





## MISSION

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

## VALUES

People are at the centre of everything we do.

### **INCLUSIVE**

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

### **COLLABORATIVE**

We believe working collaboratively with staff, the people we serve and our community partners is critical to advancing our mission.

### **INNOVATIVE**

We are highly responsive to the individual needs of the people we serve, and embrace change, ideas and approaches that will help them to succeed.

### **CARING**

We are passionate about our work and the difference we help to make in the lives of the people we serve.

### **INTEGRITY**

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

Springboard's Board of Directors are 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.

### **BOARD OF DIRECTORS**

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Message from  
the President of the Board  
and Executive Director

“Do the best you can until  
you know better. Then when  
you know better, do better.”

– MAYA ANGELOU

Growth in any business, especially the business of social service agencies, requires the nimbleness to respond to a changing environment. Springboard employs a rigorous evaluation process that helps us analyze our programs and services so that we can address challenges as they arise and adopt strategies that will help us improve in real-time.

We are committed to adapting and orienting our programs to continuously improve their effectiveness and efficiencies while ensuring they are results-focused. As a result, we were able to meet the diverse needs of the people we serve; we navigated new fiscal realities with agility; and we expanded our capacity to build stronger communities locally, provincially and now across Canada.

We reached **47,900** individuals  
this past year.  
That's a growth of 134%!

Some highlights from last year include:

- We took a leadership role in the legalization of cannabis by scaling our Weed Out the Risk Program to thousands of Canadian youth on the implications of cannabis use and driving, and we partnered with the Ministry of Children, Community and Social Services to develop an Ontario e-learning program for youth charged with provincial cannabis offences.
- We continued to forge robust partnerships to successfully scale our digital suite of educational and skills-based programs (HUB) across Canada!
- We enhanced our staff's evaluation capacity with logic models in place for all our programs.

Our sincerest thanks to our staff, board members, volunteers and advisory members for their outstanding contributions, and to our governmental partners and a wide range of individuals, corporations and foundations who invest in our work. Your support helps us make a real difference in the lives of the people we serve.



Elgin Farewell  
President of the Board

A handwritten signature in black ink, appearing to be 'E. Farewell'.



Marg Stanowski  
Executive Director

A handwritten signature in black ink, appearing to be 'Marg Stanowski'.

## Developmental Services

Providing residential and community-based programs for adults with developmental disabilities

WE WORK WITH ADULTS WITH DEVELOPMENTAL DISABILITIES TO HELP THEM TRANSITION INTO MORE INCLUSIVE COMMUNITY LIVING AND DEVELOP SKILLS THAT WILL ENHANCE THEIR LIVES AND HELP THEM THRIVE.



*Often people with developmental disabilities are told they cannot participate in regular activities like taking public transit, volunteering independently without a worker with them or going to the cinema. They are discouraged from having relationships because they are vulnerable, yet they watch their siblings make friends, go to post-secondary, get married, and they wonder if that is possible for them. Springboard's Developmental Services programs provide these young adults with skills and opportunities for them to express their feelings and develop the confidence to participate in daily life without always having to rely on family or paid workers.*

Developmental Services supports clients as they transition from school into the community, including appropriate housing outside of the family home (such as specialized residential homes and independent community housing); explore their independence by learning new skills such as money management and healthy cooking; and develop personal plans tailored to their individual goals. Our Discovery Club—a social, recreational and life skills program—provides our clients with exciting opportunities to meet new people, explore the city and stay active.



## Our 2018-2019 Activities



### WORKING DIRECTLY WITH THE INDIVIDUALS WE SERVE

Last year we supported eight individuals living in substandard housing to transition into sustainable housing, and we provided them with the resources they needed to make that transition successful. Our Family Support Workers assisted in developing personalized goals and provided advocacy where applicable. In some cases, urgent response meetings of a Community Network of Specialized Care (a cross-sectoral specialized service system that supports people with developmental disabilities) took place to determine what additional supports could be provided.

### IMPROVING THE SYSTEM FOR OUR CLIENTS

Springboard, along with four other developmental service agencies, was part of a short-term family support, case management project to help address the case management waitlist in our sector. The project engaged 221 individuals deemed not a priority for service and who were waiting for supports. The Ministry of Children, Community and Social Services provided bi-weekly support to the agencies involved; 186 of the 221 individuals received the supports they needed.

