

Purpose of the Report:

- Understand who is being served and who is not being served by these FST programs;
- Identify whether FST is meeting its goal ‘to provide accessible services to all of Toronto, particularly those who are marginalized and disadvantaged’.

The Difference between a Client and Participant

Clients are people who come to FST for individual, family or group counselling or support; they are registered and a client record is opened for them. Participants are individuals served by FST through activities such as public meetings or workshops, and are not registered in our client database. Their descriptions are informed by staff’s perceptions as there is no formal data collection for participants and a file is not opened. Participant numbers do not necessarily represent unique participants.

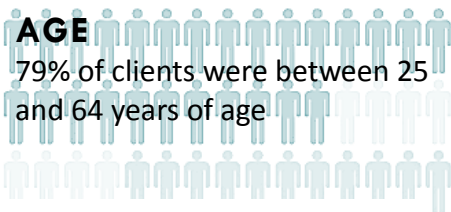
Methods

Information for this report was gathered from a number of sources:

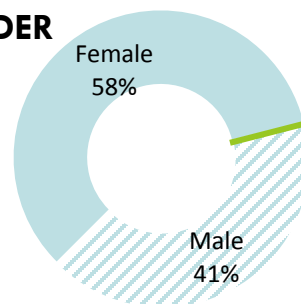
- 1) Client demographic data was taken from AIM for the Changing Lives and Family Violence (CL/FV) and Options/Person-Directed Planning (PDP) programs;
- 2) The most recent demographic data (2011) from Statistics Canada on the City of Toronto was used for comparison when applicable;
- 3) Comparisons were also made using data from the FST 2013-2014 Client and Participant Demographic Report;
- 4) For Passport clients, client demographics were retrieved from the CRM database;
- 5) Brief descriptions of participants in Social Action and Community Building (SACB) and CL/FV programs were provided by program staff.

Results

Changing Lives/Family Violence and Options/Person Directed Planning FST served **5,318 clients** in the CL/FV and Options/PDP programs. Overall, a comparison of FST’s demographic reports revealed data was similar between 2013-2014 and 2015-2016.



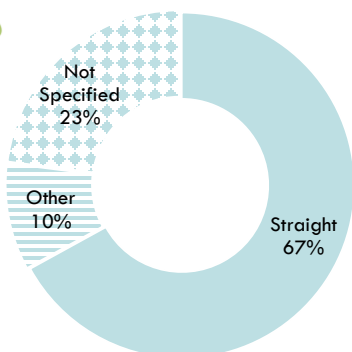
GENDER



Additional identities included *Transgender*, *Two Spirited* and *Transsexual* for a total of 0.9%



SEXUAL ORIENTATION



Response rate for this question was low at 77%, a historic problem when collecting data on sexual orientation in general. 67% of responding clients identified as *heterosexual/straight*, while 10% did not identify as straight; this includes *gay* (5.2%), *lesbian* (2.3%), *bisexual* (1.3%) or *queer* (1.3%). 23% did not identify a sexual orientation.

Note: The green caution symbol identifies low client response rates



EMPLOYMENT STATUS

24% of all FST clients identified as *unemployed*, compared to the City average of 6%. But the City has a much higher percentage of people *not in the labour force* – likely many of the FST clients who identified as *unemployed* would be classified by Statistics Canada as *not in the labour force* because they did not look for work in the last 4 weeks.

