relationships and providing educational and ongoing opportunities to enrich each person's life. The DD division continues to move forward throughout pandemic. Ensuring the safety of clients is our focus while successfully navigating issues in each area of programming within the division. We followed Covid safety measures by moving social, recreational and educational programming to virtual options for all clients. Direct care and well-being assistance was provided in person to the clients not living in Pioneer Group Homes.



Our residential program strives to provide complete care for over fifty-five residents. Our dedicated staff delivers invaluable care and support to individuals with developmental disabilities at 9 different group homes throughout McHenry County. Staffing and supervision is provided 24 hours a day to ensure the residents' safety and well-being along with growth of their independent living skills. The residential program also supports clients that live independently in the community so that they can continue to live independently to reach their fullest potential. Throughout the pandemic, the residential team worked hard to provide meaningful activities and engagement to minimize the feeling of isolation.

SIGNIFICANT OUTCOMES

The Developmental Disability programs and services were impacted the most by Covid and the restrictions. Our focus on client developmental outcomes were shifted to primarily wellness and safety in our residential homes and day program. Due to Covid protocol and guidelines, our clients were unable to attend Day and Community events for vocational training and learning.

We are happy to report that we had zero losses of clients and staff to Covid. We retained all and had zero layoff in the largest Division/Pillar and across the Agency of 200 plus staff. This is a significant accomplishment and outcome we are proud of, considering the challenges imposed on us by the Covid pandemic. Other significant outcomes we achieved are as follows:

- 33 Individuals with Disabilities were assisted in finding community-based employment, 19 of whom found a job in under 90 days
- 135 Clients were able to maintain independence living alone or with family through support from our Home-Based Services, Intermittent Community Integrated Living Arrangement (CILA) and Client and Family Services (CFS) Programs.
- 120 individuals utilized virtual programming to maintain social and emotional connections throughout the day programs being closed for Covid.



KEY METRICS, STRATEGIC MILESTONES AND ACCOLADES

- 674 Active Clients across all DD programs and Services
- 114 New Client intakes across DD programs
- 79 Clients served in DD Residential Programs
- 78 Clients served in Community Employment Services Program
- Residential Services provided safe and welcoming environments to more than 55 residents, despite staffing challenges throughout the pandemic.
- More than 50 clients were assisted in attaining employment through the Community Based Services (CBS) team. Satisfaction surveys reported a 98% satisfaction rating for CBS.
- Virtual day programming was provided to more than 120 clients for 5 days a week to directly battle the social isolation felt by clients during the pandemic.
- Pioneer Center and NISRA signed an agreement to provide DD Day Services in Huntley through a collaborative program to begin in fiscal year 2022.
- A new location in Woodstock was identified and the process of leasing and licensing the facility began to prepare for the opening in fiscal year 2022.
- Residents of the Cary Children's Autism Home began the process of transitioning to adult residential services.
- A lease was signed on a new group home in McHenry to relocate residents of the Lakewood home to a larger and more adaptable space and to provide two additional bedrooms.



BEHAVIORAL HEALTH SERVICES

The Behavioral Health (BH) Pillar's vision is: **A World Where Each Client** is part of a thriving community where prevention and recovery from mental health disorders is the goal and expectation. BH Services are committed to the following:

- A wellness-oriented community where there is no stigma for behavioral health treatment
- People with behavioral health disorders living long, safe and fulfilling lives
- Preventing trauma
- Strong collaborations with partner organizations to achieve this vision.

The BH Pillar's mission is to: Develop, manage and oversee a behavioral health system for adults, children, and youth and their families that is consumer driven, community-based, culturally competent. In addition, BH supports prevention, resiliency, recovery and the overall well-being of all clients.



Pioneer Center's Behavioral Health (BH) Pillar and Services is a collection of programs designed to help youth, adults and families succeed consistent with our vision and mission.