Springboard identified needs and planned for the modernization (space and programming) of two of our residential facilities. New windows, flooring and painting, as well as changes to the common areas were identified as a priority for early fiscal 2020 to help create more of a home atmosphere. Self-administering medication dispensers, improved security and new technologies such as Amazon Alexa were implemented. Additional iPads provided to residents increased access to independent programming such as hygiene skills.

In December 2015, \*Sandy, a 54-year-old woman with Down syndrome, was discharged from long-term care due to multiple violent assaults. She was admitted to hospital for acute care. Initially non-verbal and very aggressive, she began working with a Springboard Family Support Worker who referred her to the Community Network of Specialized Care. Several assessments were completed including behavioural, functional, speech-language pathology, audiology, neuro-psychological, dementia and occupational therapy. Over time, Sandy became able to verbalize her needs and follow direction without aggression. In February 2019, a residential room with 24-hour staffing (one staff member for every two clients) became vacant and Sandy moved in. A Family Support Worker continued to be involved during the transition.

\*Not client's real name

### In fiscal 2018/2019:

**164**  
individuals in  
7 programs were  
served

**8**  
individuals were  
transitioned  
into appropriate  
housing

**21**  
clients participated  
in Discovery Club

## Employment Services

Providing employment supports for youth and adults

WE PROVIDE YOUTH AND ADULTS WITH THE SUPPORTS THEY NEED TO FIND A JOB OR THE RIGHT TRAINING PROGRAM THAT WILL HELP THEM REALIZE THEIR FULL POTENTIAL.

*Employment offers financial rewards, but it is also good for our health and wellbeing. It helps to build our confidence, self-esteem and support system. While finding a job can be tough for anyone, for some—such as at-risk youth, new Canadians, people in conflict with the law or people with housing insecurity—stigmatization and discrimination can be additional barriers to success. Springboard's Employment Services programs support thousands of youth and adults every year to develop the relevant skills and abilities to be self-sustaining, responsible and contributing members of the community.*

Springboard offers personalized services, including one-on-one coaching, practical workshops and tools for job searching. Our digital media and e-commerce programs are designed to attract and motivate youth. Our job fairs and recruitment events facilitate work placements, work trials and internships. We are committed to growing our business partnerships and educating employers about how supporting vulnerable populations can benefit their bottom line.



“Over the weeks, I learned about graphic designs, how to make a logo, how to make promotional videos and photography skills. Not only did I learn in the classroom, but our field trips allowed me to have the hands-on work I needed to build my resumé. Before graduating, I was able to say that I worked with AirBnB and Jason Jackson! Most importantly, through Springboard I was able to overcome my biggest fear, Adobe Photoshop. I now use it every day for my clients.”

— SYMPHONIE, GRADUATE OF SPRINGBOARD'S LEARN TO EARN PROGRAM

## Our 2018-2019 Activities

### PROVIDING UNIQUE OPPORTUNITIES FOR OUR CLIENTS

In March 2019, Springboard invited speakers to present on the topic of how to start a business in the food services industry. Nineteen newcomer women—many interested in starting their own catering business—attended the event. We also had hiring managers from Osmow's Mediterranean Restaurant, Mr. Sub and Teriyaki Experience in attendance and open to conducting interviews on-site for any women who were interested in working in food services. Seven women were hired on the spot! For many of these women, the lack of experience in the Canadian workforce was taking a toll on them. This event specifically catered to their needs and helped build their confidence and made them feel as though they finally had an advantage.

In March 2019, Jordan (a young man with autism and a client of our Employment Services program) participated in the award-winning TVO show *Employable Me*, a documentary series that features job seekers who prove that having a disability shouldn't make them unemployable. He had never worked before and did not believe there were opportunities out there for him. The crew from *Employable Me* followed Jordan around at a job fair coordinated by Springboard. Jordan came prepared wearing a full suit and tie and practiced answering interview questions ahead of time. Jordan was interviewed by three employers and left the fair elated from the experience. Springboard is working on securing a job trial for Jordan. Job trials are short periods of employment that provide employers with the opportunity to see a candidate's skills and suitability for the position.



