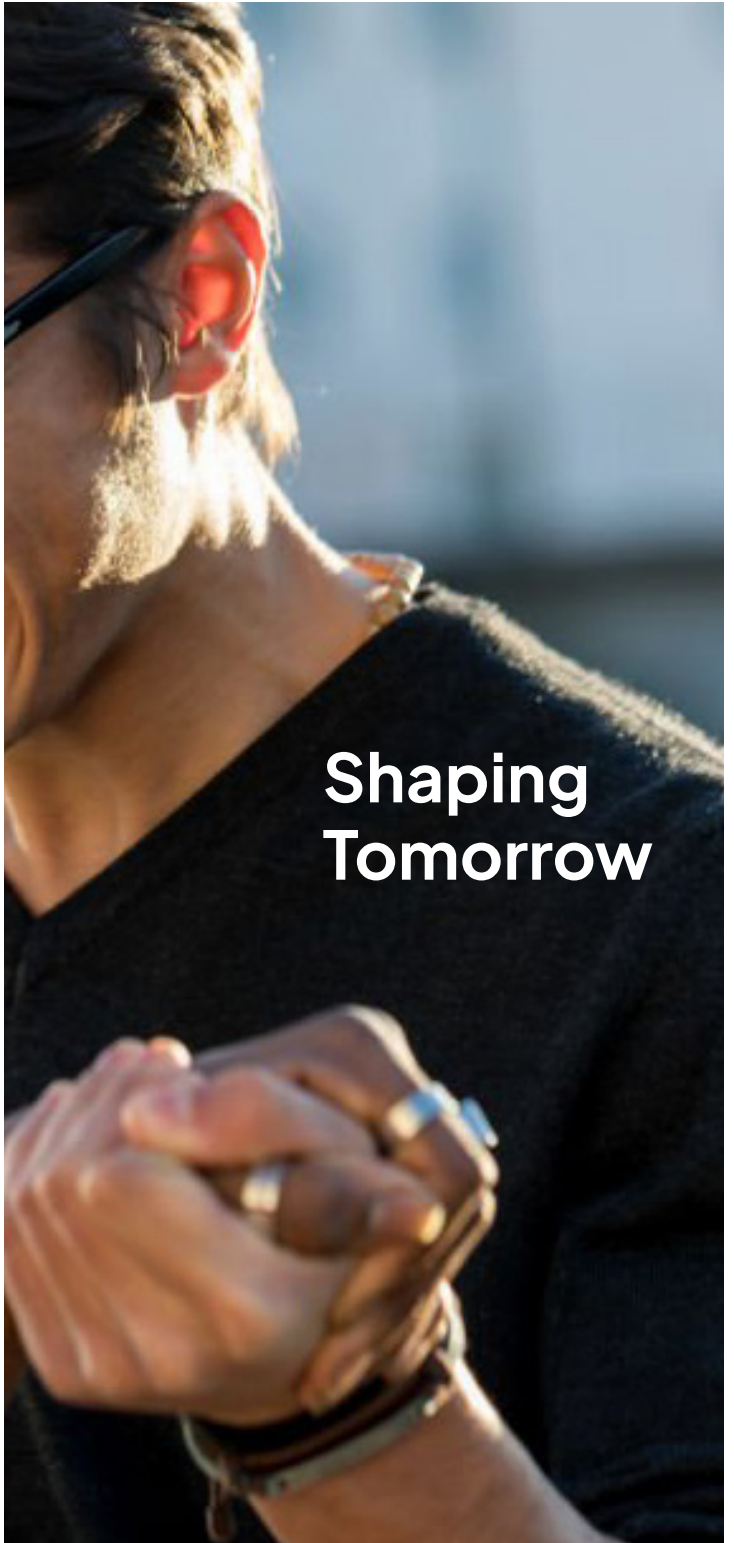




**Honouring
Our Past**



**Shaping
Tomorrow**

**CELEBRATING
50 YEARS**

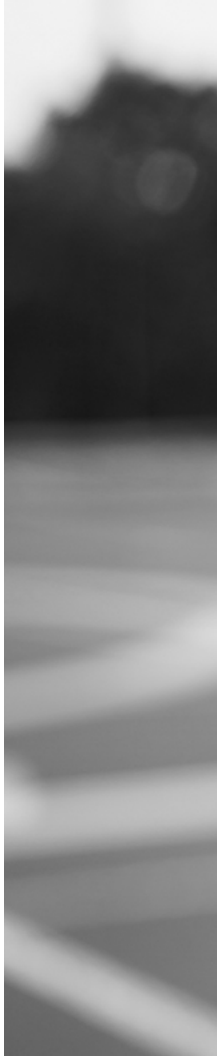
**2023-2024
ANNUAL REPORT**



We envision a future where every person is valued and achieves their full potential.

MISSION

Springboard provides quality services that support individuals facing barriers to lead meaningful and fulfilling lives.





OUR VALUES

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. We embrace change, ideas and approaches that will enable success.

Care

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

Integrity

We hold ourselves accountable to all our stakeholders, delivering meaningful results with rigour, honesty, ethical integrity and transparency.

BOARD OF DIRECTORS

Our board of directors are volunteers and leaders who provide a diverse range of expertise and community representation. They are accountable to our community and funders, setting standards of excellence for our programs.

