we are all connected

fiscal year

2019

annual report
our
mission

...is to help people with disabilities and seniors attain independence and dignity by creating opportunities for participation in the community.
connected

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When Deb first came to Pioneer Resources in November 2018, she was in a "deep and dark place." In two years, she lost both her mother and boyfriend, was fired from her job, her brother lost his eye, and her daughter was going through a divorce. This wave of tragedies left her depressed and feeling dejected. She found herself staying home and doing nothing as her health deteriorated. "I stopped going to church, and I didn't go out with people anymore. I would even turn my daughters down when they asked me to go out with them. This was very hard for me because I was previously a very outgoing person. I couldn't even make myself go to the doctor."

Eventually, her health issues became pressing enough that she called 2-1-1, hoping they would be able to help her. From there, she was connected to Kristin at Pathways to Better Health, who, in turn, connected her with Pioneer Resources.
According to Deb, being connected to Pioneer Resources was “like stepping from one part of the world to another.” Her mindset was drastically changed. The group of people that attend Pioneer’s weekly recreation events particularly motivated her to change her lifestyle. She noticed that there were women there much older than her with more energy and vitality, which made her realize that she needed to lose weight to keep up with them. She changed her eating habits and began taking her exercising seriously at Access Health. Since she began the program, she has lost 101 pounds and continues to work hard to maintain a healthy lifestyle.

Deb states that the weekly events are the highlight of her week. At first, she said that she was skeptical of the events and was hesitant to attend. Now, she tries not to miss any, even if it means she must turn down other invitations. “The events are always such a happy time. I never hear anyone complaining while I’m there. Everyone is always so positive.” She loves that the program covers so many attractions in Muskegon. “I have lived in Muskegon my whole life, and we are going places and doing things that I didn’t even know existed in Muskegon. One time, we went to the Fire Barn Museum. I had no idea that it was there! My 91-year-old dad was a firefighter when he was younger, so I decided to take him there and spend some time with him. He had a blast. He pointed things out to me and explained how things worked when he was serving. If it weren’t for Pioneer Resources showing me that place, I would have never known to take him there.”

Deb has also greatly benefited from the group of friends that she has made while attending these events. “I’ve met so many good people at these events. It’s such a good environment for everyone. Everyone is so supportive of each other, and everybody tries to make sure everybody is comfortable. One of the guys that attends, Mike*, always makes sure that the ladies are taken care of. When we go dancing, he always makes sure each of the ladies gets to dance. I had not danced in 12 years. Now I’m comfortable dancing regularly.” At one event, Deb met Gloria*, a woman who would end up becoming her closest friend. “We were at a play being performed at Muskegon Community College. We were waiting for things to get started when I saw Gloria walk in. It was her first time attending one of the events. She looked so nervous and unsure of herself. She eventually walked over to us and asked, “Is this where we go for the Pioneer event?” Since then, we’ve gone to every event together. It’s been like having a sister.”

The bonds that she has made in the program have continued outside the events as well. She often finds herself hosting her friends at her house. As such, she puts a lot of effort into maintaining her household as well. “Since I know that I’m always going to be having people over, I have to make sure that everything is presentable. I clean a lot, I make sure that I have flowers out, and I often bake things for them too.”

Deb is also quick to recommend the program whenever she can. She said, “There are a lot of people like me who need this program. I have a friend I’ve known for 30 years. She is in a dark place like I was when I first started. I encourage her to come all the time. Any time I meet somebody who seems lonely or depressed, I encourage them to get involved with the program. I’ve managed to get two of my friends, Susie* and Jim*, to go, and they’ve both benefited as well.”

Deb’s life has been significantly changed since she was connected with Pioneer Resources. The friends that she has made with the others who attend and with Pioneer staff has changed her lifestyle for the better. “I was so insecure when I first started attending. But now I have the confidence to be myself again. This program makes me and everyone else feel special. You guys at Pioneer are like my angels. If I could choose who I was related to, I’d choose you guys for sure!”

*Names changed for privacy.
Dear Friends,

At Pioneer Resources, we value connections. Social connections improve physical, mental, and emotional health. Our programs focus on how to serve, educate, and engage in our community.

Pioneer Resources has been a pivotal part of the West Michigan community since the late 1940s when an unincorporated association of parents and educators gathered together to provide special education and therapy to individuals with disabilities. In 1955, that association became Pioneer Resources, a tax-exempt nonprofit agency. Today, each of our programs encourages and supports social connectedness; and we see the benefits of this in the examples of overall health, physical, social, and emotional well-being. We continue to listen to the needs of individuals and family members to bring about community-wide solutions.

Our connection to the community remains constant through the many groups we are engaged with such as Ambucs, Rotary, Chamber of Commerce, Michigan Assisted Living Association, Incompass, Intellectual and Developmental Disabilities Systems of Care Consortium, and the Employers Association. We also have partnerships with agencies such as the Muskegon Eagles and North Muskegon VFW. Both within our agency and alongside others, we remain an integral part of our community.

Think of connection through this example about Frank.*

Frank is a senior who lives at one of the residential group homes operated by Pioneer Resources. Frank enjoys going to a local coffee shop every Wednesday morning, but one day, Frank becomes ill. He has not visited the coffee shop in several weeks. Upon his return, the waitress asks, “Frank, where have you been?” Frank then feels cared for and valued. This illustrates how vital community support and relationships truly are. We each need friendships, support, and connections to be happy and healthy.

We ask you to join us in our goal to connect with and support our community needs. Join our Facebook page, volunteer time to assist in the beautification of the lawn and gardens at our many properties, or give financially toward outings to allow all individuals with disabilities and seniors to remain connected and build relationships. With your donation of time, funds, or wish list items, you can help improve the health and social well-being of seniors and individuals with disabilities, like Frank.

