For People   For Change

FAMILY SERVICE TORONTO

FST Socio-Demographics Report
2018-2019

October 9, 2019
Department of Knowledge Building

Contents

Executive Summary

Introduction

Every year, Family Service Toronto (FST) reviews the socio-demographic data provided by clients and participants to better understand who we are serving. This report provides a description of people served by FST Community Programs in 2018-2019. FST will use this information to identify service gaps and strategies to enhance accessibility for diverse population groups, and to determine if it is moving forward in meeting its vision to serve all, but especially those who face barriers.

Methodology

This report outlines socio-demographic data collected from clients and about participants between April 1, 2018 and March 31, 2019. Data collection methods differed for clients and participants due to how this information is gathered and stored.

Information about clients was obtained from one of our case management systems and pertains to unique individuals. Summary data in the AIM database was analyzed to generate findings about clients in Changing Lives/Family Violence (CL/FV) as well as the Options and Person Directed Planning (PDP) programs that are part of Building Inclusive Communities (BIC). Raw data in the CRM database was analyzed to generate findings about clients in the Passport program.

Information about participants is based on estimates informed by staff perceptions and who the program or activity target audiences are. The information provided describes attendees as a group and does not pertain to unique individuals.

Results

In 2018-2019, CL/FV served 4,606 clients, Options and PDP in BIC served 489 clients, and Passport in BIC served 9,547 clients. In addition to this, FST engaged approximately 16,500 participants through CL/FV programs and Social Action (SA) activities.

Information collected shows that overall, FST reached diverse client and participant populations, from a wide variety of backgrounds and with a wide range of socio-demographics.

When comparing clients served at FST to residents in the City of Toronto, it appears that FST had an over-representation of clients who were: women, unemployed, low income, and identified with certain racial, ethno-cultural identities including Black, Latin American, West-Asian and Mixed Heritage. In contrast to this, FST had an under-representation of clients who were between 0-14 years old, 65 and over, not in the labour force, born outside of Canada, and who identified as South-Asian or East-Asian.

The presenting issues reported by clients in CL/FV are reflective of the types of services and counselling offered. Similar to previous years, the most common are partner abuse, stress, anxiety/depression, adult relationships and separation adjustment. For Options and PDP clients in BIC, the most common presenting issue reported was community relationship building.

FST continues to have a lower response rate for socio-demographic questions related to household income, employment status, sexual orientation and accessibility issues. There was also a large amount of data missing on clients' gender in the Passport program.

FST recorded a total of approximately 16,500 participants last year. We have limited information on participants in the CL/FV programs and SA activities. However, different participant-based programs and activities are funded and designed to serve specific populations. For example, we know that CL/FV worked with women, and in some instances youth, from the Somali, Latino-Hispanic, Afghan, Tamil, Iranian, and Arabic-speaking communities through our Healthy Families, Healthy Communities (HFHC) and Senior Community Connection (SCC) programs. In SA, participants are typically those with lived experience of poverty or working for agencies advocating against poverty and/or other social justice issues.

Discussion

There are additional contexts to be noted when considering which populations are under-represented at FST. For example, our HFHC and SCC participant programs in CL/FV targets seniors and South-Asian women. If their information was included in the analysis with client data, we would anticipate percentages to shift and for the differences between FST and the City of Toronto to be smaller. The same may apply to some of the other under-represented groups.

Data collection continues to be limited for clients in the Passport program and for participants in CL/FV programs and Social Action activities. FST needs to understand the barriers to systematically collecting this information within these programs. We also need to continue to emphasize to staff the importance of understanding who we engage and serve in our programming.

There are limitations related to data collection and analysis that should be considered. We only have access to summary data for clients in CL/FV, Options and PDP, which limits our ability to conduct more in-depth analysis or to test for statistical significance. Also, our low response rate for certain questions, and lack of systematic data collection in some programs, limits our understanding of these socio-demographic items.

Next Steps

This report provides an opportunity for FST to recognize the large diversity of clients it serves. The next step is to present this report to the Strategy and Leadership team for discussion. A summary of the report will also be prepared and shared with all staff and posted on the FST website.

The Knowledge Building team hopes to collaborate with staff over the next year to implement the new demographics questions featured on new Client Information Form, to explore ways to collect and report on demographic information for participants, and to explore ways to enhance data collection for Passport clients.

Introduction

For over 100 years, FST has assisted families and individuals by providing diverse programming. Our services are open to everyone who lives and/or works in Toronto and we strive to be an organization where programs and services are accessible to all, especially to those who face barriers.

FST's 2017-2021 Strategic Plan identifies three main groups to focus our work on: people with mental health needs, people affected by violence and abuse, and people with developmental disabilities. These individuals are served through our Changing Lives, Family Violence (CL/FV), Building Inclusive Communities (BIC) and Social Action (SA) programs.

The purpose of this report is to provide a description of people served by FST Community Programs in 2018-2019. Where available and applicable, it compares client data with information for the City of Toronto population or with the population of Ontario. FST will use this information to identify service gaps and strategies to enhance accessibility for diverse population groups, and to determine if it is moving forward in meeting its vision to serve all, but especially those who face barriers.

Methodology

This report summarizes information on clients and participants in separate sections. Our definition of clients and participants as well as our data collection methods for each group is detailed below.

Clients

Clients are individuals who come to FST for individual, family or group counselling. Clients complete a Client Information Form during their first visit to FST, are registered, and have an electronic file in a case management system.

Data Collection
- The total number of clients represented in this report are unique individuals
- Socio-demographic information provided is generated from our case management system.

Data Analysis
- Summary data was analyzed to generate CL/FV and BIC (Options and Person Directed Planning (PDP) results displayed in Section one. Raw data was analyzed to generate Passport results displayed in Section two.
- Results were compared with previous FST 2017-2018 socio-demographic data. These results are discussed in the narrative.
- Where available and applicable, results were compared with the City of Toronto 2016 Census data and the 2012 Canadian Survey on Disability. Results are shown in the figures and discussed in the narrative.

Participants

Participants are individuals who are served by FST through activities such as public meetings, conferences, community events, workshops and peer support groups. Participants are not registered and do not have an electronic file.

Data Collection
- Socio-demographic information for participants provided in this report is based on estimates informed by staff's perceptions and programming targets.
- The total number of participants reported does not reflect unique individuals served as many people attend events and groups on a regular basis.

Overall Data Analysis

Data analysis is qualitative and/or descriptive. No data collected was analyzed for statistical significance.

Results

The results are divided into three sections based on similarities between service design and data collection methods for each group.

Section one outlines client data from all CL/FV programs, as well as our Options and PDP Planning programs that are part of BIC. Clients in this section are referred to as *'FST Clients'*.

The CL/FV programs serve individuals who have mental health need and those affected by violence and abuse. In 2018-2019, FST served 4,606 clients in CL/FV. The Options and PDP programs in BIC serve individuals with developmental disabilities. In 2018-2019, FST served 489 clients in these two programs.

Socio-demographic data reported in this section has a sample size of 4,783, which differs from total number of clients served.

Section two outlines client data from our Passport program that is part of BIC. Clients in this section as referred to as *'FST Passport Clients'*.

The Passport program serves individuals with developmental disabilities. In 2018-2019, FST served 9,547 clients in this program. Socio-demographic data collected from FST Passport clients is limited at this time.

Socio-demographic data reported in this section has a sample size of 7,210, which differs from total number of clients served.

Section three summarizes information on participants in CL/FV and SA activities. In 2018-2019, FST engaged approximately 16,500 participants throughout the year.
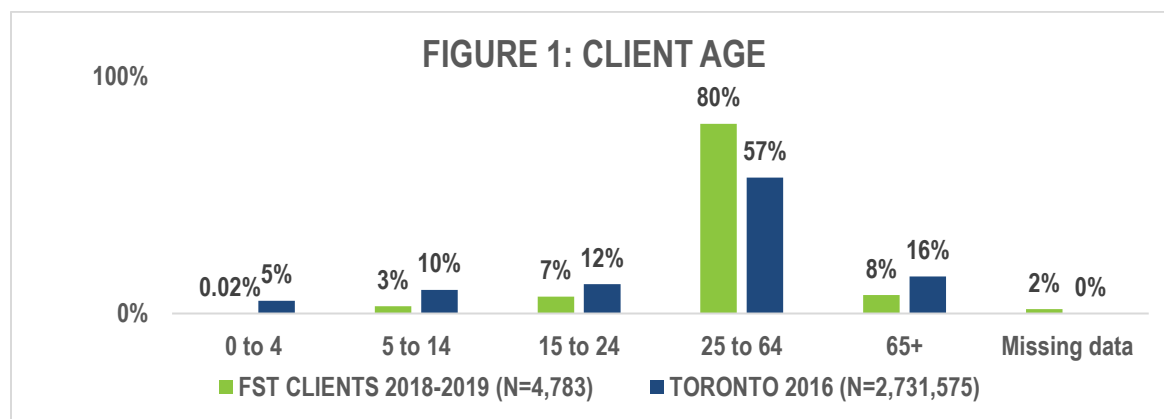
This report does not include clients served through our PassportONE program.

