

Annual Report  
2021 - 2022

# Belonging



springboard

CONNECT. INSPIRE. ACHIEVE.

# People are at the centre of everything we do



Springboard builds stronger communities by helping vulnerable youth and adults through critical transitions in their lives with a focus on community justice, employment and developmental disability services.





# Our Values

We achieve our mission through:

## **Inclusivity**

We value and respect diverse cultures, ethnicities, gender and sexual identities, circumstances, perspectives and abilities in our relationships with all individuals.

## **Collaboration**

We believe working collaboratively with staff, the people we support and our communities is vital to advancing our mission.

## **Innovation**

We are highly responsive to the individual needs of the people we support, and we embrace change, ideas and approaches that will enable success.

## **Care**

We are passionate about our work and the impact our work has on the people we support.

## **Integrity**

We hold ourselves accountable to all our stakeholders for delivering results that matter in a way that is rigorous, honest, ethical and transparent.

## Springboard Achievements



**39,253**

clients served through Springboard's various programs and platforms across Canada in 2021/2022



**48**

individual programs



**73,486**

skills development hours completed by clients



**17,510**

community work hours completed by clients



**1,024**

found employment, education and training volunteer opportunities

## Board of Directors

Springboard's Board of Directors consists of volunteers and leaders who provide a diverse range of expertise and community representation. They are accountable to the community and our funders and set standards of excellence for our programs.

### PRESIDENT

Elgin Farewell

### TREASURER

Fran Grant

### MEMBERS

Agostino Russo

Cheryl Tjok-A-Tam

Daniel Michael

Deborah Newman

Jeff King

Lan Nguyen

Susan Steer

Wendy Leaver

## In reflecting on this past year and the ongoing challenges of managing service delivery during a pandemic, Springboard clearly stepped up, day in and day out, for the people we support.

Our staff members' commitment and passion for what they do remained a constant beacon of hope for those seeking the knowledge, skills and safe pathways to belonging and connections in their local communities.

We reached over 39,000 individuals through 48 programs and learning platforms across Canada. Here are a few examples of Springboard's tremendous achievements:

- Expanded our HUB digital platform of educational and skills-based programs for both youth and adult populations.
- Selected by the Ministry of Children, Community and Social Services (MCCSS), Youth Justice Division, to develop a gender-based digital program in partnership with Nishnawbe-Aski Legal Services (NALSC).
- Awarded Ministry of Labour, Immigration, Training and Skills Development funding for Pathways to Cyber Security, which will partner with experts in the development of an educational curriculum that will assist vulnerable people in finding employment in this in-demand career area.

After operating our Seeds of Change program for a short period of time, the Board made the very difficult decision to close this program for female-identified youth who have been sexually exploited or trafficked. We remain committed to working with MCCSS, along with partner organizations, to meet the unique needs of this client population.

In order to strengthen our organizational commitment to addressing Anti-Black Racism and expand Springboard's Diversity, Equity and Inclusion (DEI) policies, we arranged training sessions for all Board members and staff and established a comprehensive Board Succession Plan that will ensure the Board represents the diversity of the people and communities we support. Included in this report is additional information that demonstrates Springboard's overall DEI commitment.

As Chair of the Board, I (Elgin Farewell) recently shared the news that Marg Stanowski will be retiring after serving as Springboard's Executive Director for 30 years.

Under her leadership, Springboard has undergone tremendous transformation and has evolved into a significant contributor to and influencer for the communities we serve. Marg has ensured that Springboard has continued to create and deliver new opportunities and has made sure that the organization is equipped to provide robust services to the clients and communities we support. Marg has graciously agreed to support a smooth transition in the coming months.

This year, after a very thorough review of our governance policies, the Board moved to implement a best practices succession and rotation policy for Board Members. I have had the privilege of serving as Chair of Springboard for over eight years, and, consistent with the new policy, I will be stepping down as Chair. I will, however, remain on the Board to ensure continuity. We are thrilled that Deborah Newman has agreed to stand as Springboard's new Chair. Deborah has a wealth of sector knowledge and experience and has served and excelled in senior government leadership roles throughout her career.

Our sincerest thanks to our government, foundations and corporate and individual donors for your investment in Springboard's work and our communities.



**Marg Stanowski**  
Executive Director



**Elgin Farewell**  
President, Board of Directors

# Committees

# & Working Groups



## Diversity, Equity & Inclusion (DEI) Committee

Addressing systemic discrimination and Anti-Black racism is a strategic priority for the agency. We retained IDC Advisory Services to undertake an assessment of our policies and practices, which included consultations and focus group meetings with our staff, Board and external partners. The findings from this review informed a comprehensive plan that will be used to resolve a number of issues across Springboard. For example, our Board of Directors has undertaken cultural competency training and moved to introduce a Board Succession policy. We will continue our collaboration with an external consultant to establish a DEI position framework for the work ahead. We have formed a staff DEI committee, which will move all actionable items from the assessment stage to the implementation stage.