Thank you for being connected with us and allowing us to be connected to you and our community!

Jill R. Bonthuis, LLMSW
Executive Director

*Names changed for privacy.
The train engineer has a clear destination, a timetable to arrive at that destination, sturdy steel tracks to guide his or her progress, and persons or products to keep safe during the trip. In many ways, Pioneer Resources can be compared to the train.

The **destination** is our goal to provide ‘a place to live, a place to learn, a place to grow and play, and a way to get there’ for persons with differing abilities. Each of these is developed and provided based on much input from families, community organizations, individuals, and our wonderful staff.

The **timetables** for the delivery of these services are established within the same collaborative planning framework, with the same valuable variety of sources.

The **tracks** that keep us on our course are the individuals, family members, and community organizations who provide guidance on one of our several boards, at information sharing and seeking sessions, answering surveys, and the countless one-on-one conversations.

As Winston Churchill said, “However beautiful the strategy, you should occasionally look at the results.”

We, at Pioneer Resources, do take “looking at the results” seriously, and we do appreciate when the individuals we serve, the families of those individuals, the community members, and others do the same by connecting with us openly and often. This annual report is just one of many ways that we “look at the results.”

Thank you for taking the time to read this.

Jim Redder,
President of the Board
of Pioneer Resources
Pioneer Resources offers homes in your West Michigan community. We believe everyone deserves a chance to discover a sense of home and experience being part of a community. Home is where we feel loved, welcomed and supported. At Pioneer Resources, we make it possible for everyone to discover their individuality and develop meaningful relationships.
Connecting with family and friends is important. Making new friends, and maintaining family relationships can be challenging, so residential staff assist the people we serve as needed to make/receive phone calls, send/receive cards and letters, set up visits and activities, and schedule transportation to community events.

affordable housing and specialized homes

Caring staff providing support and encouragement.
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.

In the West Michigan community, Pioneer Resources partners with several local businesses to provide volunteer opportunities for participants. Some of these partners include Goodwill, Hope’s Outlet, Kids Food Basket, North Muskegon VFW, and more!
vocational training, community living supports, and aba therapy

VOCATIONAL PROGRAM
Vocational learning was revitalized for Pioneer Resources to offer employment training and support.

SKILL BUILDING
Our Skill Building groups volunteered 940 hours by giving back to our community, making natural connections, and developing skills to ready them for future paid employment.

COMMUNITY LIVING SUPPORT PROGRAM
Our programs connect with the community by volunteering at places such as Kids Food Basket, Meals on Wheels, and St. Patrick’s Church. They attend events that include Muskegon Lumberjacks hockey games, public museums, holiday parties at the Muskegon Eagles, Grand Haven Coast Guard Festival, and other community events offered throughout the year.

APPLIED BEHAVIOR ANALYSIS (ABA)
We provide evidence-based behavior therapy to children and young adults diagnosed with Autism. We help to increase desirable behaviors while reducing behaviors that interfere with learning, thereby improving quality of life.

served in Vocational, Skill Building, Community Living Support, and Applied Behavior Analysis programs.
Life should be fun! People should play with a purpose. Pioneer Resources promotes community involvement, healthy lifestyles, recreational opportunities, and learning through play in several ways. Community recreation programs allow our participants the chance to see the West Michigan community. Places visited include the USS Silversides, Hoffmaster State Park, White River Light Station, and many more!
The Leisure and Recreation Club (LARC) continues to grow and expand connections in the community by visiting a variety of local businesses throughout the year.

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 continue to grow 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 & Northern Muskegon Recreation, Meal Preparation, Senior Speaker Series, and Senior Day Camp programs. Individuals and groups can also utilize six-week seasonal menus, developed by a nutritionist, specially designed for seniors.
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.

numbers of seniors and individuals with disabilities served by transportation.

1,059

number of vehicles in fleet.

115

rides given.

218,248

million miles driven.

1,020,757

www.pioneerresources.org     231.773.5355
Pioneer Resources staff provide the hands of support and the heart of giving to our participants through quality care and connection to our local community.

our staff

average number of staff. 230
average number of volunteers. 50
number of hours worked by staff. 296,872
Revenue $ 9,861,837

- Housing $ 3,563,430
- Transportation $ 2,737,897
- Employment & Training $ 1,011,029
- Children Services Autism $ 837,766
- Recreational Programs $ 373,142
- Camps $ 238,541
- Grants & Other Revenues $ 1,100,031

Expenses $ 9,602,127

- Wage & Fringe $ 6,462,693
- Depreciation & Amortization $ 932,694
- Vehicle Expenses $ 737,451
- Occupancy Expenses $ 600,218
- Supplies Expenses $ 321,048
- Contractual Services Expense $ 304,071
- Other Expenses $ 225,109
- Marketing Expenses $ 18,844

Top 5 Expenses

- Wage & Fringe 67%
- Depreciation & Amortization 10%
- Vehicle Expenses 8%
- Occupancy Expenses 6%
- Supplies Expenses 3%
The collaboration and support that you have provided to Pioneer Resources over the last 64 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
Margaret O'Toole - secretary
Shannon DeLora
Michael Rykse
Mary McDonald
Mary Beth Ramos
Jim Johnson
Luke Reynolds
Michael Poulin
John Schrier
Willie Minor

supported by our community partners:

HealthWest
Community Mental Health of Ottawa County
Muskegon Area Intermediate School District
Michigan Department of Transportation
U.S. Department of Housing and Urban Development
Michigan Rehabilitation Services
LifeCircles PACE®
Evergreen Commons

scholarships & grants provided by:

Community Foundation Muskegon County
Muskegon County Senior Millage
The Arc Muskegon
Muskegon Chapter of Ambucs

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