



**FAMILY SERVICE TORONTO**

For People. For Change.

**Family Service Toronto  
2022-2023 Socio-Demographic Report  
Unique – Registered Clients**

Nov 6, 2023

Research & Evaluation Department

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## Executive Summary

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### Introduction

Family Service Toronto (FST) reviews the socio-demographic data provided by clients, aiming to gain a comprehensive understanding of those it serves. This report offers insights into the unique clients receiving services at FST during the 2022-2023 period in the Changing Lives (CL), Family Violence (FV), Community Engagement (CE), and Options (Options Adults, Options Children and Person Directed Planning) programs. Less detailed information is collected and provided for the Passport clients. The primary goal is to identify who receives services and who doesn't, and to identify service gaps and strategies that can enhance accessibility for diverse population groups, aligning with FST's vision to provide support to all, with a particular focus on those being marginalized and/or facing barriers. This report does not include information about the program participants. These are identified as non-unique individuals accessing FST services, typically group program attendees who are not registered. FST has started the process to register those individuals and where data is available, they are included as clients (unique individuals). The goal is for FST to provide this report on an annual basis. Due to challenges with and a change over of client databases, from 'AIM' to 'TREAT', no reports were available from 2019-2022. The goal is to now again provide these reports on an annual basis. This is especially important with the heightened awareness and focus on diversity and inclusion.

### Methodology

This report examines the socio-demographic data collected in the client data base TREAT (CL/FV/CE, Options) and CRM (Passport) from April 1, 2022 to March 31, 2023. For the 2018-2019 results, data from the database AIM was utilized. For 2022-2023, data was extracted by the FST Data team and analysis provided by the Research and Evaluation team. Data for the City of Toronto was extracted from Statistics Canada, 2021 and 2020, through the City of Toronto Community Data Program. Only descriptive analysis is presented, and differences and changes are not tested for statistical significance.

### Results

During 2022-2023, FST served 8,670 clients in the CL/FV/CE and Options programs. FST also served 11,294 clients in the Passport Program. When observing the demographics of FST clients and those of the City of Toronto as a whole, it appears that amongst the clients FST serves there is a higher proportion of women, of individuals who are unemployed, of those with lower incomes, are single, live in rented accommodations, and of individuals identifying with specific racial and ethno-cultural backgrounds, such as Black, Latin American, West-Asian, and Mixed Heritage, and of those born outside of Canada. The most commonly reported reasons for clients to access FST services in CL/FV/CE/Options programs included intimate partner violence, income support, and relationship Issues. Passports clients have a high representation in the 20-34 age

group and lower representation in the 60+ age group. For both groups, almost all clients live within the City of Toronto, previously known as Toronto, Etobicoke, Scarborough, North York, and East York.

### Challenges and Limitations

The main limitation is the high percentage of clients for whom data on many of the different indicators is not available. Some of the identified reasons are challenges in data collection and the process of storing the data and its availability for analysis. This means that the data needs to be interpreted with great caution. Results are presented for all identified programs combined, limiting more in-depth program-based analysis.

### Discussion and Next steps

Despite the large gaps in data, the results give an indication of how FST clients, who provided their information, present from a demographic perspective. The results highlight the need for more robust data collection, storage and retrieval processes. These issues are being addressed. Results will be shared with FST staff, and an infographic posted on the FST internet. This will facilitate transparency and open communication regarding clients' socio-demographic composition, the need for demographic information, and FST's ongoing mission to provide equitable services to all.

## INTRODUCTION

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For over a century, Family Service Toronto (FST) has been dedicated to assisting families and individuals in Toronto by offering a wide range of social service programs. FST's has a strong commitment to accessibility, and FST strives to ensure that services are available to all, especially those who encounter barriers or are marginalized.

FST's 2021-2026 Strategic Plan has identified three core service areas: mental health, family violence, and developmental disabilities. The Changing Lives (CL), Family Violence (FV), Community Engagement (CE) and Developmental Services Programs Options Adults, Options Children, and Person Directed Planning (PDP), and Passport programs provide these services. This report provides an overview of the unique individuals served by those FST Community Programs in the 2022-2023 period. It will present data alongside data for FST 2018-2019, and the City of Toronto population, based on Statistics Canada 2020 and 2021, and accessed through the Toronto Community Data program. In December 2021, FST's data collection has moved to enhanced Equity Demographics, providing more detailed client information. Categories therefore slightly vary between 2018-2019 and 2020-2023.

## METHODOLOGY

According to FST's policy, when clients seek FST services, they are asked to provide socio-demographic information. When FST changed its database over to TREAT, the demographic data system and content was changed to be more in line with the social equity demographics, ensuring that factors that are critical to overall well-being and accessibility are included. Appendix A provides a copy of the Client Demographics Form. The FST Data team extracts the data for analysis and reporting by the Research and Evaluation team. For most of the indicators, clients have the option to indicate 'Prefer not to Answer'. When clients chose this option, it is not considered missing data.

This report provides the 2022-2023 data. Descriptive analysis is provided. Where available, data from the 2018-2019 FST Demographics report is also provided, as well as – when available- the City of Toronto 2021 Census data and some 2020 data for specific indicators/variables. This allows us to observe possible shifts or developments in the client population within FST and in relation to the City of Toronto as a whole. No statistical comparison has been conducted.

Clients include all individuals who seek individual, family, and/or group counseling, support, and/or case management services at FST in CL/FV/CE/Options and PDP. When they request services, they are asked to complete a Client Information Form, are registered, and have an electronic file in one of the FST case management systems.

Note that clients are all unique individuals. Since December 2021, FST also registers as unique clients, individuals who participate in group programs such as Healthy Families, Healthy Communities. Previously, they were recognized as non-unique participants. The registration

process for these individuals is not yet complete, but when they are registered, they are included in this report.

#### SECTION ONE:

Descriptive data analysis was conducted to provide summary results for the combined CL/FV/CE/Options programs. The results therefore provide insights into the demographic characteristics of FST clients as a whole and not for those in individual programs.

This section provides an overview of the socio-demographic data for clients in the above-mentioned programs during the 2022-2023 fiscal year. The dataset for this section, has a sample size of 'N=8670' of clients, for whom FST opened a client file and who were registered. It is important to recognize that the number of available data points varies because of missing data, meaning that many clients did not provide their personal information for all indicators and in some areas, some data was collected, but not available for automated retrieval and analysis. This results in different sample sizes for many of the indicators. In the text of this report, we present the percentage of missing data, but the graphs present the data with missing data excluded.

#### SECTION TWO:

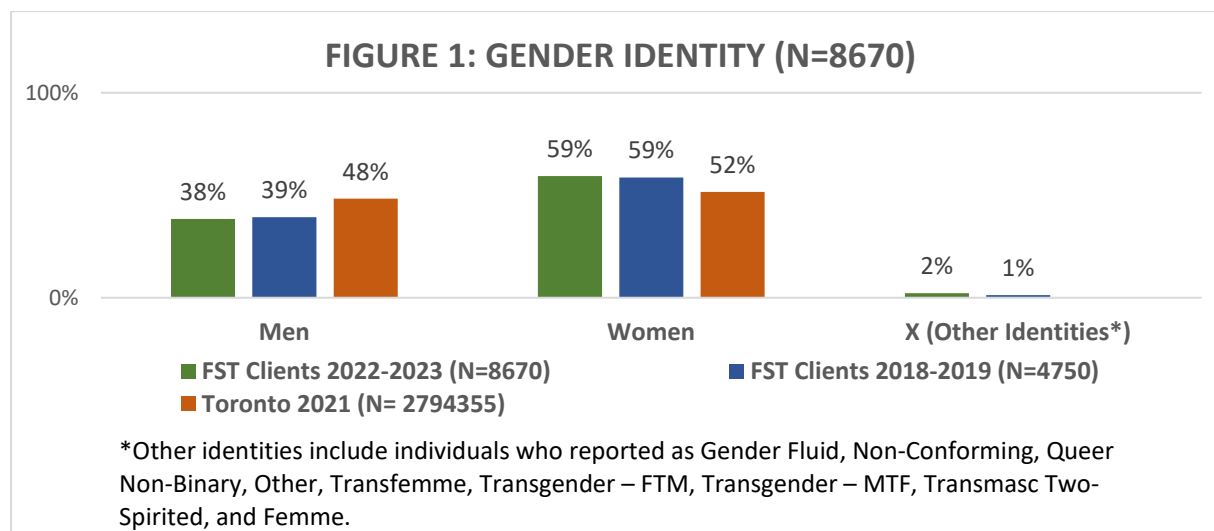
Describes the client information pertaining to the FST Passport program, a program in the Developmental Disabilities Program. During the 2022-2023 period, FST provided services to a total of 11,294 clients through this program. It is important to note that the availability of socio-demographic data for FST Passport Clients is currently limited. To monitor trends and changes over time, the results obtained in 2022-2023, are presented alongside the Passport Program data from the 2018-2019 report and City of Toronto data.

By employing this data analysis framework, we aim to provide a comprehensive understanding of the clients served by FST Community Programs in the 2022-2023 period. This analysis will help us identify any evolving trends, potential service gaps, and progress towards the FST vision of a more inclusive and resilient Toronto.

