

Together



we thrive



springboard
Unleashing the power of your potential

**ANNUAL REPORT 2024
2025**



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Message from our Board Chair & CEO

Springboard's 2024-25 fiscal year has been a very special one, as we celebrated our 50th anniversary throughout 2024 and into 2025. We completed the first year of our five-year Strategic Plan with many successes. We made significant enhancements to our core programs and services to support our program participants. Collaborating with other service providers, we have made meaningful contributions to system changes and transformations initiated by our government partners.

Over the last 51 years, Springboard has continued to evolve from our humble beginnings as a transportation service that allowed families to visit their incarcerated loved ones into the multi-faceted organization we are today. As a multi-service agency, we provide services on an integrated basis for people with developmental disabilities to learn to live as independently as possible, employment supports and training for people facing barriers to employment, youth and adult justice services for people who have come into conflict with the law, and a digital learning platform – The Community Learning HUB – provides facilitated training for youth and adults across Canada.

In 2024-25 we reached over 10,000+ individuals through 40 programs. Springboard was successful in making some tremendous achievements this past year, including:

- Redeveloped our website and related communications initiatives and materials.
- Completed year one of a five-year Strategic Plan.

- Received Rental Housing Supply Program funds from the City of Toronto to redevelop our 976 College St. site into affordable housing units for people with developmental disabilities.
- Opened our 51 Dawes Rd. property to support individuals with complex developmental and behavioural needs.

"As I complete my first year as Chair of the Board, I am truly honoured to have worked with such a dedicated, passionate and talented group of executive leadership, managers, staff and Board colleagues. I am so proud of our collective accomplishments in providing excellent programs and services to our clients and communities. Thank you all."



- Strengthened our data and evaluation capacity through our Internal Evaluation Committee.
- Completed enhanced DEI training and continued to review policies and practices using a Diversity, Equity and Inclusion lens.
- Completed year one of our new Employment Services contract with WCG, the new Service System Manager, reaching our targets.
- Completed an organizational structural review and commenced implementing the recommendations.
- Continued developing new programs on a fee-for-services basis for people with developmental disabilities.

Springboard has continued to work in partnership with other service providers as we further the Journey to Belonging transformation in Developmental Services. A big thank you to the staff for their hard work and dedication in meeting the needs of the program participants and for their ability and willingness to adapt to the changing landscape. As well, thank you to the Union Executive for working constructively with management towards effective programs and services.

Highlights from the Board:

- Exercised leadership in the support and oversight of the first year in our five-year strategic plan.
- Completed a committee structure review to ensure effectiveness and implemented recommended actions.
- Provided support and advice in connection with the redevelopment of our 976 College St. site.
- Provided good governance and acted in support of the Board's succession plan, including implementing term limits, recruiting new Board Directors and establishing plans for Board Executive positions and Committee Chairs.

Springboard provides robust services to the clients and communities we support. We thank all our funders – government partners, corporations, foundations and individual donors – for their support of our services and programs. Thanks, too, to our partners for their generosity in sharing resources and working collaboratively with us towards a common goal.



Agostino Russo
Board Chair



Lidia Monaco
Chief Executive Officer



Springboard at a Glance

Our History

Springboard was formed by volunteers and former offenders to help keep families together during a period of incarceration, primarily through transportation and counselling.

Incorporated in 1974 as a non-profit charitable organization, Springboard has continually evolved to support Toronto's neighbourhoods and surrounding communities. While its early work focused on helping individuals involved in the justice system, the organization soon grew to include people with developmental disabilities, offering housing and programs that foster independence and personal growth.

Over the years, Springboard expanded its services to provide employment programs for youth and adults facing barriers, including those with a criminal record, new immigrants or anyone seeking to develop new skills for meaningful work.



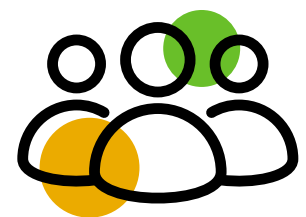
**Years in
operation**



40 programs
nation-wide

Today, the organization reaches communities across Canada through the Community Learning HUB, a digital life skills platform offering modules used by social service organizations nationwide. This initiative reflects Springboard's ongoing dedication to innovation, learning, and supporting positive change in people's lives.

Through programs, partnerships and shared learning, Springboard keeps inclusivity in motion, ensuring communities and individuals move forward together.



10,000+
individuals
supported
in 2024-25

Mission

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



Our Values

Care

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



Collaboration

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



Vision

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



Inclusion

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



Innovation

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



Integrity

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

Our Leadership

Executive Team

Our executive team continues to provide strategic direction, operational oversight and a commitment to excellence, ensuring our organization meets its mission and serves our community effectively.