Section 1 – Clients in CL/FV and BIC (Options and PDP) programs

1.1 – Age

Figure 1 illustrates the age of FST clients in 2018-2019 in comparison to the age of City of Toronto residents in 2016[i]. The majority (80%) of clients were in the 25 to 64 age bracket which has been the trend for a number of years. FST continues to have more representation in this age bracket (80%) than the City of Toronto (57%).
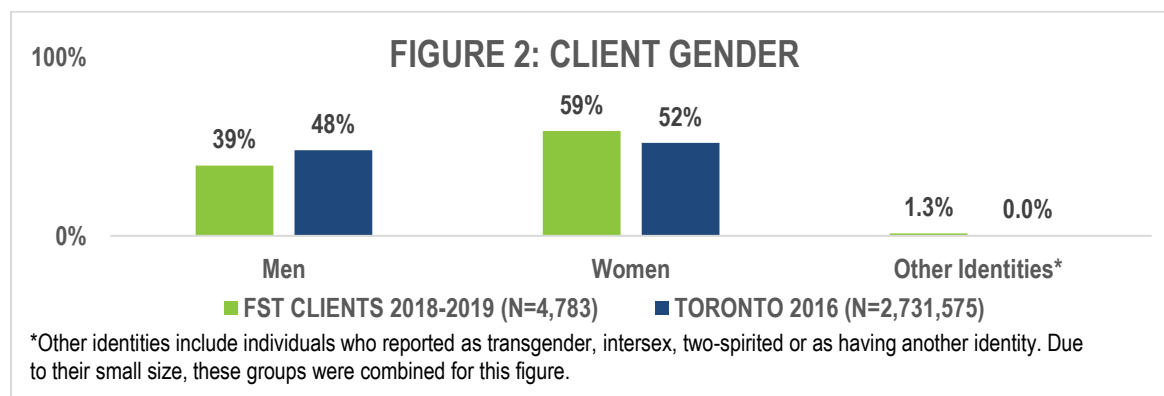
When compared to the previous fiscal year (2017-2018), the results appear to be mostly the same. The only notable differences were a 1% increase in 2018-2019 in the 25 to 64 age bracket and a 1% decrease in missing data.

FIGURE 1: CLIENT AGE

	0 to 4	5 to 14	15 to 24	25 to 64	65+	Missing data
FST CLIENTS 2018-2019 (N=4,783)	0.02%	3%	7%	80%	8%	2%
TORONTO 2016 (N=2,731,575)	5%	10%	12%	57%	16%	0%

1.2 – Gender Identity

Figure 2 illustrates the gender identity of FST clients in 2018-2019 in comparison to the gender identity of City of Toronto residents in 2016[ii]. Over half (59%) of clients were women, 39% were men, and 1.3% identified as transgender, intersex, two-spirited or as having another identity. It is important to note that the 2016 Census only asked about gender in terms of male or female and information on other identities is not available.

When compared to the previous year, the results appear to be mostly the same. There was a 2% decrease in men in 2018-2019 and a 1% increase in women. Changes in other identities and missing data were less than 1%.

FIGURE 2: CLIENT GENDER

	Men	Women	Other Identities*
FST CLIENTS 2018-2019 (N=4,783)	39%	59%	1.3%
TORONTO 2016 (N=2,731,575)	48%	52%	0.0%

*Other identities include individuals who reported as transgender, intersex, two-spirited or as having another identity. Due to their small size, these groups were combined for this figure.

1.3 – Sexual Orientation

Figure 3 illustrates the sexual orientation of FST clients in 2018-2019. The census in 2016 did not ask individuals about sexual orientation, therefore a comparison with the City of Toronto is not provided. It is important to note that 32% of clients did not provide this information to FST. The figure below presents percentages for those who provided this information and excludes missing data. The majority of clients (84%) identified as heterosexual or 'straight'. A total of 16% of clients identified as lesbian, gay, bisexual or queer.

When compared to the previous 2017-2018 year, there was a 5.2% decrease in the number of people identifying as heterosexuals in 2018-2019, and a 4.3% increase in missing data.

FIGURE 3: CLIENT SEXUAL ORIENTATION (N=3,254)*

*FST Missing data removed

- Gay 8%
- Lesbian 2%
- Bisexual 3%
- Queer 3%
- Heterosexual 84%
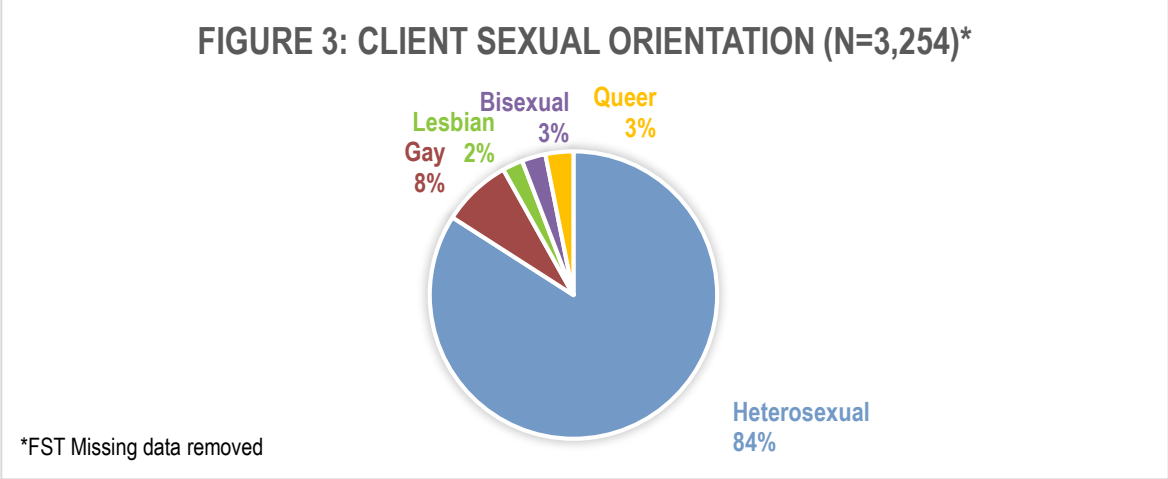
1.4 – Relationship Status

Figure 4 illustrates the relationship status of clients in 2018-2019. Approximately half (51%) of clients appear to be single/unattached. A total of 15% of clients were married, 15% separated and 4% divorced, and 13% of clients were with a partner; 8% reported to be living with their partner and 5% did not. Additionally, 2% of clients were widowed. When compared to the previous 2017-2018 year, the results appear to be mostly the same.

FIGURE 4: CLIENTS 2018-2019 (N=4,783)

- With Partner, Not Living Together 5%
- Widowed 2%
- Divorced 4%
- With Partner, Living Together 8%
- Separated 15%
- Married 15%
- Single/Unattached 51%

1.5 – Household Income

Figures 5 and 6 illustrate the before tax household income of FST clients in 2018-2019 in comparison to the before tax household income of City of Toronto residents in 2016[iii].