### Section 1 – Clients in CL/FV, Community Engagement and Options and PDP Programs

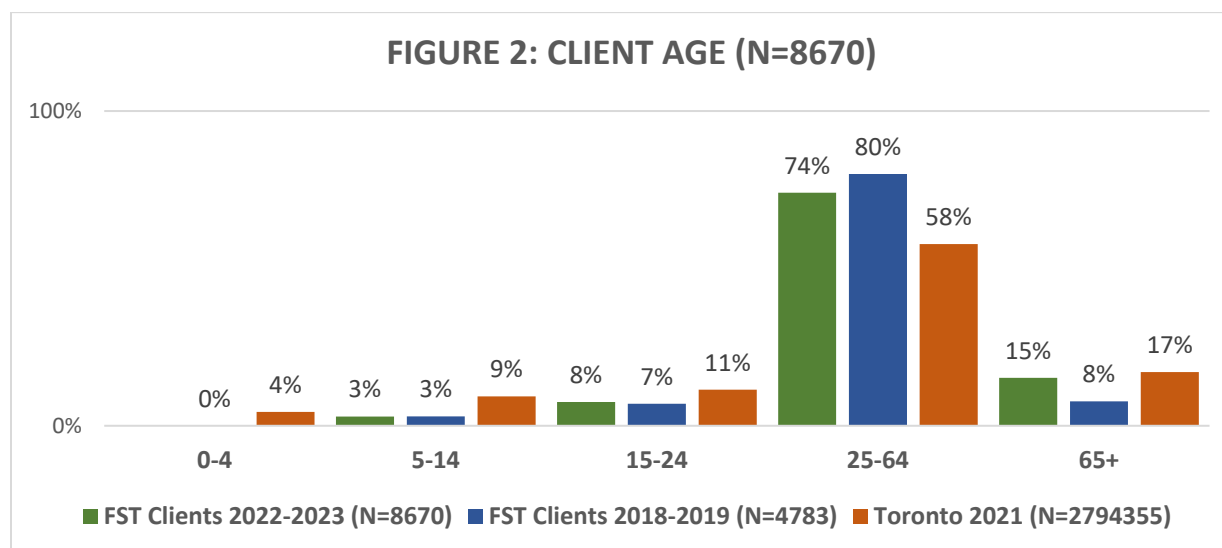
In total 8670 unique clients received services in the above programs. The titles of the graphs presented in this report, indicate the number of 2022-2023 clients for whom this data is available for analysis. The percentage of missing data is in the text.

## 1.1 – Gender Identity



The gender composition among FST clients in 2022-2023 appears to be similar to the 2018-2019 data, indicating the consistency of the client gender identity over time. In the most recent data, 59% of clients identified as women, 38% as men, and 2% identified with neither of these two. The latter identities are described in the graph. This pattern appears to be consistent with the 2018-2019 data, where 59% of clients identified as women, 39% as men, and 1% as other gender identities. The gender identity of Toronto residents in 2021 has a lower percentage of women (52%) and a higher percentage of men (48%). Gender is a mandatory field in the client database and there was no missing data.

## 1.2 – Age

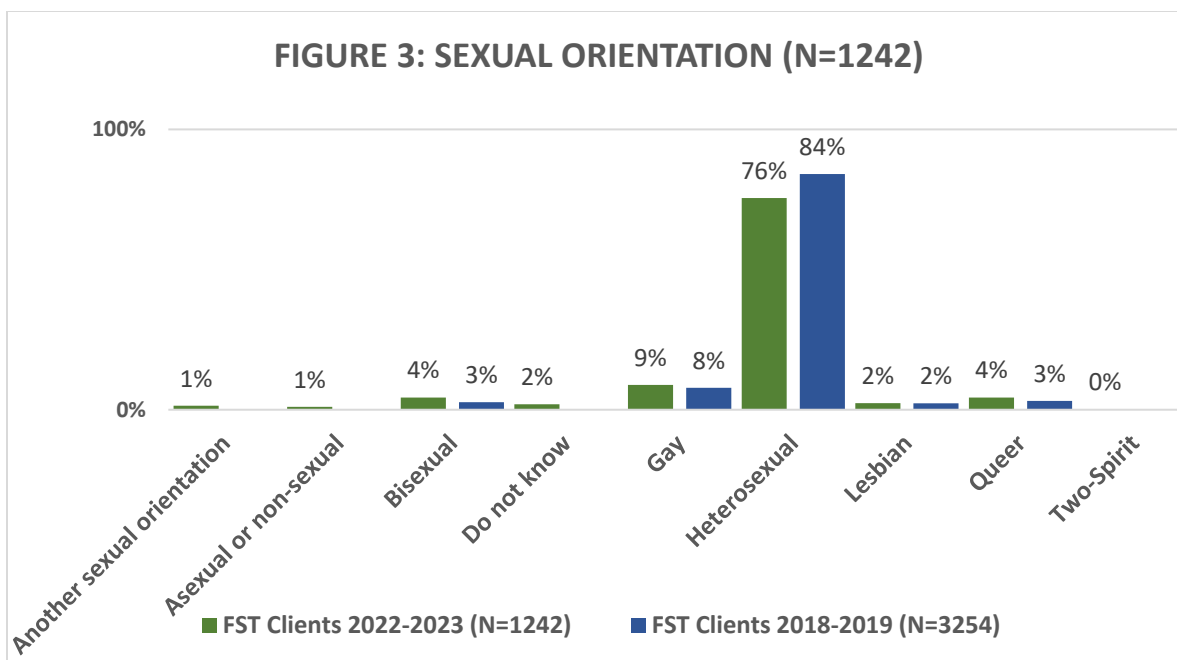


The majority of clients, 74%, are within the age range of 25 to 64 years. This is followed by 15% of clients aged 65 and older, 8% aged 15 to 24, and 3% aged 5 to 14. The age group, 0-4 years, had minimal representation, comprising less than 0.2% of the client population.

When reviewing the 2022-2023 data with the 2018-2019 data, we note an apparent increase in the 65+ age group, which changed from 8% in 2018-2019 to 15% in 2022-2023. In contrast, the 25-64 age group experienced an apparent decline, decreasing from 80% in 2018-2019 to 74% in 2022-2023. This suggests some redistribution of clients within these age brackets.

Comparing FST's age distribution with the general age demographics of Toronto in 2021 reveals several apparent distinctions. Toronto's population aged 25 to 64 was lower at 58% compared to FST's 74%. In contrast, Toronto's population had a somewhat larger representation of individuals aged 15-24 (11%) and 65+ (17%) compared to FST's clients in the same age groups (8% and 15%, respectively).

### 1.3 – Sexual Orientation



Regarding sexual orientations of clients, 86% of clients did not answer this question but 1242 clients did. The presenting graph represents these clients only.

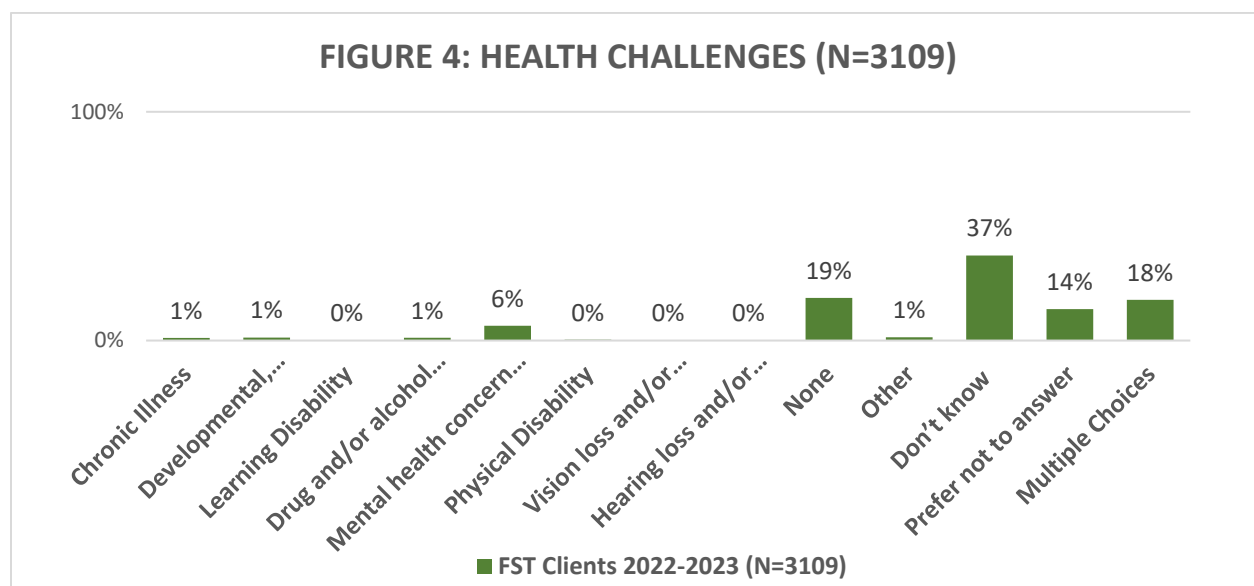
The data for 2022-2023 reveals a diverse representation of sexual orientations among FST clients. Seventy six percent of clients identified as heterosexual; 9% of clients identified as gay, 4% as

bisexual, and 4% as queer. Additionally, 2% of clients marked "do not know," while both "another sexual orientation" and "asexual or non-sexual" were represented by 1% of clients.

When reviewing both the 2022-2023 and 2018-2019 data, there appears to be a shift as the proportion of clients identifying as heterosexual was 84% in 2018-2019 and 76% in 2022-2023. The proportion identifying as gay increased from 8% in 2018-2019 to 9% in 2022-2023; the percentage of clients identifying as bisexual grew from 3% in 2018-2019 to 4% in 2022-2023. The representation of clients identifying as queer, also increased by 1% to 4% in 2022-2023. No data was available for the categories "another sexual orientation" and "asexual or non-sexual" for 2018-2019. This information is not available for the City of Toronto,

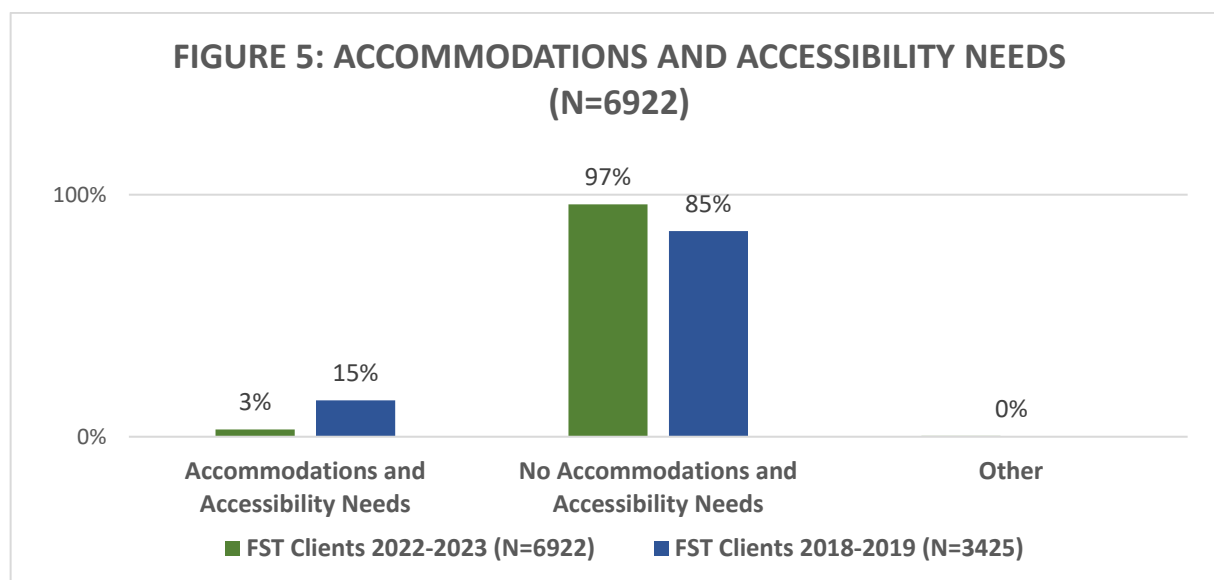
## 1.4 – Health Challenges

This refers to question 5 on the Client Information Form; clients are asked: 'Do you have any of the following'?



