our mission

...is to help people with disabilities and seniors attain independence and dignity by creating opportunities for participation in the community.
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Tasha came to the Marcoux home in May of 2014. She came to us with significant behavioral challenges. In fact, this was Tasha’s second time at Marcoux. Her first time deemed unsuccessful due to her behaviors. Tasha will be the first person to acknowledge how her behaviors affected her previous residential settings. She likes to tell new Marcoux staff how, “I used to punch holes in walls, kick windows out, assault people and have spent time in jail.” When Tasha moved into Marcoux in 2014, staff were trained to de-escalate behaviors, manage safety for all residents/staff, and most importantly how to build a positive relationship with Tasha.
The staff practiced the power of forgiveness and were patient, compassionate and caring. Through relationship building, Tasha learned that she could have strong emotional episodes yet her staff would still be there the next day to forgive her actions. Staff would then help her identify coping skills to use the next time her emotions became strong. This process took years of dedication from the Marcoux staff and Tasha’s work through learning coping skills. The staff’s undeniable support and ability to build that relationship empowered Tasha to take control of her emotions.

After four years of support from staff, Tasha had learned skills to decrease her anger and reduce incidents of destructive behavior to an almost non-existent level. Due to her progress, her need for behavioral support had significantly decreased; however, she did not have the independent living skills to be successful in her own apartment/house. Tasha was now able to start learning independence.

In October 2018, Pioneer Resources made the decision to adjust the model of the Marcoux Home from a Licensed Specialized Group Home with 24-hour care to a Non-Licensed Transition Home Model, without 24-hour care. This gave the staff the ability to teach and train independent living skills in a more independent setting.

Marcoux staff have now switched their role from providing the meals, transportation, medication administration, eyes on supervision, etc., to that of a mentoring role. There has been an adjustment period where both staff and Tasha struggled with the changes; however, they have worked together to begin the independent teaching. In just a few short months, Tasha has learned new skills thru the use of technology such as the ECHO Show, which provides 24-hour, on-call face-to-face staff assistance.

Tasha now knows how to use public transportation and is able to set up her own medication box with the guidance of staff. Tasha shops independently and can cook basic meals. She has gained employment and is working four days a week. Tasha states she “is in charge when staff are not at the home,” which includes overnight hours. Tasha is proud to say, “I make sure the doors are locked at night, all appliances are shut off and I know what to do in an emergency.”

Through the ability of the Marcoux staff to build a trusting relationship with Tasha, they have ultimately changed the course of her life. Tasha will be ready to move into her own apartment/house in the future, she will be successful, and she will know that she will forever have the support of her Marcoux family.
Dear Friends,

I think of the many ways in which Pioneer Resources makes an impact in our community. Each of the areas in this report represents the many people that are impacted by our services. Each person’s life is improved and supported through the services our agency has provided for the last 63 years.

New jobs, transportation, improved health and mobility, support, training, and an increased ability to be more involved in the community are all the ways that we make an impact in someone’s life through the services we provide. Opening Doors of Opportunity is our tagline, and this report reflects on the ways in which our dedicated staff has made an impact on the lives of the people we assist through opening doors of opportunity for over 4,359 people in our community.

I challenge you to find a way in which you can make an impact in the life of a senior or a person with a disability. We ask for your continued support through funding, referrals and recommendations so that we can continue to make a powerful impact on people’s lives!

Jill R. Bonthuis, LLMSW
Executive Director

I ask you to reflect on the word Impact. The dictionary tells us the word is defined as a powerful effect something or someone has on a person or an environment.
Hello to our communities,

Whew! Pioneer Resources has just completed our 63rd year of providing programs and services to, and for, senior citizens and individuals with differing abilities and we continue to be proud of the results from those same programs and services.

Our employees are humbly proud of the individuals that they love and serve. The communities are enriched by the participation of the same individuals. The families of the individuals we are entrusted to serve are welcomed into the program and services process. The schools are supported as they also provide essential services and programs for persons with disabilities. The individuals we serve have a growing number of options for a place to live, learn, grow and play and for a way to get there.

While the board of Pioneer Resources is very proud of our leadership, we are especially proud of our loving, hard-working, creative and dedicated employees.

All of those values are demonstrated on a daily basis and the individuals with disabilities and senior citizens are the deserving recipients…each and every day.

Again, I say Whew! We strive to provide a broad positive impact, and, Lord willing, will continue to do so.

Thank you to all who read this.

Jim Redder,
Chairperson of the Board of Pioneer Resources
Jeannie first came to Broadway after a stroke. She set goals for herself, and with ongoing support from staff, she made progress.