## Resilience & Recovery Working Group

### EVOLUTION TO LEADING ON EMERGING REALITIES

At the end of the fiscal year, we assessed the Springboard Recovery Action Plan to ensure it would continue to provide an opportunity for leadership communication and collaboration as COVID-19 recovery continues. To acknowledge that COVID-19 is one of many emerging realities, we updated the name from the Resilience & Recovery Working Group to the Leading on Emerging Realities Working Group and will continue to adapt to the impact that the COVID-19 pandemic has had on the delivery of community services for individuals at risk and vulnerable people.

## Employee Engagement Committee

Fostering employee engagement is a key priority for the agency, and our Employee Engagement Committee is leading the way in providing relevant and meaningful opportunities for staff engagement. Our annual employee engagement survey certainly reflected great progress and improvements on this key metric. Key highlights included:

- staff feeling valued and appreciated as Springboard employees
- opportunities for professional development
- communication at all levels of the agency
- pride in being part of their department
- 87% would recommend Springboard as a place to work

A meaningful collaboration amongst all staff included operationalizing our Springboard values and identifying tangible actions we can take to demonstrate how we, as one Springboard team, demonstrate our values on a daily basis.

# Employment Services

**Employment Services provides 13 individualized services, ranging from one-on-one counselling, job coaching and skills-building workshops. Through these services, we supported 2,835 individuals across the Greater Toronto Area.**

## List of Programs

- Canada-Ontario Job Grant
- Employment Services
- iConnect
- I-Innovate
- Inspire
- Learn 2 Earn
- RBC Learn 2 Earn
- Reboot
- Secure Your Future
- Youth Job Connection
- Youth Job Connection Summer

# Key Accomplishments

## 01



### INCLUSIVE HIRING OPPORTUNITIES FOR PERSONS WITH DISABILITIES

Springboard strengthened its partnership with the Discover Ability Network, which includes a variety of associations and community and government partners like the Government of Canada, Ontario Chamber of Commerce and the Human Resources Professionals Association, to name but a few.

Through this partnership, our program participants have access to Discover Ability Network's online portal and resource that connects individuals with disabilities and mental health needs with access to meaningful employment opportunities, specifically with inclusive employers. Businesses that post jobs on the portal also have access to free training on employment and disability-related topics. We have been supporting individuals through this partnership by providing them with tools to empower their job search, contributing to their employment goals and the overall ability to succeed in a dynamic labour market.



**2,835**

individuals supported



**92%**

successful client completion rate

## 02



### iCONNECT

Funded by the City of Toronto, iConnect serves individuals ages 18 and over who are receiving Ontario Works with community support during the pandemic. Participants receive counselling, mentoring and mental health support; referrals to health and social resources; and skills development. Through virtual programming, 54 participants were successfully supported in both group and individual settings. Initially, we received funding for two cohorts, but we were later provided with the opportunity to run a third.

## 03



### YOUTH JOB CONNECTION SUMMER

Funded by Employment Ontario, Youth Job Connection Summer serves youth in high school, ages 15 to 18, who experience multiple barriers to employment by providing more intensive supports beyond traditional job search and placement opportunities. Participants are connected to summer, part-time and after-school job opportunities. Through the program, we surpassed our initial targets and were able to provide pre-employment training and supports to 90 youth and successfully connected 80 youth with meaningful summer employment.