President: Deborah Newman

Vice chair: Susan Steer

Treasurer: Jeff King

Members:

Jeffrey Allain	Wendy Leaver
Sudha Dwevidi	Agostino Russo
Cathy Hennessey	Cheryl Tjok-A-Tam
Kevin Jeewan	Antoni Wisniowski
Jeff King	

Springboard's 2023/2024 year has been truly remarkable, with 2024 marking our 50th anniversary. Over the past five decades, we've had the honour of providing vital programs and services to vulnerable individuals, supporting them to reach their full potential.



This year we've made significant strides, including the development of a new five-year strategic plan, the revision of our mission statement, the creation of a vision statement, and enhancements to our core programs and services to better support participants. In collaboration with our partners, we've also contributed to meaningful system changes and transformations initiated by our government partners.

From our modest beginnings in 1974 as a transportation service helping families visit their incarcerated loved ones, Springboard has grown into a multi-service agency. Today, we offer a wide range of services, including support for people with developmental disabilities to live independently, employment training and support for those facing barriers, justice services for youth and adults in conflict with the law, and our digital learning platform - the Community Learning HUB- which provides accessible training for youth and adults across Canada.

In 2023/2024, we reached over 12,000 individuals through 42 programs, achieving several notable milestones. In this year, we:

- Completed a five-year strategic plan that will guide us for the next five years
- Received the OpenDoor Award from the City of Toronto to redevelop our 976 College Street site into affordable housing for individuals with developmental disabilities
- Progressed the repurposing of our 51 Dawes Road property to support individuals with complex developmental and behavioural needs
- Opened three offices in the newly amalgamated Ontario Court of Justice courthouse as Toronto's courthouses merged into one entity
- Finalized our business and implementation plan for fee-for-service programs in Developmental Services
- Strengthened our data and evaluation capacity, including forming an internal evaluation committee to lead this essential work
- Successfully contracted with the Ministry of Education to deliver the Weed Out the Risk (WOTR) program, which educates secondary school students across Ontario on the effects of cannabis and driving
- Further embedded diversity, equity and inclusion (DEI) into our organization through ongoing policy reviews, training and support
- Established the Marg Stanowski Fund for Emerging Leaders in honour of our former Executive Director, Marg Stanowski.

Springboard has prepared and planned for the Journey to Belonging transformation in Developmental Services as well as the transformation in Employment Services. We are actively collaborating with other service providers to ensure these changes benefit our program participants. We extend our heartfelt thanks to our staff for their adaptability in this changing landscape and their dedication to embracing new practices and building strong partnerships.

The board's accomplishments this year include:

- Leading the development of our new five-year strategic plan
- Establishing a DEI equity statement, which is being implemented organization-wide
- Forming new board committees and task groups to support key priorities
- Revising our by-laws to comply with the Ontario Not-for-Profit Corporations Act
- Providing strong governance and executing the board's succession plan, including implementing term limits, recruiting new board directors and planning for board executive positions and committee chairs.

As I complete my final year as Chair of the Board, I am honoured to have worked with such a dedicated and talented group of board colleagues, executive leaders, managers, and staff members over the past eight years. I am incredibly proud of our collective accomplishments in delivering outstanding programs and services to our clients and communities. Thank you all for your commitment.

Springboard remains committed to providing robust services to the clients and communities we serve. We are grateful to our funders—government partners, corporations, foundations and individual donors—for their support. We also thank our partners for their generosity in sharing resources and working collaboratively with us toward our common goals.



Deborah Newman
Board Chair



Lidia Monaco
Chief Executive Officer



PRIME MINISTER • PREMIER MINISTRE

2024

Dear Friends:

I am pleased to extend my warmest greetings to everyone celebrating the 50th anniversary of Springboard.

Since it was established in 1974, Springboard has provided a wide array of programs and services aimed at helping individuals facing barriers to reach their full potential. This milestone offers a wonderful opportunity to reflect upon the history of the organization, to celebrate its many accomplishments and to set goals for the future.

I would like to commend everyone involved with Springboard for their hard work, compassion and commitment to making a difference. You can take pride in knowing that your contributions are greatly appreciated and are helping to build a better Canada for us all.

Please accept my best wishes for a memorable anniversary celebration and continued success.

Sincerely,

The Rt. Hon. Justin P. J. Trudeau, P.C., M.P.
Prime Minister of Canada





I am pleased to congratulate the members of

SPRINGBOARD

on the occasion of this organization's

50th Anniversary

*Over the years, the commitment of the members
of Springboard has helped to make your community
and our province a better place.*

*Congratulations again, and I wish you
many more years of success.*

Legislative Building, Toronto
October 23, 2024



Doug Ford
Premier



MESSAGE FROM THE MAYOR

It gives me great pleasure to extend greetings and a warm welcome to everyone attending Springboard's 50th Anniversary.

This special anniversary is a wonderful opportunity to celebrate Springboard's mission of helping to build resilience in people who are facing barriers by offering them hope, resources, and opportunities through your adult justice, community, residence, employment and learning programs and services. Thanks to you and your team, volunteers, partners and supporters for all that you do.

The City of Toronto is proud of organizations that are committed to the well-being of Toronto residents.

On behalf of Toronto City Council, please accept my best wishes for a memorable celebration and continued success.

