

2022-2023 CLIENT SOCIO-DEMOGRAPHICS

- FST clients are asked to provide personal socio-demographic information when registering for a service/program. Data is stored on a secure client data base. A description of client data collected from April 1, 2022 - March 31, 2023 is provided here.
- The purpose for collecting client socio-demographic information is:
 - To understand who our clients are.
 - To ensure that FST programs address clients' needs.
 - To address possible gaps in services.

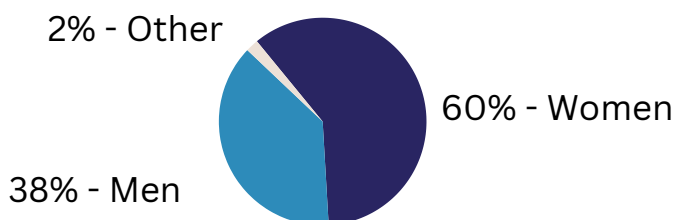
**8,670
Clients**

Programs:

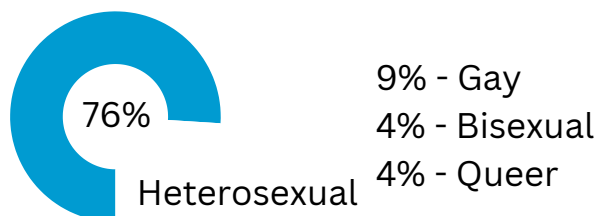
**Changing Lives and Family Violence (CL/FV)
Options/Person-Directed Planning (PDP)
Community Engagement**

Note: Not all clients provide all the required information. The graphics below provide the number of clients who contributed to each indicator.

GENDER IDENTITY (N=8670)



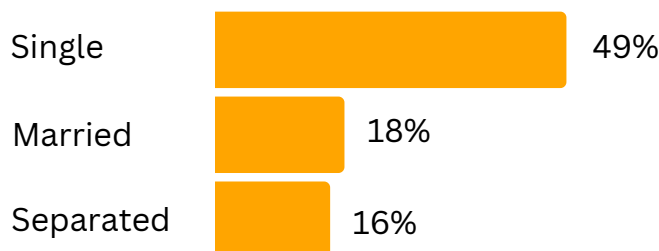
SEXUAL ORIENTATION (N=1242)



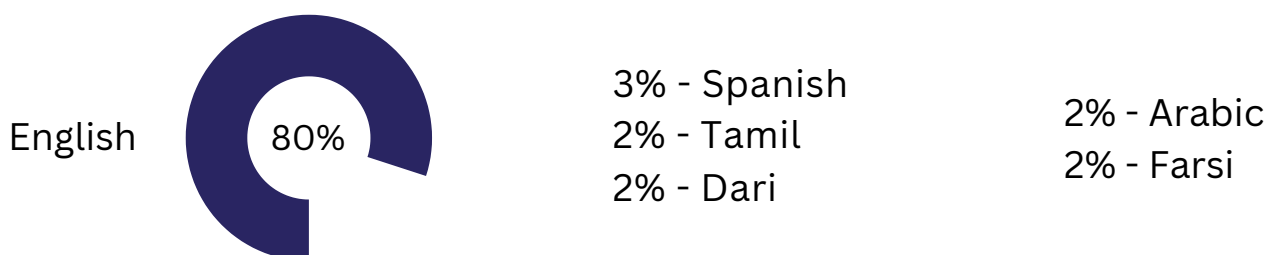
AGE (N=8670)

74% of our clientele falls within the age range of 25 to 64, while **15%** are aged 65 and older.

RELATIONSHIP STATUS (N=7065)



TOP 6 LANGUAGES SPOKEN (N=6640)



HEALTH CHALLENGES (N=3109)



Approximately **6%** of clients deal with mental health challenges, while **18%** struggle with multiple health challenges.

ACCOMMODATIONS AND ACCESSIBILITY NEEDS (N=6922)

3%

Have accommodations and accessibility needs.