# Client Success Stories



**56**

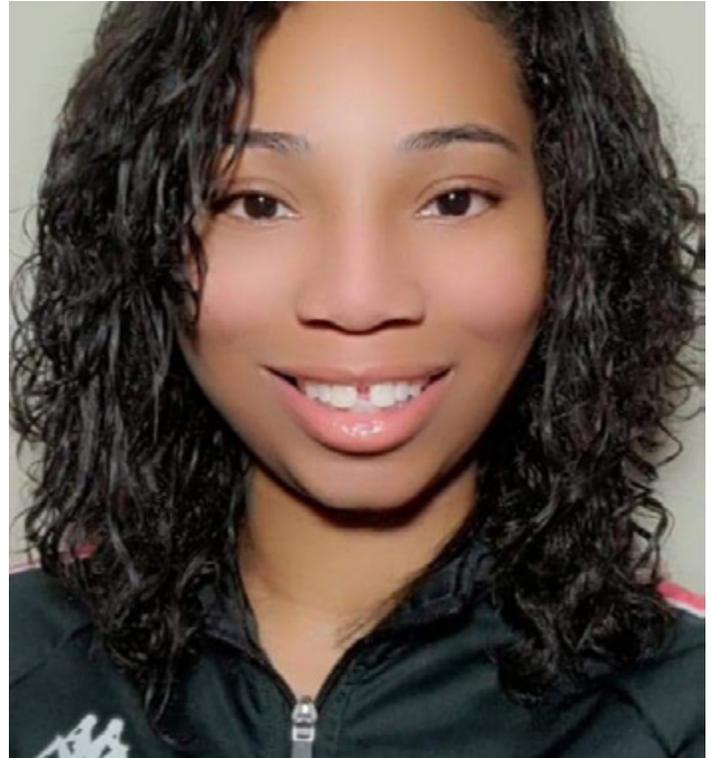
Digital Media graduates

## PATHWAYS PROGRAM

In our Pathways Program, we had a client in Bracebridge, Ontario, who needed our support. Although the client was located some distance from our office located in Scarborough, Ontario, this did not stop us from ensuring that the client's employment goals were met. The client was not technology savvy and did not have the means to meet the goals he had discussed with us, but he was eager to access training materials such as Smart Serve, cardiopulmonary resuscitation, the workplace hazardous materials information system (WHMIS) and the Accessibility for Ontarians with Disabilities Act. These training programs all required a laptop, which he did not have access to. Employment Services staff were able to order and deliver a brand-new laptop to him and register him for the requested training programs. With our team supporting him through every step, he was able to successfully complete all training, navigate technical issues and more. He then updated his resume and started applying for jobs. Within the next few weeks, the client, who had been out of the workforce for over five years, was able to secure a customer service job.

*My experience with Springboard was easy to be a part of and supportive - from simple information to guided online support to navigate, as I'm not very computer savvy. It was clear with many options to suit my own personal needs and ways of learning. When needing support Amanda Parasaram was extremely prompt to reaching back to offer the needs I was asking for. I'm very pleased to have had an amazing experience with a program that's truly set up to help people achieve their goals.*

— RG, PATHWAYS PROGRAM PARTICIPANT



## LEARN 2 EARN

*My name is Alexandra Simpson and I'm a Learn2Earn Graduate. I believe in being in your true authentic self while bettering the world and finding your passion. Learn2Earn help me do that. I lacked the clarity on my long-term goals and wanted something that reflected what I wanted to do in life.*

*In this 8-week hands on Digital Media Program, I learned everything I needed to know to hit the ground running and outperform in the Digital Media World. I learned how to use digital tools such as Adobe illustrator, Photoshop and Premier Pro. In this program, I was able to create an exceptional portfolio. I also got the chance to learn a variety of concepts like creating your brand, finding, and attracting your audience, managing analytics and navigating employment opportunities. These are just a few, but the options are endless.*

*Springboard Employment Services is the gateway to establishing a digital media career you would love.*

— ALEXANDREA SIMPSON, LEARN 2 EARN PARTICIPANT



**1,024**

clients found employment, education and training opportunities

# Developmental Services

**Springboard's Developmental Services programs support people with developmental disabilities (often with a dual diagnosis) to participate fully in community life. The following programs provide knowledge, skills development and activities to maximize participants' independence and well-being.**

# Key Accomplishments

## 01

### REOPENING DAY PROGRAM WITH A HYBRID MODEL

In March, SOAR reopened to two onsite cohorts two days per week and continued to run virtual programming five days per week. Our family support workers resumed some in-person visits to support clients who were either navigating crisis or were most in need. SOAR continues to work toward onsite programming five days a week but will continue to offer virtual programming as an option to our clients. Family support clients will also continue to have the option of in-person or virtual support as per their request.

## 02

### DEVELOPMENTAL SERVICES DURING COVID-19

All staff and clients stayed safe throughout the pandemic, and both Developmental Services Homes (Frank Drea and North Beaches) remained free of COVID-19 during the year. The homes supported onsite vaccination through a partnership with Safe Haven for both clients and staff interested in COVID-19 vaccines.



## 03

### RECREATION THERAPY

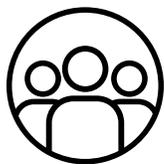
We successfully reintroduced Recreation Therapy to our SOAR Program and added an additional full-time recreation therapy facilitator to our Developmental Services Community Programs team. The new facilitator worked to reintroduce Recreation Therapy frameworks for our SOAR program and has received tremendous feedback from participants on the balance provided in our educational and life skills programs.

## 04

### JOURNEY TO BELONGING – CHOICE AND INCLUSION

As part of the Ministry of Children, Community and Social Services' long-term vision and the Developmental Services Reform Framework, Springboard is committed to the continuous improvement of our services for people with developmental disabilities and the people and communities who support them. Based on learnings from this population, the provincial government proposed various changes in this area that are currently being implemented to make supports more responsive and effective and services more individualized with greater choice. Additionally, there will be more flexibility for people to live as independently as they possibly can.

