

**Purpose of the Report:**

- To understand who is being served and who is not being served by Family Service Toronto programs;
- To 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 Family Service Toronto (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 observations as there is no formal data collection for participants and a file is not opened. Participant numbers do typically not represent unique individuals.

**METHODS**

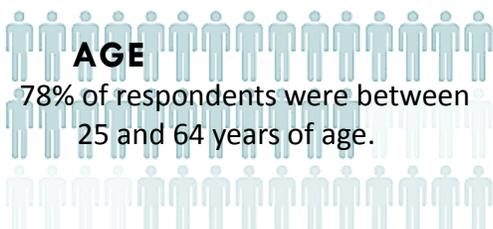
Information for this report was gathered from a number of sources:

- 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 from the 2016 Census for the City of Toronto was used for comparison when applicable;
- 3) AIM data from 2016/17 was compared with AIM data from 2015/16;
- 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.

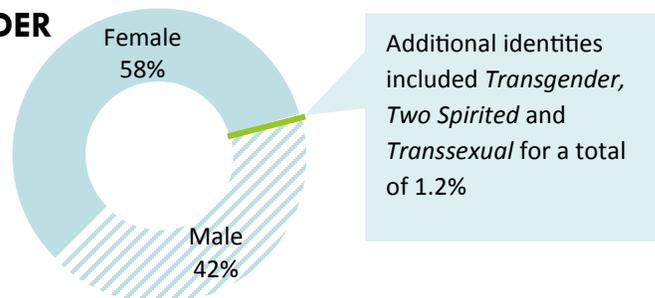
**RESULTS**

**CHANGING LIVES/FAMILY VIOLENCE AND OPTIONS/PERSON DIRECTED PLANNING**

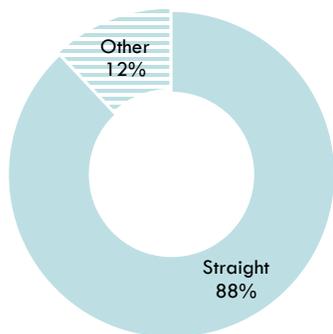
FST served **5,502 clients** in the CL/FV and Options/PDP programs. Overall, a comparison of FST’s demographic reports revealed client demographics between 2015-2016 and 2016-2017 was comparable.



**GENDER**



**SEXUAL ORIENTATION**



**Response rate** for this question was low at 77%, a historic problem when collecting data on sexual orientation in general. Of those clients who responded, 88% identified as *heterosexual/straight*, while 12% did not identify as straight; this includes *gay* (6%), *lesbian* (2%), *bisexual* (2%) or *queer* (2%).

**Note:** The **green caution symbol** identifies client response rate of 80% or lower. For these demographics, the percentages will be stated without the missing data, and only those clients that responded are included.



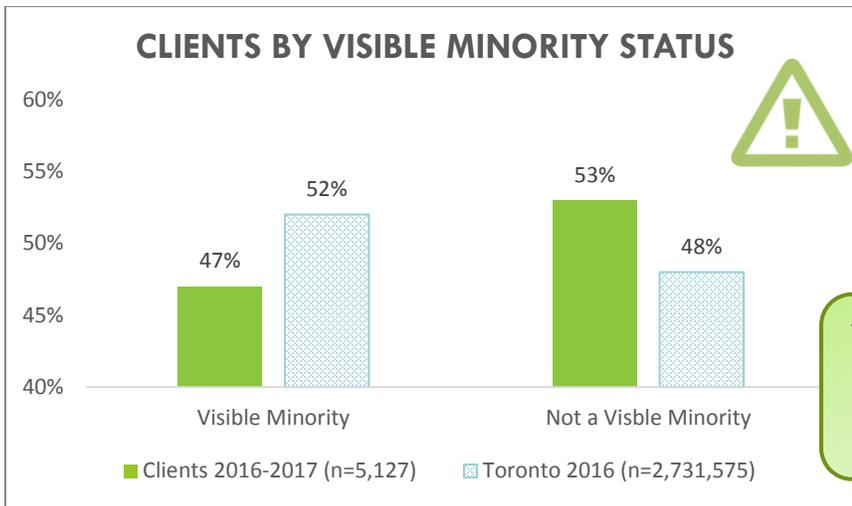
### EMPLOYMENT STATUS

34% of respondents identified as *unemployed*, compared to the City average of 5%. 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 may not have looked for work in the last 4 weeks.



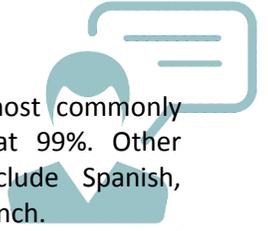
### HOUSEHOLD INCOME

58% of respondents have household incomes of \$24,999 or less. FST clients have lower levels of income compared to City averages.



### LANGUAGE

English was the most commonly spoken language at 99%. Other top languages include Spanish, Farsi, Tamil and French.