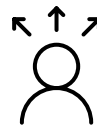
Yours truly,

Olivia Chow
Mayor of Toronto

In 2023/2024, Springboard supported:



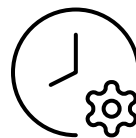
12,168
Individuals through **39**
programs in the GTA and
platforms across Canada



630
Individuals that found
employment, education and
training volunteer opportunities



18,213
Community volunteer hours
completed by participants



260,820
Skills development hours
completed by participants

2024–2029 Strategic Plan



STRATEGIC PRIORITY 1:



Strengthen Impact Through Service Delivery and Systems Change

- Adapt services and programs to address emerging provincial transformations
- Explore innovations and integrations within Springboard's programs and services, both within Springboard and through external partnerships and mergers.
- Expand housing options for Developmental Services through partnerships, housing development, and property management.
- Strengthen program evaluation and development of data collection to ensure our programs are evidence-based and can demonstrate impact.
- Influence public policy to improve outcomes for individuals and communities

STRATEGIC PRIORITY 2:



Diversify Funding to Expand Our Reach

- Diversify and increase funding within levels of government, foundations and corporations
- Implement a fund development plan that increases Springboard's donor base, expands discretionary funding, and mobilizes a capital campaign for a housing initiative.
- Develop and implement a communications and marketing plan to increase engagement and investment in Springboard.





STRATEGIC PRIORITY 3:



Enhance Organizational Strength and Resilience Focusing on People and Culture

- Continue to embed diversity, inclusion and equity principles and practices into all aspects of the organization.
- Prioritize health and wellbeing by investing in training, leadership development, team-building, effective labour relations and provide tools and resources to effectively develop and support our staff teams.
- Undertake a compensation review across the organization to identify inequities and explore innovative strategies to address them.
- Improve the data collection and reporting of human resources metrics within People and Culture.

Honouring Our Past, Shaping Our Future

From its humble beginnings, Springboard has grown into a recognized multi-service organization dedicated to leadership and innovation. Since 1969, we have been committed to making a positive impact on the most vulnerable in our communities, thanks to the dedication of our staff, volunteers, and board members. Springboard was founded by volunteers and former offenders in 1969 to assist families in staying connected with loved ones during a period of incarceration, primarily through transportation and counselling. Incorporated as a non-profit charitable organization in 1974, Springboard has since evolved into a multi-service organization offering a diverse range of programs to support vulnerable individuals in our communities.



1969

Operation Springboard is conceived by Don Bailey and other former inmates of Warkworth Institution to assist in keeping families together during a period of incarceration, through transportation and counselling.

1974

Operating from our first location at 297 Calton St, Springboard incorporates and achieves charitable status to provide transportation to all major Ontario correctional institutions and penitentiaries, and support services to former inmates and their families.



1981

Frank Drea House opens at 114 Indian Road, our first home for individuals with developmental disabilities involved in the justice system.



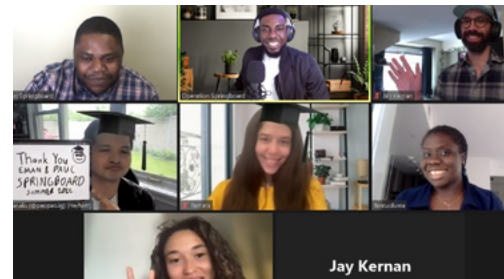
1987

With Executive Director David Arbuckle, Springboard now runs 10 group homes, a 24-hour distress line for inmates, a community service order program, counselling, education, and job services.



1998

Opening of Employment Resource Centre in Scarborough, expanding Employment programming for vulnerable youth and adults.



2020

COVID-19 declared a global pandemic, services adapted to support clients virtually, and staff continue to support clients safely in our Justice and Developmental homes.



2007

Digital learning platform Community Learning HUB is launched, offering programming in anger management, substance abuse and violence prevention.

2024

50 Years of helping vulnerable youth and adults through Justice Services, Developmental Services, Employment Services and the Community Learning HUB.

People and Culture



KEY ACCOMPLISHMENTS

Diversity, Equity and Inclusion

We continue to cultivate a culture of belonging, where diverse thoughts, perspectives and individual experiences are welcomed and celebrated. In 2023/2024, we reached the significant milestone of establishing our equity statement, a collaborative effort between our board, executive leadership and the DEI committee staff. This statement solidifies our commitment to DEI, and after establishing it, our staff worked together to integrate these values into daily practices. As part of our ongoing journey of learning and growth, all staff participated in conflict resolution workshops to strengthen relationships. We also selected Roots Community Services as our DEI training provider, furthering our commitment to ongoing education.



Employee Experience

Fostering a positive employee experience remains a top priority at Springboard. We used anonymous surveys and town halls to incorporate staff and union perspectives into our strategic planning process. Transparency and communication are key, supported by bi-weekly CEO updates, staff newsletters, dedicated new hire orientations and interactive town halls.

Leadership development is crucial, and all People Leaders participated in a series of Leadership Development Sessions, now a core part of onboarding new leaders. We also held our first in-person Staff Event since the pandemic, themed Growing Together, where staff connected through activities like planting succulents, engaging with a keynote speaker and learning strategies to foster inclusive and effective communication.

We also made time for fun, enjoying events like a Jays game and our first in-person holiday party since the pandemic, featuring a live band performance led by our own Giovanna Galuppo, Junior Designer with the Community Learning HUB.



EMPLOYEE ENGAGEMENT AND DEVELOPMENT HIGHLIGHTS

Through regular surveys, we ensure that staff feedback is integral to our ongoing efforts. These highlights reflect the positive impact of Springboard's engagement initiatives, as reported by staff members.

- Strategic Planning Town Halls: Over 95% of respondents felt more connected to Springboard and their colleagues and believed their contributions were valued.
- Staff Event: 96% of participants reported a stronger connection to Springboard and their colleagues.
- Leadership Development Series: 100% of attendees felt more informed about the topics discussed.