At Springboard, this means the Developmental Services Community Program department has established a departmental vision and values framework to guide the work we do. This was informed by focus groups and surveys involving families and individuals in our programs to identify their needs and help determine the services and offerings in our programs. Our Day Program staff and leadership are part of a Provincial Reimagining Day Supports Network working towards changing how we provide individualized supports to our clients. We are working on expanding the range of more independent and inclusive community housing options and reducing the number of people living in our Developmental Services homes.



**151**  
individuals  
supported



**53**  
accessed our family  
support programs



**80**  
were supported by SOAR and  
other community programs



**18**  
lived in our residences

## Residences & Programs

Two transitional-based homes (Frank Drea and North Beaches) for adult males aged 18 years and older with mild to moderate developmental disabilities.

Several community programs, including:

- Seeking Opportunities Accessing Resources (SOAR), a transitional, skills-based day program
- Person-directed planning
- Family support services
- Discovery Club, a fee-for-service program that provides expanded community-inclusion opportunities
- Community housing support



**20,218**  
education and skills-  
development hours provided

## Client Success Stories



### FAMILY SUPPORT WORKER CLIENT

Through our partnership with the Griffin Centre, our family support worker was able to support a client, DB, through urgent response. DB is aging and has several complex issues. He had minimal supports in his life, and the only positive relationship he had was with a friend he met at church. DB was in a boarding home and living in deplorable conditions. He had been homeless on and off for the last few years before getting connected to the Developmental Services Ontario. Once the family support worker began working with DB, she soon realized that he required a lot more support, as he was displaying early signs of dementia. She worked to put together a profile with his community team and was able to secure him a new place to live in group living. DB is now doing great and finally has the correct supports he deserves.

### RYAN AND RECREATION THERAPY

Working together with a videographer, the Communications and Fund development manager and the Developmental Services staff, we filmed an educational and promotional video to highlight the outcomes of Recreation Therapy for the people we support. We interviewed long-time client, SOAR graduate and current Discovery Club member Ryan and his mother, Dale. Both shared some of his accomplishments, favourite activities and positive outcomes from his participation in SOAR and the Discovery Club. The overall benefits of Recreation Therapy in supporting individuals with developmental disabilities were clearly evident in the video.

# Community Justice Programs

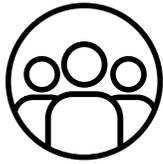
**Springboard's Community Justice Programs embrace the principles of restorative justice in the design and delivery of community-based interventions for youth and adults who are at various points in their criminal justice system journeys.**

# Youth Justice Programs

- Attendance Program
- Education and Community Partnership Program
- Youth Cannabis Diversion
- Youth Connect
- Youth Court Action Planning Program (YCAPP)
- Youth In Transition Worker (YITW)
- Youth Justice Committees (YJC)

# Adult Justice Programs

- Community Service Order Program
- Direct Accountability
- Stop Shop Theft Program



**565**

youth participants

**1,298**

adult participants



**\$1,296**

in restitution was distributed to youth victims through the Direct Accountability Program

**\$42,602**

in restitution was distributed to adult victims through the Direct Accountability Program



**1,666**

CSO hours and 20 volunteer hours credited to Youth Justice clients\*

**15,777**

volunteer hours credited to Adult Justice clients\*

The dedicated staff teams deliver individual and group programming at several Springboard locations and in the community at seven probation offices and six criminal court locations.

The programs support prevention, rehabilitation, integration and reparation of harm to victims and the community. The interventions respond to individual client vulnerabilities and increase protective factors to build resilience.

\*There was no in-person attendance at placements, and webinars were used to facilitate CSO given the impacts of COVID-19 restrictions.

# Key Accomplishments

## Youth Justice

### 01

#### **100 MEN WHO GIVE A DAMN (NEWMARKET/AURORA CHAPTER)**

A generous donation was received from 100 Men Who Give a Damn, Newmarket/Aurora Chapter, to provide direct access and supports for our clients residing within the York Region area. Our Newmarket YCAPP and YJC locations were able to assist clients who were experiencing challenges with issues such as food insecurity and lack of access to transportation, school supplies and personal needs items.

### 02

#### **ATTENDANCE CENTRE**

Throughout the last year, the Attendance Centre remained flexible and reopened once the COVID-19 provincial stay-at-home orders had been lifted. The Attendance Centre returned to onsite in-person services for our Toronto District School Board (TDSB) clients at various stages of the pandemic. Attendance staff have maintained a high level of vigilance to ensure all health and safety mechanisms have been maintained while providing quality service through in-person onsite programming for clients within our two school programs, Education and Community Partnership Program and Caring and Safe Schools.