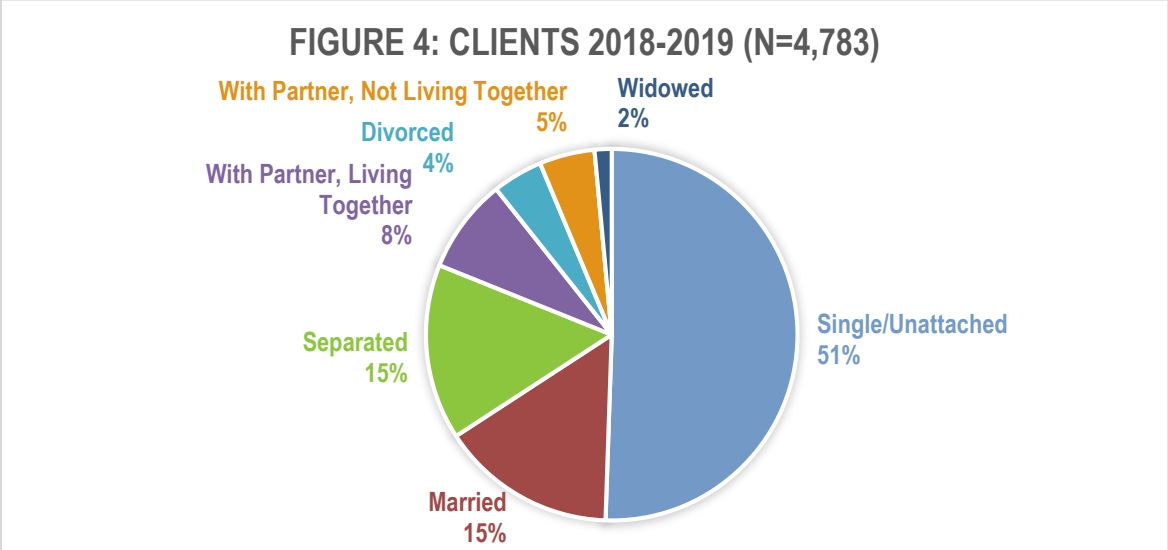Figure 5 presents all percentages, including missing data; 41% of clients did not report their income in 2018-2019.

When compared to the previous year, the results appear to be mostly the same. There was a 1% decrease in the number of individuals who reported an income of $24,999 or less. However, the percentage of people with this level of income still appears to be significantly larger than for the city as a whole (32% versus 17%).

FIGURE 5: BEFORE TAX HOUSEHOLD INCOME FOR CLIENTS

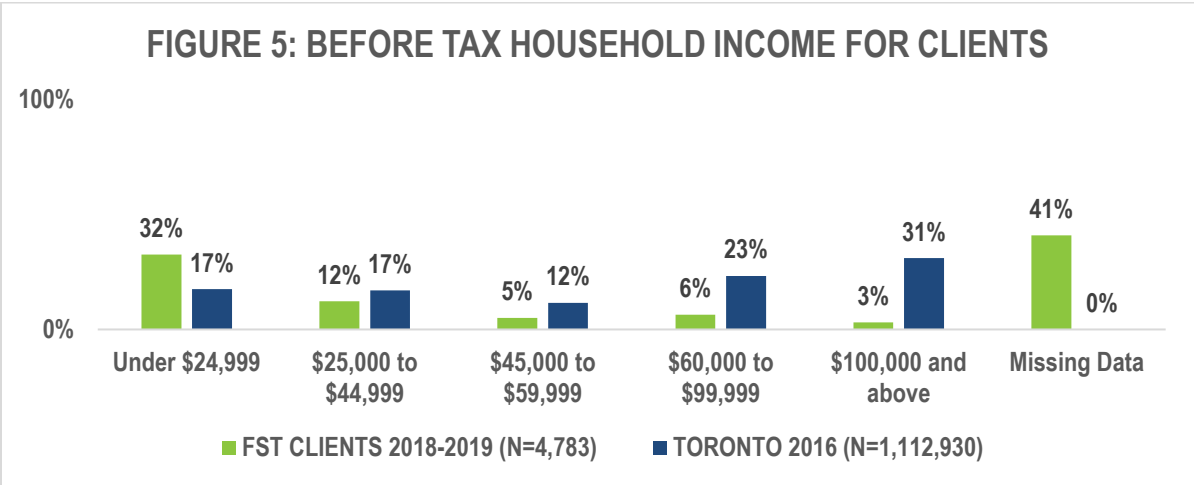| Income Bracket	FST CLIENTS 2018-2019 (N=4,783)	TORONTO 2016 (N=1,112,930)
Under $24,999	32%	17%
$25,000 to $44,999	12%	17%
$45,000 to $59,999	5%	12%
$60,000 to $99,999	6%	23%
$100,000 and above	3%	31%
Missing Data	41%	0%

Figure 6 presents percentages for those who provided this information and excludes missing data. It shows that over half (55%) of clients reported a before tax household income of $24,999 or less. This appears to be even more different than the City of Toronto where 17% of individuals were in the lowest income bracket.

FIGURE 6: INCOME - FST AND CITY OF TORONTO*

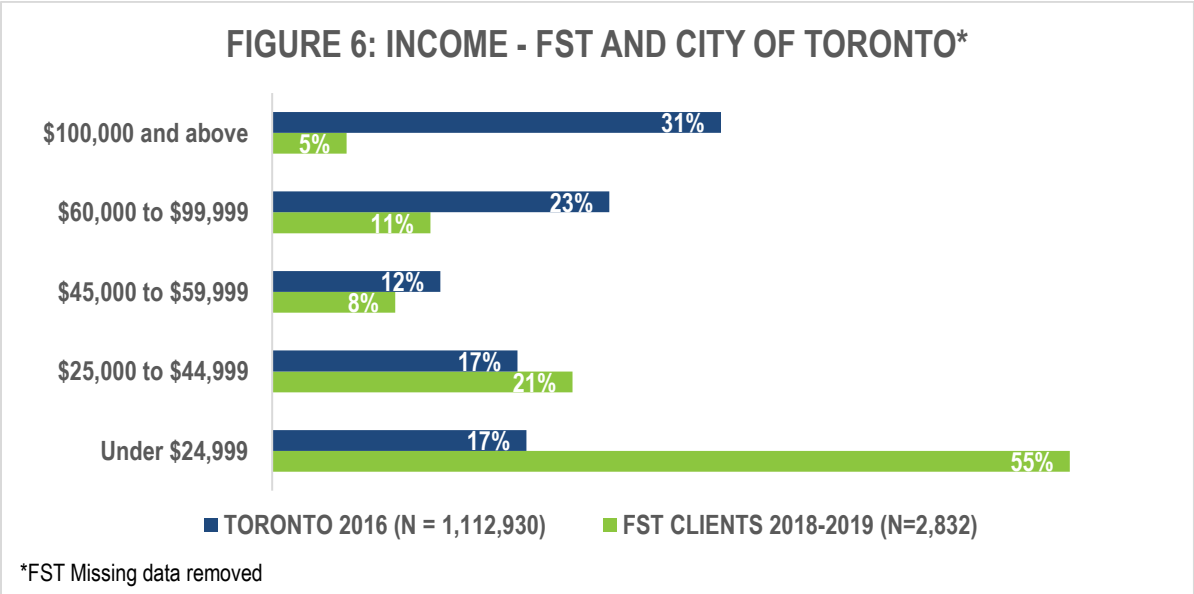| Income Bracket	TORONTO 2016 (N = 1,112,930)	FST CLIENTS 2018-2019 (N=2,832)
$100,000 and above	31%	5%
$60,000 to $99,999	23%	11%
$45,000 to $59,999	12%	8%
$25,000 to $44,999	17%	21%
Under $24,999	17%	55%

*FST Missing data removed

Table 1 below outlines the percentages of other income sources that clients reported. Overall, 11% of clients reported receiving ODSP benefits, 7% reported receiving OW benefits, and collectively 7% reported receiving CPP/OAS, EI, and LTD benefits or government student loans/grants. The majority of clients (75%) did not report having these income sources.

Government Assistance	Percentage (%) N=4,783
ODSP	11%
OW	7%
CPP/OAS	3%
EI	2%
Student loans/Grants	1%
LTD	1%

Table 1 – Other income sources – Government Assistance

1.6 – Employment Status

Figures 7 and 8 illustrate the employment status of FST clients in 2018-2019 in comparison to employment status of City of Toronto residents in 2016[iv]. Under half (38%) of clients were employed, 27% were unemployed and 12% were not in the labour force (e.g. retired, homemaker). Twenty-five per cent of clients did not provide this information to FST.

