



2025

IMPACT REPORT





Don Needs
Co-CEO

Message From
The Leadership Team



Jon Osterburg
Co-CEO



From The Leadership Team

2025 was a year of heightened uncertainty for the nonprofit sector, with fluctuations in federal funding and economic pressures forcing many organizations to make difficult decisions. During this time, Jitasa remained firmly committed to standing alongside nonprofits when stability mattered most. This commitment included our decision to avoid inflationary pricing increases so clients could continue accessing high-quality financial support without added strain.

Our core values served as a steady anchor throughout the year, guiding how we showed up for our clients and for one another across our global teams. That commitment was reflected in strong outcomes, including a record-high year-over-year client retention rate of 95 percent and a Net Promoter Score of 76.3, based on feedback from more than 1,500 clients. These results speak to the trust our clients place in our people and the consistency of care our teams deliver every day.

Looking ahead, we continue to invest thoughtfully in technology to support our staff and enhance the quality, consistency, and insight of the services we provide. As we move into 2026, we are well positioned to serve nonprofits even more effectively by pairing human expertise with purpose-driven innovation.

In a year that tested the sector, we are proud of how Jitasa showed up, grounded in values, committed to people, and focused on impact. We look forward with optimism to continuing our work in support of organizations changing the world.

— Jon Osterburg & Don Needs, Co-CEOs

2025 VANGUARD WINNERS

Costa Rica

Melissa Borbón

Nataly Arias

Esteban Alvarez

United States

Morgan Butcher

Sam Hancock

Amanda Moore

Thailand

Sittichoti (Dew) Chaiprasert

Sapol (Petch) Ketkaew

Naphat (Phat) Kaewwanna

Sarinla (Som) Jirapanchotikul

The Philippines

Shiela Mae Dinoy

Angelica Villessis

Mariada Legarda

Bosnia

Amila Ćatić

Boris Batljan

Sofija Đokić

Semina Klarić



Looking back...



25+
Volunteer
Events



3,600+
Hours
Volunteered



Millions of
Hearts
Impacted

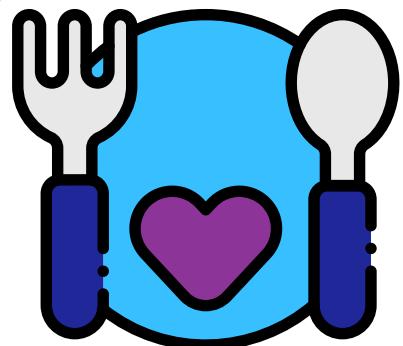


Collective Achievements

Metric	2025 Results	Industry Average
Net Promoter Score	76.3	38
Client Retention	92%	78%
Employee Retention	95%	80%
Employee Satisfaction	98%	57%
B Corporation Impact Score	108.8	50.9

SERVE ALL

The cost savings we provided our clients allowed them to create more impact within their communities. These savings are equivalent to:



97,000+
**Meals for a
Family of 4**



7,100+
**Laptops for
students**



386,000+
**books for
children**



1,000,000+
trees planted



18,000+
**covered pet
adoption fees**



PURPOSE

Beyond THE WORKPLACE

United States

Self-Led Environmental Conservation

In the United States, one Jitasa team member demonstrated how volunteerism can take many forms. Using his Volunteer Time Off, Aaron dedicated nearly four hours to cleaning debris from the Boise River after noticing a buildup of trash near one of his favorite surf spots.

Equipped with snorkel gear and safety equipment, he dove up to 10 feet below the surface to remove cans and other waste, leaving the area fully cleared and ready for recycling.



The Philippines



Community-Led Volunteerism

In the Philippines, Jitasa team members led six simultaneous volunteer initiatives across six communities, each designed and carried out by local Jitawesomes in their own hometowns. This coordinated day of service reflected both the diversity of community needs and the strength of locally driven impact.

Activities ranged from feeding programs for underprivileged children to providing essential goods and school supplies for individuals with disabilities and youth in need. Each effort was thoughtfully tailored to address immediate, meaningful needs within the community it served.



Costa Rica

Environmental Stewardship

Our Costa Rica team partnered with Green Wolf Costa Rica to support a coastal cleanup at Playa Guacalillo, contributing hands-on efforts to protect marine ecosystems and preserve local shorelines. Through this volunteer experience, Jitawesomes helped remove waste from the beach while reinforcing our shared responsibility to care for the environments where we live and work.



United States



Environmental Restoration & Learning

In Seattle, three Jitasa team members volunteered their time at the Daybreak Star Cultural Center in Discovery Park, supporting land restoration efforts through planting native greenery and removing invasive blackberry bushes. Their work helped improve the usability and beauty of the grounds, contributing to the Center's ongoing stewardship of the land.



Thailand

Health, Dignity, and Sustainability

In Thailand, 29 Jitasa team members gathered at our Bangkok office to support breast cancer survivors through Sabina's Sewing Hearts initiative. Over the course of 75+ volunteer hours, the team worked together to hand-sew breast prostheses for women recovering from mastectomies, providing comfort, dignity, and practical support during a deeply personal stage of healing.



