



2023-2024

Report to the Community

Honoring Our Legacy, Embracing the Future.
175 Years of Community Impact

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Nicole Jackman Senior Director of Client Services Carroll County	

Dear Friend,

As we celebrate our 175th year at Springboard Community Services, we want to take a moment to reflect on some of the incredible work we've accomplished and invite you to join us. Our journey in making Central Maryland a better place for all has been one of dedication, growth, and transformation, and we are so proud of what we've been able to achieve together.

This year, we've expanded our reach in exciting ways, as we develop the Youth Training Center where we will empower the next generation by providing safe housing, behavioral health, case management, mentorship, and hands-on vocational training and life skills. This center will serve as a launching pad for young people to develop life skills and gain meaningful career experience, ensuring they are ready to enter the workforce and contribute to their communities.

We're also broadening the scope of our behavioral health services with the provision of the Psychiatric Rehabilitation Program (PRP) in Harford County, facilitated by newly developed partnerships with community organizations. With PRP, we are reaching more clients who need mental health support, offering services that help them develop the skills necessary for independent living and personal success.

In Carroll County, our team continues to support survivors of domestic violence through advocacy and community awareness. Events like "What Is Love?" bring attention to the importance of preventing domestic violence and honoring survivors. Moreover, we're working with Carroll County's judicial leaders to protect and support children impacted by all forms of abuse, ensuring they have the resources they need to heal and thrive.

At Springboard, we also take great pride in nurturing our own talent. In Howard County, we have converted several interns into full-time therapists, creating an ecosystem of employment growth and opportunity. These talented professionals now serve as vital resources for our clients, bringing fresh perspectives and passion to their work. Additionally, we've made significant strides toward addressing Intimate Partner Violence (IPV) in the county and are taking the first steps to establish a Howard County Safe House, a sanctuary for survivors seeking refuge and healing.

In Baltimore City, our Youth Advisory Board (YAB) and workforce development programs are helping young people find their voices and build brighter futures. Our drop-in center continues to provide immediate support for individuals in distressed situations, offering critical resources and case management to help them start and succeed in their journey toward stability.

We invite you to join us in these efforts by considering a donation to Springboard Community Services. Your support enables us to expand these life-changing programs, making Central Maryland a safer, healthier, and more vibrant community for us all. Together, we can continue building a brighter future.

With Gratitude,

F.T. Burden, CEO

Angela H. Dale, Board President

"What gives me hope in these tenuous times is the knowledge that there is precedent for change and there's precedent for hope. Hope has bred change again and again."

- Ava DuVernay, Filmmaker

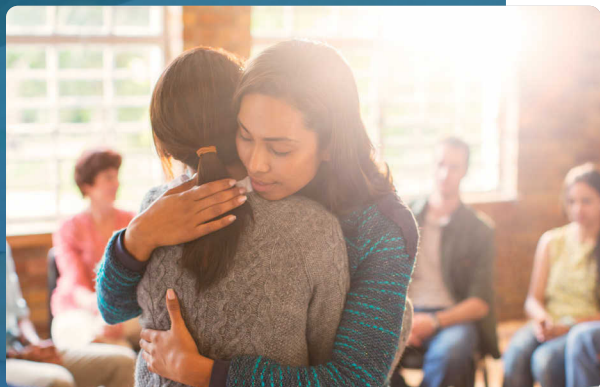


Talent Network Growth to Better Serve Our Community

Springboard Community Services continues to make significant strides in Howard County, fostering both employment growth and expanded support for those affected by violence. One of our proudest achievements is developing an ecosystem of opportunity by offering qualified interns the opportunity to become full-time therapists. This approach not only provides education, training, and mentorship for emerging talent but also strengthens our ability to better serve our clients. By investing in the professional growth of our interns, we ensure that our community is supported by highly trained, compassionate professionals.

In addition to workforce development, we are deepening our focus on addressing Intimate Partner Violence (IPV) in Howard County. Our expanded efforts include outreach, advocacy, and support services to survivors of IPV, aiming to create safer environments for individuals and families impacted by violence.

We've also expanded our support to families impacted by intimate partner violence, allowing them to live safely in the community while rebuilding their independence. Resources like this are a vital component of our mission to provide safety, healing, and hope to those in need. Our ongoing work in Howard County reflects our commitment to building stronger, healthier communities through comprehensive support and opportunity.





Confronting Domestic Violence

In Carroll County, our team works tirelessly to raise awareness and provide crucial services for individuals and families impacted by violence. Through events like “What Is Love?”—one of several dozen initiatives hosted throughout the year—our Carroll County team continues to honor survivors and foster conversations around domestic violence prevention and healing. These events bring the community together in solidarity and create safe spaces for survivors to share their stories, receive support, and find resources for recovery.

Beyond public awareness, our team plays a key role in advocating for young people and adults impacted by all forms of abuse. We actively collaborate with Carroll County’s judicial leaders to ensure that those facing violence or neglect receive the protection and care they need. By working closely with the legal system, we strive to create pathways to safety and healing for these vulnerable children and families.