When compared to the previous year, the results appear to be mostly the same, with differences of less than one percent in each category and missing data remaining the same at 25%.
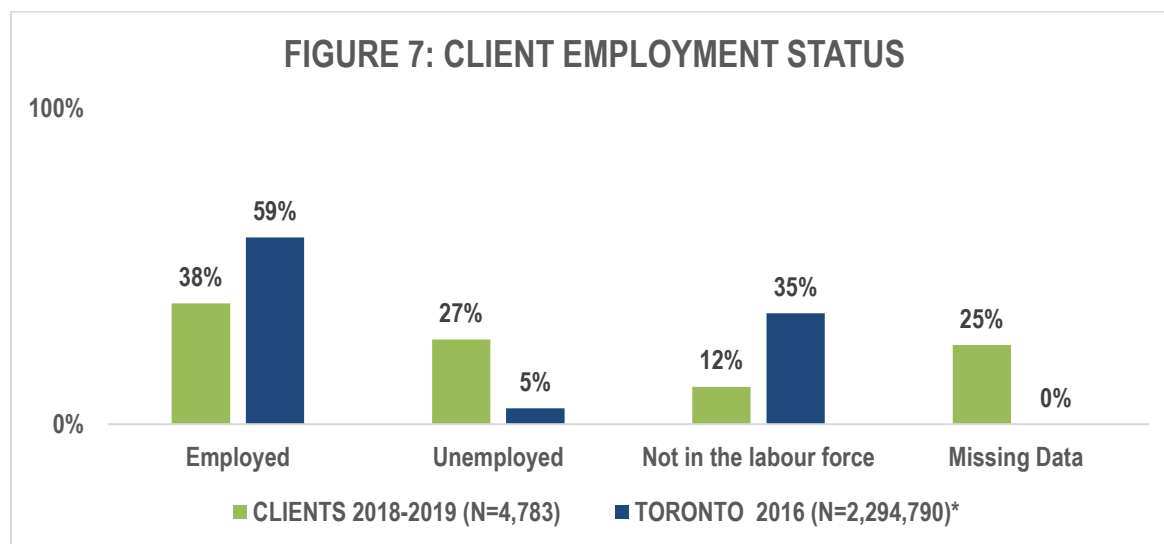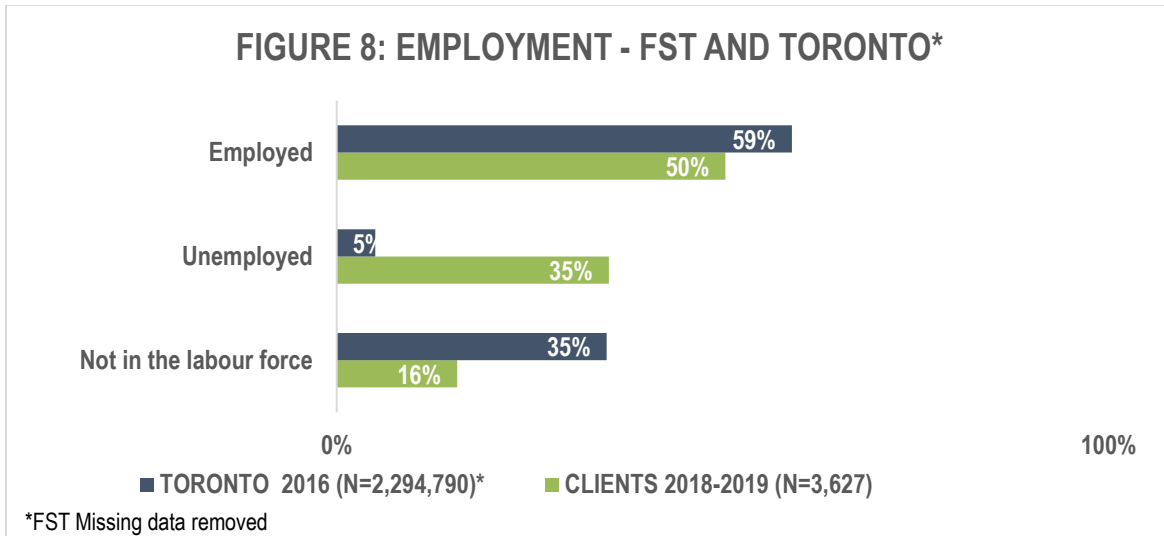

FIGURE 7: CLIENT EMPLOYMENT STATUS

Figure 8 presents percentages for those who provided this information and excludes missing data. It shows that 35% of clients reported being unemployed. This appears to be quite different than the City of Toronto where 5% of individuals were unemployed.

FIGURE 8: EMPLOYMENT - FST AND TORONTO*

Category	TORONTO 2016 (N=2,294,790)*	CLIENTS 2018-2019 (N=3,627)
Employed	59%	50%
Unemployed	5%	35%
Not in the labour force	35%	16%

*FST Missing data removed

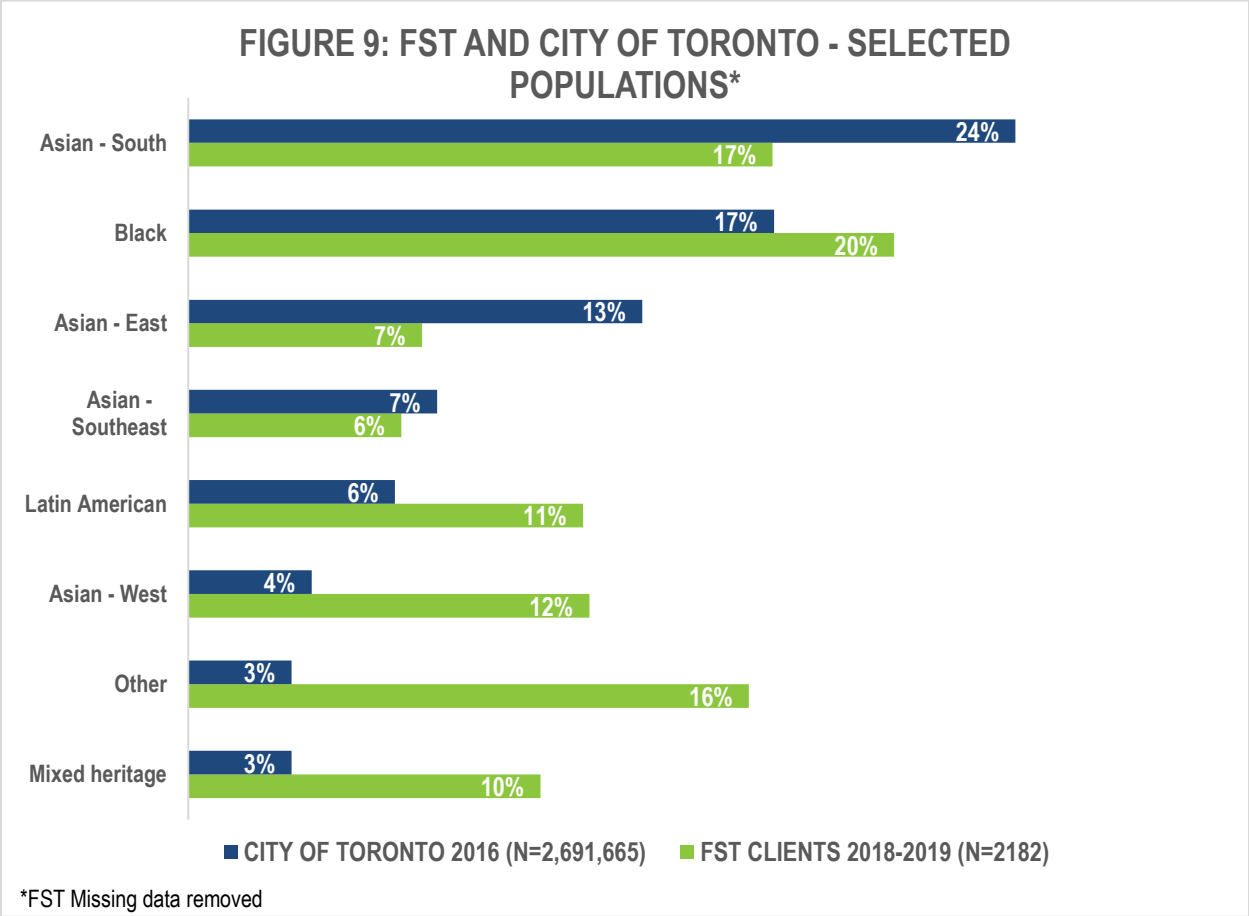## 1.7 – Racial and Ethno-Cultural Identity

Table 2 illustrates the racial, ethno-cultural identity of clients in 2018-2019. A total of 34% of clients identified as White, followed by Black (9%) and South-Asian (8%). Three populations each represented 5% of the total: West-Asian, Latin-American, and Mixed-Heritage. Twenty-nine per cent of clients did not provide this information to FST.