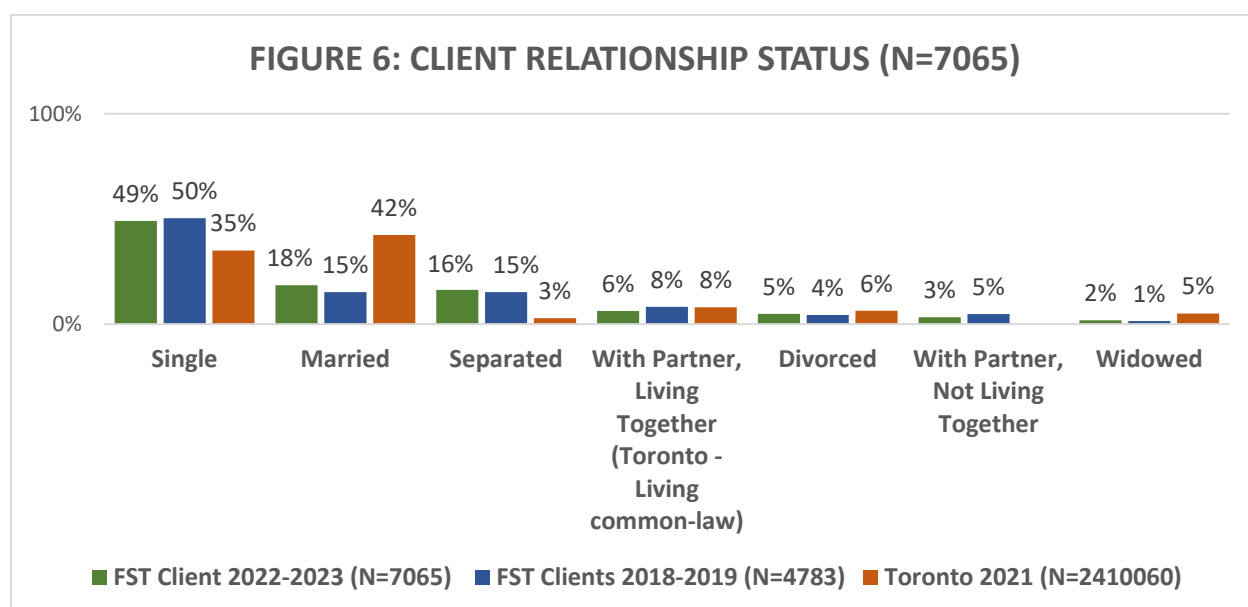
A total of 29% of clients reported to be dealing with health challenges. Among the reported health challenges, mental health concerns and/or diagnoses were the most prevalent, with 6% of clients indicating this challenge. Chronic illnesses, developmental, cognitive, and/or intellectual disabilities, drug and/or alcohol dependence, and other specific health challenges each accounted for 1% of clients. Additionally, 19% of clients reported having no health challenges; and 18% reported multiple challenges. For 64% of clients, this data is not available for analysis, indicating a significant gap in the data. This information was not available in 2018-2019.

## 1.5 – Accommodations and Accessibility Needs



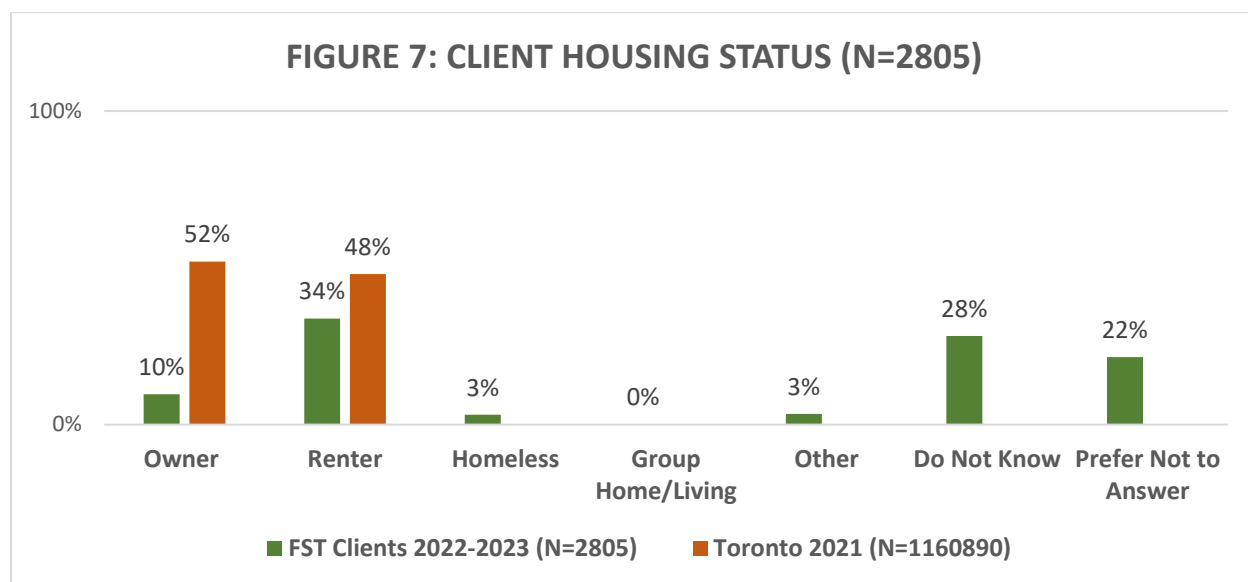
The data on accommodation and accessibility needs for 2022-2023 highlights some key aspects of FST's clients' requirements. In 2022-2023, 97% reported not to have health-related accessibility needs, 3% of FST clients reported such needs. The change from 15% in 2018-2019 to 3% in 2022-2023 is notable. For 20% of clients there was no data available for this indicator.

## 1.6 – Relationship Status



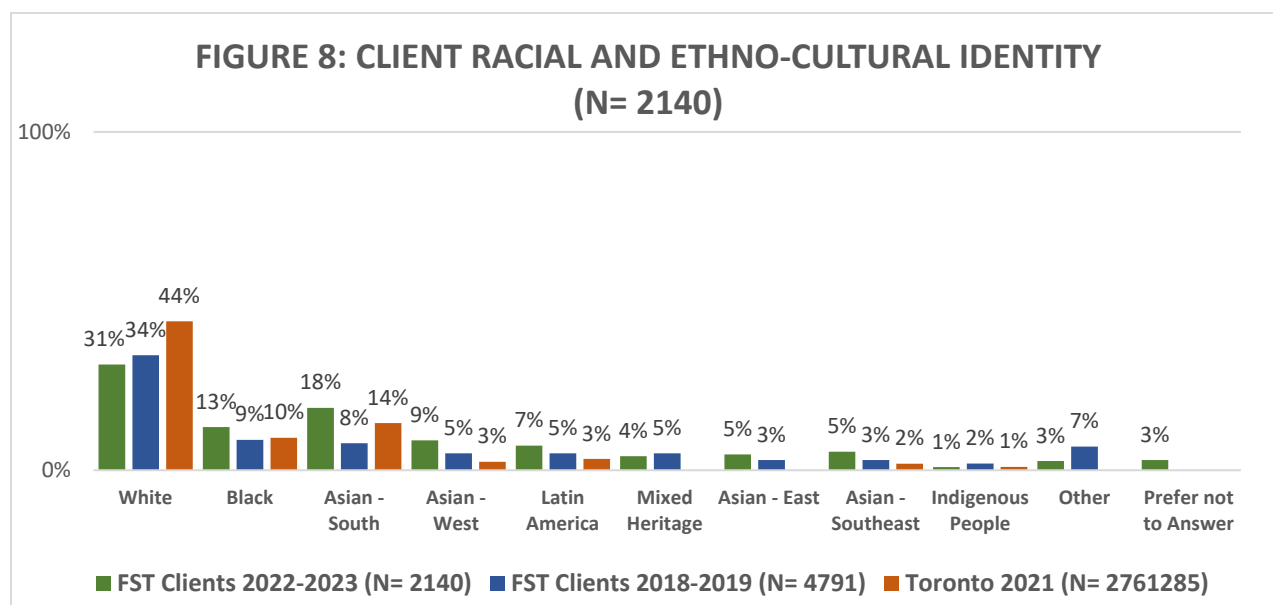
In 2022-2023, 49% of FST clients reported being single, slightly lower than in 2018-2019 (50%), and higher than the 35% observed in the City of Toronto. The percentage of clients who are married increased from 15% in 2018-2019 to 18% in 2022-2023, this was 42% for the City of Toronto in 2021. The percentage of clients who were separated also slightly increased from 15% in 2018-2019 to 16% in 2022-2023. This percentage is higher than the 3% observed in Toronto. The percentage of clients who reported living with a partner (not married) decreased from 8% in 2018-2019 to 6% in 2022-2023. It is 8% for Toronto (Called “Living common-law” in the census). The percentage of clients who were divorced increased slightly from 4% in 2018-2019 to 5% in 2022-2023. In Toronto, 6% of the population reported being divorced. Lastly, the percentage of widowed clients increased from 1% in 2018-2019 to 2% in 2022-2023, with 5% being observed in Toronto. The data was not available for 19% of clients.

