

2025 ANNUAL REPORT

INTEGRATING **THREE**
ESSENTIAL COMMUNITY
SERVICES



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Message from the CEO



Pioneer Center for Human Services continues to strengthen our mission – helping individuals living with developmental disabilities, behavioral health challenges, and homelessness build lives of well-being, independence, and inclusion.

Our greatest progress came from deeper collaboration across our three pillars of service. By connecting our **Developmental Disabilities, Behavioral Health, and Homeless Services** teams, we created stronger pathways of care and expanded the support we provide to our community.

Our financial performance remained strong, with increased reserves, reduced debt, and growth in total net assets. These results allow us to reinvest in our people, programs, and infrastructure.

Across our pillars, we achieved meaningful impact. We opened three new Residential Group homes and launched the Algonquin Bright Day Services Program, expanding residential and day programming for clients with developmental disabilities. Our large Day Center underwent major renovations, improving accessibility and quality of life for those we serve.

In Behavioral Health, our Trauma Informed Care training strengthened our staff's understanding of trauma and enhanced how we deliver care. Homeless Services improved kitchen operations at the Emergency and Transitional Housing shelter and integrated the Homeless Youth program to better support young adults.

Organizationally, we invested in leadership development and continued building bridges across programs, creating employment opportunities for shelter guests, launching Applied Behavior Analysis (ABA) services, and strengthening integration and collaboration between programs.

We are proud of what we achieved in 2025, and we are energized for 2026 as we continue to grow our services and respond to evolving community needs.

Thank you to our dedicated staff, donors, partners, board of directors and volunteers. Your commitment makes our work possible, and together we are building a brighter future for the individuals and families who rely on us.

With gratitude,

A handwritten signature in black ink that reads "Frank Samuel".

Frank Samuel, CEO



Our Leadership

Senior Leadership Team

Frank Samuel

Chief Executive Officer

Chuck Cribaro

Chief Human Resources Officer

Jason Clark

*Chief Program Officer,
Developmental Disabilities Services*

Kelli Wegener

Director of Finance

Samantha Marcellis

Director of Behavioral Health Services

Carrie Freund

Director of Homeless Services



(Left to Right) Chuck Cribaro, Frank Samuel, Jason Clark, Carrie Freund, Kelli Wegener

Board of Directors

Kathy Powell, Chair

Rik Master, Vice Chair

Jay Weyers, Treasurer

Harmony Merwitz, Secretary

Naimesh Upadhyaya

Rebecca Heisler

Tim Moran

John Green

Cassidy Stark

Chris Hillman

Doug Martin



*(Left to Right) Front Row: Doug Martin, John Green, Kathy Powell, Rebecca Heisler
Back Row: Rik Master, Cassidy Stark, Tim Moran, Chris Hillman, Naimesh Upadhyaya*

Who We Are

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.