After adding the additional goal of walking, Jeannie started physical therapy. Staff worked with her daily, and now Jeannie is able to walk using a walker!
On May 1, 2017, Jeannie moved to the Broadway home. Jeannie had been in a nursing home recovering from a stroke, and she needed time to become comfortable in her new home, and with her caregivers. The home staff worked to build positive relationships with Jeannie and to gain her trust.

When Jeannie first came to Broadway, she was overweight and could do little for herself. Jeannie decided she wanted to be more independent and during her person-centered planning meeting set the following goals for herself:

1. To get stronger
2. To lose weight
3. To be able to do things for herself

At first, Jeannie was reluctant to actually work on her goals, but with ongoing support and encouragement from staff, she gradually started to lose weight and began doing more things for herself.

At her one-year, person-centered planning meeting Jeannie set another goal – to be able to walk. Jeannie started physical therapy on her legs and arms, and the staff worked with her daily to help build strength and confidence in herself. Jeannie is now able to stand, transfer from one position to another, and walk using a walker.

Jeannie has also lost over 100 pounds; she is healthier, stronger, and much more confident in her abilities!
This year brought about our ability to make an impact on services to seniors within our county as well as children and young adults diagnosed with autism. We began ABA services in our Pioneer Resources ABA Center and developed many new programs that are making an impact on seniors in Muskegon County.
Applied Behavior Analysis (ABA)

Our program provides Early Intensive Behavior Intervention (EIBI) and other Applied Behavior Analysis (ABA) services to individuals in West Michigan. Evidence-based and individualized interventions and teaching techniques are provided in-home, in our learning center, or in the community, depending on the needs of the individual receiving therapy.

Senior Enrichment Program

With funding provided by the Muskegon County Senior Millage, seniors 60 years and older who live in Muskegon County are able to participate in a variety of recreation events through Pioneer Resources—Eastern Muskegon Recreation, Meal Preparation, and Senior Day Camp programs.

Seniors can also utilize the 6-week seasonal menus, developed by a nutritionist, especially for seniors. The seasonal menus include recipes, nutrition facts, weekly shopping lists, substitutions, snack, and drink recommendations.

100% would recommend the program to others.

95% felt the program enriched their life and/or improved their overall health.

84% were very or extremely satisfied with the program.

39 individuals served in our ABA program.
Pioneer Resources believes everyone deserves a chance to discover a sense of home and experience being part of a community. Home is where we feel loved, welcome and supported. At Pioneer Resources, we make it possible for everyone to discover their individuality and develop meaningful relationships.
affordable housing and specialized homes

New Home
The Mill Iron Home was completed in August 2018, and the ladies who previously lived at the Broadway Home moved in on October 1, 2018.

New Program
The Broadway Home received a much needed “facelift,” with new windows, flooring, kitchen cabinets, roof, siding, and an attached garage. We are now partnering with LifeCircles PACE® to provide housing for seniors with advanced symptoms of dementia.

New Focus
Marcoux Home has changed from a licensed, specialized group home to a non-licensed transitional living environment. The ladies who currently live here are now working on skills which include learning to ride public transportation, budgeting, shopping, cooking, cleaning, and safety skills. The eventual goal is for each person to move into a more independent living environment, such as her or his own apartment.

individuals living in our residential programs.

87
a place to learn

Learning new things takes determination and guidance. Determination of the participant to follow plans and to keep working through barriers allows them to succeed. This success is much more likely when you have the guidance and support of staff walking beside you each step of the way. Pioneer Resources is making an impact in the lives of those supported through Vocational Services, Community Living Support Services, and ABA Therapy.
Vocational Program
Vocational learning revitalized for Pioneer Resources to offer employment training and support.

People Learning Useful Skills (PLUS) Program
Gaining skills on how to utilize community resources as well as acquiring vital pre-employment skills.

Community Living Support Program
Supporting individuals in order to maintain their independence and gain new life skills.

Applied Behavior Analysis (ABA) Therapy Program
Providing evidence-based behavior therapy to children diagnosed with Autism. We help to increase desirable behaviors while reducing behaviors that interfere with learning thereby improving quality of life.
Life should be fun! People should play with a purpose. Community involvement, healthy lifestyles, recreational opportunities, and learning through play are promoted by Pioneer Resources in several ways.
LARC developed new services in Ottawa County.

Camp provided resources and resilience to many children and adults with disabilities, as well as seniors. Structural additions were completed on the grounds and art and music therapy supplemented day camp.