Developmental Services



42

Individuals were supported through our community programs



38

Individuals with family support

KEY ACCOMPLISHMENTS

New Community Partnerships

We established new partnerships with local food banks to create volunteer opportunities for participants, enhancing their community involvement and sense of purpose.

Individual Transition Success

We supported an individual at a Developmental Services (DS) Home with transition planning, facilitating their move to an independent living arrangement in a co-op unit with a roommate. Through their individual support plan, they focused on daily living activities, life skills training, health and wellness and community involvement. This thorough planning ensured the individual was fully prepared to live independently with reduced staff support, promoting autonomy and community engagement.

Carnival Games

Carnival Games is an innovative Recreational Therapy program at Seeking Opportunities Accessing Resources (SOAR), our Developmental Services day program funded by the Ministry of Children, Community and Social Services. This program promotes physical health and wellness through activities that enhance balance, hand-eye coordination, memory and motor skills. Facilitated games include matching games, Deal or No Deal, Family Feud, jingle bell toss, relay races, bingo, darts, Plinko, and mini basketball. Participants develop valuable skills such as sportsmanship, teamwork, communication, critical thinking and memory improvement. The program ensures inclusivity and adaptability for all abilities, considering varying fitness levels and mobility to guarantee everyone can participate.

Integrated Support Partnerships

We formed new partnerships between Developmental Services, Housing, and Mental Health and Addiction Services to collaboratively support individuals with significantly changing needs. This integrated approach provides comprehensive care, addressing complex needs and enhancing overall support.

Path to Community Placement

An integral part of the Seeking Opportunities Accessing Resources (SOAR) program is its Path to Community Placement, where participants learn and apply job readiness skills through volunteer opportunities. During the pandemic, volunteer partnerships were scarce due to COVID-19 restrictions. However, in 2023, SOAR re-established connections with community partners across Toronto. Participants have since volunteered at Good Shepherd, ACSA Food Centre and Feed Scarborough, engaging in tasks such as working food lines and packaging meals. Every Friday, participants sign up to make a positive impact in the community. We are excited to expand these outreach efforts and discover more volunteer opportunities for SOAR participants to give back to their community and gain independence.



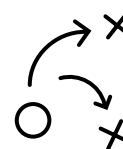
16

Individuals were provided with supported living



22

People participated in our Discovery Connect program



5

Individuals supported to engage in person-directed planning

CLIENT SUCCESS STORY



Crystal and Stephanie's journey with Springboard began in the 2012 SOAR day program.

After a year in the shelter system, Springboard collaborated with Bridges to Housing to support Crystal and Stephanie in obtaining a rental unit with Toronto Community Housing and ten support hours a week through Springboard.

With stable housing, Crystal and Stephanie have worked toward independence and financial stability, achieving remarkable success over the past six years. Most recently, they have been working on goals related to healthy lifestyle and financial literacy. With support from a Springboard community support worker, Stephanie manages both women's monthly finances using a budget template on her iPad. Each week, she ensures that all their bills are paid on time and that money is set aside for groceries, medical needs, pet supplies and leisure

activities. Their big goal for this coming year is to increase their emergency fund and start saving for special occasions.

In their free time, Crystal and Stephanie engage in activities at Variety Village, including walking the track and swimming twice a week, contributing to their overall well-being. They have also attended other Springboard programs, including a cooking program at Discovery Connect and the Employment Services Youth Job Connection program.

They have been prioritizing their health and supporting each other by cooking homemade meals and staying current with medical appointments. Stephanie's commitment to her health shines through her diligent approach to managing her diabetes. By budgeting monthly for her insulin supplies and scheduled doctors' appointments, she ensures that she has what she needs to maintain her health.

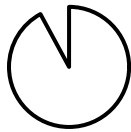
Crystal and Stephanie's story is a powerful example of resilience, determination and the transformative impact of Housing and Community Support Services.

Employment Services



4,832

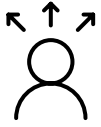
Individuals served



90%

Successful client
completion rate





630

Clients found employment, education/training and volunteer opportunities



66

Digital Media program graduates

KEY ACCOMPLISHMENTS

Employee Engagement

Employment Services staff actively participated in three working groups, collaborating monthly to prepare for the Employment Services transformation scheduled for March 2025.

Service Delivery Success

Resource and Information Services assisted over 3,000 individuals through hiring and resource fairs, skill-building workshops, community information sessions and one-on-one appointments.

Interdepartmental Collaboration

In October 2023, Employment Services and Developmental Services staff joined Youth Justice staff on the FOCUS committee, supported by the City of Toronto, United Way, and Toronto Police. Meeting weekly, the committee discusses client situations and coordinates support. This collaboration resulted in over 20 clients receiving employment services and numerous program referrals.

RBC Learn 2 Earn

This past year marked the 5th year of Springboard's partnership with RBC Foundation focused on empowering vulnerable youth through the Learn 2 Earn program. Aimed at youth aged 19 to 29, Learn 2 Earn offers practical skills training in digital media, technology and e-commerce. With support from the RBC Foundation, Springboard has expanded the program, doubling its capacity from 20 to 40 participants per year. This partnership has enabled Springboard to provide participants with industry-standard software to build the skills needed to succeed and the networks and career development opportunities to build their careers.



Pathways to Construction Trades

In 2023, Employment Services launched and delivered Pathways to Construction Trades, a five-week hybrid program designed to support justice-involved youth (aged 15 to 29) with employment readiness and pave the way for sustainable career paths in the construction industry.