### 03

#### **MEANINGFUL PARTNERSHIPS**

Youth Justice staff formed partnerships with various community organizations to host live monthly webinars related to clients' interests and needs. All webinars were hosted on a virtual platform and covered a variety of topics, such as financial literacy, anti-racism in Ontario and understanding youth court outcomes. Some of our partners for webinars included Credit Canada, Black Legal Action Centre, Justice for Children and Youth, Peacebuilders, Youth Assisting Youth and the Delta Family Resource Centre. These webinars were utilized by Youth Justice clients in order to complete assigned community service hours, as most in-person placements were not accepting clients due to COVID-19 restrictions.



# Key Accomplishments

## Adult Justice

### 01

#### HUB ADULT FINANCIAL LITERACY DELIVERY

The HUB launched adult content on its platform, and we have been very excited to be facilitating educational and skills programming for our clients. Adult financial literacy is now available on the HUB and includes three modules: 1) Money & me, 2) Earning money and 3) Taxes and pay stubs. We began delivering this program in January 2022 with 47 participants who were able to build a strong foundation in financial awareness and management and are now able to set financial goals relevant to their needs and interests. The modules explore key financial concepts, including earning, spending, saving, investing and protecting. It has become a consistent offering on our webinar calendar, and feedback from attendees has been very positive.

“Thank you so much! I really enjoyed it! Great first webinar! I thought it went really well, thank you!”

“It’s been a lot of help thank you.”

### 02

#### CSO-ENHANCED SERVICES LAUNCHED

- 79% successful completion rate for the 2021/2022 fiscal year
- 92% of survey respondents were satisfied with the Community Service Order Program

In addition to continuing to meet probation referrals to our Community Service Order Program, Springboard welcomed the opportunity to expand programming and supports for individuals on probation in the Toronto area at the seven probation offices we support. Effective Monday, November 29, 2021, Adult Justice began to accept referrals from probation officers for a range of virtual employment services and life stabilization supports, as well as diverse educational, life and skills development webinars and workshops to address an individual’s presenting issues and needs. Springboard’s support includes individual counselling sessions, workshops and webinars and, where needed, seamless referrals for individuals on probation who have a range of presenting issues. Springboard’s HUB virtual and digital programs are also utilized to enhance an individual’s skills development.

### 03

#### ADULT JUSTICE STAFF INNOVATION

To improve our ability to collect client feedback, Adult Justice began utilizing Survey Monkey to distribute surveys and collect responses while still providing a mail-in or telephone survey option to ensure the surveys remain accessible to all participants. Program participants are sent a link they can click on from any device to complete the survey. This ensures the confidentiality of responses and encourages honest and open feedback. We have seen an increase in client feedback compared with previous years. The CSO program, as an example, saw a 44% increase in responses this year. Survey responses are used to identify gaps, improve service and improve our webinar topics to ensure they address program participants’ needs.

#### Survey Feedback

93% of survey respondents were satisfied with the Direct Accountability Program.

“I was very satisfied. The webinars were very informative.”

“The Springboard staff assigned to my case was very kind and made the process much less anxiety inducing than I assumed it would be. Really wonderful individual.”

# Client Success Stories

## A DIRECT ACCOUNTABILITY PROGRAM

A Direct Accountability Program (DAP) participant needed to appear in court on several different occasions but could not afford a lawyer, was not eligible for legal aid and was left navigating the justice system and their various court appearance on their own. The participant found this very challenging, stressful and overwhelming. While at Scarborough court, he was eventually screened for diversion and referred to Springboard's DAP. Springboard's Scarborough DAP worker was able to support the participant through all their court matters to a resolution and corresponded with the different court houses to organize the participant's restitution payments. The participant felt supported by Springboard and grateful for all the guidance. With all charges withdrawn, the participant was able to move forward without a criminal record.

*The Springboard staff at Scarborough Court assisted me with coordinating restitution payments and communicating it with both the Scarborough and Etobicoke courts to get my matter resolved. She was able to complete this for me in a few days when I had been struggling to get this completed for months through the courts. I am extremely grateful and happy I got in contact with them. She was amazing!*

## YOUTH IN TRANSITION CLIENT

A client was working with Springboard's YITW and was in the process of finding employment. He contacted our YITW team and was able to secure employment on the same day. The YITW team called the employment agency, which asked the client to bring his resume to the employment agency in person. The client was able to go on the same day and was hired on the spot.

He expressed his gratitude via text and verbally over the phone.

*"Thank you so much Miss Maria. I got the job, and I am enjoying it."*

During the phone conversation, he explained his role and appeared to be in good spirits. The client indicated that he works nine to five Monday to Friday, and his role consists of transporting shipments/orders to transport trucks.