This year, we welcomed three new members to our executive leadership team: Diana Dorogan, Erica Lalonde and Alison Burkett. Each brings unique expertise and leadership, guiding critical areas of our organization.

Lidia Monaco, *Chief Executive Officer*

Anna Peters, *Chief Financial Officer*

Diana Dorogan, *Director of People & Culture*

Erica Lalonde, *Director of Programs & Strategic Initiatives*

Alison Burkett, *Director of Philanthropy*

Board of Directors

Our board of directors is composed of dedicated volunteers and community leaders who bring a diverse range of expertise to guide and govern our organization. They are accountable to both our community and funders, establishing high standards for organizational and programmatic excellence.

The board's leadership, combined with the vision of our executive team, ensures that our organization remains responsive, innovative and impactful in all that we do.

Agostino Russo, *Board Chair*

Cathy Hennessey, *Vice Chair*

Jeff King, *Treasurer*

Directors:

Angela James

Antoni Wisniowski

Cheryl Tjok-A-Tam

Howard Green

James Kosa

Jeffrey Allain

Kegan Harris

Kevin Jeewan

Sudha Dwivedi





Strategic Plan

STRATEGIC PRIORITY 1

Strengthen Impact Through Service Delivery & 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 & Resilience Focusing on People & Culture

- Continue to embed diversity, inclusion and equity principles and practices into all aspects of the organization.
- Prioritize health and well-being by investing in training, leadership development, team-building and effective labour relations, and by providing 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.





Community Learning HUB

Springboard's Community Learning HUB is a digital learning platform offering highly interactive, facilitator-led, educational programming that supports youth and young adults. The Community Learning HUB works with social service organizations, educational institutions, and youth justice agencies across Ontario to develop and deliver community-based programming for traditionally barriered youth and adult populations.

With more than 50 life-skills modules across the digital platform, the HUB offers learning modules on financial literacy, anger management, emotional regulation, healthy relationships, mindfulness, employment and digital wellbeing. Our programs are evidence-based and use a positive youth development framework to enhance health, resilience, leadership and inclusion for youth and adult learners.

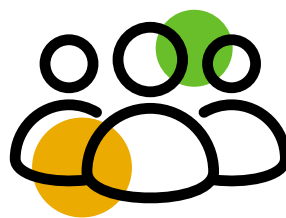
Highlights

MODULE PUBLICATIONS

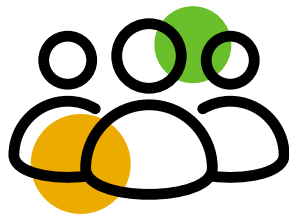
During the 2024-2025 year, the Community Learning HUB team designed and published three additional modules to the platform in our Anger Management and Moving Towards Harmony programs. Those modules included:

- Anger Management and Emotional Resilience: Non-Violent Communication
- Anger Management and Emotional Resilience: Empathetic Communication
- Moving Towards Harmony: Wisdom Through Connection

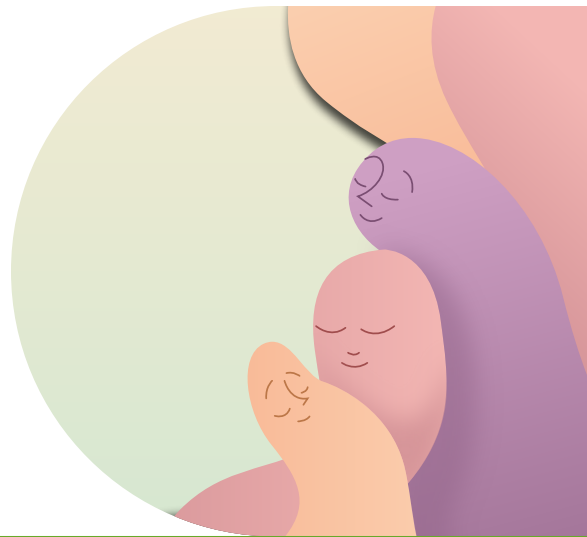
The new content was added to the Peace & Justice section of the platform, and the HUB continued to see usage in this specific content area grow throughout the fiscal year. You can see some of the incredible artwork developed by our talented designers for these modules in this annual report.



1,493 youth and adults were supported through HUB programming



54 training events
were delivered
to support HUB
Facilitators



PROFESSIONAL DEVELOPMENT & PARTNERSHIPS

The HUB team was able to offer some exciting Professional Development activities for our Community of Practice this year. At the beginning of the fiscal year, the Community of Practice welcomed an impactful learning experience from Cordie Munde, who was a guest speaker hosted by the HUB for professional development training related to the upcoming release of our Moving Towards My Best Self modules. This training was designed to equip facilitators with knowledge and tools to offer Afrocentric programming. The emphasis was on cultivating positive self-talk, nurturing self-determination and integrating cultural sensitivity to effectively address the distinctive challenges faced by Black girls, with the ultimate goal of promoting resilience.