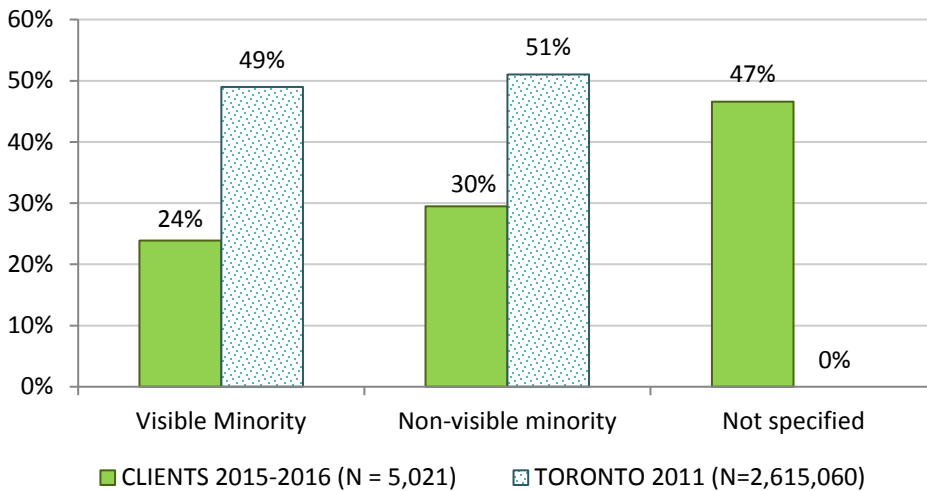


HOUSEHOLD INCOME

35% of FST clients have household incomes of \$24,999 or less. FST clients have lower levels of income compared to City averages.



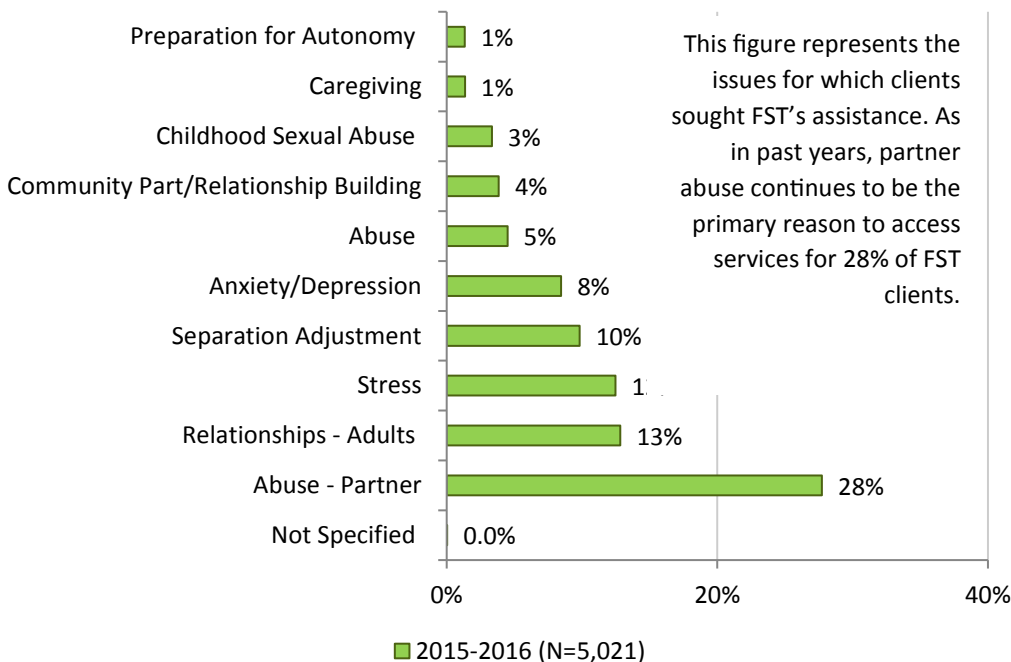
DIVERSE ETHNIC/REGIONAL GROUPS



The race/ethnicity category had the lowest **response rate** at 53%. FST collects data on clients that identify as “*visible minorities*” as defined by Statistic Canada.

The full report provides a sub analysis of the breakdown of visible minorities.

PRIMARY PRESENTING ISSUE



This figure represents the issues for which clients sought FST’s assistance. As in past years, partner abuse continues to be the primary reason to access services for 28% of FST clients.