The support ranges from therapy at our Child & Family Therapy Center (CFTC) to community support wherever the individual is in need. The major programs and services provided by BH Pillar are:

1. **Child and Family Therapy** – outpatient therapy focused on increasing wellness.
2. **Residential Services and Therapy** – high-level of mental health care to improve independent functioning
3. **Intensive Home Therapy** - therapy that provides intensive therapeutic interventions to youth in their natural settings of home, school, and community.
4. **Therapeutic Mentoring** - community-based services focused on helping youth develop self-regulation, supportive and strong relationships and to tap into their own internal motivation and purpose in life to be successful.
5. **Prevention Program** - Utilizes evidence-based and evidence-informed approaches our prevention program addresses the challenges our young people face and offers pro-social and adaptive methods to deal with those challenges.
6. **Teenage Mother's Initiative (TAMI)** - serves any teen parent, dads are welcome, who need support in navigating the demands of school, parenthood, employment, and family life.
7. **Runaway and Homeless Youth (RHY) Program** - serves youth under 18 who have run away from home or youth who cannot return home because they have been kicked out.

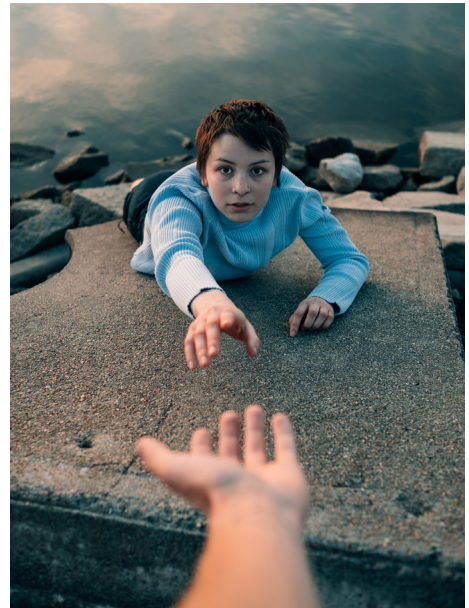
Our Residential Services consists of 5 Group Homes and is the only program in McHenry County offering such services. The services and support ranges from therapy at CFTC, five group homes and community support wherever an individual is in need. The vision of Trauma Informed Care, understanding how trauma affects people's lives, was realized through the design of the client therapy spaces and the services. The evolving and increasing needs of the community throughout the Covid-19 pandemic guided Pioneer Center's BH Pillar to look at various alternatives to deliver services. The launch of a HIPAA compliant virtual therapy platform was adopted in 2020 in response to pandemic to the serve the community due to the shelter in place orders. This platform continued to be used effectively in 2021 and we anticipate it will play a significant role and provide us flexibility and ability to reach clients remotely in the future. One of the key effects of the pandemic is increased stress from social isolation and its impact to mental health. The need for support and help has increased evermore and growing. Although constrained by the hiring crisis, the Behavioral Health Pillar is well positioned to meet this critical need for therapy and services.

SIGNIFICANT OUTCOMES

- 64% of our BH clients met their treatment goals upon discharge.
- 90% of our RHY clients were reunited with their families.
- 100% of our homeless youths transitioned into stable housing.

KEY METRICS, STRATEGIC MILESTONES AND ACCOLADES

- 777 Active Clients across all Programs and Services
- 307 New client intakes across Therapy and Mentoring services
- 26 Residential Clients served in our Group Homes
- 27 Homeless and Runaway Homeless Youth served
- 14 TAMI clients served
- Secured Basic Center Program Federal Homeless Youth grant for 3-year cycle of funding.
- Began partnership with Live4Lali (Substance Abuse Prevention) organization for mobile outreach to Homeless Youth.
- Completed the Trauma Informed Agency Assessment and secured rating for the first time in 3 years
- Signed a partnership with the McHenry County Child Advocacy Center for counseling services.
- Commission on Accreditation of Rehabilitation Facilities (CARF) survey interview responses from parents and clients:
 - Parent of adolescent with behavioral health and functioning needs expressed her appreciation that BH has kept services intact throughout the pandemic, and that it has been extremely helpful for her daughter to have mentoring and therapy.
 - TAMI client was so thankful for the support and connection she receives from the program. Even with many personal challenges, she knows she can talk with her case manager and get the help she needs.