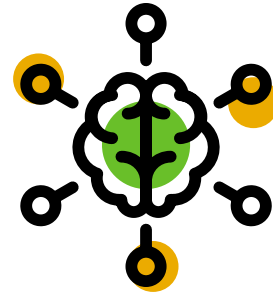
In November and December, the Community Learning HUB also had the incredible experience of partnering with the Canadian Mental Health Association to host two harm-reduction training sessions with the goal of empowering professionals, including youth justice workers, educators and other frontline staff who support youth navigating substance use. The training equips facilitators with trauma-informed, compassionate approaches that prioritize non-judgment and respect for each individual's autonomy.

The workshops were extremely well received by the HUB's Community of Practice and provided the opportunity for 54 facilitators to learn about tools to implement harm-reduction strategies effectively, and how to foster environments where individuals can make informed choices within their communities and institutions.

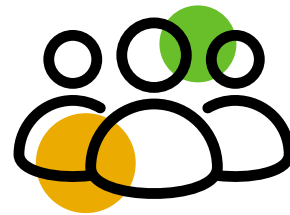
Finally, throughout the year, Springboard continued to work closely with Nishnawbe-Aski Legal Services (NAN Legal) to strengthen HUB program delivery and gather feedback to ensure our curriculum is culturally responsive and relevant to Indigenous youth across the Nishnawbe Aski Nation (NAN), which serves 49 Indigenous communities in Northern Ontario. This year's partnership activities included collaborative development of the curriculum for an updated module series on substance awareness programming, collaboration on a new curriculum series on healthy boundaries in the digital space, and general consultation on areas of feedback and growth for the HUB platform. Springboard remains humbled to work alongside NAN Legal to support their meaningful delivery of services to NAN youth.

"[W]e advocate positive change and healthy living but don't always have access to programs and resources in or near the communities we service. HUB offers a great option for remote communities. I also love that it is mostly self-paced."

— HUB Facilitator



115 trained active facilitators delivered HUB programming to youth from across **45** different social service sites



1,647 learning modules were delivered to youth and adult learners

TECHNOLOGICAL INNOVATION

As part of our ongoing commitment to making HUB programs as accessible as possible, our talented team of developers is currently working on an exciting new technology feature for the platform. The Offline HUB project development began during this fiscal year and once completed it will allow our partners with restricted or unreliable internet access to facilitate HUB programming in an offline environment. This project arose from feedback from community partners who operate in rural and remote Ontario communities, as well as from HUB facilitators working in secure youth custody facilities with minimal internet access. The Offline HUB project is an innovative solution which will provide enhanced support for HUB facilitators working to empower learners across the province.

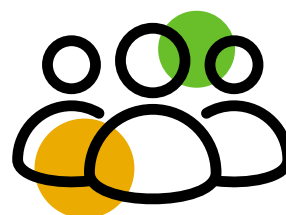


Developmental Services

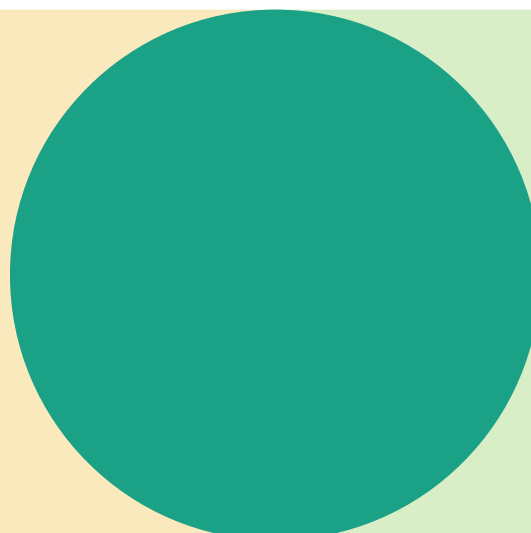
Springboard's Developmental Services (DS) programs support people with developmental disabilities (many of whom have a dual diagnosis) to participate fully in community life. The following programs provide knowledge and skills development as well as activities to maximize participants' independence and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

Programs & Supportive Homes

- SOAR
- Discovery Connect (fee for service)
- Family Support Workers
- Person-Directed Planning
- Supported Independent Living
- Two Supported Living Homes (Frank Drea and North Beaches) for adult males aged 18 years and older with mild to moderate developmental disabilities
- Transitional Aged Youth Home (Dawes) for individuals aged 18-31 transitioning out of the child welfare system