## YOUTH JUSTICE COMMITTEE CLIENT

A young person was having trouble completing his court-assigned sanctions, had little family support and was, essentially, navigating the process by himself. Our YJC staff checked in with him regularly and offered whatever support they could. He was eventually able to complete the YJC Program and sent the following text message after his charges had been withdrawn:

*I promise I will make better decisions and thank you so much for everything and the support it's really appreciated, I'll make sure I reach beyond the limits in life.*



# Youth Homes

**Youth Justice residences support males aged 12 to 17 involved with the justice system who are completing either a sentence for open custody or are pending a court appearance (open detention). These community homes are an alternative to secure custody, and during their stay, Springboard provides counselling, life-skills programming and transitional planning for when they leave.**

## New Partnerships

### BLACK COMMUNITY CONSULTATIVE COMMITTEE (BCCC)

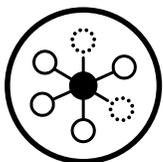
In partnership with Terry Fox House, BCCC will support the provision of practical, productive, and positive linkages between member organizations, the Black community and the police. This new partnership will offer new experiences for youth in our program free of cost, such as golfing at Bathgate Golf Centre and visiting horse stables.

### CLOTHING BANK SCARBOROUGH

This new partnership will provide our high-risk youth with additional clothing for court appearances, job searches and transitioning to independent living.

### REGENT PARK SCHOOL OF MUSIC

We re-established our partnership with Regent Park School of Music to provide 90 minutes per week of music instruction and studio instruction. Our education assistant has also expanded his role from the blended TDSB Education and Community Partnership Program (ECP) classroom to assist the program's music teacher from Regent Park School of Music in providing youth with education in music and skills in our onsite music studio.



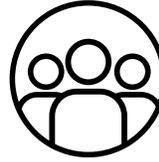
**2**

new community partnerships established



**40**

hours of guided mindfulness exercises and meditations provided



**4+12**

Four open custody and 12 open detention youth supported



**programs**

are available that are focused on knowledge acquirement and skill development

## Key Accomplishment

### HUB PROGRAMMING DELIVERY

Of the residents at Terry Fox House, nine out of 16 youth utilized modules and participated in the community learning HUB educational programming.

Staff also successfully facilitated over 40 hours of guided mindfulness exercises and teachings through our day and evening programs. Youth transitioning from Terry Fox House to the community are equipped with recordings of mindfulness meditations to continue with the practice of mindfulness.

## Client Success Stories

### FIRST HIGH SCHOOL CREDIT

We had a youth who faced learning challenges in community schools successfully obtain their first high school credit while in our program and attending the in-person TDSB blended ECPP classroom. This has placed this individual on the path to learning, and they are currently enrolled in another high school credit and will be attending summer school. Education has now become part of this youth's individual goals in his case management and transition plan into his community.



**75%**

of youth at Terry Fox House Custody and Detention Program successfully completed the program and transitioned to the community

### CELEBRATING A YOUTH MOVING ON FROM TERRY FOX HOUSE

A youth resident of Terry Fox House who showed exemplary progress and achievement during his time had an in-person and virtual celebration once he had completed the program. Dedicated staff worked to show the youth how much support he has, celebrate his resilience and congratulate him on how much he had been able to accomplish in such a short period of time. The positive impact of his time at Terry Fox House can be seen in his many accomplishments, including earning two TDSB credits in English and History; completing a leadership program, 40 hours of community service for school and three weeks in the springboard pre-employment program; and receiving training and certificates in WHMIS, fire safety and food handling. During the celebration, we were able to present the youth with clothing purchased from a generous donation from Springboard vendor and partner, We Haul.

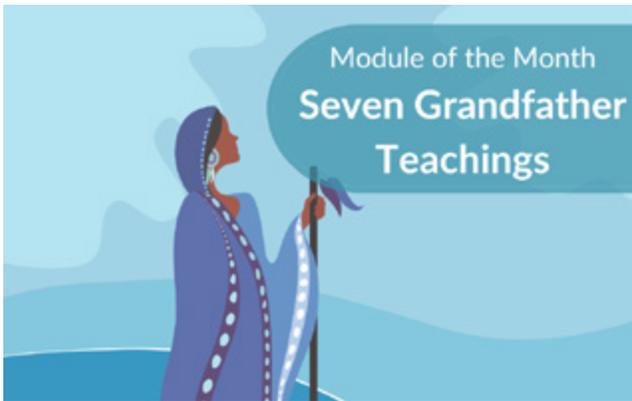
The youth left with a transition plan, secure housing and continuing education at an Attendance Centre. He was also able to work on family relationships and is currently in contact with several family members from whom he was once estranged.