The race/ethnicity category had the lowest response rate at 60%. FST collects data on clients that identify as “visible minorities” as defined by Statistic Canada.

### RELATIONSHIP STATUS

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

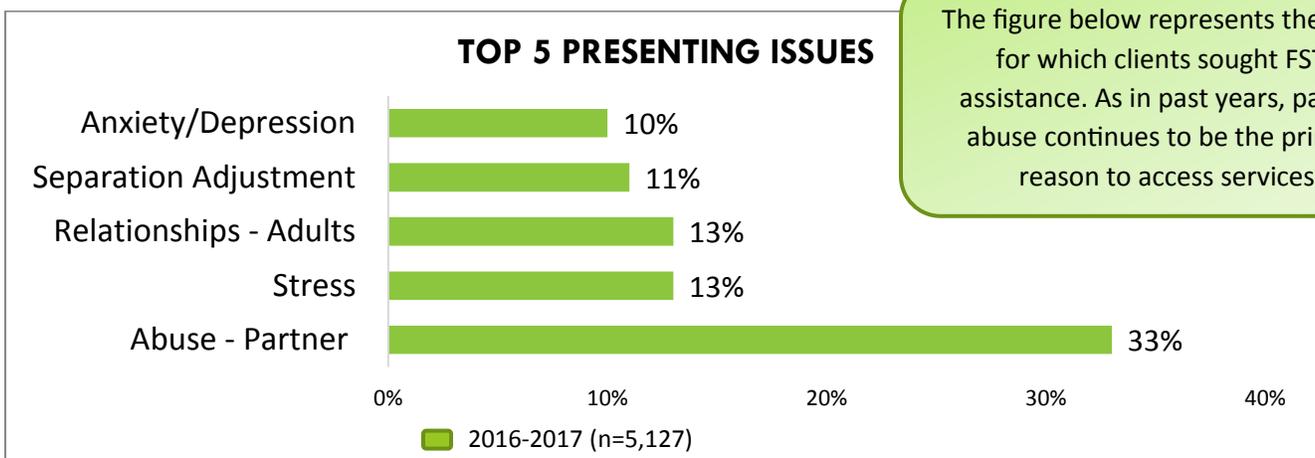


### ACCESSIBILITY ISSUES

Of the clients who responded, 13% of clients have accessibility issues or a disability, while 87% of clients do not.

### BORN IN OR OUT OF CANADA

32% of clients were born outside of Canada, while 68% were born in Canada. Of those not born in Canada, 63% respondents have been here for 11 years or more.



The figure below 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.

## PASSPORT CLIENTS

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.

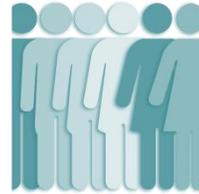
FST served **4,306 clients** in Passport.

### AGE



61% of Passport clients were between 25 to 64 years of age, while 29% were between 20 to 24 years of age.

43% of respondents were *male* and 27% were *female*. For 31% of clients, this data is missing. Passport does not include other gender categorizations.



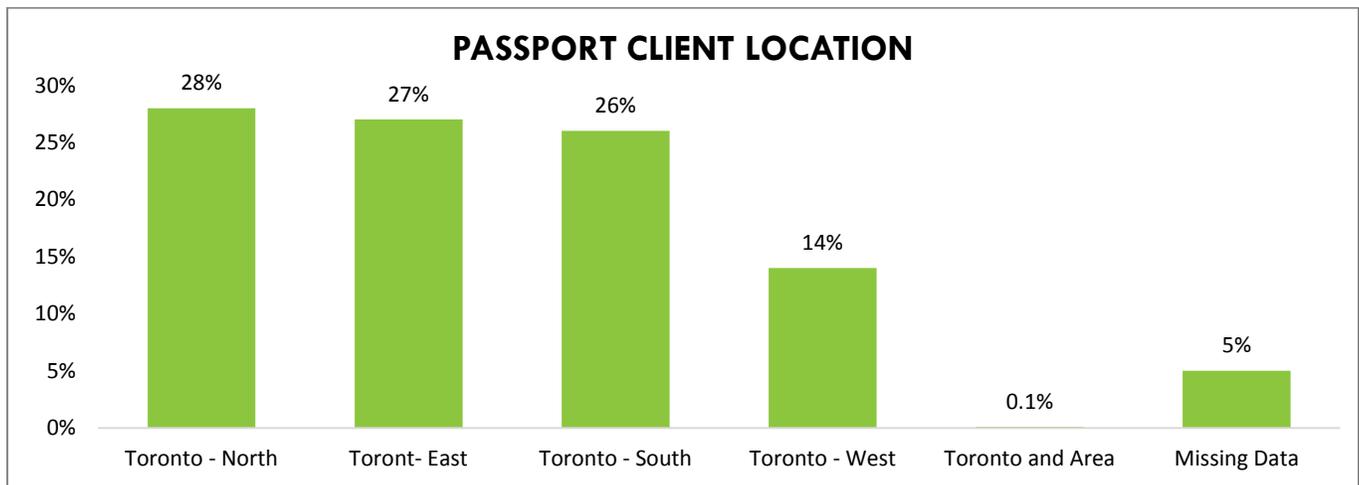
### GENDER

### LANGUAGE



74% of Passport respondents spoke English. The top 5 languages other than English were Portuguese, Tamil, Spanish, Cantonese and Italian. For 46% of clients data is missing.