### EXPANDING OUR REACH

In May 2018, and with the support of Native Child and Family Services, the Native Canadian Centre and Ministry of Training, Colleges and Universities, Springboard facilitated a Youth Job Connection program specifically for Indigenous youth. Youth Job Connection serves youth aged 15 to 29 who experience multiple and complex barriers to employment by providing more intensive supports beyond traditional job search and placement opportunities.

#### In fiscal 2018/2019:

**1,247**

people were matched to meaningful work, education and training opportunities

**11**

We provided individualized services ranging from one-on-one counselling, job coaching and skill-building workshops

**29 NEET**

(not in employment, education or training) youth graduated as Digital Media Specialists from our Learn 2 Earn program



## Community Justice

Providing supports for youth and adults in conflict with the law

WE DELIVER YOUTH AND ADULT PROGRAMS AND CUSTODY RESIDENCES THAT HOLD INDIVIDUALS ACCOUNTABLE FOR THEIR ACTIONS WHILE HELPING THEM ADDRESS WHAT BROUGHT THEM INTO THE CRIMINAL JUSTICE SYSTEM.



In the summer of 2018, John's life changed drastically after being charged with impaired driving. As a result of his conviction, he lost his job as a driver and experienced severe financial difficulties. John was sentenced to a 90-day intermittent sentence and referred to Springboard's Intermittent Community Work Program. We provided John, a husband and father of two young girls, the opportunity to perform community work and attend our Substance Use Program for Impaired Drivers as an alternative to spending weekends in jail. John completed the program and has been attending counselling and maintaining his sobriety ever since. John enrolled in a post-secondary program to train for a new career and was awarded the 2019 Cameron Springboard Scholarship, recognizing his determination and commitment to getting his life back on track.

### ADULT JUSTICE

*Correctional experts generally agree that many rehabilitation programs can be more effectively and cost-efficiently implemented through community-based alternatives to imprisonment. For offenders, this can have a huge impact on their future. In some cases, it means avoiding a criminal record that will follow them for the rest of their lives. In other cases, it means developing a deeper connection to community and an opportunity to see their value as a contributing member of society. There are societal benefits as well. Community sanctions may involve a mandatory volunteer component. At a time when funding is limited, this stable support can help increase the capacity for community organizations to do their good work. The positive impact of services provided by Springboard for adults in conflict with the law often long outlast participation in our programs.*

Springboard's Adult Justice programs focus on increasing the likelihood of successful reintegration into the community. Our Direct Accountability Program, designed for adults charged with lower-risk offences, offers sanctions that are achievable and proportionate to the offence; If conditions are met, charges are withdrawn altogether. Our Intermittent Community Work Program (for individuals sentenced to 90 days or less) and Community Service Order Program (probation with a condition to complete a certain number of community service hours) match adults convicted of criminal offences with appropriate volunteer opportunities in their community.

### In fiscal 2018/2019:

Our Adult Justice Program supported  
**2,418**  
clients in contributing back to their communities

We provided  
**\$59,700**  
in restitution to victims of crime through Direct Accountability Programs

Community partners and enriched school programs helped our custody youth complete  
over **36** high school credits

**1**  
young man in our custody residence program began a postsecondary education



## YOUTH JUSTICE

*Many young people who come into conflict with the law face multiple challenges that put them at risk for criminal behaviour. They may have emotional and behavioural disorders, mental health issues or a learning disability. They may be experiencing parental abuse, neglect or have had some form of trauma in their lives. There may be issues of housing, food and employment insecurity at home. On the other hand, some offences may be committed simply due to lack of maturity. The services Springboard provides to justice-involved youth are designed to consider the root causes of their behaviour while holding them accountable for their actions.*

Springboard's Youth Justice programs take a holistic approach to prepare youth for the future and give them real opportunities to reach their full potential. Our Attendance Program provides skill development workshops and counselling in the areas of substance abuse, violence prevention, anger management, employment, healthy masculinity and female empowerment. Our Youth Court Action Planning Programs help youth to create and implement a personalized action plan as an alternative to the formal court process. Youth Justice Committees offer alternatives to the formal court process where community conferences bring together the youth and their support people with the victim of an offence to assist the youth make amends for the harm caused. And our two Residences for youth who have received detention or a custody order from the courts include on-site counselling, education and training, mindfulness training, life skills programming and more.