## 1.7 – Housing



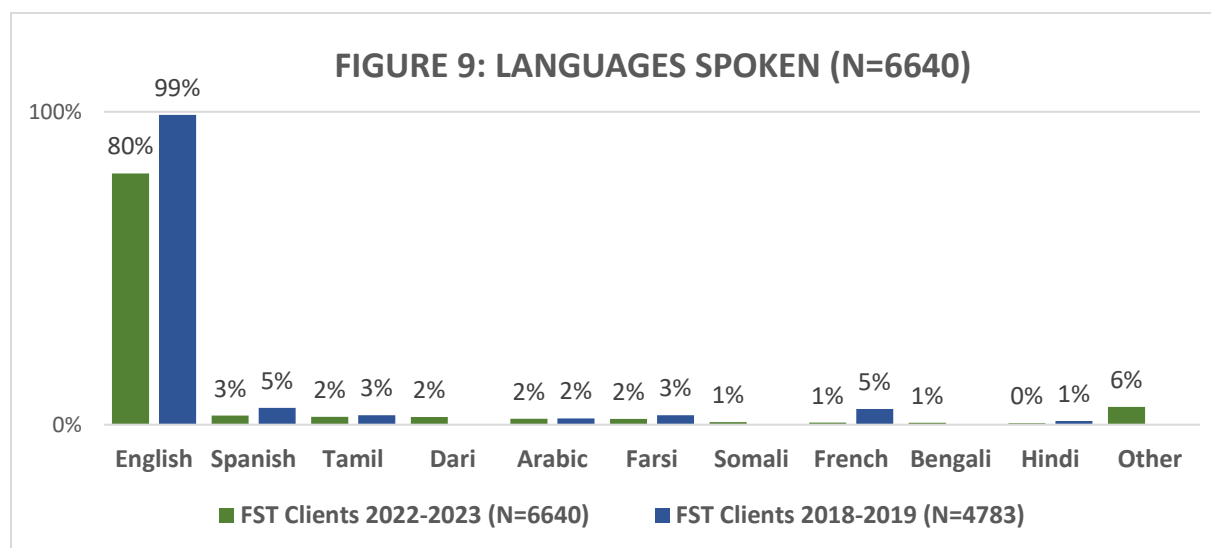
Among FST Clients (2022-2023), 10% of clients reported being homeowners, indicating a notably lower rate of ownership than in the general population of the City of Toronto (52%). The percentage of renters is 34%; this is 48% for the city. Three percent of clients reported to be homeless; No clients reported to be living in a group home setting. Three percent of clients reported to be living in ‘other’ arrangements; 28% of clients indicated not to know their housing status. A notable 22% opted not to disclose their housing situation. For 68% of clients, there was no data available for this indicator.

## 1.8 – Racial and Ethno-Cultural Identity



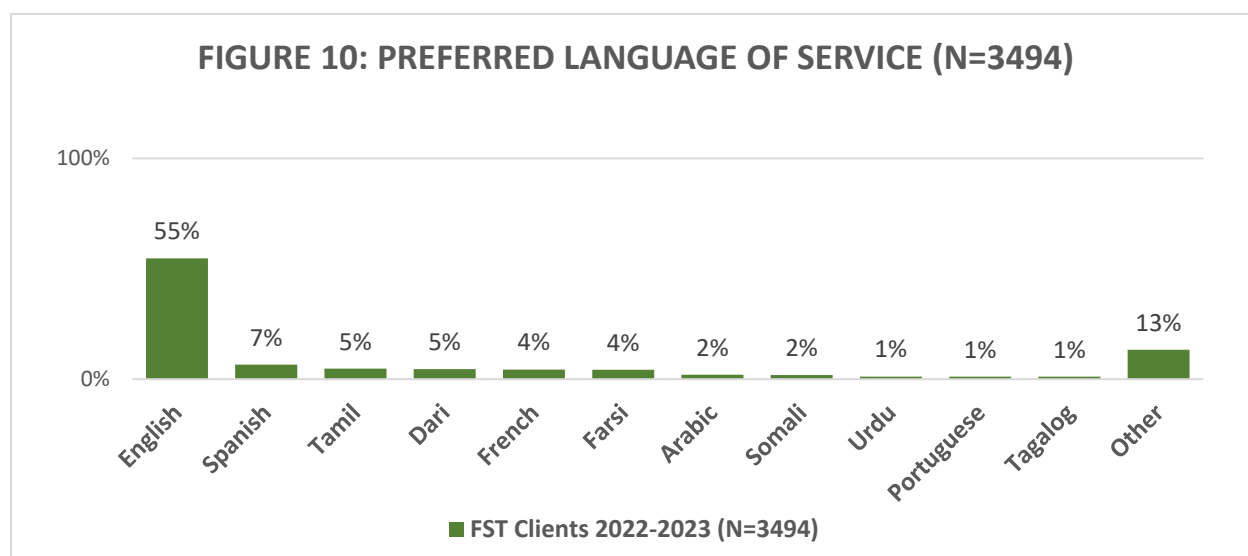
Some notable highlights: 31% of the available sample identified as white, lower than the 34% in 2018-2019, and lower than the 44% of the broader Toronto population identified as "White" in 2021. Clients who identified as black accounted for 13% of the 2022-2023 sample, an increase from the 9% observed in 2018-2019; for Toronto this was 10% in 2021. Clients who identified as "Asian - South" increased to 18% in 2022-2023 from 8% in 2018-2019; for Toronto, this was 14%; for Asian West, Latin American and Asian Southeast, the percentage of FST clients who identify with these categories is also higher than the percentages in 2018-2019 and the percentages for Toronto. Compared to Toronto, where 1% of the population identified as indigenous, FST had 2% of indigenous clients in 2018-2019; this percentage decreased to 1% in 2022-2023. The data does suggest that there is a diverse Asian population among FST clients. Four percent of clients identified as "Mixed Heritage," this was 5% in 2018-2019. Three percent of clients for whom data was available, chose "Prefer Not to Answer". For 75% of clients this data was not data available for this report.

## 1.9 – Languages Spoken



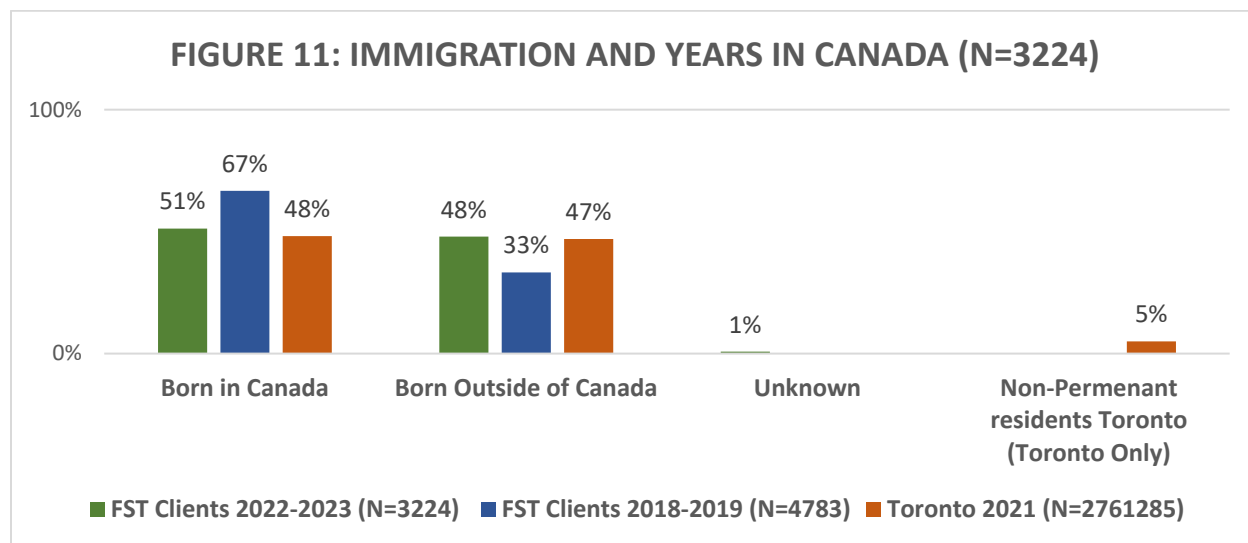
In 2022-2023, 80% of FST clients reported English as their primary language. Spanish was the second most spoken language at 3% of clients, a decrease from 5% in 2018-2019. Two percent of clients reported Tamil as their primary language; this was 3% in 2018-2019. Dari, Arabic, and Farsi each comprised 2% of clients; Somali, French, Bengali, and Hindi each also were spoken by 1% of clients. The "Other" category encompassed 6% of clients. For 23% of clients there was no data for primary language available. In the previous database (AIM) the default setting was 'English'. This may contribute to the high percentage of clients identifying English as their spoken language in 2018-2019.

## 1.10 – Preferred Language of Service



English remains the most preferred language of service, with 55% of clients indicating it as their choice. Seven percent of clients express a preference for services in Spanish. Tamil and Dari each account for 5% of clients; Farsi and French each represent 4% while Arabic and Somali each represent 2% of clients. Urdu, Tagalog, and Portuguese are each chosen by 1% of clients. The "Other" category, comprising 13% of clients, reflects the wide range of languages spoken among FST's clientele. For 60% of clients there is no data available for this indicator.