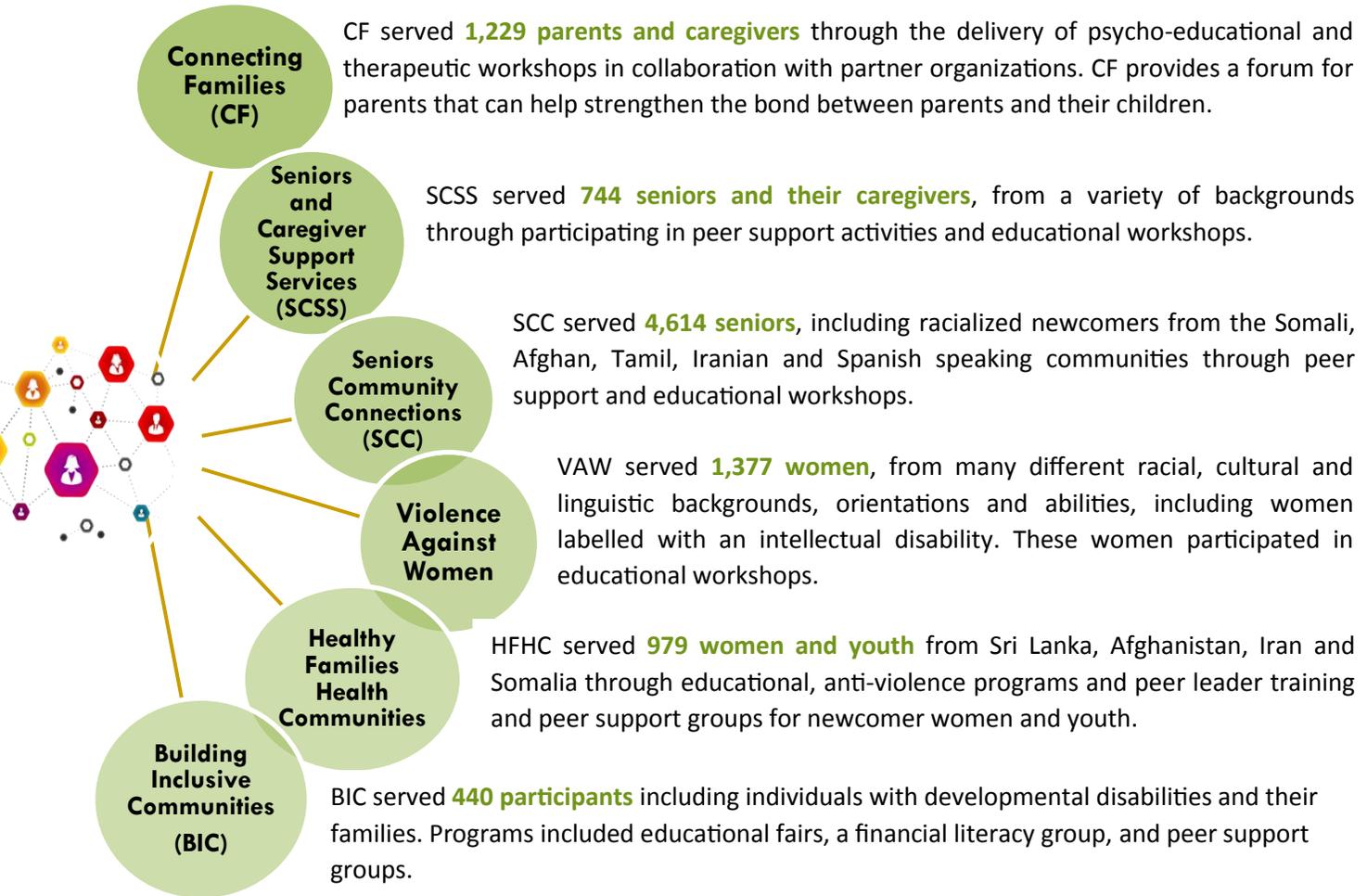
### PASSPORT CLIENT LOCATION



### DID YOU KNOW?

**'Missing data'** (ie. clients not providing data) is a significant limitation to our findings. Missing data ranges from 0.1% for languages spoken to 40% 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 critical component of equity planning**. The newly approved equity-focused client demographics data base is expected to facilitate this process.

## CHANGING LIVES AND FAMILY VIOLENCE PARTICIPANTS



## SOCIAL ACTION AND COMMUNITY BUILDING PARTICIPANTS