In collaboration with education and training partners the Canadian Forklift Training Center and Worksafe Forklift Training, the program supported 32 participants in achieving industry-required certifications and safety training. This also included soft skills development, workplace safety (WHMIS, Working at Heights, Fall Protection) and technical skills, such as forklift operation.

Funded by the Ministry of Labour, Immigration, Training and Skills Development, Pathways to Construction Trades addresses the low labour attachment rates among vulnerable justice-involved youth. Collaboration with community partners was crucial for program delivery, offering comprehensive support from legal advice to financial counselling, enriching the participants' learning experience.

Pathways to Construction Trades had 32 graduates, each successfully equipped with the skills necessary to launch careers in construction. By blending online and in-person delivery methods, the program ensured accessibility and effectiveness, supporting not just technical proficiency but also personal growth in workplace communication, financial literacy and career planning.



32
Pathways to Construction graduates

Employment Services Transformation Preparation

In preparation for Ontario's upcoming Employment Services transformation in March 2025, the Employment Services team participated in three virtual working groups, convening monthly to strategize and implement initiatives aimed at enhancing service delivery and operational efficiency.

Collaborating closely with community partners, the working groups focused on refining action plans and addressing key challenges. This collaborative effort helped achieve significant milestones outlined in our change management process for 2023/2024. By leveraging these partnerships and initiatives, Employment Services positioned itself to be agile in navigating the transformation as well as equipping our team with the necessary knowledge, resources and skills to sustain and elevate our service standards post-transformation. Proactive planning ensures that Employment Services remains responsive to the evolving needs of our clients and community stakeholders.

CLIENT SUCCESS STORY



JJ approached us last year eager to join the Youth Job Connection Summer program, but we were unfortunately at capacity and unable to accommodate more participants. Determined to kickstart her career journey, JJ opted to stay informed through email updates on upcoming program dates and ultimately registered for our virtual March break job fair. Showing exceptional initiative, JJ applied for all available positions.

Despite feeling a bit nervous about her first job application and interviews, she sought support from our recruitment and retention specialist for a mock interview, aiming to polish her interview skills. Her efforts paid off when she impressed all four employers with her communication and interview skills. Three of the employers expressed keen interest in hiring JJ, and after careful consideration, she chose to accept a position with the Toronto Pan Am Games.

Throughout her placement, JJ received consistent praise from her supervisors for her strong work ethic and dedication.

She successfully completed her assignment, gaining valuable employability skills and practical experience. Looking ahead, JJ plans to continue her employment with the Toronto Pan Am Games and work on her career goals.

Justice Services

KEY ACCOMPLISHMENTS

Seamless Transition to New Courthouse

Amid the transition to a consolidated courthouse facility, our community justice teams adapted and introduced a supportive initiative addressing essential needs for individuals. This project ensures that individuals receive critical support for their basic necessities while navigating the new courthouse environment.

Flexible Support for Female Youth

During a period of strain on the youth open custody/detention system, we collaborated closely with the Ministry of Children, Community and Social Services (MCCSS) and partners to pivot our services to support female youth. This initiative provided essential short-term relief to the system and ensured that vulnerable youth received tailored support during a challenging phase in their lives.

Strengthened Youth-Adult Allyship

Through a strategic partnership with the Students Commission of Canada, we enriched our programs with a stronger focus on youth-adult allyship. This collaboration integrates youth voices into our initiatives, enhancing program responsiveness to the evolving needs of young individuals.

Collaborative Approach for Developmental Disabilities

We spearheaded a formal collaboration involving six community agencies to enhance the youth justice system for justice-involved youth with developmental disabilities in Toronto. By incorporating feedback from youth, families and stakeholders, we aim to bolster sector capacity through comprehensive research, targeted training, policy reviews, streamlined service coordination and effective inter-agency collaboration. This initiative reflects our commitment to fostering a more inclusive and supportive environment for all youth within the justice system.



YOUTH JUSTICE

Attendance Program: Keep the Peace Curriculum Enhancements

Over the past year, our Attendance Centre team worked to enhance programming through an inclusive team engagement process, we established a forward-looking vision for our programs. Recognizing the need for updated content in our Keep the Peace initiative, we engaged a subject matter expert to support alignment with current trends, language and community needs. Soliciting feedback from youth, we integrated their experiences and insights into our revised curriculum.

Keep The Peace is designed to prevent violence by equipping youth with crucial conflict resolution skills. Participants gain insights into their actions and consequences, learn to cultivate healthy relationships and develop effective coping mechanisms to navigate challenges and build pathways to success.

With support from the Ministry of Children, Community, and Social Services, our updated curriculum ensures its effectiveness, enhances engagement, and drives positive outcomes for youth. This is further validated by endorsements and continued referrals from Crown Attorneys and Mental Health Court Workers, reinforcing our credibility as a trusted partner within the justice system.

Since launching the updated content, we have delivered Keep the Peace programming to 113 youth, facilitating 595 engagement hours. Our flexible approach, whether virtual or in-person, ensures accessibility tailored to individual needs. The Attendance team is committed to innovation and driven by the experiences of the youth we serve.