Categories	2018-2019 Percentage (%) (n=4791) Highest to lowest
White	34%
Black	9%
Asian - South	8%
Asian - West	5%
Latin American	5%
Mixed heritage	5%
Asian - East	3%
Asian - Southeast	3%
First Nations	1%
Indigenous/Aboriginal	0.3%
Métis	0.3%
Inuit	0.0%
Other	**7%**
Missing Data	**29%**

Table 2 – Racial Ethno-Cultural Identities of Clients

Figure 9 compares selected FST clients' racial, ethno-cultural identity with City of Toronto residents in 2016[vvi]. It presents percentages for those who provided this information and excludes missing data. A total of 20% of clients identified as Black, 17% as South-Asian, and 16% identified as "Other". The racial, ethno-cultural identities reported differed from City of Toronto residents in a number of categories as shown below.

When compared to the previous year, the results appear to be the same with one notable difference in missing data, which appears to have decreased by 7% in the last year.

FIGURE 9: FST AND CITY OF TORONTO - SELECTED POPULATIONS*

Category	CITY OF TORONTO 2016 (N=2,691,665)	FST CLIENTS 2018-2019 (N=2182)
Asian - South	24%	17%
Black	17%	20%
Asian - East	13%	7%
Asian - Southeast	7%	6%
Latin American	6%	11%
Asian - West	4%	12%
Other	3%	16%
Mixed heritage	3%	10%

*FST Missing data removed

1.8 – Languages Spoken

Ninety-nine per cent of FST clients reported that they spoke English. Table 3 outlines the Top 10 languages other than English spoken by FST clients in 2018-2019.

When compared to the previous year, two categories were new to the Top 10 in 2018-2019: Hindi and Cantonese, while two categories reported in 2017-2018 did not appear in the 2018-2019 top ten.

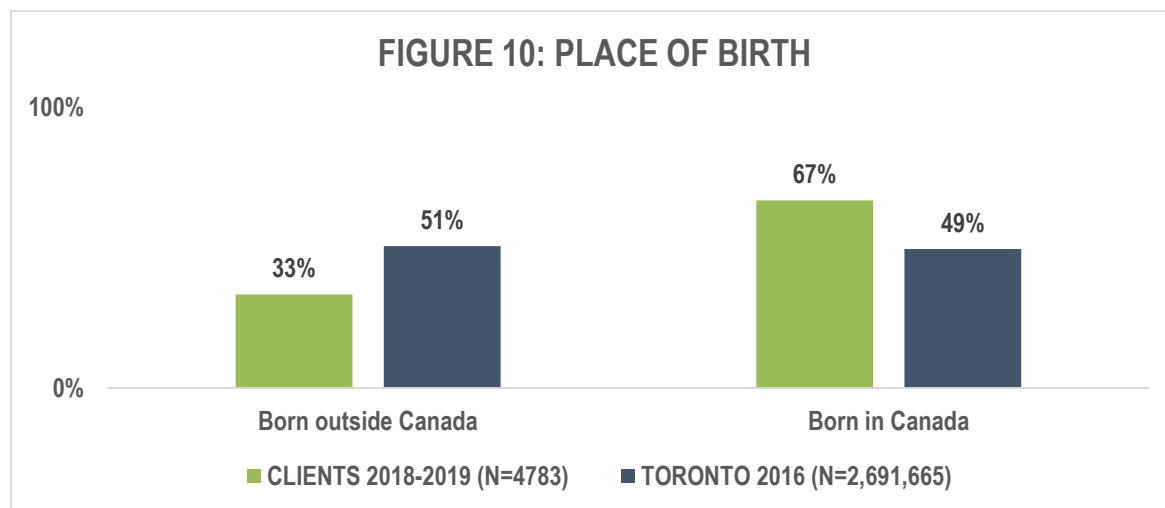| Top 10 Languages spoken other than English		Number	Percentage (%)* (N=4,783)
1	Spanish	257	5%
2	French	228	5%
3	Tamil	151	3%
4	Farsi	127	3%
5	Arabic	91	2%
6	Portuguese	66	2%
7	Italian	62	1.29%
8	Tagalog	58	1.21%
9	Hindi	57	1.19%
10	Cantonese	48	1.00%

Table 3 – Top 10 Languages spoken other than English

1.9 – Immigration and Years in Canada

Figure 10 illustrates the percentage of FST clients born in and outside of Canada in comparison to the of City of Toronto residents in 2016[vii]. A total of 33% of clients were born outside of Canada and 67% were born in Canada. The percentage of clients born outside of Canada appears to be lower than the total for the City of Toronto (51%).

When compared to the previous year, there appears to be a slight increase in the percentage of clients born outside of Canada which was 30% in 2017-2018.

When further looking into the 33% of clients born outside of Canada, 3% of the total number of clients reported living in Canada for three years or less, 6% between four and ten years, 4% between 11 and 15 years and 17% as living in Canada for 16 years or more.

FIGURE 10: PLACE OF BIRTH

- Born outside Canada: CLIENTS 2018-2019 (N=4783) 33%, TORONTO 2016 (N=2,691,665) 51%
- Born in Canada: CLIENTS 2018-2019 (N=4783) 67%, TORONTO 2016 (N=2,691,665) 49%

■ CLIENTS 2018-2019 (N=4783) ■ TORONTO 2016 (N=2,691,665)

1.10 – Accessibility Issues

Figures 11 and 12 illustrate the percentage of FST clients in 2018-2019 with accessibility issues in comparison to Ontario residents in 2012[viii]. A total of 11% of clients reported having an accessible issue, 61% reported none, and 28% of clients did not provide this information.

When compared to the previous year, the results appear to be mostly the same, with slight differences of less than three percent in each category.

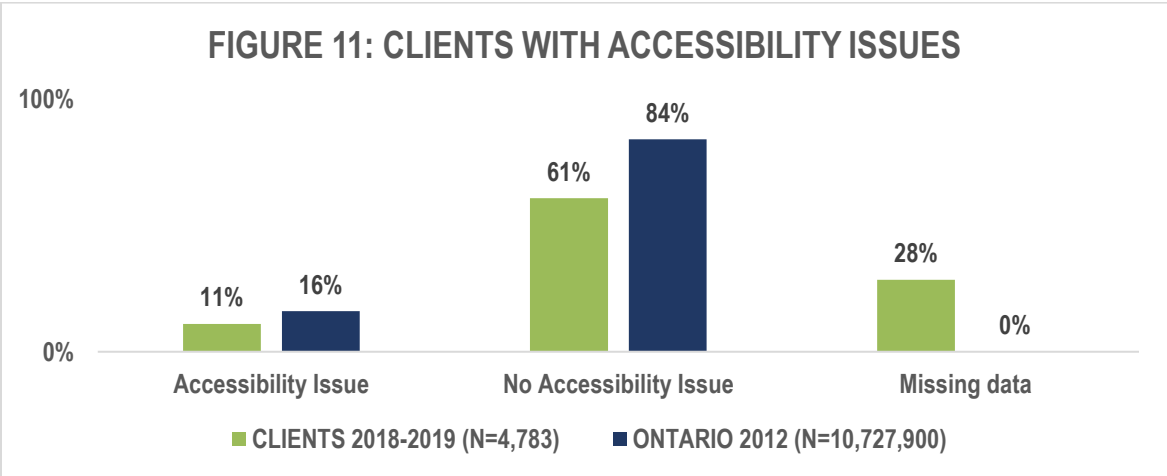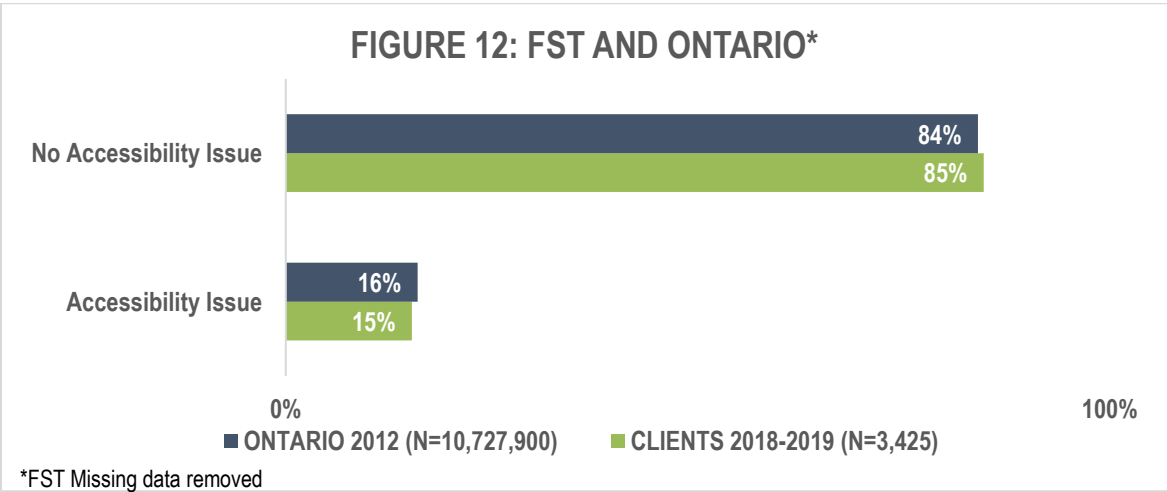FIGURE 11: CLIENTS WITH ACCESSIBILITY ISSUES