### Educating youth to help them make better decisions

Springboard, in partnership with the Ministry of Children, Community and Social Services, developed a Youth Cannabis Diversion Program designed to educate youth (age 12-18 years) who have been charged with possession of cannabis under the Provincial Offences Act about the health risks associated with cannabis use and the impact of driving while impaired. This new e-learning program also provides youth with information to enhance their understanding of Ontario laws and promotes confidence and self-awareness for youth to assess the impacts of cannabis use to make positive choices.

### Influencing changes that affect our youth

For more than 60 years, Toronto has had a separate court to deal with legal matters involving children and youth. It was designed to foster a child-centred approach to youth justice and address the underlying factors that lead young people into conflict with the law. In 2021, youth and adults will appear side by side in one criminal courthouse that is expected to handle more than 35,000 adult criminal cases a year. Staff from our Youth Court Action Planning Programs, along with other youth-agency representatives, sit on the Specialty Youth Advisory Committee for this new Toronto Courthouse to provide input into the special needs of youth, their families and the community agencies that work with them. The Committee's collective input has influenced the creation of one additional community agency office into the design of the building, and our security concerns have been heard. Springboard continues to be an active participant in the planning and problem-solving of potential barriers that may arise with the creation of this new amalgamated courthouse.

When \*Cory was referred to our Youth Justice Residential Program in 2019, he came with a bleak outlook about the time that he would be spending with us and initially had difficulty adjusting to his new environment.

Cory's outlook quickly changed as he made good use of the opportunity to re-establish positive community supports. While in our care, Cory completed 1.5 school credits, actively participated in in house programming, prepared to write his G1 driving test and made use of Springboard services including the HUB, Employment Services and the Attendance Program. He voluntarily participated in counselling for support with substance use. Cory also obtained his health card, SIN number and opened a bank account; He saw the importance of having these things, a view that he never had in the past.

By the end of his stay with us, Cory's outlook, attitude and decision-making process had improved and matured considerably. He was making smarter decisions, establishing and nurturing relationships, and planning for his future. In fact, with the support of Springboard staff, Cory completed our pre-employment programming and successfully secured a job upon his release!

\*Not client's real name

## HUB

An innovative, life skills digital learning platform designed to support front line workers in the areas that matter most to the health and well-being of their clients



WE PROVIDE INTERACTIVE, MULTI-MEDIA, SKILL-BUILDING PROGRAMS DESIGNED TO INCREASE THE HEALTH, RESILIENCE, LEADERSHIP AND INCLUSION OF AT-RISK YOUTH.

*Front line workers in the social services sector use their skills and knowledge to help vulnerable and or justice-involved youth through challenging life transitions. Their empowerment efforts focus on a range of interventions from skill development, education and employment, to healthy relationships and substance use. Finding reliable, engaging learning material to use with hard to reach youth can be challenging.*

Thanks to the vision and support of the Ministry of Children, Community and Social Services, Springboard's HUB is providing over 100 hours of evidence-informed learning modules to community and justice-serving agencies across Ontario. HUB is open source, easy to access, with a wide range of professional development opportunities for front line workers to maintain excellence in their practice. HUB is bringing a scalable, technology-based solution to the youth justice sector, supporting the measurement and evaluation of the impact of life skills programming on at-risk youth.

The HUB is used by hundreds of social service agencies and schools across Canada, with 469 registered HUB facilitators. Our learning modules are delivered in a wide range of settings including youth justice facilities, community re-integration centres, youth employment programs, alternative schools, First Nations communities and Friendship Centres. Our learning content is broadly aligned with the UN Sustainable Development Goals and the Canadian Index of Health and Wellbeing, offering quality interactive learning modules in the thematic areas of finance, employment, gender equality, substance use and self awareness.

### In fiscal 2018/2019:

Nearly **7,000**  
youth participated  
and completed HUB  
programs

Nearly **5,400**  
hours of HUB  
programming has  
been delivered

HUB engaged  
**3,531** youth with  
the Weed Out the Risk  
program

## Our 2018-2019 Activities

### EXPANDING OUR REACH ACROSS CANADA

For many years HUB programming was only available to Ontario front line workers. Last year, we expanded our successful model to provide programming across Canada. We supported Springboard's Weed Out the Risk program, funded by Health Canada and delivered cannabis harm reduction programming in schools across the country. We also entered a new funding partnership with the Government of Canada, Department of Justice to bring our life-skills platform to Alberta and Saskatchewan. By partnering with the John Howard Society of Alberta and Saskatchewan (leaders in restorative justice across Canada), we supported the hiring of HUB trainers in both of these provinces. These new recruits facilitate HUB programming within various community organizations including youth restorative justice programs, alternative schools, employment centres, First Nations reserves, after-school programs and more.