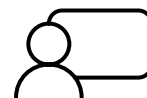
662

Youth supported across seven programs



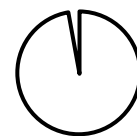
2,747

Skills building hours completed by youth



682

HUB hours completed by youth



99%

Successful program completion rate



25

Community volunteers supported to participate in Youth Justice Conferences at three locations





ADULT JUSTICE

Seamless Transition to New Courthouse

For many years, our Adult Justice Direct Accountability Program (DAP) has operated across various courthouses in Toronto, connecting with those navigating legal challenges. DAP plays a crucial role in guiding individuals charged with taking accountability for their actions through community-based assigned tasks, called sanctions. Over the past year, we have served 1,191 individuals, demonstrating a significant impact within the justice system.

The landscape shifted dramatically with the amalgamation of Toronto's courthouses into the Ontario Court of Justice–Toronto (OCJT) in Spring 2023, presenting both challenges and opportunities as we adapted to a larger, unified system. As one of the inaugural service providers at OCJT, we seized the chance to build stronger partnerships with fellow stakeholders sharing this new space.

Our office's strategic location within the courthouse led to the launch of Care in the Courts, an initiative to support individuals during a challenging time, with many visitors confronting stress while navigating the legal system. To support, our DAP team has established a resource hub near the second-floor escalators where individuals can access snacks and essential hygiene products without judgment.

This simple but impactful resource provides visitors with the essentials needed to face legal proceedings with dignity. Providing access to these resources aims to lighten their load and reinforces our commitment to supporting vulnerable people.



2,214

Adults served across three programs



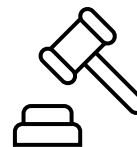
2,016

Facilitated skills-building hours



150

Volunteer placements managed



510

Charges being dropped or withdrawn as part of its Adult Justice Direct Accountability Program (DAP)



17,095

Volunteer hours credited to adult justice participants (as part of the DAP and Community Service Order initiatives)

ADAPTING TO MEET COMMUNITY NEED

Female Youth at Terry Fox House

In 2023, Ontario faced a crisis with the closure of many open custody/ detention programs, exacerbated by unexpected flooding that temporarily shut down Marjorie Amos, one of the two female residences in the province. Springboard was approached by MCCSS to pivot Terry Fox House’s focus from male to female youth—an unprecedented shift that presented both challenges and opportunities..

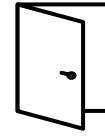
Centred on male youth, Terry Fox House embraced this shift and swiftly adjusted its services, welcoming young women displaced from Northern Ontario due to the flooding. Collaborating closely with Marjorie Amos and Central Toronto Youth Services (CTYS), we enhanced our support infrastructure. CTYS provided a coordinator to meet weekly with the young women, offering individual support and group counselling circles that combined tactile activities and traditional storytelling.

With the complex needs of female youth, Terry Fox House expanded its services by partnering with MCCSS to enhance programming including weekly in-person sessions with a mental health program coordinator, personalized meetings with a Youth Transitional Worker, and increased staffing. One young participant was able to continue her education remotely with daily support from staff, enabling her to maintain her academic goals despite the challenging circumstances.

While our primary focus has reverted to supporting male youth, the lessons learned during this period continue to influence and improve our approach. This experience was transformative for the team, deepening our understanding of the diverse challenges faced by youth in our care and inspiring the team to continue to innovate and adapt, and develop new approaches.



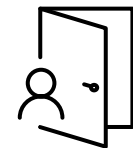
8
Youth in open custody



76
Youth in open detention



6
Youth successfully completed their stay



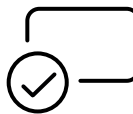
58
Open detention youth completed their stay



42
Youth participated in school



5
Youth participated in employment/ training



129
HUB sessions completed by youth



375
Student placement hours completed by youth

CLIENT STORY

Dave* is a young person referred to Springboard for completion of the Extrajudicial Measures (EJM) program under the supervision of a community justice worker, providing non-court accountability for youth in response to less serious offences. EJM provides opportunities for early intervention, meaningful consequences, community-based responses, victim reparation and family/guardian participation but ultimately provides the young person with a learning experience and a greater appreciation for our community.

Dave, a non-violent first-time offender, was referred to Springboard for completion of EJM by a local constable. The investigating officer determined Dave was an ideal candidate and would benefit from EJM. Dave was fortunate to be matched with an investigating officer who was engaged and invested in the young person and remained involved throughout the process, from participating in the committee meeting to providing input and follow-up.

*Dave is a pseudonym

To broaden his understanding of his offence, the impact of his actions on the victim and community at large and the consequences for the offender, Dave was tasked with researching the offence and submitting a paper on it. He was an eager participant in the program and fortunate to have support from his mother, who attended every meeting and assisted him throughout the process. When he completed the paper, the investigating officer was so impressed with the work that he took the time to speak directly with Dave and his mother, providing feedback and recognition of a job well done.

While the components of the EJM referral were achieved, the greater lesson has been that the investigating officer's community engagement, humanity and care allowed Dave to feel truly safe in completing the EJM program and gain a sense of pride in his work.

Rebecca Bolton

Community Justice Worker
Sault Ste. Marie Youth Justice Committee

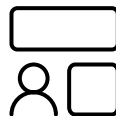


Community Learning HUB



3,292

HUB participants were assisted in completing Weed Out The Risk



159

Trained active facilitators were managed in delivering HUB programming to youth from across **73 different social service sites**



4,444

Youth and adults supported through HUB programming

KEY ACCOMPLISHMENT

Comprehensive Training Initiatives

This year, the HUB hosted 63 training events, reaching 309 facilitators from 108 social service sites. The most significant training impact was seen in our North region, thanks to the long-term partnership with Nishnawbe-Aski Legal Services.

Broad Program Usage

This year, the HUB served 2,011 youth and adults, providing 931 hours of structured skill development, demonstrating significant reach and impact.