Figure 12 presents percentages for those who provided this information and excludes missing data. It shows that 15% of clients reported having an accessibility issue. This appears to be similar to Ontario as whole, where 16% of individuals reported having an accessibility issue.

FIGURE 12: FST AND ONTARIO*

*FST Missing data removed

The type of accessibility issues experienced by clients was also collected and includes cognitive, hearing, mobility, speech, vision and other issues. A total of 831 accessible issues were reported, with just over half being cognitive (28%) and mobility (27%) issues. A little less than half (44%) of the total accessibility issues reported were for clients in the Options (Children and Adult) program and 16% were reported by Seniors and Caregivers Support (SCSS) clients.

1.11 – Top 10 Presenting Issues

Table 4 below outlines the percentages of the Top 10 Presenting Issues reported by FST clients. 'Partner Abuse' accounts for 27% of all reported issues/concerns. It was listed as the main issue/concern for 93% of Violence Against Women (VAW), Partner Assault Response (PAR), and Partner Contact clients, which makes up approximately 30% of total number of clients reported on in this section of the report.

'Stress' accounted for 11% of all issues/concerns. Stress was the most reported concern in the SCSS and Walk-In Counselling programs. It was also a common issue/concern reported in the Counselling Program and David Kelley Services (DKS). The results were similar for anxiety/depression issues.

The majority (97%) of clients who had 'Separation Adjustment' listed as their main issue/concern were clients in the Families in Transition (FIT) program.

'Adult Relationships' accounted for 11% of all issues/concerns. It was the most common issue/concern reported by Counselling Program clients (31%) and it was also reported by 27% of Walk-in Counselling clients as an issue/concern.

The majority (99%) of clients who had 'Community Relationship Building' listed as their main concern were clients of the Options (Children and Adult) program. A total of 62% of all clients in this program had 'Community Relationship Building' listed as an issue/concern, followed by 'Preparation for Autonomy' (12%), 'Maintenance of Independence' (9%) and 'Socialization and Development' (5%).

When compared to the previous year, the results appear to be mostly the same, with a small decrease in 'Partner-Abuse' (4%) and Stress (3%) reported in 2018-2019.

|	Top 10 Presenting Issue	Percentage (%)* (N=5,181)
1	Partner Abuse	27%
2	Stress	11%
3	Adult Relationships	11%
4	Separation Adjustment	11%
5	Anxiety/Depression	11%
6	Abuse	5%
7	Community Relationship Building	5%
8	Childhood Sexual Abuse	3%
9	Caregiving	2%
10	Bereavement	1%
*Clients have the option to select all that apply. N=total number of presenting issues selected, not total number of clients.		

Table 4 – Top 10 Presenting Issues

1.12 – Location in relation to City of Toronto Neighbourhood Improvement Areas

Often, individuals served by FST are affected by poverty at an individual and community level. Leaders in the private, labour, volunteer and public sector have been working together over the years to respond to trends regarding growing neighbourhood poverty and inadequate community infrastructure[ix]. One of the ongoing initiatives aimed to address these issues is the Toronto Strong Neighbourhoods Strategy 2020 by the City of Toronto[x]. This initiative has identified 31 Neighbourhood Improvement Areas (NIAs) using a Neighbourhood Equity Score, which scored all 140 neighbourhoods depicted below. The 31 NIAs identified below in orange, scored below the recommended benchmark and the City will focus its efforts to support these neighbourhoods.

In 2018-2019, FST served clients from all 31 NIAs, and in total 29% of clients lived in an NIA. The top three NIAs where clients lived were NIA 72 (Regent Park), 61 (Taylor-Massey formerly Crescent Town), and 85 (South Parkdale). As the work of the Toronto Strong Neighbourhoods Strategy 2020 continues, FST will also continue to serve these communities by supporting individuals within them.