Our ongoing efforts in Carroll County reflect our dedication to empowering survivors of violence, raising awareness, and advocating for systemic change to better protect the most vulnerable members of our community. We remain steadfast in our mission to build a safer and healthier future for all.





Expanding the Psychiatric Rehabilitation Program

We continued the expansion of our behavioral health services with the opening of our Psychiatric Rehabilitation Program (PRP) in Harford County, aimed at serving more individuals in need of mental health support. This program provides essential services to help clients develop the skills necessary to manage severe mental health conditions, achieve personal goals, and lead independent lives.

As part of our commitment to expanding access to care, we are actively working to extend our PRP services into Harford County. This includes optimizing outreach material to make it more comprehensive and bilingual. This builds strong partnerships with local organizations, healthcare providers, and community stakeholders to ensure we can meet the growing demand for mental health services in the region.

By collaborating with community partners, we aim to broaden our reach, providing individuals with greater access to the tools they need to navigate daily challenges, maintain stable mental health, and live fulfilling lives. We accomplish this by providing services in a client's natural environment that transcends the four walls of our offices and meets people where they are. This expansion will enable us to serve more clients and continue our mission of supporting the mental health and well-being of individuals across central Maryland. For more information about our PRP services, visit our website or contact us directly.



RAISE A GLASS TO

Harford County Programs

Last year's Harford County Wine Affair was a tremendous success, thanks to the dedication of our Harford County Advisory Board and the leadership of Advisory Board Chair Mary "Scootsie" Hatter along with Olivia Woodward, Director of Client Services in Harford County. This unforgettable evening brought the community together to celebrate and support the vital programs and services offered by Springboard Community Services. Attendees enjoyed fine wine, live music, and heartfelt moments highlighting the impact of our work in Harford County.

The Wine Affair not only raised critical funds but also deepened connections with our community partners and supporters, making a lasting impact for years to come. We are grateful to all who attended and supported the event, and we look forward to another incredible gathering in the future as we continue to serve Harford County with hope, resilience, and compassion.





Celebrating Our 175th Year

Throughout our 175th year of service, Springboard Community Services remains committed to strengthening the lives of individuals and families throughout central Maryland. From our beginnings in 1849 to the comprehensive services we provide today, our agency has evolved to meet the diverse needs of the communities we serve. A 5-minute brief history of our organization, created in collaboration with Baltimore Historian Johns Hopkins, captures this incredible journey and reflects our dedication to community and mental health services. We encourage you to view this brief video to learn more about how Springboard has made a lasting impact.

This year, we also hosted our annual Harford County Wine Affair, a memorable event that brought together community leaders, partners, and supporters. The affair not only raised funds for critical programs but also fostered stronger connections with local partners in our ongoing efforts to make a greater impact in Harford County. We are grateful for the community's generous support and look forward to building even stronger ties as we continue this important work.

Additionally, Springboard staff came together for Denim Day, proudly wearing denim to show solidarity with survivors of sexual assault. This symbolic gesture is just one of the many ways our agency unites in support of survivors, demonstrating our commitment to promoting safety, healing, and justice for all.

As we reflect on 175 years of service, we are grateful for the trust placed in us and remain steadfast in our mission to provide transformative behavioral health and case management services to those in need. We look forward to continuing this vital work for many years to come.







Youth Training Center Development

In Baltimore City, we are developing the Youth Training Center at Springboard Community Services, a dynamic program designed to empower unstably housed youth through education, skill-building, and career development opportunities. Slated to open in early 2026, the center will provide a supportive residential environment where participants ages 18-24 can explore potential career paths, develop essential life skills, and receive mentorship from experienced professionals.

Programs at the Youth Training Center will include job readiness workshops, vocational training, and career counseling. Participants gain hands-on experience in various fields such as technology, healthcare, and culinary training ensuring they leave with valuable skills to enter the workforce. Additionally, the center will offer resources for continuing education, including GED preparation, college readiness programs, and scholarship opportunities.

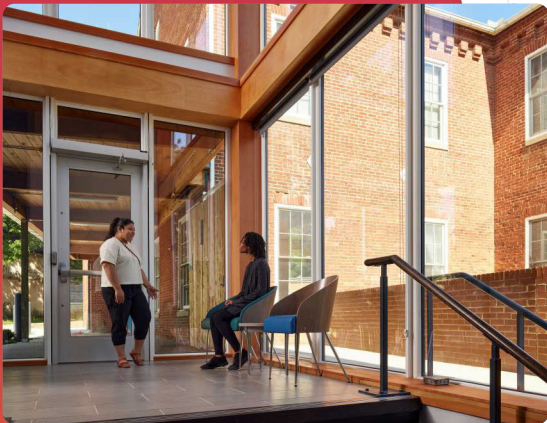
The Youth Training Center will also emphasize personal development and mental wellness, offering support groups and individualized guidance to help participants build confidence, resilience, and emotional intelligence. By providing a comprehensive approach to youth development, the center aims to equip young people with the tools they need to lead successful, independent lives.