New Module Releases:

This year, the HUB released nine new modules across four programs, each accompanied by digital resources, including a journal and facilitator guide. To support their launch, the HUB hosted virtual discovery webinars to train facilitators on the latest content and activities, share best practices and provide an in-depth exploration of digital resources. The programs and their corresponding modules are:

Anger Management and Emotional Resilience:

- Emotional Regulation
- Conflict Boundaries
- The Relationship Spectrum

Moving Toward Harmony (MTH):

- Honesty Through Emotions
- Courage Through Accountability and Forgiveness

Adult Financial Literacy:

- Spending Money and Budgeting

Digital Health and Well-being:

- The Digital World and Social Media
- Youth Mental Health
- Case Studies, Sourcing Information and Identifying Support Services

ADVANCING MOVING TOWARDS HARMONY

The Moving Towards Harmony program, funded by MCCSS and conducted in partnership with Nishnawbe-Aski Legal Services, Moving Toward Harmony addresses the root causes of gender-based violence in northern communities. The program utilizes an anti-colonial, anti-oppressive and trauma-informed framework, enriched by the Seven Grandfather Teachings. The program was attended by 143 youth, who benefited from the enriched curriculum and comprehensive support the project offered.

On-site Training and Virtual Webinars

The HUB conducted an on-site training trip to Thunder Bay, delivering MTH training to facilitators at Creighton Youth Attendance Centre, Justice Ronald Lester Youth Centre and Nishnawbe-Aski Legal Services. Additionally, five virtual discovery webinars were held to further train facilitators and promote the MTH program within our community of practice through various communication channels.

MTH Modules:

- **Honesty Through Emotions:** Participants explore the teaching of honesty and its relation to emotional well-being in relationships. Emphasizing the importance of emotions as teachers for emotional, physical, spiritual and mental balance, participants learn to recognize and regulate difficult emotions to prevent violence and abuse, ultimately reducing the risk of gender-based violence.
- **Courage Through Accountability and Forgiveness:** Participants explore courage as a quality to address gender-based violence, focusing on accountability, forgiveness and self-forgiveness to reduce shame and guilt rooted in harmful actions toward themselves and others.





931

Hours of facilitated
structured skill development

DIGITAL HEALTH AND WELL-BEING

Advancing the Program: In partnership with ComKids, the HUB introduced the Digital Health and Well-being program to address the rising mental health challenges faced by youth in the digital age. The program comprises three essential learning modules designed to help young people navigate the digital landscape safely and healthily.

With over two decades of experience, ComKids has provided programming to students in low-equity communities throughout Ontario. It offers youth a brand-new device and digital literacy workshops to improve their skills and confidence in using technology. Together, the HUB and ComKids tailored the Digital Health and Well-being program to the needs of ComKids' school-based and community partners, providing 84 youth with the knowledge and skills to navigate the digital world safely, promoting healthier online habits and supporting mental health awareness and resilience.

Digital Health and Well-being Modules:

1. The Digital World and Social Media: This module provides an overview of the prevalence of technology and social media in daily life. Participants reflect on the wide array of benefits technology offers, along with the accompanying risks, drawbacks and stresses.
2. Youth Mental Health: This module equips youth with the tools to understand and make informed decisions about their social media usage based on its impact on their mental health.
3. Case Studies, Sourcing Information and Identifying Support Services: This module aims to teach youth how to recognize the signs of mental illness or periods of struggle in themselves or others, seek support online and support friends and peers in need. It highlights the importance of locating trustworthy, truthful and safe online resources, especially when dealing with mental health issues.

NISHNAWBE-ASKI LEGAL CORPORATION SERVICES

Partnership Story

The Community Learning HUB has been a transformative force in my educational journey. Its unwavering dedication to making education accessible and fostering a nurturing learning atmosphere deserves high praise. From my very first day, I felt a warm welcome and a genuine appreciation for every member of the community.

What truly distinguishes the Community Learning HUB is its commitment to inclusivity and diversity. The organization acknowledges the distinct abilities and challenges of each learner, aiming to empower everyone with equal opportunities for success. The HUB caters to all, from beginners to seasoned experts, ensuring valuable resources are available for everyone.

The range of courses and resources the HUB offers is truly remarkable. The curriculum spans a diverse range of subjects, from health and well-being to financial literacy, enabling learners to pursue their interests and achieve their objectives confidently. The platform's interactive nature also enhances engagement with the materials and facilitates connections among learners.

Two standout aspects of my time at the HUB have been assisting members of the Nishnawbe-Aski Nation in their educational pursuits through restorative justice programs and watching as clients' charges have been withdrawn after they completed these programs. The sense of collaboration at the HUB is tangible, and I have had the honour of learning from exceptionally skilled individuals. The mentorship and guidance I have received have been pivotal in my personal and professional development.

I wholeheartedly endorse the Community Learning HUB to anyone eager to broaden their knowledge and skills in a welcoming and inclusive setting. Whether you are advancing your career or following a personal passion, the HUB provides all the necessary tools for success.

Taina Martin

Community Learning HUB Coordinator
Nishnawbe-Aski Legal Services Corporation

SPRINGBOARD CAMERON SCHOLARSHIP

Supporting Youth Through Education



The Springboard Cameron Scholarship (SCS) provides aspiring students with annual awards of up to \$5,000, helping them overcome barriers to higher education.