### 1.11- Immigration and Years in Canada



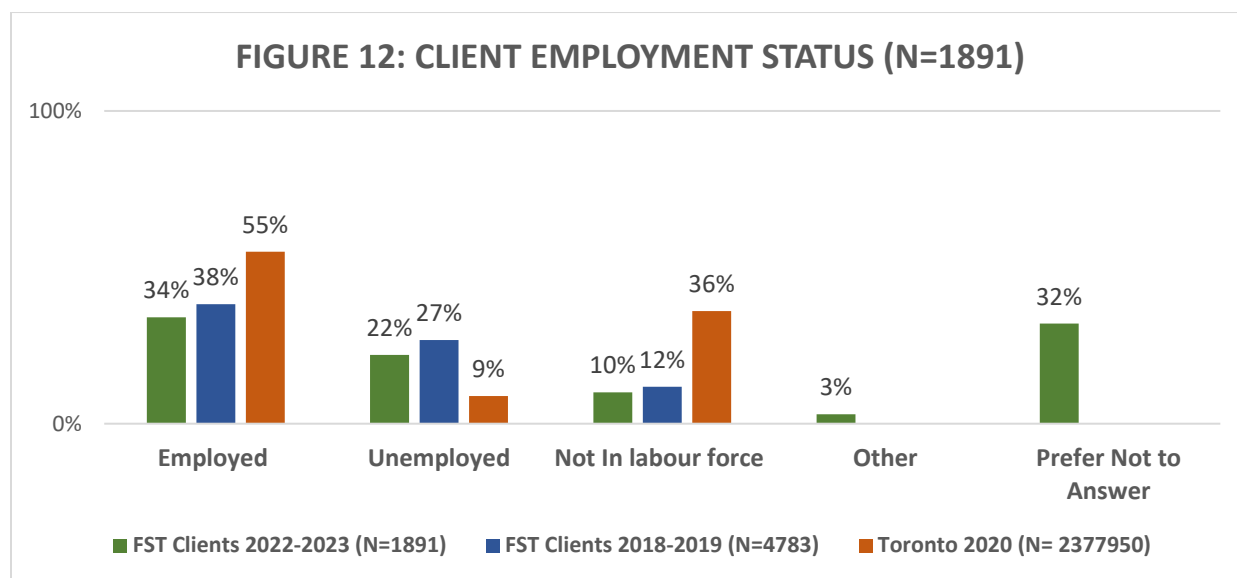
Approximately 51% of FST clients were Canadian born, which decreased from the 67% observed in 2018-2019. In contrast, roughly 48% of FST clients were born outside of Canada, indicating a growth in the immigrant population, up from 33% in 2018-2019. Additionally, 1% of FST clients had an unknown status regarding their place of birth or immigration status.

In 2021, 48% of Toronto's population was born in Canada and 47% of Toronto's population was born outside of Canada. Notably, the data for Toronto in 2021 showed that 5% of the city's population consisted of non-permanent residents, which includes individuals with temporary status such as international students, refugees and temporary foreign workers. FST does not have this category. For 63% of clients there is no data available for this report.

Years in Canada	FST Clients 2022-2023 (N=1345)
0-3	18%
4-9	20%
10 and over	62%

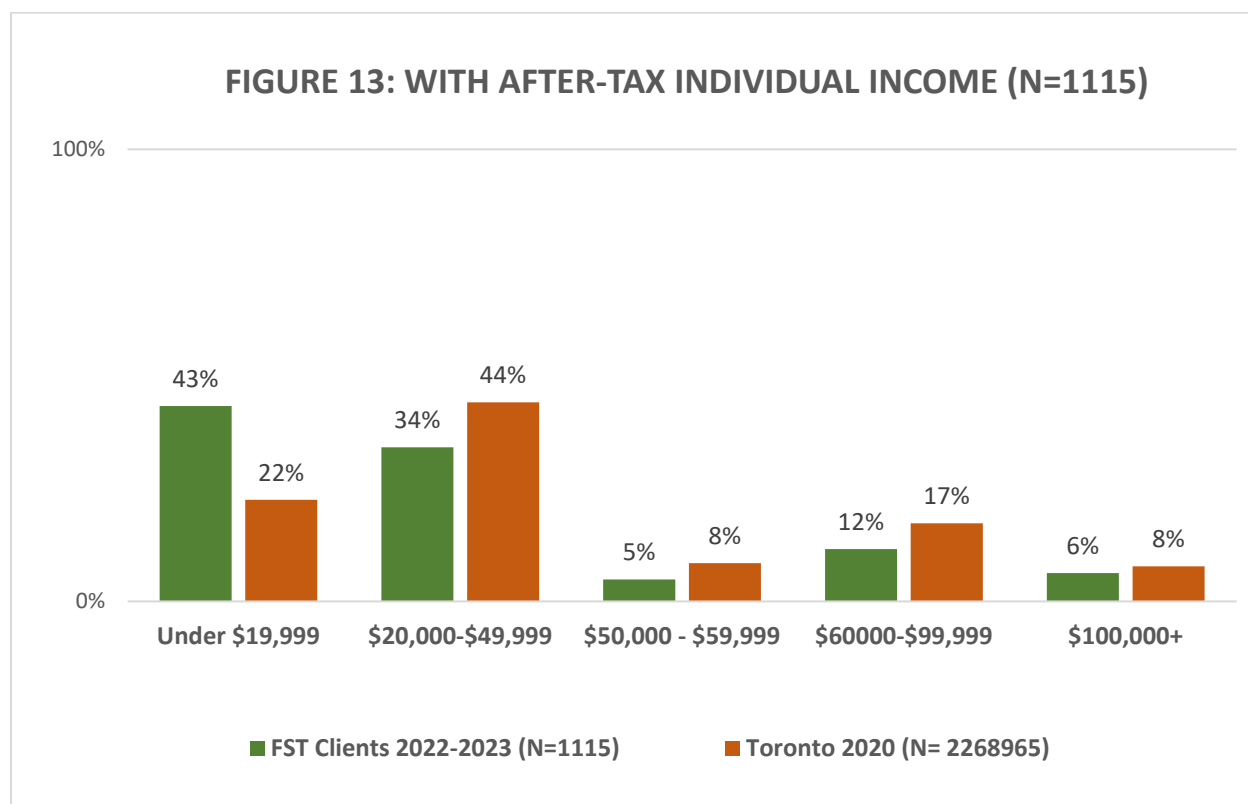
Approximately 18% of FST clients who were born outside of Canada had resided in Canada for 0-3 years, reflecting recent arrival. Around 20% of FST clients had a 4–9-year history in Canada and 62% of those born outside of Canada have been here for ten and more years. For 13% of the 1547 clients born outside of Canada this data was missing.

## 1.12- Employment Status



In 2022-2023, 34% of FST clients reported being employed, a slight decline from the 38% reported in 2018-2019 and notably lower than the 55% employment rate for Toronto in 2020. The category of "employed" includes full-time, part-time, occasional, students who also work, and the self-employed. The percentage of unemployed FST clients decreased from 27% in 2018-2019 to 22% in 2022-2023, remaining higher than the 9% unemployment rate for Toronto overall. The "Unemployed" category, includes those not employed and still seeking jobs. A total of 10% of FST clients reported not being in the labor force in 2022-2023, compared to 12% in 2018-2019, but significantly lower than the 36% not in the labor force for the City of Toronto in 2020. This category includes individuals who are not employed and currently not looking for a job, and those retired, and students who are not employed. Three percent of FST clients in 2022-2023, chose the "other" category; this is not further specified. Thirty two percent of clients preferred not to answer this question. For 78% of clients, data on employment status is not available.

## 1.13- Individual income

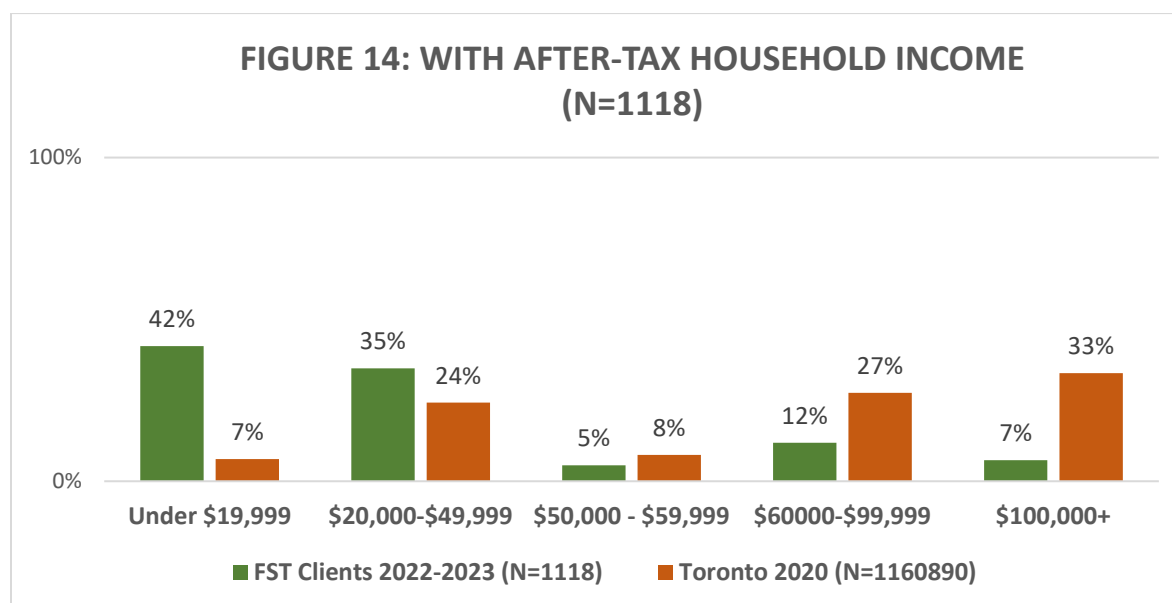


Among FST clients, 43% reported an individual income of under \$19,999, higher than the 22% reported in Toronto for 2020. For the income range of \$20,000 to \$49,999, 34% of FST clients reported being in this category; this was 44% for Toronto. The income category of \$50,000 - \$59,999 accounted for 5% of FST clients in 2022-2023; this was 8% for Toronto in 2020. Twelve percent of FST clients earned between \$60,000 and \$99,999, which is 17% for Toronto in 2020. Additionally, 6% of FST clients reported an income of \$100,000 or more, which is 8% in Toronto. The individual income data at FST for the year 2022-2023 reveals an average income of \$36,946.44. For the City of Toronto in 2023, this is \$49,080.00 <sup>1</sup>. When examining individual income for 2018-2019<sup>2</sup>, the data showed that 55% of FST clients reported individual incomes under \$24,999. Additionally, 21% fell within the \$25,000 to \$44,999 range, while 8% reported incomes in the \$45,000 to \$59,999 range. A further 11% had individual incomes within the \$60,000 to \$99,999 range, and 5% reported incomes of \$100,000 and above. The 87% of clients for whom no data was available for this report limits the comprehensive analysis of income distribution among FST clients.