### IMPROVING PROGRAM DELIVERY

Thanks to the innovative vision and support of the Ministry of Children, Community and Social Services, Springboard was able to commit to a rigorous redesign of the HUB this year. User feedback indicated that the learning platform needed to be more agile and better suited to the complex needs of at-risk youth and that facilitators needed to be able to access content quicker and easier on a variety of topics relevant to their clients.

In July 2018 Springboard released a next iteration of the HUB with a robust database, a simplified user interface and more intuitive learning pathways for accessing a variety of modules. Feedback on the new platform has been resoundingly positive. Youth find the new platform colourful and engaging, while facilitators appreciate the ability to find content easily, to participate in a host of professional development trainings and to track their usage of HUB's learning modules—a valuable feature for the youth justice sector for reporting and evaluation.

*“Front line staff serving our in-need and at-risk communities in Saskatchewan, as well as high level administrators searching for resources to better support their team, are looking to the HUB as a life skills teaching tool they can incorporate into their programming. Our partners across the province enjoy the look and feel of the new platform and are excited to learn about upcoming content and features that will make the HUB even more engaging and easy to use. They are encouraged by the various supports available to help facilitate their training and ongoing use of the HUB, including manuals, training videos, webinars and the newsletter. Community outreach is ongoing, and so far twenty agencies have received training with more in the queue. We are looking forward to seeing where the HUB takes us next!”*

— ASHLEE LONGMOORE, HUB REGIONAL TRAINER, JOHN HOWARD SOCIETY, SASKATCHEWAN



Educating youth about  
cannabis use and road safety



WEED OUT THE RISK PROVIDES AN INTERACTIVE, EDUCATIONAL LEARNING OPPORTUNITY THAT CHALLENGES YOUTH'S COMMONLY HELD MISCONCEPTIONS ABOUT CANNABIS USE AND DRIVING OR BEING A PASSENGER IN A HIGH DRIVER'S VEHICLE.

*Many young people believe driving under the influence of cannabis is risk-free; however, studies show that cannabis can have a negative impact on a variety of functions and abilities which can affect one's ability to safely operate a vehicle. "Drivers between the ages of 16-24 years old account for most driver fatality cases; they also happen to be the group containing the largest proportion of drinking-driver fatalities (28%) and drug-positive driver fatalities (27%)" (Beasley and Beirness, 2011).*

Weed Out the Risk (WOTR) is a web-based, evidence-informed public education program that uses interactive games, activities, videos and discussions to inform young people about the risks of cannabis use and getting behind the wheel of a car or in the passenger seat with an impaired driver. The session, delivered by trained facilitators, is available in both French and English and can be delivered in any school, community organization or youth-serving agencies and locations.

*“The Government of Canada is proud to support the Weed Out the Risk program, which will help to educate youth about the risks of driving under the influence of cannabis. Working with organizations like Operation Springboard enables us to reach young Canadians with information that will help them make informed decisions about cannabis.”*

– THE HONOURABLE GINETTE PETITPAS TAYLOR, MINISTER OF HEALTH



## Our 2018-2019 Activities

### LAUNCH OF A NATIONAL ANTI-CRASH COURSE ON CANNABIS IMPAIRED DRIVING

In October 2018, Springboard successfully expanded its Weed Out the Risk program from the Greater Toronto and Hamilton Areas and has now scaled to the national level, including a French-language version of the program for Quebec and French-speaking communities. In partnership with MADD Canada and a diverse cross-section of youth-serving community agencies, we have trained over 500 professionals to deliver the WOTR program, and over 80,000 youth have received the WOTR messaging since the program's inception.

#### The feedback from our events indicates we are getting the message across

- After seeing the program, over 84% of respondents indicated that they strongly agree or agree that they know more about how cannabis affects their ability to drive.
- Youth indicated to us that they consider death, injury, arrest and a criminal record as the most significant consequences of driving while high.
- Youth advised that the four primary messages that they received from the WOTR program were: do not get into a car with an impaired driver, do not drive high, plan ahead to ensure a safe ride and report potentially impaired drivers.
- 70% of respondents noted that they were either very likely or likely to share the information from the presentation with a friend or family member.
- 57% of participants indicated that they would definitely recommend the program to other young people.