43 participants engaged through Seeking Opportunities Accessing Resources (SOAR)



Highlights

SEEKING OPPORTUNITIES ACCESSING RESOURCES (SOAR) – SPECIAL EVENTS

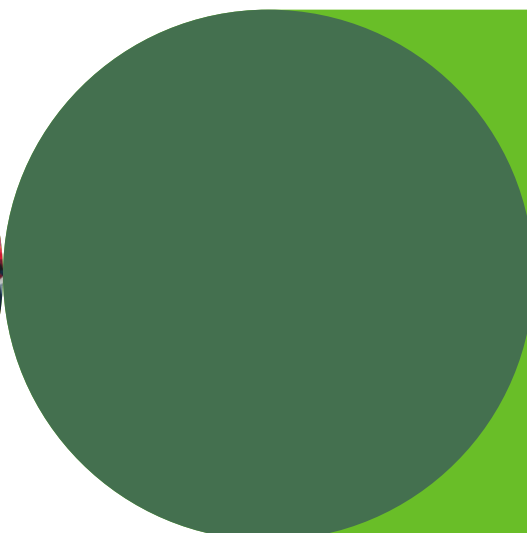
SOAR has had a very exciting year filled with many different events! This summer we gathered together at Thompson Memorial Park to enjoy our annual participant BBQ. Everyone had a great time savouring hot dogs, hamburgers, and tasty sides, all while listening to good music and catching up with friends. It was a warm and lively day where old friends and new faces shared smiles, made memories and truly felt the sense of community. Later this summer we celebrated Caribana with an amazing performance by steel pan artist LOVESOUND. Participants joyfully danced and sang along to a vibrant mix of Caribbean music styles like soca, reggae and steel pan covers. The event was colourful, with many bringing flags from their Caribbean countries to represent their cultures. SOAR also facilitated a Caribbean-themed cooking class where participants got to make roti with curry chicken and potatoes. It's been a fantastic journey of fun, music, culture and connection.



59 individuals served by
our Family Support Workers

COMMUNITY INTEGRATION & EMPLOYMENT SPECIALIST

This year we were able to introduce a new role: a Community Integration & Employment Specialist (CIES), in collaboration with the Employment Services team. This role was created to strengthen the financial stability of adults with developmental disabilities through comprehensive training and support in obtaining paid employment opportunities. Thank you to the Bedolfe Foundation for their generous grant that will support Ready, Set, Work, a key component of this role. This role will support individuals in our homes and community programs with obtaining employment: not only for financial stability and independence, but for enhancing their own personal fulfillment, quality of life and social inclusion.



GARDENING PROGRAM

With the support of the Harry E. Foster Charitable Foundation, our Developmental Services programs were able to provide gardening programs to our supported individuals this summer. Gardening is a meaningful activity with numerous physical, psychological, cognitive and social benefits including gentle exercise, enhanced motor skills, improved physical strength and sensory engagement. The goal of this program was to transform our underutilized backyard spaces into accessible, vibrant and welcoming spaces that encourages outdoor engagement for the individuals we support. We installed raised planter beds in the backyard to make gardening accessible for all. These beds include a mix of vegetables, herbs, and flowers. The backyard now includes individual seating areas with Adirondack chairs and a welcoming patio table and bench seating, accented by colourful flowers and string lighting along the fence to make the space inviting even in the evenings. Planters were also added to the front yard to brighten the home's exterior. The result is a beautiful, functional backyard that is actively enjoyed by the supported individuals. They now spend more time outdoors, whether eating lunch, colouring at the patio table, or simply relaxing in the Adirondack chairs. Residents rotate watering responsibilities, and everyone celebrated during our end of summer BBQ, harvesting homegrown peppers from the vegetable garden!



Other Milestones

26 individuals used our Fee-For-Service

5 individuals participated in our Person-Directed Planning

2 individuals accessed supported Independent Living

5 individuals — Frank Drea

7 individuals — North Beaches

2 individuals — Dawes



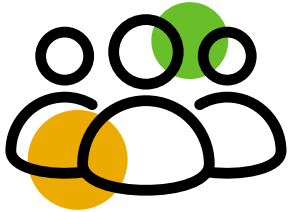
Paul first connected with Springboard through the Family Support program in 2024 where he received supports to explore housing options, accessing Wheel Trans and finding community activities. In March 2025, Paul began attending our SOAR Day program where he enjoys the opportunity to socialize, attend outings and work towards his personal goals. Paul especially loves special events like bowling, BBQs, and volunteering at Feed Scarborough, as he really enjoys helping others in the community. He's expressed that he'd like to keep working on his goals and in the future, he's interested in focusing more on improving his literacy skills.