Through partnerships with local businesses and organizations, the Youth Training Center connects participants with internships and job placements, helping to bridge the gap between education and employment for youth in central Maryland.



Empowering Our Youth

The Springboard Baltimore City team is dedicated to empowering the city's youth and supporting their bright futures. Through key initiatives like our Youth Advisory Board (YAB) and workforce development programs, we engage young people in meaningful opportunities that help them build life skills, gain career readiness, and take active roles in shaping their communities. Our commitment to youth extends beyond these programs as we continue to collaborate with community partners to create pathways for success, ensuring that Baltimore's future leaders are equipped with the tools they need to thrive.



In addition to youth-centered supportive services, our drop-in center in Baltimore City plays a pivotal role in providing immediate support to individuals facing distressed situations. This center offers a safe space where individuals can access critical resources, receive guidance, and begin accessing services such as case management, behavioral health, and housing. Our team works diligently to connect clients with the services they need to achieve long-term stability, including housing, behavioral health services, and employment support.



By championing youth and addressing urgent needs in the community, our Baltimore City team is making strides in creating a stronger, more supportive environment for all. Together, we are helping to build a brighter and more stable future for the city's residents.





FISCAL YEAR JULY 1, 2023-JUNE 30, 2024

Financial Snapshot

SUPPORT & REVENUE

Contributions: \$196,384
Grant Revenue: \$11,102,265
Program Fees: \$1,922,341
Investment Income: \$945,080
Other Income: \$823,974
Total Support & Revenue: \$14,990,044

EXPENSES

Behavioral Health Programs: \$2,606,366
Case Management Programs: \$2,836,753
Housing Programs: \$1,646,948
Total Program Expense: \$7,090,067

Management & General: \$1,517,071
Fundraising: \$362,919
Total Management & Fundraising: \$1,879,990

Total Expenses: \$8,970,057
Net Surplus: \$6,019,987
Percent of Total Expenses: 21%

ASSETS, LIABILITY & NET ASSETS

Short-term assets: \$4,769,238
Property, Plant and Equipment: \$8,888,941
Investment Assets: \$8,570,855
Other Assets: \$105,189
Total Assets: \$22,334,223

Current Liabilities: \$873,241
Long-term Debt: \$1,585,088
Deferred Income: \$72,093
Total Net Assets: \$19,803,801
Total Liabilities and Net Assets: \$22,334,223

Client Services Snapshot

Financial Assistance # Meetings # Clients (As in MyEvolv)

670 Financial Assistance Request both
SCS (442) and NON-SCS (228) for 231
unique clients

Counseling Sessions # Sessions # Clients
11207 qualifying, billable sessions with 667
unique clients

Crisis Intervention # Meetings # Clients
313 Crisis Intervention sessions with 223
unique clients

of Victims of Crime Served
1460 Unique, primary VOCA defined victims
of crime and 26731 unique service contacts
to those victims

Psychiatry # Sessions # Clients

1395 Medication Management events with
271 unique clients

**Youth Served in YRC (age 13-24 and
defined by Drop-in Program enrollment
and YRC Modifier)**

26 Unique, unduplicated served

OTHER NUMBERS TO CONSIDER

Drop-In Services

831 Qualifying Drop-in Service Contacts
entered with 167 unique clients

Supportive Housing

1977 Unique Service type contacts for 61
unique clients



Sponsors and Donors

PATRON (\$5,000+)

Anonymous
Advanced Indoor Resources
Baltimore Community
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Foundation
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Capital Funding Group, Inc.
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Foundation
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an Exelon Company
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Miles White Beneficial Society
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Murnaaghan
Peoples Bank
Renaissance Charitable
Foundation- The Lifson/
Thorner Family
Standard Insurance Company
Thalheimer-Eurich Charitable
Fund, Inc.
Truist Foundation
United Way of Central Maryland

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Maryland Charity Campaign
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Angela H. Dale
Ellin & Tucker, Chartered

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Fidelity Charitable Gift Fund
The Chase Family Fund
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Beards Hill Plaza Liquors
Bill and Bevin Bennett
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Herbery C. Buchanana
Susan C. Dosreis
Dundar Anesthesia, LLC
Nathanael Gerlach
Diane Harloe
Lisa and Richard Hayes
Sarah Klein
Alex Liberatore
Melrose Mini Storage
Christine Merriken
Morgan Stanley- The
Boddiford Koras Group
Alison O'Banion
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Kathy A. Poehler
Danny and Susan Roarty
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Nancy D. Smith
Stellas Bridal & Fashion, LLC

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Church of Westminster
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Greenmount Mary
& Martha Society
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Westminster
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Bradford and Crickett Woloson
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Our Future in Motion