#### In fiscal 2018/2019:

**63,108**

youth received the Weed Out the Risk message about the risks of cannabis use

**2,749**

presentations were delivered;

**243** in French

**550**

Over schools across Canada showcased the program

**55**

Over agencies partnered with Springboard to deliver the WOTR messaging to youth

In March 2019, Springboard convened the inaugural meeting of the National Program Advisory Committee. This committee, comprised of leaders and experts from youth-serving organizations, research institutions, insurance, law enforcement, education and the cannabis industry, provides strategic and operational advice on program access, impact, and sustainability. We would like to thank the following members for their valuable contributions:

**Melissa Banfield**, *Insurance Bureau of Canada*

**Hayley Hamilton**, *Senior Scientist, Mental Health Policy Research, Centre for Addiction and Mental Health*

**Chaouki Hamka**, *Community Leader, MADD - Windsor/Essex*

**Chris Hay**, *Executive Director, John Howard Society of Alberta*

**Dan Hogan**, *Substance Abuse/Violence Prevention Coordinator, Safe Schools, Durham District School Board*

**Ian Jack**, *Managing Director, Communications and Government Relations, CAA National*

**John MacLeod**, *Drug Recognition Expert, Halifax Police*

**Andrew Murie**, *CEO, MADD Canada*

**Dr. Roy Purssell**, *Physician, Vancouver General Hospital*

**Allan Rewak**, *Former Executive Director, Cannabis Council of Canada*

**Deborah Riddle**, *Executive Director, Elizabeth Fry Society of Peel and Halton*

**Charles Shrybman**, *Director of Research and Assistant Director of Training, Young Drivers of Canada*

**Marg Stanowski**, *Executive Director, Springboard*

**Chantal Vallerand**, *Executive Director, Drug Free Kids Canada*

**Louis Zuniga**, *Manager of National Youth Services, RCMP*

## Your Investment

Thank you to the donors and sponsors from our 29th annual golf marathon. Your commitment helps us grow!

WE RAISED OVER \$83,000 AT THIS YEAR'S GOLF MARATHON. THE FUNDS WENT TOWARDS OUR YOUTH EMPLOYMENT PROGRAMS; THESE PROGRAMS PREPARE YOUTH FOR THE WORKFORCE BY PROVIDING ENTREPRENEURIAL AND SKILLS TRAINING.

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Donors recognized above made contributions or pledges of \$100 or greater to Springboard between April 1, 2018 and March 31, 2019. In the event of an error or omission, please contact Springboard at **(416) 977-0089 ext: 234**.

Springboard also wishes to gratefully acknowledge the ongoing support of our many volunteers and community partners.

## Our Committed Partners

Our partners, patrons and advisory committee contribute to our continued success. Thank you for your dedication!



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### YOUTH JUSTICE

**THE ARIS KAPLANIS  
CENTRE FOR YOUTH**  
2568 Lawrence Ave. East  
Scarborough, ON M1P 2R7  
416-615-0788

### YOUTH CONNECT

2568 Lawrence Ave. East  
Scarborough, ON M1P 2R7  
416-615-0788 ext. 257

### YCAPP – CENTRAL TORONTO

311 Jarvis Street  
Toronto, ON M5B 2C4  
416-964-1948

### YCAPP – NORTH YORK

Room 1-111 – 2201 Finch Ave. West  
Toronto, ON M9M 2Y9  
416-746-0430

### YCAPP – NEWMARKET

50 Eagle St. West  
Newmarket, ON L3Y 6B1  
905-895-7674

### BLUE JAYS LODGE

416-698-0047

### TERRY FOX HOUSE

416-588-7706

### YOUTH JUSTICE COMMITTEES

Scarborough & Newmarket:  
416-915-7661 ex.232  
Sault Ste. Marie: 705-949-0162 ex. 248