— Testimonial, SOAR



Employment Services

Employment Services provides 10 individualized programs, which range from one-on-one counselling to job coaching to skill-building workshops. With these programs, we supported 1,258 individuals across the Greater Toronto Area.



3,910 clients
served across
all programs



609 clients found
employment, education/
training and volunteer
opportunities

Programs

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



10 programs
delivered

Highlights

EMPLOYMENT ONTARIO PROGRAMS

Springboards Employment Services, Youth Job Connection and Youth Job Connection Summer programs supported more than 1,100 participants by providing individualized support to help job seekers prepare for, secure and retain meaningful employment, while also connecting employers with skilled candidates. Services include career planning, job search preparation, job matching, placement opportunities and retention supports, as well as access to Better Jobs Ontario (BJO) for those in need of retraining to enter in-demand fields. Together, these services help clients overcome barriers and move toward long-term career success.

The Canada-Ontario Job Grant program supported two employers by providing training to nine employees to further their skill development, secure employment and receive promotions and increased wages.



DIGITAL MEDIA PROGRAMS

Through Springboard's continued partnership with the City of Toronto and the RBC Foundation, Springboard's Digital Media programs were successful in empowering and equipping diverse participants with in-demand skills through the Learn 2 Earn program. A total of 61 participants graduated from the program after receiving skills training and development in digital media e-commerce, including audio/visual, video and podcasting, website development, graphic design and social media platforms. Graduates also had the opportunity to receive Digital Marketing certificates from Netplus College.

CITY OF TORONTO – EMPLOYMENT ESSENTIALS AND WRAP PROGRAMS

Springboard's Employment Essentials and WRAP programs, funded by the City of Toronto, resulted in 81 Ontario Works participants receiving support in addressing pre-employment needs and overcoming individual barriers to move closer to employment. Through collaboration with community partners, participants also built their support networks to stay connected to health and social resources in the community.

INTERDEPARTMENTAL COLLABORATION – FOCUS

The Employment Services department continued collaboration with the Youth Justice staff on the Furthering Our Communities Uniting Services (FOCUS) tables, led by the City of Toronto, United Way, and Toronto Police Service. Through weekly meetings, the table raises individuals who are at an increased level of risk, in order to provide timely and coordinated support. This collaboration resulted in more than 25 individuals receiving employment services and wraparound community supports referrals through our programs.

"After completing my certification, life has taken a beautiful turn toward growth, alignment, and deeper authenticity. I've been intentional about focusing on personal development and embracing my multifaceted identity as a creative and a professional. My portfolio continues to expand as a vibrant work in progress, reflecting both my skill set and my artistic journey.

I recently concluded a contract position that allowed me to sharpen my talents, and I'm excited about what's next. Currently self-employed and working on my business part-time, I remain hopeful and eager to secure new full-time or part-time opportunities that resonate with my values, creativity, and purpose. My aim is to find employment that not only aligns with my diverse abilities but also encourages continuous growth and brings out the best in me—professionally and personally.

This post-certification chapter has been one of clarity, gratitude, and intentional living. I'm looking forward to what's ahead with great expectation."

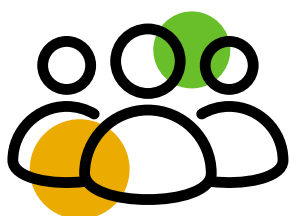
— Testimonial, Learn 2 Earn



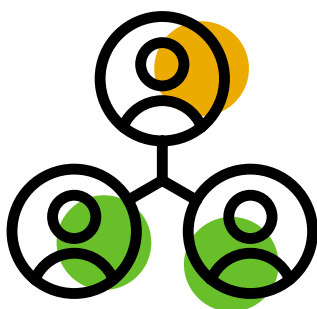
Justice Services



At Springboard, our Justice Services teams support people involved in the justice system to navigate barriers, build on their strengths and feel connected to their communities. We offer personalized support through case management, skill-building workshops and community-based partnerships that reflect each person's needs and goals. Whether through early diversion, custody or reintegration supports, our programs focus on prevention, accountability, healing and inclusion. Guided by principles of equity and anti-oppression, we support or work with youth and adults as they take meaningful steps forward, helping them feel seen, supported, and empowered to thrive.