This scholarship is aimed at individuals who are committed to pursuing post-secondary education or training but face significant challenges, particularly financial hardship. Awards typically range from \$500 to \$2,000, with \$5,000 distributed annually. In exceptional cases, a single award of \$5,000 may be granted to a particularly deserving applicant.

The Cameron Scholarship was established in 2006, with the first grant awarded in 2007. Financed by the DOMAC Fund—created by

the late Mac Cameron in memory of his wife Dorothy—the scholarship is administered by the Toronto Community Foundation. Each year, one or more scholarships are awarded to Springboard clients who demonstrate academic potential, financial need and resilience in overcoming personal challenges. The scholarship is managed by the SCS Committee, which includes former board members and individuals with connections to Springboard.

Thanks to the DOMAC Fund, Springboard continues to support students in their educational pursuits, helping them achieve their full potential.

Golf Event 2023



Springboard's 2023 Golf Event was a wonderful day at the picturesque RedCrest golf course. With fantastic weather and a great group of supporters old and new, we enjoyed a round of golf, a delicious lunch and a lively auction led by Golf Committee Chair Agostino Russo and Springboard CEO Lidia Monaco.

In addition to being a day of fun, the golf event was also an opportunity to make a difference to our Employment Services program delivery. Thanks to the generosity of our sponsors, individual donors, and participants, we surpassed our fundraising goal, bringing in over \$55,000. These funds support our digital media skills and employment programs, which are designed to equip participants with the tools they need to succeed in today's rapidly evolving job market.

A highlight of the day was hearing from Michael and Shon, two participants in our Learn 2 Earn program. They shared their journeys of growth, transformation and achievement. Their stories were a powerful reminder of the impact that skills development, education and opportunity can have on someone's life. Through Learn 2 Earn, Michael and Shon, along with many others, have gained essential digital media skills that are opening doors to new career possibilities and brighter futures.

The funds raised enabled us to continue providing high-quality programming that helps individuals like Michael and Shon achieve their goals. We thank everyone for the support that makes this work possible, and we look forward to continuing to empower individuals through our programs in the years to come.



Partners and Donors

Government Partners

Springboard is generously funded by our government partners to deliver a range of programs and services to support our clients:

City of Toronto
Ministry of the Attorney General
Ministry of Children, Community and Social Services
Ministry of Education
Ministry of Labour, Immigration, Training and Skills Development
Ministry of the Solicitor General

Funding Partners

Springboard's funding partners help us to innovate and expand our programs, empowering individuals to reach their goals and achieve their full potential:

Bell Canada
CHUM Charitable Foundation
Enterprise Holdings, Inc.
Jackman Foundation
RBC Foundation
The Bedolfe Foundation
Toronto Foundation

Springboard Individual Donors

Our individual donor's generosity directly impacts the lives of the individuals we serve. Every donation, big or small, helps Springboard fulfill its mission.

Agostino Russo
Albert Steenburgh
Bonnie Foster and Jim Bertram
Carline Liu
Cheryl Tjok-A-Tam
Daniel Alijani
David Cook
Deborah Newman
Dil-Grewal
Dino Paolini
Elgin Farewell
Francine Freeman
Guy Whitfield
JoAnn Miller-Reid
Jonathon Hooper
Judith Jackson
Kevin Jeewan
Lesley Brown
Margaret Stanowski
Mark Singer
Michel Cote
Richard White
Sergio Maltrana
Susan Steer
Wendy Leaver



Audited Financials

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

SUMMARIZED BALANCE SHEET

As at March 31, 2024, with comparative figures for 2023.

(in thousands of dollars)

ASSETS	2024	2023
Current assets		
Cash and restricted cash	3,000	3,339
Other current assets	406	318
	3,406	3,657
Investments	6,165	5,398
Capital assets	1,782	1,782
Total assets	11,353	10,837

LIABILITIES & FUND BALANCES	2024	2023
Current liabilities		
Accounts payable and other current liabilities	1,109	1,474
Funds held for others	569	442
Deferred revenue	1,728	1,741
	3,406	3,657
Capital reserve	593	524
	3,999	4,181

Fund balances	2024	2023
Capital assets	1,782	1,782
Capital development	3,149	2,800
Stabilization	2,423	2,074
	7,354	6,656

Total liabilities and fund balances	11,353	10,837
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SUMMARIZED STATEMENT OF REVENUE AND EXPENSES

Year ended March 31, 2024, with comparative figures for 2023.

(in thousands of dollars)

REVENUE	2024	2023
Federal, provincial, and municipal government funding	11,070	11,173
Fundraising and other revenues	1,070	515
Total revenue	12,140	11,688

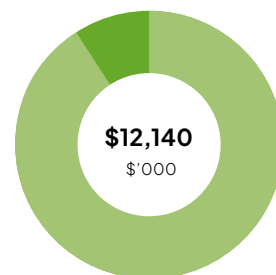
EXPENSES	2024	2023
Programs	10,177	10,309
Program administration, support and fundraising	1,265	1,047
Total expenses	11,442	11,356

Excess of revenue over expenses	698	332
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REVENUE

91% — Federal, provincial, and municipal government funding

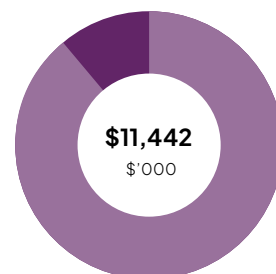
9% — Fundraising and other revenues



EXPENSES

89% — Programs

11% — Program administration, support and fundraising





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OperationSpringboard



Springboard Services



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Operation Springboard
Charitable Number 119069094RR0001