### ADULT JUSTICE

#### ADULT & COMMUNITY JUSTICE

976 College Street  
Toronto, ON M6H 1A5  
416-915-7661

#### INTERMITTENT COMMUNITY WORK PROGRAM

416-597-8522 ext. 0

#### COMMUNITY SERVICE ORDER PROGRAM

416-551-2745

#### STOP SHOP THEFT PROGRAM

416-915-7661

#### DIRECT ACCOUNTABILITY AND FEDERAL DIVISION

**Old City Hall**  
60 Queen St. West, Rm 8  
Toronto, ON M5H 2M4  
416-214-2469

#### Metro East Court

1911 Eglinton Ave. East  
Toronto, ON M1L 2P4  
416-755-1168

### DEVELOPMENTAL SERVICES & COMMUNITY SUPPORT

#### S.O.A.R.

1464 Midland Ave.  
Scarborough, ON M1P 3B9  
416-913-1301

#### NORTH BEACHES RESIDENCES

416-690-8001

#### FRANK DREA HOUSE

416-465-9477

### EMPLOYMENT SERVICES

Suite 1A – 3195 Sheppard Ave. East  
Scarborough, ON M1T 3K1  
416-849-4421

### COMMUNITY LEARNING HUB HELPDESK

976 College Street  
Toronto, ON M6H 1A5  
416-977-0089 Ext 210



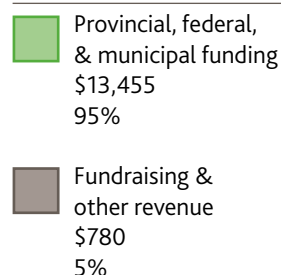
## Audited Financial Statements

### Summarized Balance Sheet

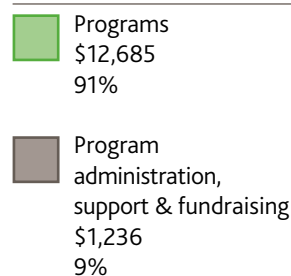
As at March 31, 2019, with comparative figures for 2018  
(in thousands of dollars)

ASSETS	2019	2018
Current assets		
Cash and restricted cash	1,618	1,138
Other current assets	1,010	778
	2,628	1,916
Investments	4,093	3,797
Capital assets	1,782	1,782
<b>Total assets</b>	<b>8,503</b>	<b>7,495</b>
LIABILITIES AND FUND BALANCES		
Current liabilities		
Accounts payable and other current liabilities	1,538	947
Deferred revenue	1,132	1,013
	2,670	1,960
Capital reserve	441	415
Mortgages payable	19	61
	3,130	2,436
Fund balances		
Capital assets	1,721	1,678
Board restricted	3,652	3,381
Operating	-	-
	5,373	5,059
<b>Total liabilities and fund balances</b>	<b>8,503</b>	<b>7,495</b>

### REVENUE \$14,235



### EXPENSES \$132,921



### Summarized Statement of Revenue and Expenses

Year ended March 31, 2019, with comparative figures for 2018  
(in thousands of dollars)

REVENUE	2019	2018
Federal, provincial, and municipal government funding	13,455	11,927
Fundraising and other revenues	780	564
<b>Total assets</b>	<b>14,235</b>	<b>12,491</b>
EXPENSES		
Programs	12,685	11,106
Program administration, support and fundraising	1,236	1,120
<b>Total expenses</b>	<b>13,921</b>	<b>12,226</b>
<b>Excess of revenue over expenses</b>	<b>314</b>	<b>265</b>

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

## OUR COLLECTIVE IMPACT

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**1,247**

people were matched to  
meaningful work, education  
and training opportunities

Springboard reached

**47,900**

individuals across Canada

There were

**68,600**

victim restitutions for the harm  
caused by the offender's  
wrongful acts

**178,800**

hours of skill development  
programming was delivered  
across Canada

The value of  
community work performed  
by our clients exceeds

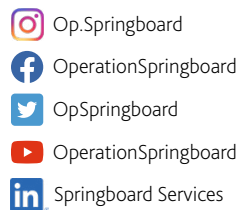
**\$990,00**



**SPRINGBOARD  
HEAD OFFICE**

Suite 800 – 2 Carlton Street  
Toronto, ON  
M5B 1J3  
Tel: 416-977-0089  
[info@springboardservices.ca](mailto:info@springboardservices.ca)

For more information on our  
programs and services, please  
visit our website:  
**[www.springboardservices.ca](http://www.springboardservices.ca)**



Operation Springboard Charitable Registration No.: 119069094RR0001