3,089 individuals
accessed
our programs



315 partner
organizations
engaged



3,700
programming
hours delivered

Programs

YOUTH COMMUNITY JUSTICE

- Attendance Program
- Education & Community Partnership Program (w. Toronto District School Board (TDSB) and Strides Toronto)
- PERALS Program (w. TDSB Caring & Safe Schools)
- Youth Cannabis Diversion Program
- Youth Connect
- Youth Court Action Planning Program (YCAPP)
- Youth In Transition Worker (YITW)
- Youth Justice Committees
- Youth Justice Centre satellite

ADULT COMMUNITY JUSTICE

- Community Service Order (CSO)
- Direct Accountability Program (DAP)
- Stop Shop Theft
- Federal Diversion
- Open Custody/Detention Program
- Terry Fox House
- Inclusive Justice Collaborative (Youth Opportunities Fund -YOF - five-year systems innovation grant)

Highlights

This year, Justice Services continued to deepen our focus on inclusion by expanding community-based supports, strengthening cross-sector partnerships and centering the voices of people with lived experience. Across all of our programs, our team worked to create spaces where individuals are respected, supported and able to move forward in ways that matter to them.

INCLUSIVE JUSTICE COLLABORATIVE

Through our Inclusive Justice Collaborative – a five-year, systems innovation project funded by the Youth Opportunities Fund – we have been working alongside community and system partners to improve outcomes for Black and racialized neurodivergent youth involved in the justice system. This work is grounded in relationships and accountability, with a focus on reducing barriers, building trust and shifting systems that too often cause harm.

YOUTH JUSTICE CENTRE SATELLITE

We are preparing for the launch of our Youth Justice Centre satellite at our Attendance Centre, as part of the Ministry of the Attorney General's expansion of the Northwest Justice Centre model. These centres are grounded in the belief that justice involvement is a community issue, and so community must be part of the solution. They bring together multi-sector supports to help youth address the underlying factors contributing to justice involvement, disrupt cycles of harm and strengthen community safety. At our site, youth will be supported in reconnecting to education, developing life skills, building healthy relationships and accessing mental-health and substance-use supports.



1,860
volunteer hours



21,701 community
service hours

INCREASING CAPACITY AT OUR OPEN CUSTODY/ DETENTION PROGRAM

Terry Fox House returned to full capacity this year, welcoming more youth into our open custody and detention program. With increased referrals and greater demand for intensive supports, the team remained grounded in relational, trauma-informed approaches. Staff continued to create a stable, consistent environment where youth can reflect, build skills and begin planning for what comes next.

"Although my situation was not ideal, I do appreciate staff at Terry Fox House who I feel deserve a special thank you not only for the positive interactions that I personally experienced with them, but I also admire their dedication to their work, consideration and genuineness I've seen them display with all the other youth."

— Testimonial, Youth Justice

YOUTH-ADULT ALLYSHIP WITH STUDENTS COMMISSION OF CANADA

Our partnership with the Students Commission of Canada helped us strengthen youth voice and youth-adult allyship across our community-based youth programs. This year-long collaboration brought youth directly into the process of shaping priorities, language, sharing feedback and supporting decision-making. It pushed us to re-examine our role and stay grounded in what it means to walk alongside youth, rather than leading from ahead. The year culminated with a tailored, program-specific youth engagement plan, to ensure youth voice is embedded in all programs in an ongoing and sustainable way.

EXPANDING OUR COMMUNITY SERVICE ORDER (CSO) FOOTPRINT

This year also marked major growth in our Community Service Order program as we were successful in our Request for Proposal, which secured our program reach across the Peel, York, Halton and Toronto regions. Through this expansion, we were able to support more adults in completing meaningful community service placements that align with their strengths and interests. The program continues to provide an important means of working towards reparation, by helping participants meet their obligations while building positive connections in their communities.

Our teams across Justice Services have continued to show up with compassion and humility in how we engage with those we serve. Whether supporting someone through reintegration, helping a young person re-engage with school or guiding someone through an accountability process, we have seen the impact of showing up with care and without judgment.

We remain committed to learning and growing alongside the people we support. Each of these initiatives reflects our belief that real inclusion is built through both policy and practice. Our work this year has been grounded in the idea that when people feel seen, supported, and empowered, they are more likely to thrive.

"I dealt with the Adult Justice Workers, who were so amazing. Not only dealing with me with total professionalism, but also how to deal with my problem which I could not do on my own. The Adult Justice Worker showed so much empathy and understanding that they felt like an older sister helping me. Although I was anxious and extremely nervous, they were able to calm me down and work me through this. Thanks to them both, I have a positive future and a better outlook to life. It could have gone so wrong, but because of them, I have a second chance and this could only have happened in Canada. I will always be grateful and there are no words to explain how thankful I am to the Adult Justice Workers."

— Testimonial, Adult Justice



Philanthropy

Philanthropy at Springboard means the generous contributions of our donors, partners, volunteers, and friends who give their time, resources, and expertise to strengthen our work. In fiscal year 2024–25, this support expanded access to education, launched new programs, and created more opportunities for people to succeed.