Vision: *A World Where Each Person is Valued and Given Equal Opportunity.*

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

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

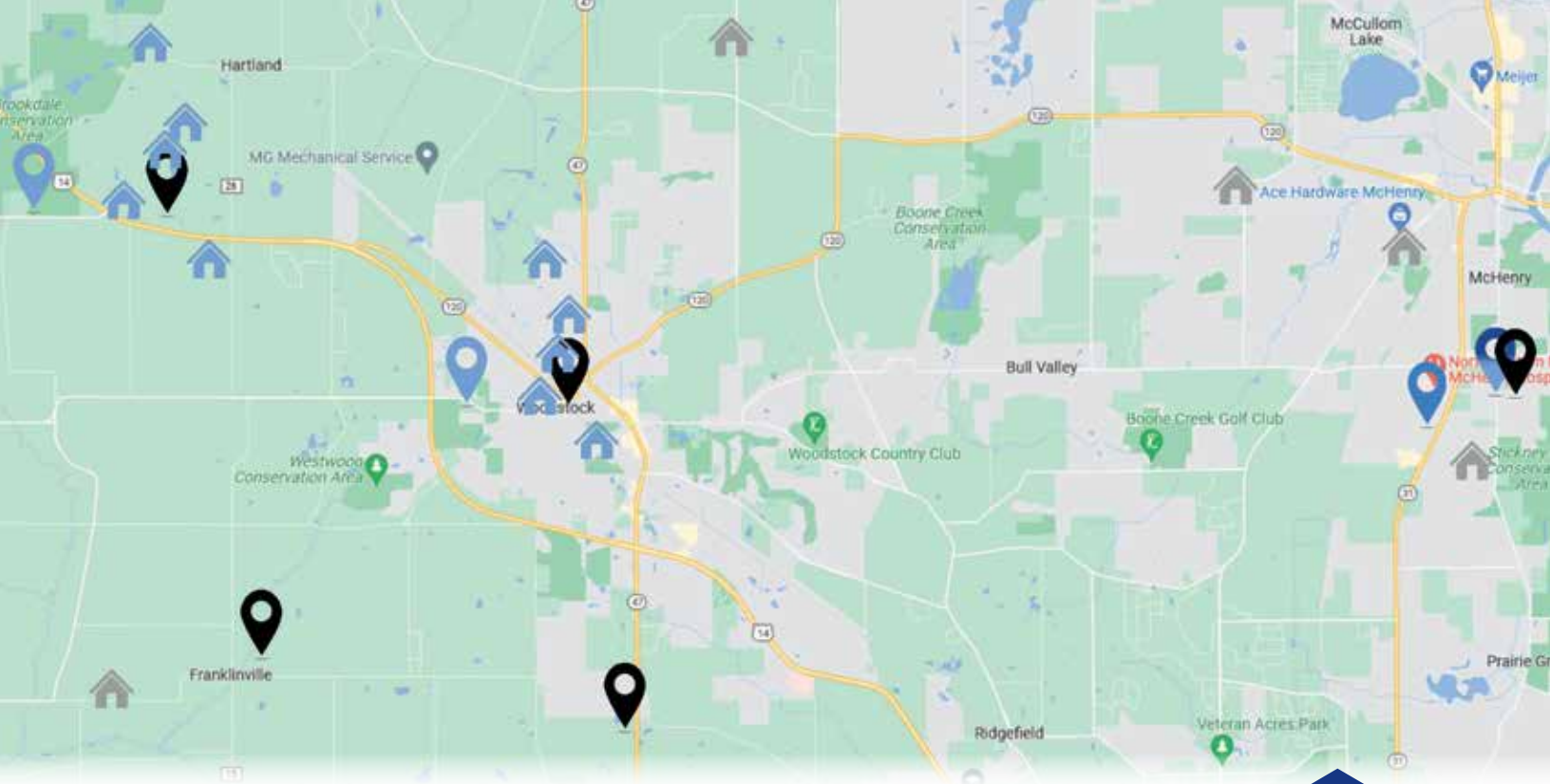
Respect, Integrity, Quality, Stewardship, Initiative and Collaboration

Our History



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

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.



Locations

Administrative Office

4031 West Dayton Street
McHenry, IL 60050

Intellectual & Developmental Disability Services

Program 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

1110 N. Main Street
Algonquin, IL 60102

110 South Johnson Street
Woodstock, IL 60098

11 Residential Group Homes in McHenry, Woodstock, Johnsburg, Crystal Lake, and Lake in the Hills

Behavioral Health Services

Child and Family Therapy Center (McHenry County Clients)
13707 West Jackson Street
Woodstock, IL 60098

Child and Family Therapy Center (Lake County Clients)
4001 West Dayton Street
McHenry, IL 60050

4 Residential Group Homes in Woodstock, IL

Homeless Services

McHenry County PADS Homeless Shelter and Emergency Transitional Housing
1805 S. IL Route 31
McHenry, IL 60050