Senior Enrichment Programs are growing rapidly! With funding provided by the Muskegon County Senior Millage, Muskegon County seniors 60 years and older can participate in a variety of recreation events through Pioneer Resources—Eastern Muskegon Recreation, Meal Preparation, and Senior Day Camp programs. Seniors can also utilize 6-week seasonal menus, developed by a nutritionist, especially for seniors.

2,584 senior campers or campers with disabilities served.

386 enrolled in our Senior Enrichment Group.

www.pioneerresources.org 231.773.5355
a way to get there

Pioneer Resources offers transportation services for persons with mobility impairments, developmental disabilities, senior citizens, and others facing transportation barriers through partnerships with contracted agencies.
transportation services

Services are provided along the lakeshore in western Michigan (Ottawa and Muskegon counties). Pioneer Resources may also assist eligible passengers or organizations with field trips and special events.

Seniors and individuals with disabilities are supported through the “wheels on our buses” taking them into their community.

Lakeshore Ride Link provides transportation resources for members of Muskegon, Ottawa, Allegan and Kent counties. It works in coalition with Pioneer Resources and Call 2-1-1.

www.pioneerresources.org     231.773.5355
Pioneer Resources staff provide the hands of support and the heart of giving.

- **250** average number of staff.
- **50** average number of volunteers.
- **385,056** number of hours worked by staff.
### Revenue

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Housing</td>
<td>$3,641,512</td>
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<tr>
<td>Transportation</td>
<td>$2,596,953</td>
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<tr>
<td>Employment &amp; Training</td>
<td>$1,465,614</td>
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<tr>
<td>Children Services Autism</td>
<td>$1,001,544</td>
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<tr>
<td>Recreational Programs &amp; Camps</td>
<td>$254,972</td>
</tr>
<tr>
<td>Grants &amp; Other Revenues</td>
<td>$1,243,011</td>
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**Total Revenue:** $10,203,606

### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Wage &amp; Fringe</td>
<td>$6,595,966</td>
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<tr>
<td>Depreciation &amp; Amortization</td>
<td>$879,496</td>
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<tr>
<td>Vehicle Expenses</td>
<td>$673,726</td>
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<tr>
<td>Occupancy Expenses</td>
<td>$599,005</td>
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<tr>
<td>Supplies Expenses</td>
<td>$360,620</td>
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<td>Contractual Services Expense</td>
<td>$292,501</td>
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<td>Other Expenses</td>
<td>$210,895</td>
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<td>Marketing Expenses</td>
<td>$37,529</td>
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**Total Expenses:** $9,649,738

### Top 5 Expenses

<table>
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<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Wage &amp; Fringe</td>
<td>68%</td>
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<tr>
<td>Depreciation &amp; Amortization</td>
<td>9%</td>
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<tr>
<td>Vehicle Expenses</td>
<td>7%</td>
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<tr>
<td>Occupancy Expenses</td>
<td>6%</td>
</tr>
<tr>
<td>Supplies Expenses</td>
<td>4%</td>
</tr>
</tbody>
</table>
our thanks

The collaboration and support that you have provided to Pioneer Resources over the last 63 years are shown in the many faces, stories and numbers included in this report. You have helped to make a significant impact in the lives of individuals with disabilities and seniors, and for this we are grateful!
board of directors
Jill Bonthuis - executive director
James Redder - board chairperson
Marc Langeland - vice chairperson
Candace Hollister - treasurer
Margaret O’Toole - secretary
Velma Allen-Farmer
Shannon DeLora
Rev. Jim Johnson
Robert Kendall
Mary McDonald
Michael Poulin
Anna Urick Duggins

supported by our community partners:
HealthWest
Ottawa County Community Mental Health
The Muskegon Area Intermediate School District
Michigan Department of Transportation
U.S. Department of Housing and Urban Development
Michigan Rehabilitation Services
LifeCircles PACE®
Evergreen Commons
Baker College
West Michigan Community Mental Health

visionary donors:
HUB / Hartford Fire Insurance Company
Muskegon Quality Builders
Dr. Elizabeth Cutler Beaudoin
Freeman Foundation
Christa-Jessie-Jael Fund/Josephine Meyers
Pratt & Whitney Component Solutions
TruCare LTC Pharmacy
UBS
Newacre LLC (Parmenter)
Women’s Division Chamber of Commerce

scholarships & grants provided by:
Community Foundation Muskegon County
Senior Resources Millage of Muskegon County
The Arc Muskegon
Muskegon Chapter of Ambucs
Chemical Bank
Federal Home Loan Bank of Indianapolis / Community Shores Bank

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