IMMIGRATION AND YEARS IN CANADA (N=4569)

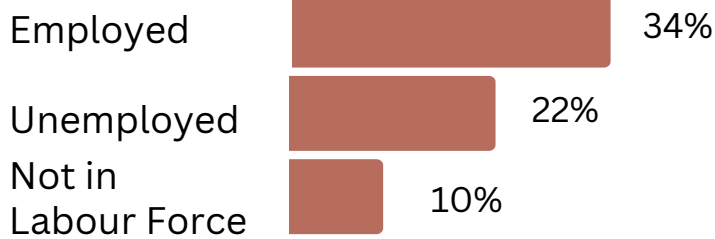
38%

Resided in Canada for less than 10 years

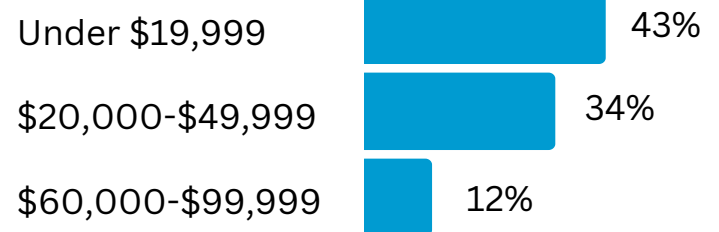
48%

Born outside of Canada

EMPLOYMENT STATUS (N=1891)



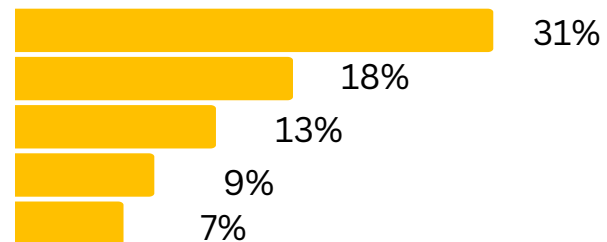
INDIVIDUAL INCOME (N=1115)



TOP 5 RACIAL AND ETHNO-CULTURAL IDENTITIES (N=2140)



White
South Asian Black
West Asian Latin
American



PRESENTING ISSUES (N=1559)

20% Intimate Partner Violence
20% Income Support Program
13% Relationship Issues



HOUSING STATUS (N=2805)



34% rent their homes/apartments
10% own their homes/apartments

GENDER BASED VIOLENCE (N=3136)

Yes 65%
No 35%

65% of FST clients reported that the reason they accessed FST Services involved gender-based violence.



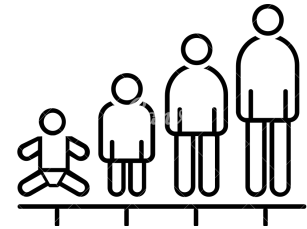
PASSPORT PROGRAM

(DEVELOPMENTAL DISABILITIES)

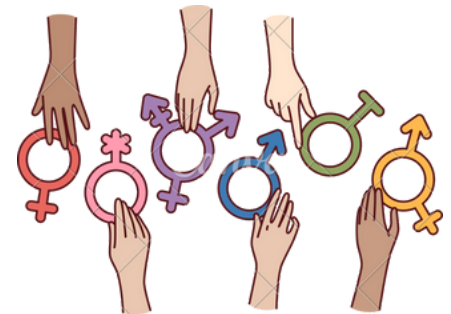
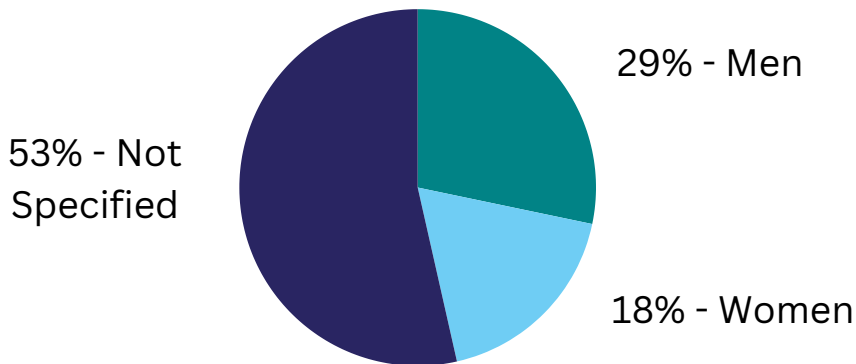
**11,294
Clients**

Clients in the Passport program receive assistance and coordination to support individuals with developmental disabilities.

AGE (N=11,294)



GENDER IDENTITY (N=11,294)



NEXT STEPS

- FST is updating the client demographic data collection process to **enhance client participation**.
- We aim to ensure the **confidentiality of client information**, including **transparency** in how this information is used.
- We will continue to use this information to gain a better understanding of the clients we serve and to **increase accessibility of services** where possible.