Through philanthropy, our community invests directly in people—building resilience, improving services, and opening doors to brighter futures.

Philanthropy helps Springboard turn support into impact. By investing in people and programs, we are fostering inclusion, growth and stronger communities.

Honourary & Scholarship Funds

SPRINGBOARD CAMERON SCHOLARSHIP

Supporting students with annual awards of up to \$5,000 that enable access to post-secondary education and training.

MARG STANOWSKI EMERGING LEADERS FUND

The Marg Stanowski Fund for Emerging Leaders was created to honour former Executive Director Marg Stanowski and support initiatives that strengthen staff development. In 2024/25, the fund raised \$6,200, which made possible organization-wide Diversity, Equity and Inclusion training. This training built staff capacity to deliver culturally aware, trauma-informed support—enhancing service quality and driving transformational change for the people we serve.

Events

ANNUAL GOLF EVENT

A day of connection and generosity that brought in more than \$56,526 to strengthen our Employment Services and Digital Media Programs. This year, we highlighted Ready, Set, Work – a pilot program that offers skills and paid opportunities to adults with developmental disabilities.

Our corporate sponsors:

- 4FMV
- Barnsteiner's
- FNF
- Deloitte
- Scotiabank
- TD Securities
- Teranet
- Shield's O'Donnell MacKillop LLP
- Stewart Title
- Vaco
- WCPD Foundation



Partners & Donors

Government Partners

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

FEDERAL

Employment and Social Development Canada ESDC

PROVINCIAL

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

MUNICIPAL

City of Toronto (Toronto Employment and Social Services)

Foundations

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

CHUM Charitable Foundation
The Bedolfe Foundation
Ontario Trillium Foundation
Philantra Foundation
Jim Bertram and Bonnie Foster Fund
RBC Foundation
Scotiabank

Individual Donors

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

Jamal Baksh
Amanda Bland
Andrea Bolger
Daniel Brintnell
Jessica Brewin
Siobhan Byrne
George Carras
Reena Carter
Claudia Casciato
Bipasha Chiu
Allan Consky
Chase Dasrat
Palma Disciullo
Elgin Farewell
Lawrence Franco
Francine Freeman
John Garofano
Suzanne Gibson
Prakash Gowd
Gregory Grant
Fran Grant
Clara Greco
Howard Green
Elvira Gousopoulos
Geoff Grayhurst
Bilal Haffejee
Carla Hannemann
Catherine Hennessey
Teresa Leung Hip
Mike Hutfloetz
Okezia Iloabueke
Sabrina Jamal
Kevin Jeewan
Peter Jeewan
Susanne Jolliffe
Ryan Kang
Jason Koh
James Kosa
Heidi Kurien

David Lever
Veronica Love
Caroline Lui
Viney Mandal
Rishi Malkani
Sara Maenhaut
Grace Martin
Vicki McArthur
Benjamin Middleton
Jo-Ann Miller-Reid
Lidia Monaco
Lan Nakano
Deborah Newman
Andrew Parker
Fabian Papa
Rakesh Patel
Frederick Pinto
Ryan Prescott
Danubia Ribas Muniz
Agostino Russo
Tim Rye
Sandeep Sareen
Swarn Lata Sareen
Vijay Shahani
William Sinclair
Matt Skynner
Natasha Sodhi Deol
Mumta Seera
Margaret Stanowski
Ian Sterling
Susan Steer
Sue Taylor
Cheryl Tjok-a-Tam
Paul Tsaparis
Kimberly Varma
Guy Whitfield
Richard White
Antoni Wisniowski

Donor Highlight

Sudha Dwivedi has served on the Springboard Board since 2022 and brings more than 30 years of Human Resources experience as Chief People and Culture Officer at Interac. Inspired by her family's values and history of philanthropy, she is deeply committed to supporting organizations that promote inclusion.

As Chair of the People & Culture Committee, Sudha provides pro bono coaching to staff—particularly women and individuals from marginalized communities—helping them navigate their careers. She is also a strong supporter of Springboard's Annual Golf Event, leveraging her expertise and network to secure key contributions and ensure its success.

Your support can make a real difference. Help us continue our mission of providing housing, services and opportunities for those who need them most.

Donate today and be a part of positive change.





People & Culture

Employee Experience

At Springboard, our workplace culture is shaped by how we collaborate, communicate and support one another. We approach staff experience as an evolving process, rooted in shared accountability and a commitment to making space for people to grow, contribute and feel connected.

We continue to refine how we work together with intention, responsiveness and a clear sense of purpose.