# Community Learning Hub

**HUB is a digital learning platform designed to increase the health and inclusion of vulnerable, marginalized, and under-serviced youths. HUB content uses a blended learning approach and provides facilitator-led digital learning experiences. Our innovative learning approach empowers clients with new knowledge, skills, attitudes, and behaviours.**

## HUB provides programming in six thematic areas, which are broadly aligned with the UN Sustainable Development Goals of finances, health & well-being, education, gender equality, decent work, peace and justice.



*Over the pandemic, we saw a rise in domestic violence cases across Nishnawbe Aski Nation due to the continuous lockdowns and stay at home orders. To better serve our clients and provide them with the resources they required, we wanted to create a holistic program using the Seven Grandfather Teachings that could be used for our Restorative Justice programs and assist us in lowering the number of cases relating to domestic violence. It was our hope that we would be able to create an online resource that would benefit our clients, and so we came to Ali and the HUB team with the idea and were thrilled to be able to create the Moving Toward Harmony program together. This program is a great resource for our Restorative Justice programs and will prove to be a great source of holistic programming that is accessible to our clients and focused on Indigenous cultural traditions.*

— CHANTELE JOHNSON, NALSC

*I must say that these new Anger Management modules are very engaging for youth and the facilitator alike. I've had more conversations (and they are real conversations) in these three sessions than I ever had with the old program! Thank you so much!*

— K.P. FERNIE, YOUTH SERVICES

### List of New Programs

- Moving Toward Harmony
- WOTR Health Canada & MCCSS Substance Use
- TD Financial Literacy
- Secure Your Future

As Springboard and the social service sector pivoted to remote delivery of client service, HUB supported meaningful engagement with clients online. HUB also supported professional development for front-line workers adapting to change. Our training tackled subjects such as earning trust, building engagement online and anti-Black racism. Our training numbers show the relevance of these offerings, with a participation increase of 149%.

### WEED OUT THE RISK IS NOW PART OF HUB

At the end of the 2021/22 fiscal year, Weed Out the Risk merged with the Community Learning HUB to continue to provide educational harm reduction programming to young people on driving under the influence of cannabis. With HUB's reach across Canada and a history of developing quality learning modules, Weed Out the Risk will continue as part of the suite of HUB programs dedicated to providing Canadians with valuable life skills.

# Key Accomplishments

## 01



### ADULT FINANCIAL LITERACY

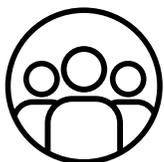
With funding from TD Bank, we launched our first Adult Learning modules for clients aged 18–30 in financial literacy, and a total of three new modules are available. In addition, through our partnership with the YMCA of Quebec, we were able to translate all modules into French.

## 02



### GENDER-BASED VIOLENCE PROGRAM LAUNCH WITH NALSC PARTNERSHIP

Through our partnership with NALSC, Springboard's HUB was able to secure dedicated funding from MCCSS to develop an eight-module program on gender-based violence using the Seven Grandfather Teachings as a framework for exploring lateral and colonial violence and the restoration of healthy relationships. The program includes eight original videos that were created with Indigenous community members sharing their lived experiences with gender-based violence. These videos tell the stories of victims, those who caused harm, and children impacted by gender-based violence. The program is grounded in Indigenous Restorative Justice approaches of interconnectedness, innate goodness, healing and wholeness. The module supports healing for male youth in the justice system from the impacts of colonial lateral violence manifesting as family/gender-based violence. We have now digitized four of the modules.



## 14,117

youth and adults participated in HUB programming



## 2,193

hours of structured skills development

## 03



### NEW ANGER MANAGEMENT PROGRAM FOR JUSTICE-INVOLVED YOUTH

HUB continued to launch our anger management and emotional resilience learning series for youth in the justice system and published three new modules to the platform, including exploring core beliefs and harmful thoughts; stress, trauma and post-traumatic stress; and the purpose and power of emotions. In partnership with the Centre for Mindfulness Studies, we created a series of trauma-informed audio meditations, which we have built into the new learning modules. Thanks to MCCSS, the anger management and emotional resilience learning series has been rolled out in all our Youth Justice partner agencies across Ontario.

## 04



### IMPROVING ACCESSIBILITY

This year, the HUB technical team focused on creating offline solutions for communities that lack reliable Internet connections. Across our community of practice, this typically includes secure justice facilities and remote, reserve Indigenous communities. Without the creation of innovative technology solutions, these spaces would not have been able to access HUB modules. This year, the HUB team made all our new HUB modules available on iPads, MacBooks, PC desktops and PC laptops. Our community partners appreciate the opportunity to access HUB programming in a reliable, accessible way.