United States



Supporting the Logistics of Care

Jitasa team members volunteered with the Houston Food Bank, supporting a warehouse shift focused on inspecting, sorting, and repackaging donated food for community distribution. Their efforts helped ensure food moved efficiently and safely through the organization's large-scale distribution system.

This hands-on support contributed to an operation that serves 18 counties, partners with more than 1,600 organizations, and reaches over one million neighbors facing food insecurity.



Costa Rica

Honoring Our Elders Through Service

Jitasa team members came together to support residents at Hogar María and Hogar Madre Berta, with a shared goal of offering companionship, care, and hands-on support to the elderly community. This volunteer initiative centered on creating moments of connection while helping strengthen the day-to-day environments of both care centers.

Throughout the day, volunteers assisted with general maintenance tasks to help ensure clean, safe, and comfortable spaces for residents. The team also facilitated interactive activities including bingo, arts and crafts, and social games.



United States



Collaboration & River Conservation

Jitasa team members joined Idaho Rivers United for a large-scale community river cleanup in support of their mission to restore and preserve Idaho's waterways. Alongside more than 100 volunteers from local companies, schools, and families, participants helped remove 638 pounds of debris from the Boise River and Greenbelt Trail.

Cleanup efforts spanned 10 locations, from Kristin Armstrong Municipal Park to Reid Merrill Park, contributing to healthier river ecosystems and cleaner public spaces across the region.



Bosnia

Animal Welfare & Compassionate Care

Jitasa team members volunteered with Pawfriends, spending time providing care, companionship, and enrichment for dogs awaiting adoption.

From walking and playtime to simple moments of affection, each interaction contributed to the animals' physical well-being and emotional comfort.



United States



Arts & Cultural Enrichment

Jitasa team members in Boise continued a long-standing tradition of service by volunteering with the Idaho Shakespeare Festival. For more than a decade, Jitawesomes have supported the Festival through hands-on volunteerism, helping make the arts accessible within the local community.



Costa Rica

Long-Term Partnership & Wildlife Conservation

Our Costa Rica team returned to the Costa Rica Animal Rescue Center, the site of their very first volunteer day in 2021. Since that initial visit, both the organization and our local team have grown significantly—making this return a meaningful moment of continuity and shared progress.

During the day, Jitawesomes supported wildlife conservation efforts by feeding animals, cleaning enclosures, and assisting with daily care activities essential to the Rescue Center's mission.



Thailand



Inclusive Education & Accessibility

In Thailand, nine Jitasa team members volunteered their time to support inclusive education at the Bangkok School for the Blind.

Through this initiative, volunteers recorded audiobooks featuring educational content and engaging stories, expanding access to learning resources for students with visual impairments.

The team also created Braille textbooks and exercise books using recycled materials, transforming unused paper into meaningful educational tools.