HOW WE PUT OUR VALUES INTO PRACTICE

- Anonymous staff surveys and town halls that shape organizational decision-making
- Monthly CEO updates and internal newsletters to foster connection and transparency
- A structured onboarding experience that supports a strong start
- Cross-functional collaboration that strengthens relationships across the organization
- Clear and consistent communication around strategic direction and leadership priorities

"Everyone at Springboard is here to look out for and support each other, regardless of the situation. Since starting in May, I've been supported in growing into my role, and I'm now fully confident in the work that I'm doing for Justice Services. It's a pleasure working for Springboard, and every day I'm excited to contribute to the work ahead!"

— Mathew Montevirgen
Project Facilitator, Inclusive Justice Collaborative

Diversity, Equity & Inclusion

We continue to build a culture of belonging where diverse perspectives and individual experiences are respected and celebrated. Our commitment to DEI is central to how we work and grow as an organization.

In 2024-25, we completed organization-wide DEI training delivered by our community partner, ROOTS Community Services. Building on this foundation, we are developing a DEI Champions initiative. These champions will actively lead, support and promote DEI within their teams and across departments, serving as catalysts to embed inclusive practices into our daily culture.



Employee Engagement & Development

At Springboard, employee engagement and development are centred on creating meaningful opportunities for staff to contribute, feel valued, and stay connected to the organization.

In 2024–25, survey results reflected the strong impact of these efforts:

- Across three Town Halls in 2024, nearly all respondents (96–100%) reported feeling more informed about Springboard’s 2024–29 Strategic & Operations Plan and Board updates. In June, 95% also noted stronger connections with both Springboard and their colleagues, with breakout sessions receiving a satisfaction score of 4/5.
- Following the annual Staff Event, 86% of attendees reported stronger connections with colleagues and 78% with Springboard overall. Attendees highlighted meaningful opportunities for learning and reflection, reinforcing the event’s role in building community and belonging.

Additionally, ongoing union engagement remains a cornerstone of our culture, ensuring diverse perspectives are reflected in planning and decision-making.

“Springboard provides the opportunity to challenge yourself and grow, as every day brings something new. Being part of this community has definitely opened avenues for learning, strengthening my skills and testing my abilities—helping me build my career aptitude and perform my role that much better.”

— Shaneice Singh
Strategic Communications
and Executive Planning



Financials

Summarized Balance Sheet

Year ended March 31, 2025, with comparative figures for 2024.

(in thousands of dollars)

ASSETS	2025	2024
Current assets		
Cash and restricted cash	4,151	3,000
Other current assets	315	406
	4,466	3,406
Investments	6,171	6,165
Capital assets	2,082	1,782
Total assets	12,719	11,353
LIABILITIES & FUND BALANCES	2025	2024
Current liabilities		
Accounts payable and other current liabilities	1,500	1,109
Funds held for others	1,138	569
Deferred revenue	1,828	1,728
	4,466	3,406
Capital reserve	617	593
	5,083	3,999
Fund balances		
Capital assets	2,082	1,782
Capital development	2,990	3,149
Stabilization	2,564	2,423
	7,636	7,354
Total liabilities and fund balances	12,719	11,353

Summary of Revenue & Expenses

Year ended March 31, 2025, with comparative figures for 2024.

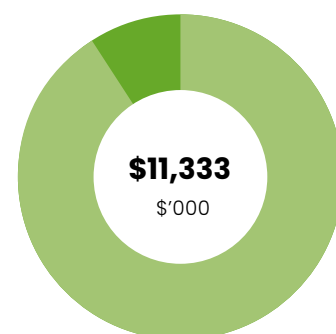
(in thousands of dollars)

REVENUE	2025	2024
Federal, provincial, and municipal government funding	10,661	11,070
Fundraising and other revenues	672	1,070
Total revenue	11,333	12,140
EXPENSES		
Programs	9,866	10,177
Program administration, support and fundraising	1,186	1,265
Total expenses	11,052	11,442
Excess of revenue over expenses	281	698

REVENUE

94% — Federal, provincial, and municipal government funding

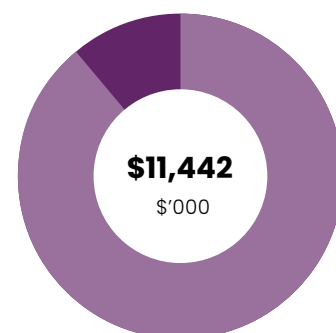
6% — Fundraising and other revenues



EXPENSES

89% — Programs

11% — Program administration, support and fundraising



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



Our accomplishments this year are not measured by milestones alone, but by the culture we cultivate and the doors we open for one another. By fostering inclusion and centring equity in our work, we strengthen our foundation for the future.

The journey continues: one intentional step, one shared success, one thriving community at a time.



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