HOMELESS SERVICES

The mission of the McHenry County PADS Homeless Shelter is to meet people's most basic needs of food, shelter and community support through programs designed for youth, families and individuals experiencing homelessness.

Our services enable homeless individuals to receive day-to-day needs including a place to sleep, food, showers, laundry facilities, public telephones, lockers, transportation, access to a computer and an address to receive mail. Beyond PADS providing the needed emergency shelter and supportive services, we help to raise public awareness regarding homelessness in McHenry County. The shelter is open 24 hours a day, 7 days a week, 365 days a year.

The Importance of Partnerships

McHenry County PADS offers essential needs including shelter, meals, case management and transportation. Our amazing shelter team works hard to serve the homeless during what is usually one of the most challenging times of their life. In order to serve each and every client with their individual needs we rely on collaboration of churches, organizations and volunteers throughout the community.

- Thresholds assist many of our clients experiencing mental illness and needing clinical care.
- Home of the Sparrow offers Tenant Based Rental Assistance (TBRA) programs,
- Rapid Re-Housing (RRH) programs and has a specialized shelter geared towards women and children.
- McHenry County Housing Authority offers beds for those who are formerly homeless and assists us in connecting our guests to affordable housing opportunities.
- Consumer Credit Counseling Service has helped our guests navigate the McHenry County Emergency Utility and Rental Assistance Program (MCEURAP) to obtain housing and help with credit related issues.
- Family Health Partnership has supported us throughout the pandemic with testing and visiting PADS to address health concerns of our guests.
- The Chapel-McHenry is a constant support in so many ways.
- These are just a few examples of the relationships we have fostered and those we consider valued partners in serving the homeless in McHenry County



SIGNIFICANT OUTCOMES

- 101 people served including 8 families with 12 children
- The transportation program provided 789 client rides totaling 11,493 miles.
- Homeless clients spent a total of 7,256 nights in the PADS year-round emergency shelter where 21,768 meals were served.
- The average length of stay for people who exited the program was 52 days.
- 50% of the people who exited moved out to a more stable outcome.
- PADS had only a 10% recidivism rate, referring to the percentage of clients who returned to the shelter.

KEY METRICS, STRATEGIC MILESTONES AND ACCOLADES

- We opened our new year-round shelter on June 29, 2020, and successfully navigated through operating it in fiscal year 2021 amid the Covid 19 pandemic. Through proper mitigation efforts, we were able to avoid an outbreak and keep our guests and staff safe.
- The next phase of construction began including building our commercial kitchen and enhancing our outside patio area.
- Recruitment of a Chef/Food Service Manager and Assistant to the Chef to staff the kitchen
- Our commercial kitchen was not completed when we moved, and due to pandemic regulations, we had to individually package each meal and the food had to be prepared in a commercial kitchen. We set up a partnership with 3 Chefs Catering in Crystal Lake, IL, to provide individually boxed meals, three meals a day, and we had to provide three meals a day to all our guests. We also partnered with Romanesco's in Cary, IL, to fill in the gaps. We could not have done it without them!
- We increased our involvement and learned more about the McHenry County Emergency Utility and Rental Assistance Program (MCEURAP), providing up to 18 months of rental assistance. In collaboration with Consumer Credit Counseling Service, who served as navigators for our PADS guests, we were able to help connect housing to PADS households who were working and sustainable.
- In December 2020, we started the Hotel Program which has flourished and continues to be an essential program. The program was created to provide hotels to temporarily shelter people that live unsheltered during extreme weather emergencies and also to provide shelter for people who were sick so that they could respite. The program has served the community well and assists with a variety of crisis level situations offering short term shelter.
- On January 28th, PADS was the Lead Agency for the Point in Time (PIT) count for McHenry County. The PIT Count, required by the United States Department of Housing and Urban Development (HUD), requests that communities physically count homeless individuals in their entire geographical area. Our team collaborated with area agencies including Thresholds, Lovell VA, Home of the Sparrow, Warp Corps, Liv 4 Lali and others. We all ventured out at midnight to conduct this important study.