<sup>1</sup> <https://www.toronto.ca/city-government/data-research-maps/toronto-at-a-glance/>

<sup>2</sup> In 2018-2019, different categories were used; therefore that data is not in the graph

## 1.14- Household income



Among FST clients, 42% reported a household income of under \$19,999, while in Toronto, only 7% fell into this category. In the income range of \$20,000-\$49,999, FST clients represented 35%, whereas 24% of Toronto residents reported a similar income range. For the \$50,000 - \$59,999 category, 5% of FST clients were included, compared to 8% of the Toronto's population. In the income bracket of \$60,000-\$99,999, 12% of FST clients reported falling within this range, while 27% of Toronto households earned in that category. Lastly, for those with a household income of \$100,000 or more, FST clients represented 7%, whereas 33% of Toronto residents reported earning at that level. The available average household income data at FST for the year 2022-2023 is \$38,272.60; this is \$ 84,000 for the City of Toronto<sup>1</sup>. The household income data for FST clients in 2018-2019 reveals a diverse distribution, with a significant portion falling into the lower income brackets. The majority of clients, 32%, reported household incomes under \$24,999, while 12% fell within the \$25,000 to \$44,999 range. A smaller proportion of clients reported higher household incomes, with 5% falling within the \$45,000 to \$59,999 range, 6% in the \$60,000 to \$99,999 range, and 3% reporting incomes of \$100,000 and above. In 2018-2019, this data was missing for 41% of clients. In 2022-2023, this data was not available for 87% of clients.

## 1.15 – Postal Code

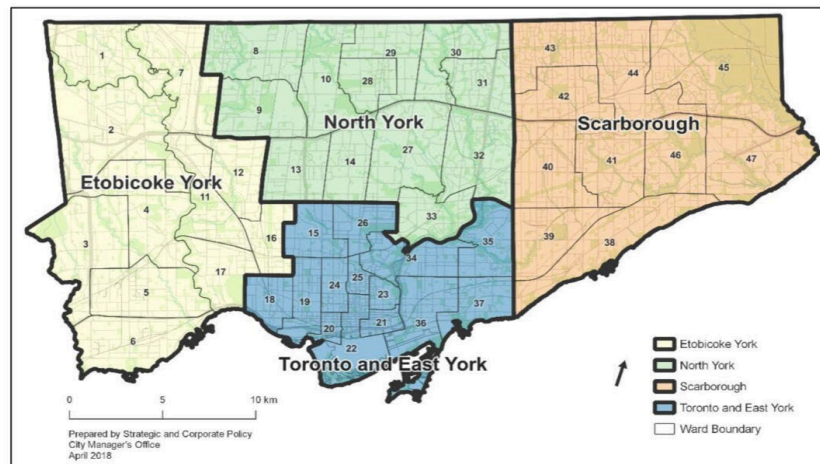


Figure 1 - Recommended Community Council boundaries

FST serves people who live, work, and/or study in the City of Toronto; they are therefore not required to have a Toronto postal code. This map covers the area of Toronto and displays the locations of these specific postal codes.

Postal Code	% of CL/FV/CE/Options Clients (n=7356)
M1 - Scarborough	21%
M2, M3 - North York	13%
M4- East/Central Toronto	18%
M5 – Downtown Toronto	11%
M6, M8 – West Toronto	19%
M9 – Etobicoke	10%
L1 – Whitby/Oshawa	1%
L4, Markham	2%
Other	5%

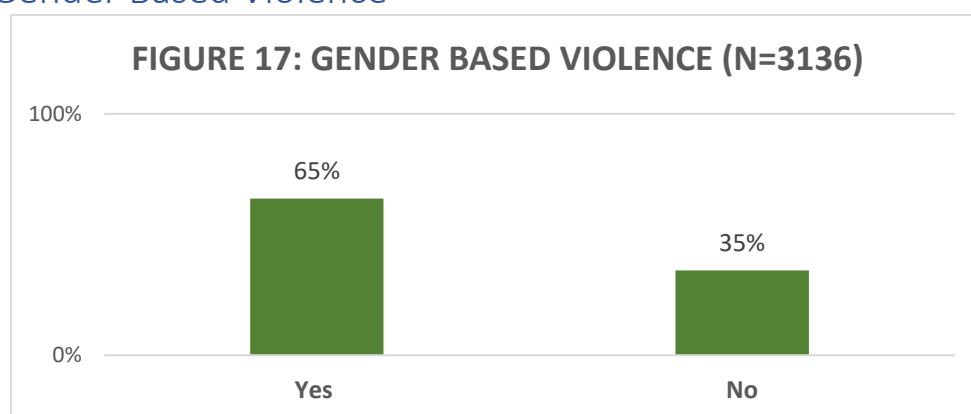
The sample size is N=7356 for the 2022-2023 data. The distribution of postal codes among FST clients in 2022-2023 reflects a diverse geographical representation. For postal codes, no data was available for 15% of clients.

## 1.16 – Presenting Issues

Top 10 Presenting Issues 2022-2023	FST Clients 2022-2023 (N=1559)	FST Clients 2018-2019 (N=5181)
1. Intimate Partner Violence	20%	27% partner abuse
2. Income Support Program	20%	NA
3. Relationship Issues	13%	11%
4. Trauma	7%	5% Abuse; 3% childhood abuse
5. Anxiety	5%	NA
6. Stress	5%	11%
7. Mental Health Concerns	4%	NA
8. Depression	4%	11% (Anxiety/depression)
9. Sexual Abuse	3%	3%
10. Other	19%	11% Separation adjustment 2% Caregiving 2% 1% Bereavement

In the 2022-2023 data, 20% of clients accessed services to address Intimate Partner Violence (IPV) issues; this percentage was the same for wanting to access Income Support. Relationship issues are reported by 13% of clients in 2022-2023, an increase from 11% in 2018-2019; trauma is the fourth most common issue at 7%. As the above table indicates, some terminology changed with the introduction of the TREAT database in 2021, making comparison difficult. For 82% of clients, the data on Presenting issue is not available for 2022-2023. Also, please note that FST does not have a specific Income Support Program. However, this option is one of the defaults in TREAT. FST is in the process of changing this; however, this finding appears to be meaningful in view of the low-income status of many of FTS's clients (Figures 13 and 14).

## 1.17 – Gender Based Violence

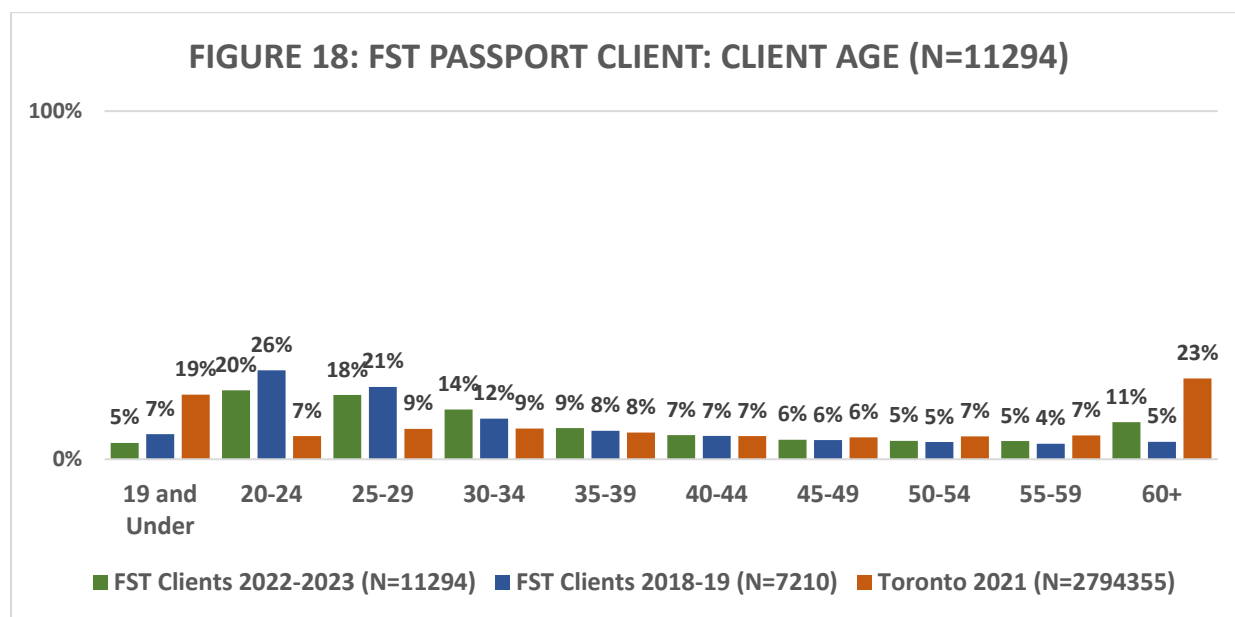


In the 2022-2023 data, 65% of FST clients reported that the reason they accessed FST Services involved gender-based violence, while 35% indicated they had not encountered such violence.

This highlights the prevalence of gender-based violence among FST clients and the need for support and services in addressing this issue. For 64% of clients this information is not available.