Financial Overview

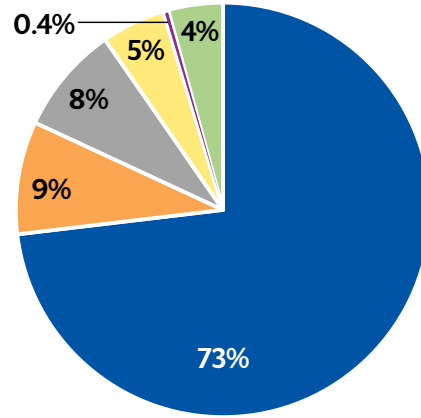
REVENUE - EXPENSES = NET ASSETS

\$15,067,406 - \$14,271,373 = \$796,033

Total Assets: \$8,283,549



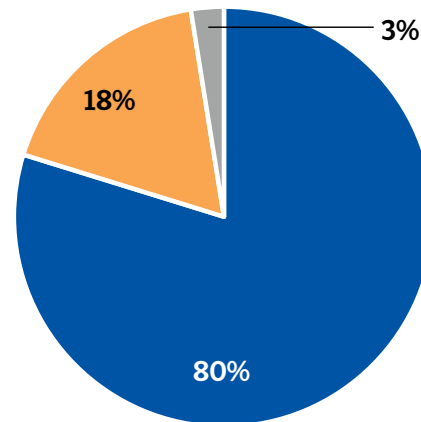
AGENCY REVENUES



AGENCY REVENUES - FY2024

| | \$ | % |
|------------------------------|---------------------|-------------|
| State of Illinois | 11,022,023 | 73% |
| Client and Third-Party Fees | 1,326,126 | 9% |
| Local Government | 1,271,588 | 8% |
| Contributions | 749,949 | 5% |
| Federal | 62,062 | 0.4% |
| Other Grants & Miscellaneous | 642,371 | 4% |
| Total | \$15,074,119 | 100% |

AGENCY EXPENSES



AGENCY EXPENSES - FY2024

| | \$ | % |
|----------------------|---------------------|-------------|
| Programs | 11,385,534 | 80% |
| Management & General | 2,524,406 | 18% |
| Fund Development | 361,433 | 3% |
| Total | \$14,271,373 | 100% |

2025



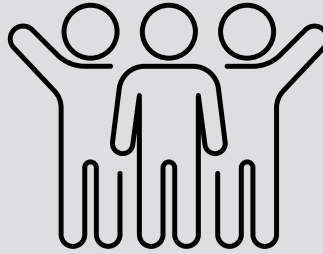
Pioneer Center
for Human Services

YEAR IN NUMBERS

3 Pillars of Services • 15 Programs • 200 Employees • 22 Facilities • 35 Transportation Vehicles

970

Total Clients Served



40,350

Meals Served
at PADS



495

PADS Transportation Rides



5,230

Behavioral Health
Therapy Hours



140

Developmental Disabilities
Direct Support Professionals (DSP)
worked

153,102

Dedicated Hours



3

NEW
Community
Integrated Living
Arrangements
(CILAs)



15

Developmental
Disabilities &
Behavioral Health
Group Homes

Three Pillars of Service



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.

- Community Day Services
- Residential Group Homes/ Community Integrated Living Arrangements (CILA)
- Home Based Support Services
- Client and Family Support Services
- Intermittent Residential Services/(ICILA)
- 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, client-centered and trauma-informed care instills hope and promotes resilience.

- Outpatient Therapy
- Residential Group Homes
- Therapeutic Mentoring
- Prevention and Education
- Runaway Homeless Youth Programs





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 (70 beds)
- Emergency and Transitional Housing for 60-120 days
- Transportation Services
- Case Management
- Commercial Kitchen
- Hotel Voucher Program
- Cold weather program
- Homeless Youth Services