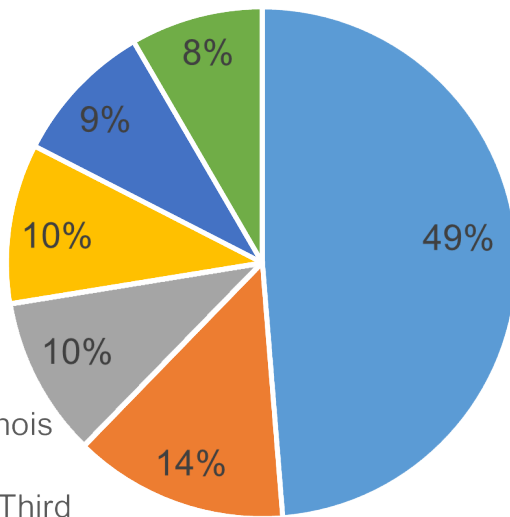


- We ended the year with Homeless Management Information System (HMIS) training – for system use and for our two Administrators. HMIS is the data base used for our clients' records and we attend annual training to hone our skills and keep up with system advancements.
- Staff attended a variety of homeless trainings to build on our knowledge of how to best serve the homeless.

FINANCIAL SNAPSHOT



Financial Summary	FY 2021 \$	%
Revenue	13,519,223	100%
Expenses	11,441,207	85%
Net Assets	2,078,016	15%
Total Assets	5,831,756	

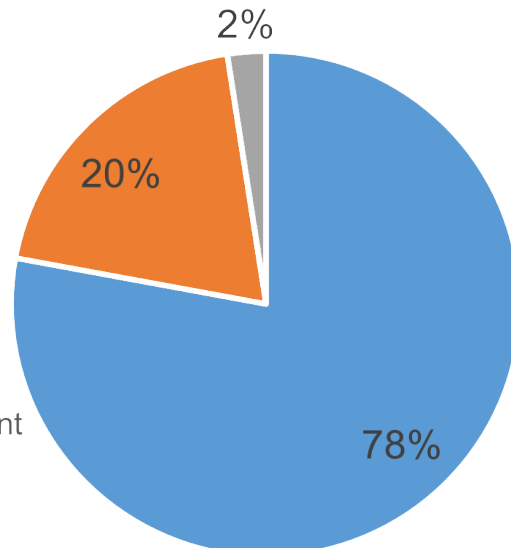


- State of Illinois
- Federal
- Client and Third Party Fees
- Local Government
- Contributions
- Other Grants & Miscellaneous

Agency Revenues - FY2021	\$	%
State of Illinois	6,587,875	49%
Federal	1,831,542	14%
Client and Third Party Fees	1,374,185	10%
Local Government	1,364,270	10%
Contributions	1,227,496	9%
Other Grants & Miscellaneous	1,133,855	8%
Total	13,519,223	100%

Agency Expenses	\$	%
Programs	8,914,162	78%
Management & General	2,247,511	20%
Fund Development	279,534	2%
Total	11,441,207	100%

- Programs
- Management & General
- Fund Development





*(left to right) Dan McCaleb, Rebecca Heisler, Kathy Powell, Jay Weyers
(not pictured - Tracy Annen, Rik Master and Brad Stewart)*

Board of **DIRECTORS**

Rebecca Heisler,
Retired College Administrator

Dan McCaleb,
Executive Editor at The Center Square

Kathy Powell,
Retired VP of Financial Service at American Community Wealth Management

Tracey Annen,
Attorney at Law at Law Office of Tracey K. Annen, P.C.

Brad Stewart,
Attorney at Law at Zukowski, Rogers, Flood & McArole

Rik Master,
Partner/Architect, Main Architecture

Jay Weyers,
Owner and President at Weyers McKeever Financial Partners



Rik Master and his wife Peg donating Empty Bowls artwork to PADS Homeless Shelter

VOLUNTEERS MAKE A DIFFERENCE

During the past year, despite Covid, Pioneer Center volunteers made a considerable impact by serving 741 hours. This was accomplished by 35 volunteers and two volunteers from IDD. Of the 35 volunteers, Pioneer Women's Network comprised 29 volunteers and the new Pioneer Men's Alliance comprised 6 volunteers. Both groups were actively meeting and working on upcoming fundraising events.