LANGUAGE

Five languages are identified as most frequently spoken. English was the most common at 98.8%. Other top languages include Spanish, Farsi, Tamil and French.



RELATIONSHIP STATUS

Sixty-nine percent (69%) of clients were not in an intimate or romantic relationship (*single/unattached, separated, divorced or widowed*), while 29% of clients were with a partner (either *married, living with a partner, or in a relationship but not living with a partner*).

Passport

The Passport program provides support and coordination for individuals who have a developmental disability and have left school, to find more ways to participate in their communities.

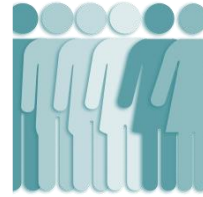
FST served **4,306 clients** in Passport.

AGE



54% of Passport clients were between 25 to 64 years of age, followed by 32% for those aged 20 to 24 years

55% of clients were *male* and 34% were *female*. Passport does not include other gender categorizations



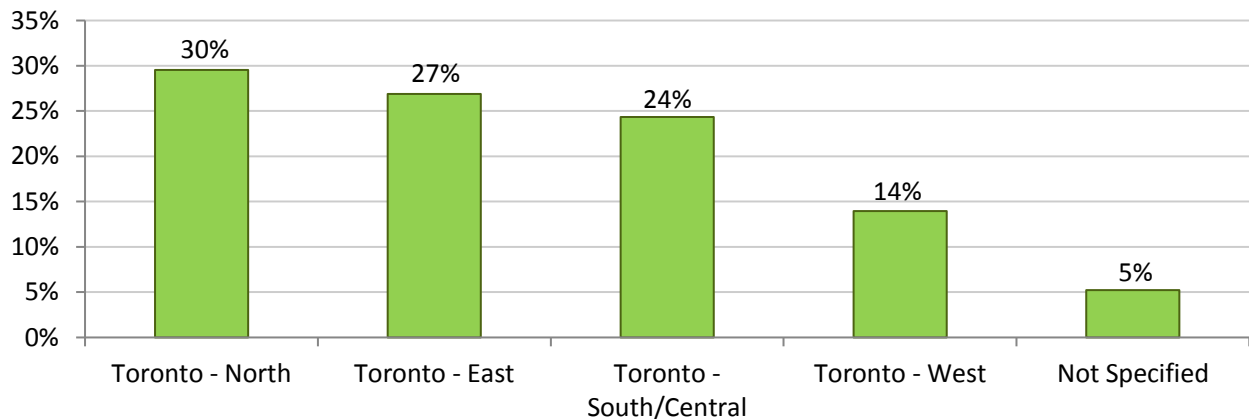
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LANGUAGE



77% of Passport clients spoke English. The top 5 languages other than English were Portuguese, Tamil, Spanish, Cantonese and Italian

CLIENT LOCATION



— Clients 2015-2016 (N=4159)

DID YOU KNOW?

'Missing data' (ie. clients not providing data) is a significant issue, ranging from 0.1% for languages spoken to 46% for race/ethnicity. In order to provide the best possible care, we need to work together to **increase accurate demographic data reporting.** In the face of diverse populations and varying needs, providing public services requires an equity component. Equity is now a pillar of quality service and **accurate demographic data collection is a precursor to equity planning.** The FST Data Quality Improvement Working Group is reviewing our demographic questions and data collection processes with the goal of

Not all categories are represented in this summary. For more information on demographic data results contact Research and Evaluation Coordinator, Erika at erikaga@familyservicetoronto.org to view the full report

Changing Lives and Family Violence Participants



CF served **1056 parents and caregivers** through the delivery of psycho-educational and therapeutic workshops in collaboration with **- 3 -** organizations to provide a forum that can help build the bond between **parents** and their children.