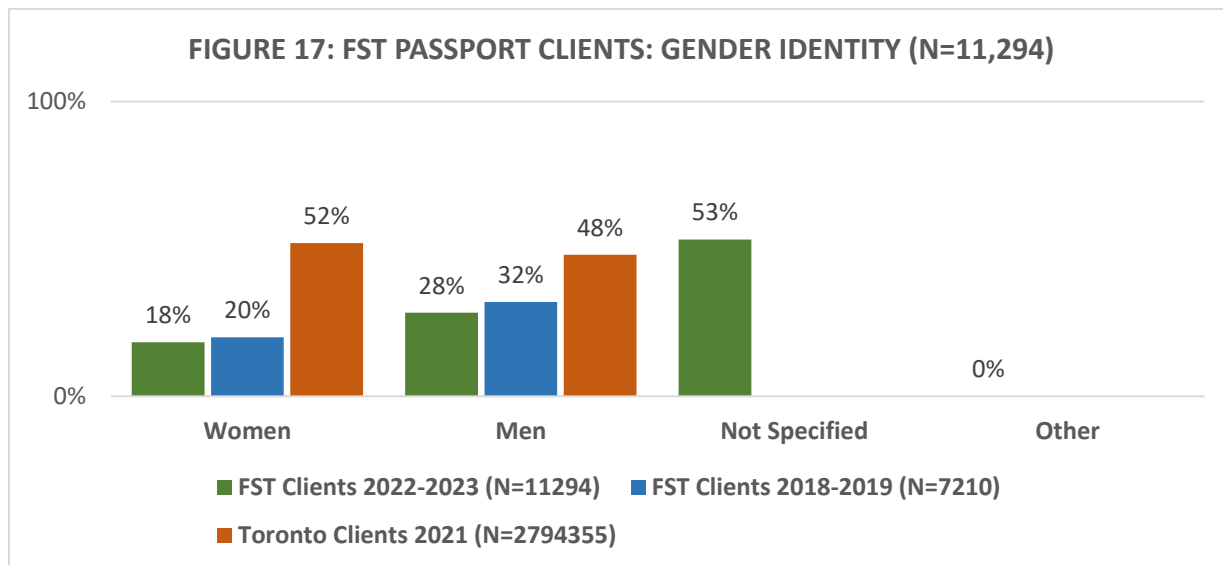
## Section 2 – Passport Program (Developmental Disabilities)

### 2.1 – Age



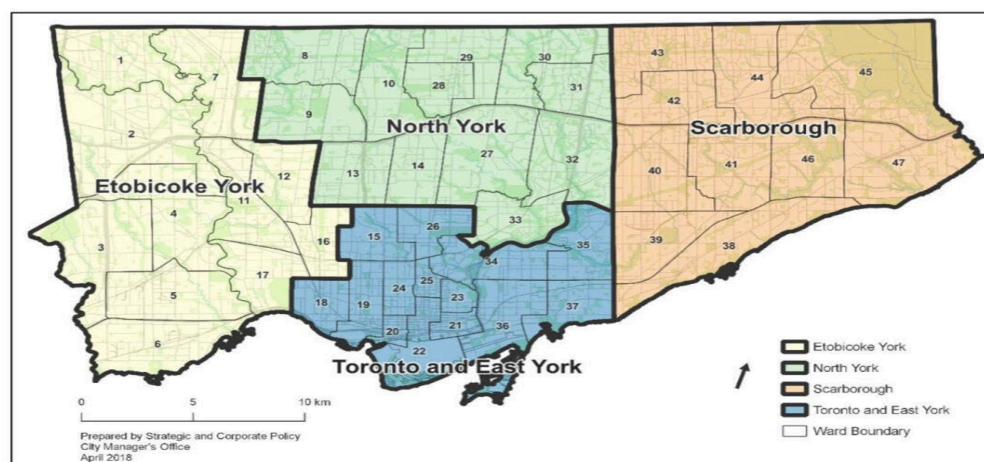
Within the 2022-2023 FST client group, there is a wide age range, with varying proportions in different age categories. Notably, young adults are prominently represented, with 20% in the 20-24 age group, 18% in the 25-29 category, and 14% in the 30-34 range, indicating the prevalence of individuals in their early 20s to mid-30s seeking FST services. The data also reflects a lower proportion of older adults, with 11% being 60 years or older; this is lower than for the City of Toronto (23%), and higher than for 2018-2019 (5%). Contrasting the age distribution in 2022-2023 with Toronto's 2021 data unveils some differences. FST serves a lower percentage of clients aged 19 and under; the starting age to have access to Passport funding is 18 years. Conversely, FST caters to a higher percentage of individuals aged 20-24, 25-29, and 30-34 compared to the general Toronto population. There is no missing data.

## 2.2 – Gender Identity



The analysis of gender identity within the Passport Program for the 2022-2023 period presents an interesting picture. It is worth noting that the majority of clients identify with gender identities categorized as "Not Specified," which accounts for 53% of program clients. It's important to recognize the diversity within this category, encompassing various gender identities beyond the binary distinction of "men" and "women." For clients identifying as women, the data shows a decrease from 20% in 2018-2019 to 18% in 2022-2023. These percentages are lower than the gender distribution in Toronto's general population, where women make up 52%. Similarly, male-identifying clients in the Passport Program have also experienced a decrease, from 32% in 2018-2019 to 28% in 2022-2023. This percentage remains lower than the general male population percentage in Toronto, which stands at 48%. There is 48% missing data for 2018-2019.

## 2.3 – Postal Codes



This map covers the area of Toronto and displays the locations of these specific postal codes.

Postal Code	% of Passport Clients
M1 - Scarborough	25%
M3, M2 - North York	17%
M4 – East/Central Toronto	12%
M5 – Downtown Toronto	5%
M6, M8 – West Toronto	19%
M9 – Etobicoke	13%
L1 – Whitby/Oshawa	1%
L4, L6 – Markham	1%
Other	3%

The geographic insight helps the program better understand its client distribution across Toronto's diverse neighborhoods. The above table specifies the different areas where Passport clients are located based on Postal Code. The N is 11,294 for the 2022-2023 data.

## LIMITATIONS

While this report provides valuable insights into the socio-demographic characteristics of FST clients who did provide data that could be extracted, several limitations need to be considered when interpreting the findings:

- Missing data: For many of the indicators, no data is available for large proportions of clients; This may be due to FST not asking for the information, clients not providing it when asked, and/or data collection and storage practices that limit retrieval for analysis. this significantly affects the reliability of the information.
- Summary data: For the CL/FV/CE/Options programs, only summary data for all programs combined is available at this stage. The different demographic profiles for each of the programs are not available.
- In the Passport Program, data collection is currently limited to age, gender, and location within Toronto. This limits a comprehensive understanding of the more detailed socio-demographic characteristics of clients in this program.
- Changes in FST databases, including a change in the questions asked, may affect the ability to fully compare 2018-2019 and 2022-2023 findings; as does the fact that the 2022-2023 data includes information from clients in the FST Community Engagement Program. Previously, FST did not collect specific demographic information on them and reported on them as (non-registered and non-unique) individuals. There are many newcomers in these programs and it may have affected results and opportunities for meaningful comparisons.

## DISCUSSION

FST's mission is to provide accessible programs and services for all, with a particular focus on ensuring access for people who are marginalized.

Because of the large proportion of missing data, all results need to be interpreted with caution. Summary data for clients in the Changing Lives (CL), Family Violence (FV), Community Engagement (CE), and Options

(Options Adults, Options Children and Person Directed Planning) programs during 2022-2023, indicates that FST continues to serve a diverse client population. Clients present with diverse demographic profiles. Compared to the demographic profile of the City of Toronto, FST had a greater representation of clients who identified as women, who are single, are unemployed, have a low-income status and belong to specific racial and ethno-cultural groups. Notably, FST serves a higher proportion of clients identifying as Black, Latin American, West-Asian, and of Mixed Heritage.

In contrast, relative to the City of Toronto we observed smaller percentages of clients identifying as White, being 65 years and older, being homeowners, and those not in the labour force.

From an internal perspective, it appears that in 2022-2023 compared to 2018-2019, FST served fewer clients with accommodation and accessibility needs, fewer individuals who identify as heterosexual, fewer clients who speak English, fewer clients who are employed, and fewer clients who are born in Canada. FST is serving more clients who identify as black or as Asian.

Of significance is further the large percentage of clients who indicated that gender-based violence is impacting the reason they accessed services. There is no city-wide or 2018-2019 FST data for this indicator.

For Passport, it is apparent that they work with more clients in the 25-24 age group, and fewer clients in the 60+ age group than the City of Toronto. Regarding gender identity, there are fewer individuals who identify as men or women, but this is most likely skewed by the larger group of clients where this indicator is not specified. At this point it is unclear if the FST Passport population is representative of the population who would meet the criteria for Passport services.

It's important to note that we did not test the statistical significance of any over and under-representations.

## NEXT STEPS

Building upon the insights gained from the Passport Program and Clients in CL/FV/CE/Options Programs 2022-2023, FST recognizes the importance of addressing the evolving socio-demographic profile of its clients.

Of most importance at this stage is the need to address the large percentages of missing data in all but Age and Gender in all client groups and Postal Codes for Passport. However, the large percentage of 'non-specified' gender for Passport also requires attention. Steps to address these issues are already being undertaken through the proposed change in data collection process: all fields will be mandatory (with the option of indicating 'Prefer not to Answer', and all data will be collected on one web-based form. Moreover, all staff involved in data collection will receive an updated interactive training on 'good practices' in demographic data collection. In addition, some of the terminology used in TREAT was 'of the shelf' and not necessarily directly applicable to FST's services. This issue is also being addressed. Lastly, the Passport Program will begin to use the FST Social Equity Demographics to get a better understanding of their clients' demographic profiles. It is also important to understand that clients may have genuine concerns about providing personal data. This will be respected by providing the 'Prefer not to Answer' option.

The report will be shared with FST's leadership for future discussion, in order to identify additional steps to enhance informed practices.

It may be important for the Data and Research and Evaluation teams to address the possibility of providing program-based reports to enhance the usefulness of this report. Also, a lay-language infographic will be posted on the FST website for transparency and equitable data sharing purposes.

## Appendix A: FST Client Information Sheet

### Personal Information

**Full Name:** \_\_\_\_\_  
                                     First Name                                      Middle Name                                      Last Name

**Date of Birth:** \_\_\_\_\_ **Preferred Pronouns:** \_\_\_\_\_  
                                     MM-DD-YYYY

Address:					Can we contact you at this address?
Street Address	Unit #	City	Province	Postal Code	<input type="checkbox"/> Yes <input type="checkbox"/> No
Street Address	Unit #	City	Province	Postal Code	<input type="checkbox"/> Yes <input type="checkbox"/> No

Phone Number:	Can we contact you at this number?	Can we leave voicemails?	Can we text you?	Phone Type: home, mobile
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Email:	Can we email you?	Email:	Can we email you?
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No

### Socio-Demographic Information

We collect social information from clients to find out who we serve and what unique needs our clients may have. We will also use this information to understand client experiences and outcomes.

The questions are voluntary, and you can choose 'prefer not to answer'. This will not affect the service you receive. Please note that for fee-based counselling services, we will require an income amount. This information will be visible only to staff at FST. If used in research or evaluation, this information will be combined with data from all other clients and your individual data will never be linked to your name.

#### 1. What language(s) would you feel most comfortable receiving services in?

FST strives to provide services in your preferred language but may be unable to.