2021 Volunteers

Active agency volunteers (non-staff):	35
Volunteers (w/staff and two PC Participants - 8):	43
Volunteer Hours of Service:	741
Volunteer Hours w/staff:	843

Additional Pioneer Center volunteers also served at community events including Knights of Columbus' Tootsie Roll Drive, McHenry Mental Health Resource League for McHenry County's Fall Diddley, Bunker Hill Farms' Bunker Hill Concerts and Tom's Market's Corn Maze. Volunteer service hours help us receive a portion of the proceeds donated to benefit Pioneer Center's programs, infrastructure and services.



Volunteers at Pioneer Center provide a variety of support involving fundraising, business engagement, event planning, administrative tasks, community partner's event assistance, group home and facility projects, planting and client activities/outings.

All volunteers are required to pass training, renew their training, be under staff supervision and submit to a background check and state agency list reviews.

The Pioneer Women's Network (PWN) and Pioneer Men's Alliance (PMA) meet monthly to discuss new fundraising ideas, sponsorships and community outreach.



The PWN and its event committees are a collaborative group of people from McHenry County and surrounding areas who love to come together to support the mission of Pioneer Center. Participants enjoy social time, laughs, learning and purpose while having fun through planning Pioneer Center's fundraising events and support of our community partners. The PWN planned three fundraising events during 2021, Moonlight and Music, Empty Bowls Art Auction and Holiday Inspiration Luncheon generating over \$123.7K in gross revenue. Additionally, this network served as volunteers for a variety of community partners returning to a few pre-Covid events such as Knights of Columbus Tootsie Roll Drive, Mental Health Resource League's Fall Diddley, Bunker Hill Farms concerts and more.

The PMA exists to support, promote and invest their time and talents to Pioneer Center as well as the greater community. The PMA was created to make a difference at Pioneer Center and have an impact on the quality of life in McHenry County. The goal is to constantly recruit new like-minded individuals in the area to grow our group and our ability to serve. We have found that working together with the PWN has created a positive and powerful force in our community. If you are interested in finding out more about our volunteer opportunities, please call (815) 759-7130 and ask for our Volunteer Coordinator or fill out an online form at:

www.pioneercenter.org/volunteer-with-pioneer-center

EVERY DONATION HELPS OUR MISSION

Our services and programs will continue to succeed because of our staff and because of the generosity of donors and the support of the community. All donations help and are appreciated.

To donate online to Pioneer Center, open your QR Code Reader or camera and hold your phone over the QR code. Your phone will automatically scan the code and direct you to our donation web page.



PLANNED GIVING

A planned gift, often contributed by an individual donor through a will, bequest, or trust, is a contribution that is arranged in the present and allocated at a future date.

Planned Giving ensures future generations will benefit from your generosity. To start the planned giving process, contact your financial advisor with the following information:

- Our Legal name - Pioneer Center for Human Services
- Our address - 4031 W. Dayton Street in McHenry, IL 60050
- Our Tax ID# - 36-2480845

GIFT OF COMPANY STOCK

We welcome donations of company stock to Pioneer Center. Giving stock is tax-deductible and there are no capital gains taxes to pay.

For more information on Planned Giving, Company Stock Gifts or other donations please contact Co-CEO, Frank Samuel at 815-759-7135 or email at fsamuel@pioneercenter.org. Thank you for your interest in leaving a legacy to help us sustain our mission at Pioneer Center.



THANK YOU TO OUR KINDHEARTED DONORS AND SPONSORS

Our Donors play an integral role at Pioneer Center. Your kind donations help fund a variety of integral programs and services for people with developmental disabilities, behavioral health needs and homeless services. Thank you for your long-term support and commitment to Pioneer Center. Your donations help strengthen the bonds of our community.

We can do so much more because of YOU!

We also want to thank our generous event sponsors in our community and let them know they are appreciated. The companies you see represented below are supporting the dedicated work at Pioneer Center. Their event sponsorship funding goes directly to our programs and is vital to our success. If you are interested in sponsoring future events, please contact our Event and Volunteer Coordinator at (815) 759-7130.