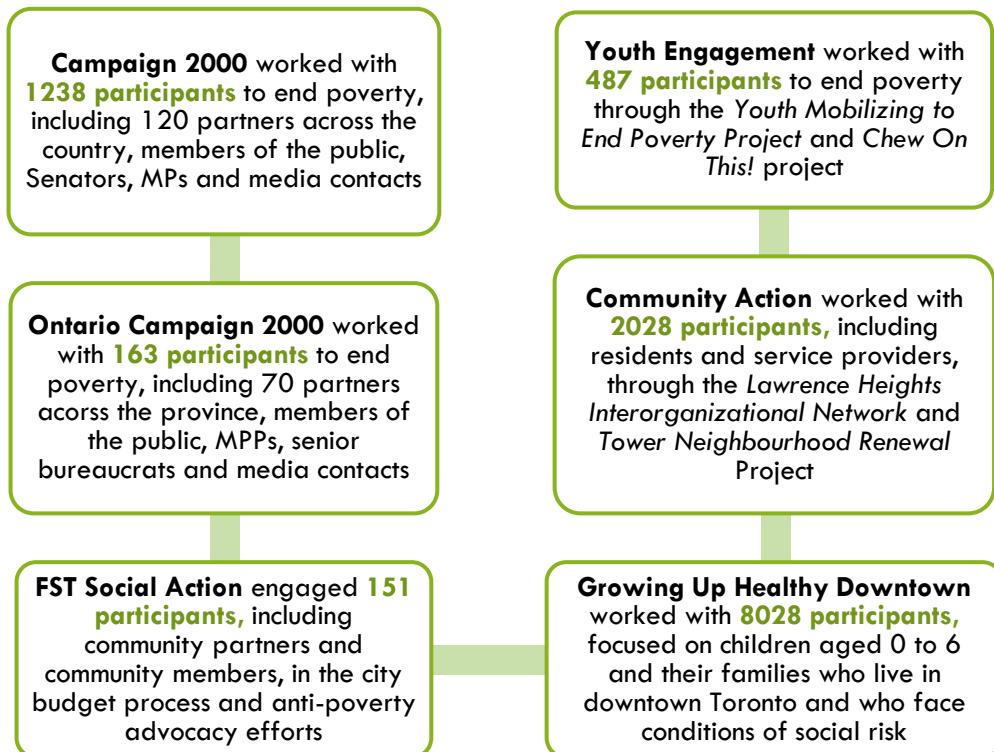
SCSS served **1058 seniors and their caregivers**, from a variety of backgrounds through social work services including individual and group counselling, advocacy and educational sessions on seniors' issues.

SCC served **3399 seniors**, including racialized newcomers from the Somali, Afghan, Tamil, Iranian and Spanish speaking communities through peer support and educational workshops.

VAW served **1790 women**, from many different racial, cultural and linguistic backgrounds, orientations and abilities, including women labelled with an intellectual disability through programs and services for women who are at risk of or are experiencing violence and abuse.

HFHC served **1367 women and youth** from Sri Lanka, Afghanistan, Iran and Somalia through educational, anti-violence programs and peer leader training and peer support groups for newcomer women and youth.

Social Action and Community Building Participants



Campaign 2000 worked with **1238 participants** to end poverty, including 120 partners across the country, members of the public, Senators, MPs and media contacts

Youth Engagement worked with **487 participants** to end poverty through the *Youth Mobilizing to End Poverty Project* and *Chew On This!* project

Ontario Campaign 2000 worked with **163 participants** to end poverty, including 70 partners across the province, members of the public, MPPs, senior bureaucrats and media contacts

Community Action worked with **2028 participants**, including residents and service providers, through the *Lawrence Heights Interorganizational Network* and *Tower Neighbourhood Renewal Project*

FST Social Action engaged **151 participants**, including community partners and community members, in the city budget process and anti-poverty advocacy efforts

Growing Up Healthy Downtown worked with **8028 participants**, focused on children aged 0 to 6 and their families who live in downtown Toronto and who face conditions of social risk