## 630

trained active facilitators delivered HUB programming to youths from across 147 unique agencies and 279 different social service sites

# Partners

## Government

City of Toronto  
Department of Justice Canada  
Health Canada  
Ministry of the Attorney General  
Ministry of Children, Community and Social Services  
Ministry of Labour, Immigration, Training and Skills Development  
Ministry of the Solicitor General  
Toronto District School Board  
Toronto Employment & Social Services

## Foundations

The Bedolfe Foundation  
CHUM Charitable Foundation  
Jackman Foundation  
Ontario Power Generation Employees' and Pensioners' Trust Fund  
RBC Foundation  
Second Harvest  
Toronto Foundation  
United Way of Toronto

## Corporate Partners

Bell Canada  
Enterprise Holdings Inc.  
KPMG  
TD Bank Financial Group  
Teranet Inc.  
TSX Inc.



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 Darryl Gray  
 David Nisbet  
 David Smith  
 David Young  
 Deborah Newman  
 Denis Heng  
 Derek Matthews  
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 Thomas Schmidt  
 Timothy De Boer  
 Timothy Snelgrove  
 Tom Mattes  
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 Wendy Leaver  
 Wes Playter  
 William Marshall

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## Golf Event 2022

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Elgin Farewell  
 Kevin Jeewan  
 Suzanne Gibson

#### CORPORATE DONORS

Bell Canada  
 CDW  
 Deloitte  
 ESI Technologies  
 FNF Canada  
 KPMG  
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 Teranet  
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#### AUCTION ITEMS

4 Office Automation  
 Art Gallery of Ontario  
 Cathryn LeCorre Coaching  
 Cuisinart  
 Centre for Mindfulness Studies  
 Old Spaghetti Factory  
 Southern Pines Golf Course  
 The Key Steakhouse  
 VIA Rail

# Financial Overview

## Summarized Balance Sheet

As at March 31, 2022, with comparative figures for 2021  
(in thousands of dollars)

<b>ASSETS</b>	<b>2022</b>	<b>2021</b>
Current assets		
Cash and restricted cash	3,463	2,403
Other current assets	445	1,100
	3,908	3,503
Investments	5,057	4,802
Capital assets	1,782	1,782
<b>Total assets</b>	<b>10,747</b>	<b>10,087</b>
<b>LIABILITIES AND FUND BALANCES</b>		
Current liabilities		
Accounts payable and other current liabilities	1,696	2,145
Funds held for others	586	145
Deferred revenue	1,626	1,212
	3,908	3,502
Capital reserve	515	496
	4,423	3,998
Fund balances		
Capital assets	1,782	1,782
Board restricted	4,542	4,307
Operating	-	-
	6,324	6,089
<b>Total liabilities and fund balances</b>	<b>10,747</b>	<b>10,087</b>

## Summarized Statement of Revenue & Expenses

Year ended March 31, 2022, with comparative figures for 2021  
(in thousands of dollars)

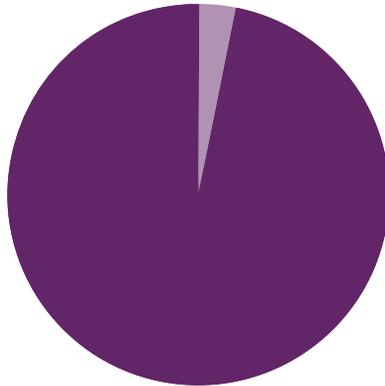
<b>REVENUE</b>	<b>2022</b>	<b>2021</b>
Federal, provincial, and municipal government funding	12,457	13,538
Fundraising and other revenues	328	484
<b>Total revenue</b>	<b>12,785</b>	<b>14,022</b>
<b>EXPENSES</b>		
Programs	11,354	12,433
Program administration, support and fundraising	1,196	1,321
<b>Total expenses</b>	<b>12,550</b>	<b>13,754</b>
<b>Excess of revenue over expenses</b>	<b>235</b>	<b>268</b>

# Audited Financial Statements

Operation Springboard's financial statements are audited by Grant Thornton LLP.

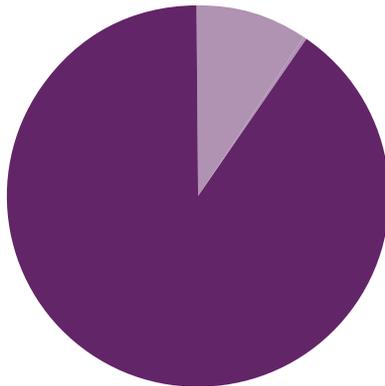
## REVENUE \$12,785 \$'000

- Federal, provincial & municipal funding  
**\$12,457**  
**97%**
- Fundraising & other revenue  
**\$328**  
**3%**



## EXPENSES \$12,549 \$'000

- Programs  
**\$11,354**  
**90%**
- Program administration, support & fundraising  
**\$1,196**  
**10%**









springboard

CONNECT. INSPIRE. ACHIEVE.



**ADMINISTRATIVE HEAD OFFICE**

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Operation Springboard  
Charitable Number 119069094RR0001