Bosnia

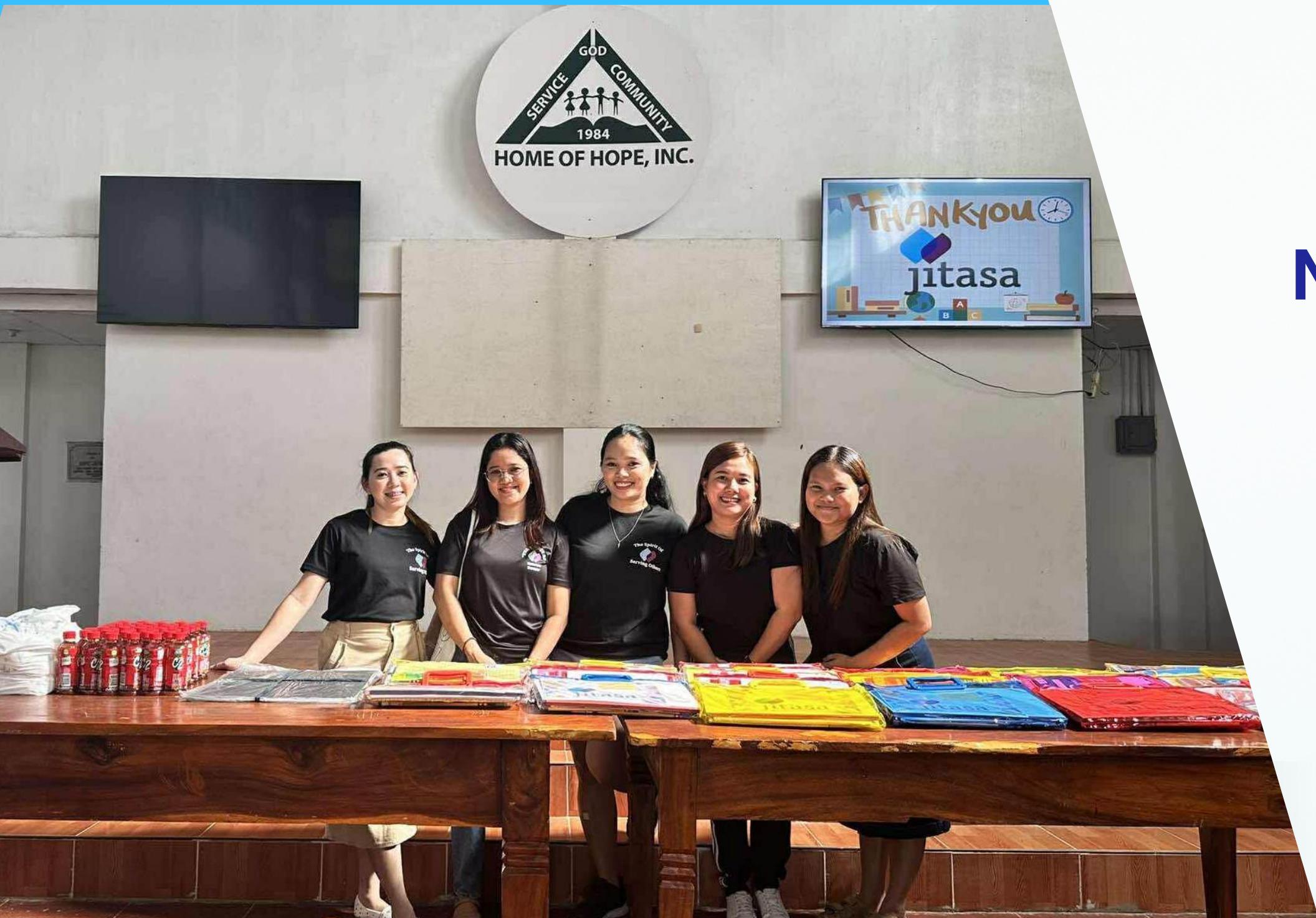
Community Fundraising & Impact

The Jitasa Bazaar has quickly become a cherished tradition for our team in Bosnia.

Volunteers came together to prepare and sell food, transforming a joyful, community-centered gathering into meaningful support for children battling cancer.



The Philippines



Nationwide Community Impact

Jitasa team members across the Philippines came together for a nationwide Volunteer Time Off initiative spanning six cities, with each local team leading an activity designed to meet the unique needs of its community.

From supporting children through play and education to providing nutrition, hygiene supplies, and recreational resources, these efforts addressed both immediate needs and long-term well-being.



United States

Food Security & Community Support

Jitasa team members in Boise volunteered with The Idaho Foodbank to support statewide food distribution efforts following a donation of more than one million pounds of fruit from Del Monte.

During the volunteer day, Jitawesomes helped label fruit cups that will be distributed to hundreds of food pantries across Idaho, supporting families and individuals facing food insecurity. This hands-on effort helped ensure nutritious food reaches communities efficiently and with care.



Bosnia



From Donations to Delivery

Jitasa volunteers supported community relief efforts by partnering with Pomozi.ba, assisting with the sorting of clothing and food donations to help essential items move quickly and efficiently to those in need.

The team also worked alongside Ruku na Srce, packing food packages that were delivered directly to families facing food insecurity.



Costa Rica

Community-Led Green Space Restoration

In Costa Rica, 55 Jitasa team members gathered at Las Rosas Park to support local environmental restoration efforts. Over the course of two hours, volunteers worked side by side planting pollinator-friendly plants, contributing to the continued revitalization of this important urban green space.

Once used as a dumping site, Las Rosas Park has been gradually restored through community-led action into a vibrant public area that now includes playgrounds, shared gathering spaces, and a dog park—offering much-needed green space in the heart of the city.



Bosnia



Giving Through Lifesaving Care

Throughout the year, some Jitasa team members chose to give back in one of the most personal and impactful ways possible by donating blood.

By rolling up their sleeves, these Jitawesomes contributed to a vital resource that can mean everything to someone in need.



United States

Where Service Meets Smiles

The Jitasa U.S. team volunteered for the second time with Wish for Wheels during our annual team outing in Denver, supporting their mission to bring the joy and independence of bike ownership to children.

During the day, Jitawesomes worked together to build bicycles for an entire class of second graders, helping ensure each student received a bike of their own.



United States



Meals Made With Care

Jitasa team members volunteered with Kids' Meals, spending several hours creating cheerful designs and uplifting messages on brown paper lunch bags for preschool-aged children.

These small moments of creativity added a personal touch to meals delivered to children facing food insecurity.



Bosnia

Senior Care & Meaningful Connections

Jitasa volunteers spent time at Dom Sentivo, building connections with residents through conversation, shared stories, and simple companionship.

Volunteers also accompanied residents on walks, offering time outdoors to individuals who do not often have the opportunity to leave the facility.



Looking Ahead, Together

Impact is not something we measure once a year. It is something we live every day alongside the nonprofits we serve. We believe nonprofits do their best work when they are supported by a team and community that truly understands their mission. That belief drives how we show up for our clients, our communities, and one another.

To the nonprofits reading this, thank you for the work you do every day to create meaningful change. Your missions inspire us, challenge us, and remind us why purpose driven work matters. We are honored to be part of this sector and to stand alongside organizations committed to doing good, thoughtfully and sustainably.

Here's to continued collaboration, measurable impact, and a future where nonprofits have the support they need to expand their reach, strengthen communities, and create lasting change.

Sincerely,