<input type="checkbox"/> 1. English	<input type="checkbox"/> 13. Greek	<input type="checkbox"/> 25. Portuguese	<input type="checkbox"/> 37. Other
<input type="checkbox"/> 2. Amharic	<input type="checkbox"/> 14. Gujarati	<input type="checkbox"/> 26. Punjabi	(please specify):
<input type="checkbox"/> 3. Arabic	<input type="checkbox"/> 15. Hebrew	<input type="checkbox"/> 27. Russian	<input type="text"/>

- |   |   |                                       |   |
|---|---|---------------------------------------|---|
| <input type="checkbox"/> 4. ASL                 | <input type="checkbox"/> 16. Hindi            | <input type="checkbox"/> 28. Serbian  |   |
| <input type="checkbox"/> 5. Bengali             | <input type="checkbox"/> 17. Hungarian        | <input type="checkbox"/> 29. Somali   | <input type="checkbox"/> 98. Do not know          |
| <input type="checkbox"/> 6. Chinese (Cantonese) | <input type="checkbox"/> 18. Inuktitut        | <input type="checkbox"/> 30. Spanish  | <input type="checkbox"/> 99. Prefer not to answer |
| <input type="checkbox"/> 7. Chinese (Mandarin)  | <input type="checkbox"/> 19. Italian          | <input type="checkbox"/> 31. Tagalog  |   |
| <input type="checkbox"/> 8. Czech               | <input type="checkbox"/> 20. Korean           | <input type="checkbox"/> 32. Tamil    |   |
| <input type="checkbox"/> 9. Dari                | <input type="checkbox"/> 21. Kurdish – Sorani | <input type="checkbox"/> 33. Tigrinya |   |
| <input type="checkbox"/> 10. Farsi              | <input type="checkbox"/> 22. Nepali           | <input type="checkbox"/> 34. Turkish  |   |
| <input type="checkbox"/> 11. French             | <input type="checkbox"/> 23. Ojibway          | <input type="checkbox"/> 35. Twi      |   |
| <input type="checkbox"/> 12. German             | <input type="checkbox"/> 24. Polish           | <input type="checkbox"/> 36. Urdu     |   |

**2. Were you born in Canada?**

- ☐ 1. Yes      ☐ 2. No      ☐ 98. Do not know      ☐ 99. Prefer not to answer

**3. If NO, what year did you arrive in Canada (e.g. 1974)?**

**4. Which of the following best describes your racial or ethnic group? Check ONE only.**

*If you do not feel the answer choices below reflect your racial or ethnic group, we encourage you to select 'Other' and to use your own words to describe your racial or ethnic group.*

- |   |   |
|---|---|
| <input type="checkbox"/> 1. Asian – East (e.g. Chinese, Japanese, Korean)   | <input type="checkbox"/> 98. Do not know          |
| <input type="checkbox"/> 2. Asian – South (e.g. Indian, Pakistani, Sri Lankan)  | <input type="checkbox"/> 99. Prefer not to answer |
| <input type="checkbox"/> 3. Asian – Southeast (e.g. Malaysian, Filipino, Vietnamese)  |   |
| <input type="checkbox"/> 4. Black – African (e.g. Ghanaian, Kenyan, Somali)   |   |
| <input type="checkbox"/> 5. Black – Caribbean (e.g. Barbadian, Jamaican)  |   |
| <input type="checkbox"/> 6. Black – North American (e.g. Canadian, American)  |   |
| <input type="checkbox"/> 7. Indian – Caribbean (e.g. Guyanese with origins in India)  |   |
| <input type="checkbox"/> 8. Latin American (e.g. Argentinean, Chilean, Salvadoran)  |   |
| <input type="checkbox"/> 9. Middle Eastern (e.g. Egyptian, Iranian, Lebanese)   |   |
| <input type="checkbox"/> 10. White – European (e.g. British, Italian, Portuguese, Russian)  |   |
| <input type="checkbox"/> 11. White – North American (e.g. Canadian, American)   |   |
| <input type="checkbox"/> 12. First Nations  |   |
| <input type="checkbox"/> 13. Métis  |   |
| <input type="checkbox"/> 14. Inuit  |   |
| <input type="checkbox"/> 15. Indigenous/Aboriginal  |   |
| <input type="checkbox"/> 16. Mixed heritage (e.g. Black – African & White – North American) (Please specify) <input type="text"/> |   |
| <input type="checkbox"/> 17. Other (Please specify) <input type="text"/>  |   |

**5. Do you have any of the following? Check all that apply.**

- |   |  |
|---|--|
| <input type="checkbox"/> 1. Chronic Illness   | <input type="checkbox"/> 7. Vision loss and/or blindness |
| <input type="checkbox"/> 2. Developmental, cognitive and/or intellectual disability | <input type="checkbox"/> 8. Hearing loss and/or deafness |
| <input type="checkbox"/> 3. Learning Disability                                     | <input type="checkbox"/> 9. None                         |
| <input type="checkbox"/> 4. Drug and/or alcohol dependence                          | <input type="checkbox"/> 10. Other: <input type="text"/> |
| <input type="checkbox"/> 5. Mental health concern and/or diagnosis                  | <input type="checkbox"/> 98. Do not know                 |
| <input type="checkbox"/> 6. Physical Disability                                     | <input type="checkbox"/> 99. Prefer not to answer        |

**6. Do you have any accessibility or accommodation needs that FST should be aware of? Check all that apply.**

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> 1. Hearing  | <input type="checkbox"/> 6. None                        |
| <input type="checkbox"/> 2. Vision   |   |
| <input type="checkbox"/> 3. Mobility | <input type="checkbox"/> 7. Other: <input type="text"/> |
| <input type="checkbox"/> 4. Speech   | <input type="checkbox"/> 99. Prefer not to answer       |

☐ 5. Cognitive/Intellectual

---

**7. What is your gender?**

- ☐ 1. Genderqueer
- ☐ 2. Non-Binary
- ☐ 3. Man
- ☐ 4. Trans\*

- ☐ 5. Trans Man
- ☐ 6. Trans Woman
- ☐ 7. Two-Spirited
- ☐ 8. Woman

☐ 8. Other. *I identify as:*

- ☐ 98. Do not know
  - ☐ 99. Prefer not to answer
- 

**8. What is your sexual orientation?**

- ☐ 1. Asexual
- ☐ 2. Bisexual
- ☐ 3. Gay
- ☐ 4. Heterosexual / straight

- ☐ 5. Lesbian
- ☐ 6. Queer
- ☐ 7. Two-Spirited

☐ 7. Other. *I identify as:*

- ☐ 98. Do not know
  - ☐ 99. Prefer not to answer
- 

**9. What is your current relationship status?**

- ☐ 1. Single/Unattached
- ☐ 2. Married
- ☐ 3. Divorced
- ☐ 4. Separated
- ☐ 5. Widowed
- ☐ 6. With Partner, Living Together
- ☐ 7. With Partner, Not Living Together

☐ 99. Prefer not to answer

---

**10. What was your individual income before taxes last year?**

NOTE: For fee-based counselling services, we require a specific amount for individual and household income.

\$

☐ 98. Do not know

☐ 99. Prefer not to answer

---

**11. What was your household income before taxes last year?**

A household consists of one or more people who live in the same dwelling and share their living expenses. A household may consist of a single family or some other grouping of people but doesn't include roommate living arrangements.

\$

☐ 98. Do not know

☐ 99. Prefer not to answer

---

**12. How many people does this household income support?**

person(s)

☐ 98. Do not know

☐ 99. Prefer not to answer

---

**13. Which of the following best describes your current employment status?**

Check **ONE** only.

- ☐ 1. Employed – Full-time
- ☐ 2. Employed – Part-time
- ☐ 3. Employed – Occasionally
- ☐ 4. Self-employed – Full-time
- ☐ 5. Self-employed – Part-time
- ☐ 6. Self-employed – Occasionally
- ☐ 7. Student and employed – Full-time
- ☐ 8. Student and employed – Part-time

- ☐ 9. Student and employed - Occasionally
- ☐ 10. Retired
- ☐ 11. Student and not employed
- ☐ 12. Not employed and currently looking for a job
- ☐ 13. Not employed and not looking for a job

☐ 14. Other:

☐ 99. Prefer not to answer

---

**14. Other Income Sources. Check all that apply.**

- ☐ 1. Employment Insurance (EI)
  - ☐ 2. Child/Spousal Support
  - ☐ 3. Child Benefits
  - ☐ 8. Old Age Security (OAS)
  - ☐ 9. Guaranteed Income Supplement (GIS)
  - ☐ 10. Student Grant/Loan
-

- |   |  |
|---|--|
| <input type="checkbox"/> 4. Ontario Disability Support Program (ODSP) | <input type="checkbox"/> 11. Savings/Investments         |
| <input type="checkbox"/> 5. Ontario Works Assistance (OW)             |  |
| <input type="checkbox"/> 6. Long Term Disability (LTD)                | <input type="checkbox"/> 12. None                        |
| <input type="checkbox"/> 7. Canadian Pension Plan (CPP)               | <input type="checkbox"/> 13. Other: <input type="text"/> |
|   | <input type="checkbox"/> 99. Prefer not to answer        |
-

---

**15. Which best describes where you currently live? Check ONE only.**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> 1. House (owned)               | <input type="checkbox"/> 5. Room (rented)  | <input type="checkbox"/> 9. Other: <input type="text"/> |
| <input type="checkbox"/> 2. House (rented)              | <input type="checkbox"/> 6. Group home/living  | <input type="checkbox"/> 98. Do not know                |
| <input type="checkbox"/> 3. Condo/Apartment<br>(owned)  | <input type="checkbox"/> 7. Homeless – Shelter   | <input type="checkbox"/> 99. Prefer not to answer       |
| <input type="checkbox"/> 4. Condo/Apartment<br>(rented) | <input type="checkbox"/> 8. Homeless – No fixed<br>address (e.g. temporary<br>stay with friends or family) |   |
-

## References

Statistics Canada. 2021. Toronto, C [Census subdivision], Ontario and Toronto, CDR [Census division], Ontario. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/details/page.cfm?Lang=E&GENDERlist=1,2,3&STATISTIClist=1,4&HEADERlist=0&DGUIDlist=2021A00053520005&SearchText=toronto> (accessed November 3, 2023).