

2023 CLIENT EXPERIENCE SURVEY RESULTS

PASSPORT PROGRAM



The Passport program at FST aims to promote community participation and independence of individuals with developmental disabilities. More than 10,300 clients were served in 2022-2023.



A total of **100 clients** and **309 caregivers** completed the 2023 survey.

SATISFACTION

OVERALL

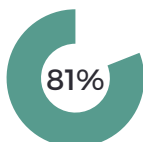
CLIENTS

CAREGIVERS

Would recommend FST to others



Always satisfied with support from FST

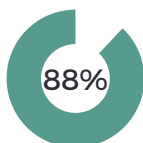
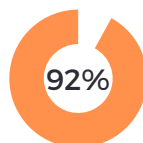


FST STAFF

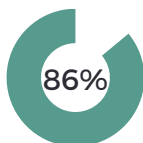
CLIENTS

CAREGIVERS

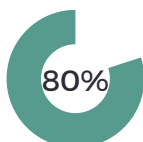
Treated with respect by FST staff



Their worker always listens to them



Their worker always supports their decisions about the funding

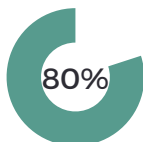


ACCESSIBILITY

CLIENTS

CAREGIVERS

Always received help when they needed it



Always received their funding on time

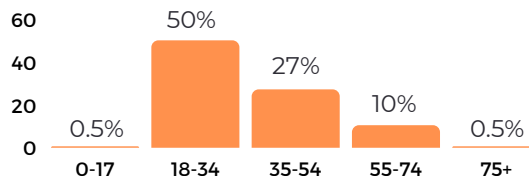


Their worker always uses language they understand*



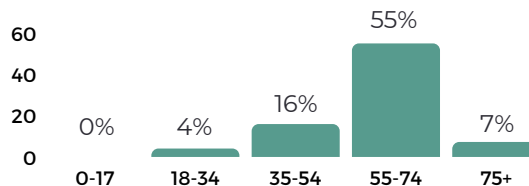
DEMOGRAPHICS

CLIENT AGE



- About 51% of **clients** are 35 years and younger.

CAREGIVER AGE



- About 62% of **caregivers** are 55 years and older.

GENDER

- About 45% of **clients** (self-reported) are women.
- About 68% of **caregivers** are women.

ETHNICITY

- About 49% of **clients** identified as being racialized.
- About 51% of **caregivers** identified as being racialized.

***Note:** Many caregivers (28%) indicated "Not Applicable" for "their worker uses language they understand" so the number here is lower.

Thank you to all clients who participated in this survey!

For questions or more information, please contact Maria Huijbregts at 416-595-9230 x302 or mariahu@familyservicetoronto.org.

2023 CLIENT EXPERIENCE SURVEY RESULTS

PASSPORT PROGRAM

WHAT PARTICIPANTS LIKED

THEIR WORKER 😊

- Informative and helpful
- Responsive, prompt
- Understanding, kind, friendly, respectful

PASSPORT IN GENERAL 😊

- Gained improved community engagement and independence
- General appreciation for FST's support and Passport funding

WHAT PARTICIPANTS DID NOT LIKE

THEIR WORKER 😞

- Inconsistency in communication methods
- Delays in response
- Delays in resolving issues

PASSPORT IN GENERAL 😞

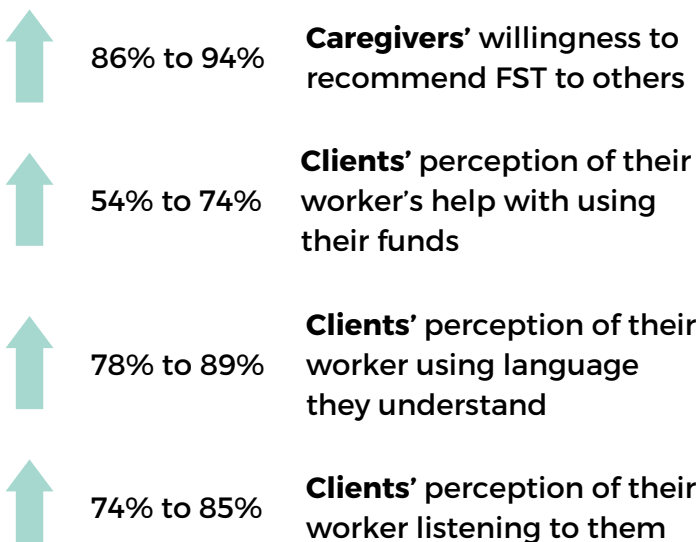
- Limited funding criteria or coverage
- Not being notified of changes
- Difficulty submitting documents
- General need for more advocacy/support

CHANGES FROM 2019



Overall, there were **no significant decreases** in satisfaction in any areas.

Statistics showed **improvements** in:



IMPACT OF THE PANDEMIC



Services pre-pandemic vs during the pandemic were **helpful or the same**

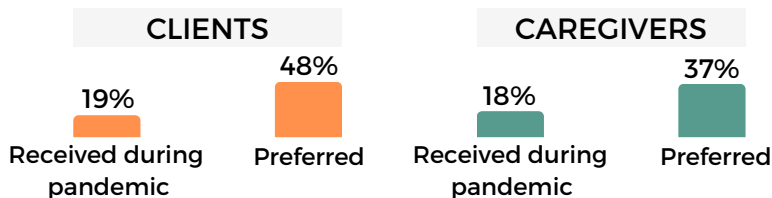


Experienced challenges during the pandemic



IN-PERSON COMMUNICATION

Some people prefer more in-person communication in the future compared to what they received during the pandemic.



MOVING FORWARD



- Focus on clients' ability and find alternative ways for their **direct participation** in services or surveys.
- Ensure that **technological tools** such as e-claims **are easy to use** for clients and caregivers.
- Strive for warm, occasional **check-ins** to maintain **good relationships** with clients and caregivers.
- Build **shared understanding** of the role of Passport and Passport coordinators. If expectations cannot be met, **work together** for the best solutions.

Thank you to all clients who participated in this survey!

For questions or more information, please contact Maria Huijbregts at 416-595-9230 x302 or mariahu@familyservicetoronto.org.