2025 Highlights

| AGENCY/PILLAR |  KEY INITIATIVE |  OUTCOME |
|--|---|--|
| Pioneer Center Organization | <p>Collaboration and integration of the 3 Pillars – Developmental Disabilities (DD), Behavioral Health (BH) and Homeless Services (HS)</p> <p>Building reserves to invest in people and infrastructure with positive financial results of \$796,033 of Net Assets</p> | <ul style="list-style-type: none"> • Introduced Applied Behavior Analysis (ABA) services to DD with BH collaboration. • Provided pathway to BH residential housing from homeless shelter. • Created employment opportunities for clients that are homeless through our career employment services. <ul style="list-style-type: none"> • Increase in Cash Flow of \$158,334 • Increase in cash reserves to \$2,769,478 • Debt Reduction of \$227,412 • Increase in total Net Assets to \$8,283,549 |
| Developmental Disabilities (DD) | <p>Opened 3 new Community Integrated Living Arrangement (CILA) Residential Homes in Crystal Lake, Lake in the Hills, and Woodstock.</p> <p>Launched Algonquin Bright Community Day Services Program</p> <p>Completed 4 phases of upgrades and renovation in our 32,0000 sq. ft. Day Center at a cost of \$700K.</p> | <p>Twelve new clients receiving community-based residential support, expanding our service capacity.</p> <p>Serving 20+ individuals with meaningful day programming and community integration opportunities.</p> <p>Added and upgraded the client lounge, vestibule, sensory garden, reception area and bathroom with a lift system.</p> |
| Behavioral Health (BH) | <p>Created interactive and thought-provoking Trauma Informed Care Training</p> <p>Residential Group Home Improvements</p> | <p>Trained employees and strengthened their understanding of client/staff behaviors and treatment approaches.</p> <p>Upgraded Clay and Madison Group Homes to support client needs and dignity - bathrooms, floor and ramp.</p> |
| Homeless Services (HS) | <p>Commercial kitchen improvements at our Emergency and Transitional Housing shelter</p> <p>Transitioned Homeless Youth program, for youths 18 and older, moved from BH to shelter operations</p> | <p>Installed new commercial dishwasher, relocated preparation sink and drain. Improved workflow, accessibility and efficiency.</p> <p>The role of Homeless Youth Coordinator moved to HS at our PADS Homeless Shelter.</p> |

Impact Lives

Pioneer Center has been able to play a critical role in changing lives by helping to bring hope and dignity to many people in our community. We ask for your continued support in our vision to create a community where each person is valued and given equal opportunity.

Ways to Give:

- ✓ Donate Online
- ✓ Make a Gift By Mail
- ✓ Employer Match
- ✓ Planned Giving
- ✓ Wills and Bequests
- ✓ Endowment Fund
- ✓ Gift of Stock
- ✓ Sponsorship
- ✓ Corporate Partnership
- ✓ Host a Fundraiser



For more information, contact our Development Department at (815) 344-1230.

Our services and programs will continue to succeed because of our staff, volunteers and the generosity of donors. All gifts are appreciated. To make your gift online, scan the QR Code above and your phone will direct you to our donation web page.

www.pioneercenter.org/donate

Volunteers Make a Difference!



Volunteers at Pioneer Center provide a variety of support involving fundraising, event planning, graphic design, administrative tasks, group home and facility projects, client activities and more. All volunteers are required to pass/renew their training, be under staff supervision and submit to a background check. If you are interested in finding out more about our volunteer opportunities, please call (815) 759-7130 and ask for our Volunteer Coordinator or send an email to volunteer@pioneercenter.org.

The Future is So Bright!

As we look ahead, we are excited to give you a sneak peek at what we are planning for 2026. Big ideas, innovative programs, meaningful growth, and new opportunities are on the horizon.

In our Developmental Disabilities programs and services, we plan to focus on:

- Increasing attendance at our Community Day Services and Programs
- Implementing an age-in-place model for aging clients
- Grow Applied Behavior Analysis (ABA) services internally through BH Pillar
- Adopting an Employment First model in Community Employment Services
- Driving operational efficiency in residential day programs and services

Our staff in Behavioral Health services and programs are striving for:

- Increasing our bilingual Outpatient Therapy and Mentoring services
- Collaborating more with Homeless Services and local county agencies to increase our client occupancy in our residential group homes, 28 beds, to 85% or more.
- Work in partnership with the Child Advocacy Center (CAC) and local schools to provide crisis support, prevention, education and therapy to children and teens.
- Bring awareness to our 28 bed residential programs and improve operational efficiency

Homeless Services will concentrate on:

- Continuing to seek new and additional funding to reduce annual operating deficit of \$200K
- Upgrading our Day Center (painting, dock/receiving area, air conditioner)
- Collaborating with the county, surrounding suburbs, funders and developers to address the housing availability and affordability crisis

Stay tuned...the best is yet to come!





Pioneer Center for Human Services

Developmental Disabilities • Behavioral Health • Homeless Services

Passion to Serve. Commitment to Care.

Thank You!

Our community partners are crucial to Pioneer Center, and we are grateful for your support. Your gifts enable us to provide the programs and services to meet the needs of our clients. 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.



Gold
Transparency
2026

Candid.

www.pioneercenter.org

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info@pioneercenter.org

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