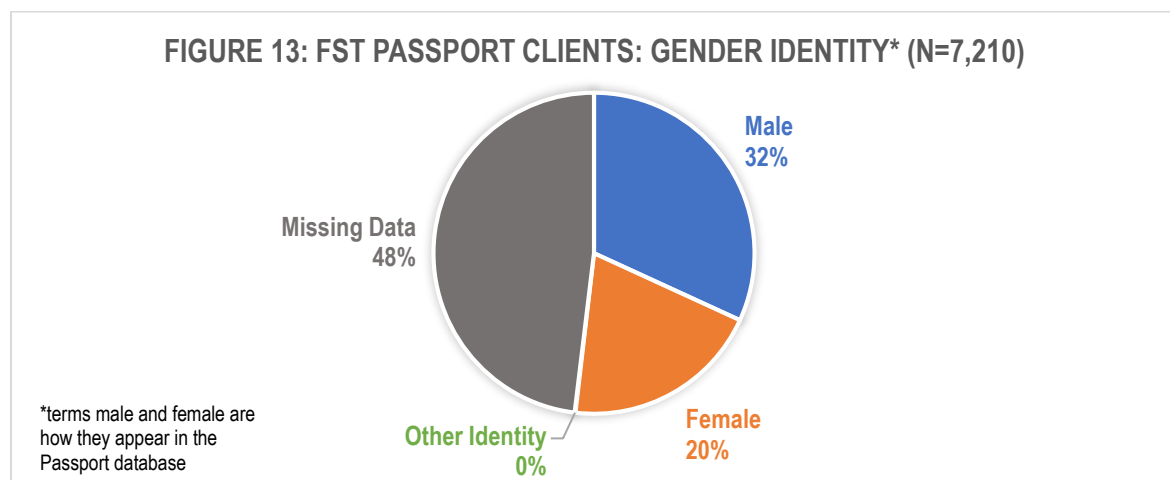This information was compiled using postal code data.
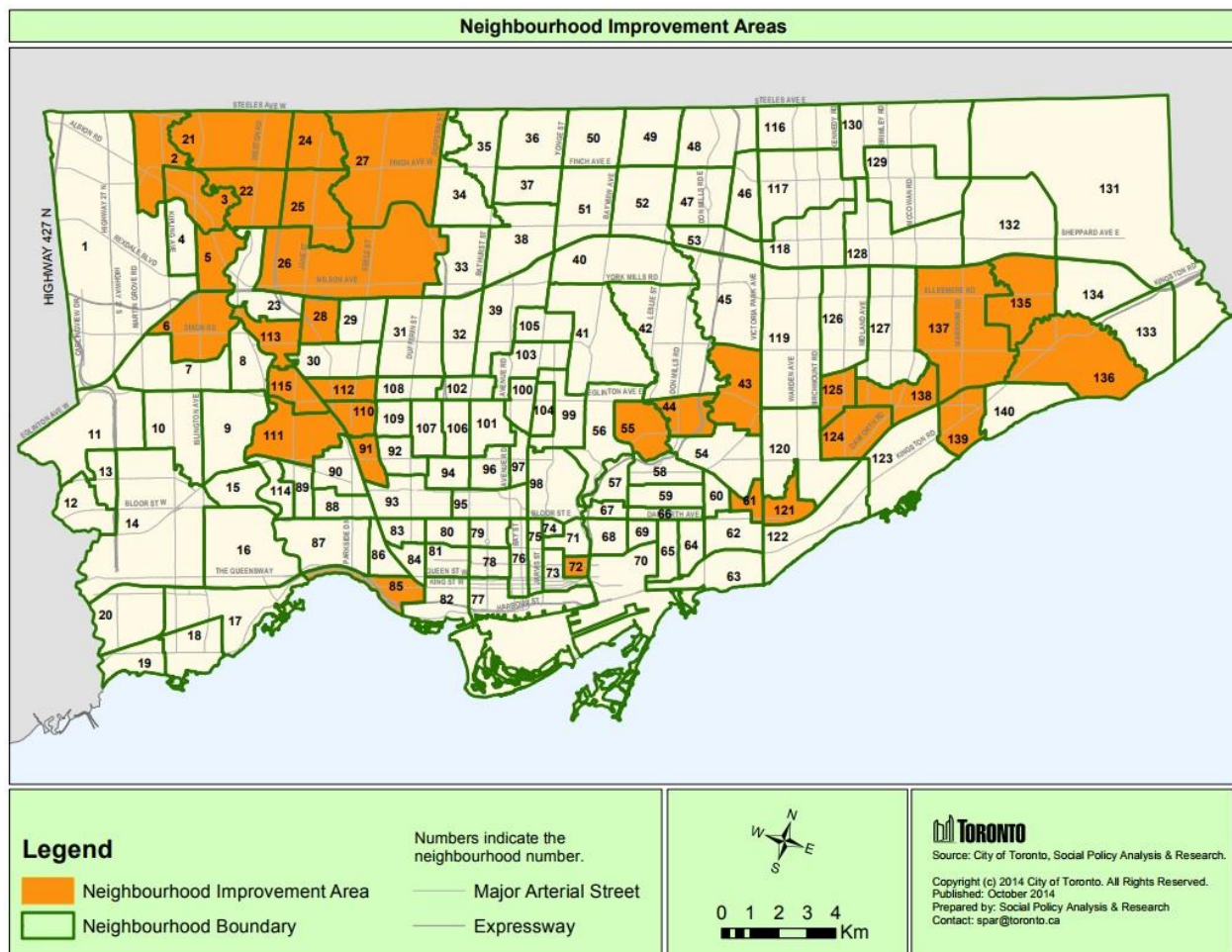
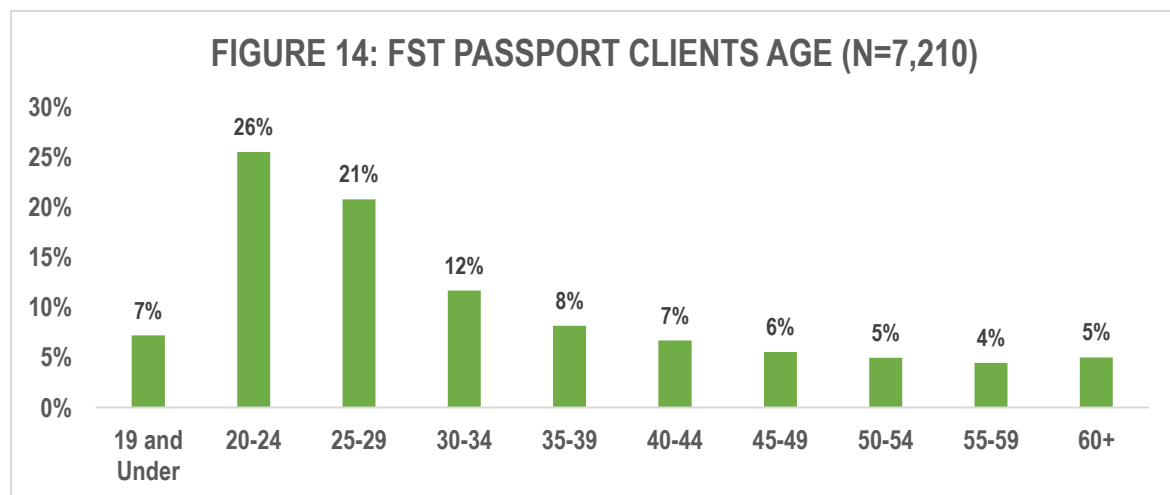## Section 2 – Clients in the BIC Passport Program

2.1 – Gender Identity

Figure 13 illustrates the gender identity of FST Passport clients in 2018-2019. Approximately 32% of clients were male, 20% were female, and 0.08% of clients were transgender, transsexual or intersex. The terms male and female (as opposed to men and women) are identified here as they are captured in the Passport client database. Almost half (48%) of clients did not have this information on file.

When compared to the previous year, there are perceived differences. There was a 12% decrease in number of males in 2018-2019, a 7% decrease in number of females and a 19% increase in missing data.

FIGURE 13: FST PASSPORT CLIENTS: GENDER IDENTITY* (N=7,210)

Male 32%
Missing Data 48%
Other Identity 0%
Female 20%

*terms male and female are how they appear in the Passport database

2.2 – Age

Figure 14 illustrates the gender of FST Passport clients in 2018-2019. Just over a half (54%) of clients were between 18 and 29 years old. Overall, clients ranged in age from 18 to 92 years old. When compared to the previous year, the results appear to be mostly the same.

FIGURE 14: FST PASSPORT CLIENTS AGE (N=7,210)

19 and Under	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60+
7%	26%	21%	12%	8%	7%	6%	5%	4%	5%

2.3 – Location in Toronto

Figure 15 illustrates the area of Toronto that FST Passport clients resided in 2018-2019. The distribution appears to be relatively even, with 28% of clients located in the North part of Toronto, 27% located in the South and 26% located in the East. A total of 13% of clients are located in the West part of the city.

When compared to the previous year, the results appear to be mostly the same.

FIGURE 15: FST PASSPORT CLIENTS LOCATION IN TORONTO (N=7,210)
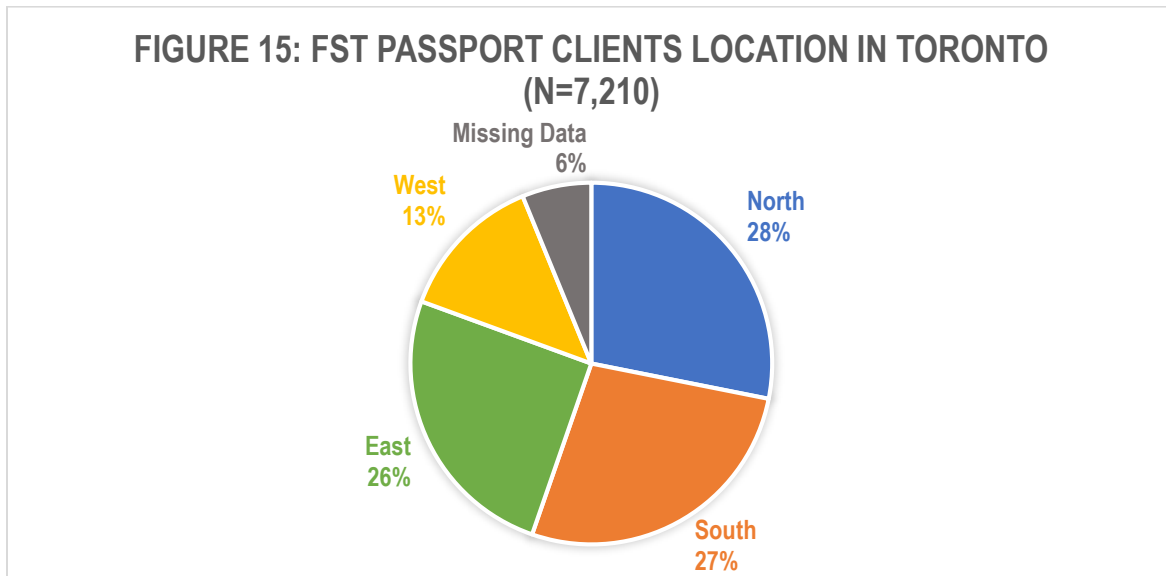
Section 3 – Participants in CL/FV Programs and Social Action Activities

Attendance in participant-based programs and activities was strong in 2018-2019. FST recorded a total of approximately 16,500 participants throughout the year. It is important to note that the total number of participants reported does not reflect unique individuals served as many people attend events and groups on a regular basis.

Due to the delivery style of these programs and activities, socio-demographic information about participants is not collected in a systematic way. However, different participant-based programs and activities are funded and designed to serve specific populations. We use this information as well as estimates provided by staff to provide a summary about the populations served.

This section of the report provides a brief summary about the participants of programs and events offered through CL/FV and Social Action programs. It also provides the total number of participants in 2018-2019 for each program/activity.

3.1 – Social Action (SA)

Campaign 2000

- Total number of participants in 2018-2019: 1,484

- Participants included 120 partners across the country representing individuals with diverse socio-demographics, Senators, Members of Parliament (MP's), media contacts, and members of the general public.

Campaign 2000 Cross-Canada Steering Committee

- Total number of participants in 2018-2019: 21
- Participants included were located across Canada and represented all provinces and one territory.

Ontario Campaign 2000

- Total number of participants in 2018-2019: 275
- Participants included 70 partners across the province representing individuals with diverse socio-demographics, members of the public, Members of the Provincial Parliament (MPP's), senior bureaucrats, and media contacts.

Growing Up Healthy Downtown

- Total number of participants in 2018-2019: 1,224
- Participants included children (age 0 to 6) and their families who live in downtown Toronto and face conditions of social risk.

Commitment 2 Community

- Total number of participants in 2018-2019: 15
- Participants included community partners and community members.

Lawrence Heights Inter-organizational Network

- Total number of participants in 2018-2019: 275
- Participants included community partners and community members. This project wrapped up in December 2018.

3.2 – Changing Lives/Family Violence

Seniors Community Connections

- Total number of participants in 2018-2019: 7,082
- Participants were seniors. They included refugees and immigrants from Somali, Afghan, Tamil, Iranian, and Spanish-speaking communities.

Violence Against Women

- Total number of participants in 2018-2019: 2,200
- Participants were women age 16 and older. They included women from many different racial, cultural, and linguistic backgrounds, orientations and abilities, specifically women labelled with an intellectual disability. Services were provided to women from the Tamil, Farsi, Dari, Hindi, Arabic, Urdu, and Somali-speaking communities in their mother tongue.

Healthy Families, Healthy Communities

- Total number of participants in 2018-2019: 1,343
- Participants were women and youth from Sri Lanka, Afghanistan, Iran, Somalia and Arabic-speaking countries.

Connecting Families

- Total number of participants in 2018-2019: 327
- Participants were parents and caregivers (single parents, grandparents, caregivers, aunts, uncles, family members, LGBTQ parents) with children and teenagers throughout the city, primarily central and in the west end. This program ended in 2018.

Seniors and Caregiver Support Services

- Total number of participants in 2018-2019: 792
- Participants were seniors and caregivers from a variety of backgrounds (e.g. ethno-racial, sexual orientation, abilities, family status, etc.).

Discussion

FST envisions and strives to provide programs and services that are accessible to all, especially to those who face barriers. This report provides a description of the people served in 2018-2019. It also serves as a check-in for FST to see how well it is moving towards the goal of enhancing accessibility, especially for those who are marginalized and disadvantaged.

Clients in CL/FV and BIC (Options and PDP) programs

Summary data for clients in these programs showed that overall, FST reached a diverse client population, from a wide variety of backgrounds and with a wide range of socio-demographics in 2018-2019.

When compared to the City of Toronto, it appears that FST had an over-representation of clients who were: women, unemployed, low income, and identified with certain racial, ethno-cultural identities. FST appeared to have served a higher proportion of clients who identified as Black, Latin American, West-Asian and Mixed Heritage.

In contrast, FST had an under-representation of clients who were between 0-14 years old, 65 and over, not in the labour force, born outside of Canada, and who identified as South-Asian and East-Asian. The over and under-representation of these groups were not tested for statistical significance.

FST continues to have a lower response rate for socio-demographic questions related to household income, employment status, sexual orientation and accessibility issues. However, in 2018-2019 there appeared to be a seven per cent increase in the number of clients who provided their racial, ethno-cultural identity.

When considering each socio-demographic item separately, there are additional contexts to consider. For example:

Age - The under-representation of individuals who are between 0-14 years old or 65 years and older could be partly explained by the fact that FST only has two programs that serve children and youth and one program that supports seniors. It is important to note that FST also serves a large number of seniors through our participant programs and data from these programs are not included in the Age section of this report.

Household Income – FST could be missing data for this item for several reasons including clients being uncomfortable disclosing this information, clients not knowing their household income, and lastly clients and staff, particularly in non-fee-based programs, not considering how this information is relevant to their service and therefore not disclosing or requesting it. Not all programs at FST are fee-based including our Family Violence programs. In fee-based programs clients self-report their income and FST does not independently verify clients' reported income.

Employment Status - FST serves a large number of seniors through our participant programs, who would fit into the 'not in labour force' category.

Languages – Based on other socio-demographic data reported, FST anticipated higher percentages for languages spoken other than English. This could be explained by a couple of reasons including how questions about language are phrased by our staff and on our Client Information Form. Also, most of our participant-based programs, particularly in Healthy Families, Healthy Communities (HFHC) and Seniors Community Connections (SCC) are provided in other languages and for specific populations. As these programs only serve participants and not clients, data from these programs are not included in the Language section of this report.

Immigration - Data from our participant-based programs are not included in this section of the report. FST would anticipate the percentages to shift if participant data was available to report, particularly from our HFHC program which serves many newcomers.

Clients in the BIC Passport Program

FST collects limited data on clients in the Passport program, which limits our understanding of their socio-demographics and our ability to examine longitudinal and comparative data trends. In 2018-2019, there appeared to be some big changes to the gender identities of FST Passport clients, as the number of males and females both decreased, while the amount of missing data increased by 19%.

Participants in CL/FV Programs and Social Action Activities

FST collects limited data on participants in the CL/FV participant-based programs and Social Action activities, which limits our understanding of their socio-demographics and our ability to examine longitudinal and comparative data trends. However, we know that different programs and activities are funded and designed to serve specific populations, particularly marginalized and socially isolated groups. This helped to inform us of the socio-demographics of participants in 2018-2019. CL/FV participant-based programs served a large number of women and seniors, particularly those who were also newcomers and immigrants.

Social Action continued to engage and work with participants from diverse groups, particularly individuals with lived-experiences, and from across the country on different initiatives in 2018-

2019. Collaborating and engaging these participants directly informs the advocacy and community building work of the Social Action team.

Limitations

While FST has been successful in collecting and understanding client and participant socio-demographic information, we continue to be limited in some areas:

- Only summary data is available for analysis for clients in CL/FV and BIC (Options and PDP) programs.
- We continue to have a lower response rate for questions related to household income, employment status, sexual orientation and accessibility issues.
- Data collection in the BIC Passport program is limited to only age, gender, and location within Toronto
- Data on participants is not collected in a systematic way that allows for analysis in CL/FV programs and Social Action activities.

These limitations seriously limit our ability to draw conclusions about our ability to serve those who are most marginalized.

Next Steps

This report provides an opportunity for FST to recognize the large diversity of the clients and participants it serves. The next step is to present this report to the Strategy and Leadership teams for discussion. This discussion will focus on where the goal to make services accessible to all is realized and where it is not, especially for those who face barriers. Our understanding of socio-demographics for 2018-2019 provides an opportunity to identify possible groups who are under-represented and where FST may want to enhance its visibility and access.

We also aim to address the large percentage of missing data and will discuss how to enhance completion rates. A summary of the report will also be prepared and shared with all staff and posted on the FST website. In future reports, it is recommended that results will be rearranged so that all BIC programs are discussed together.

The Knowledge Building team hopes to collaborate with staff over the next year to support the data collection of socio-demographic data in the following ways:

1. Implement new demographic questions – We are adopting the demographic questions developed through the Measuring Health Equity project, and the Human Rights & Health Equity Office at Mount Sinai Hospital. Over the last year, Knowledge Building facilitated training with most CL/FV teams to discuss the new Client Information Form, to review the 2017-2018 report, and to increase their comfort and confidence in requesting socio-demographic information from clients. Knowledge Building will meet with the Next Steps, Options and PDP teams in the upcoming months. We anticipate that the training will improve data collection and reliability.

2. Explore ways to collect and report demographic information for participants – With approximately 16,500 participants in 2018-2019, FST will consult with the CL/FV and Social Action teams to explore ways to systematically collect data in participant-based programs.

3. Explore ways to enhance data collection for Passport clients – With approximately 9,500 participants in 2018-2019, FST will consult with Passport team to discuss ways to support enhanced data collection and inclusion in the Passport data base in this program.

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