

Family Service Toronto (FST) clients are asked to provide personal socio-demographic information when registering for a service/program. Data is stored on a secure client database. A description of client data collected from April 1, 2023 - March 31, 2024 is provided here.

The purpose of 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

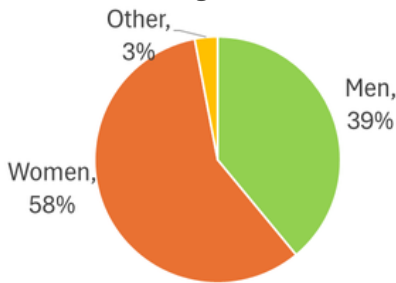


Programs

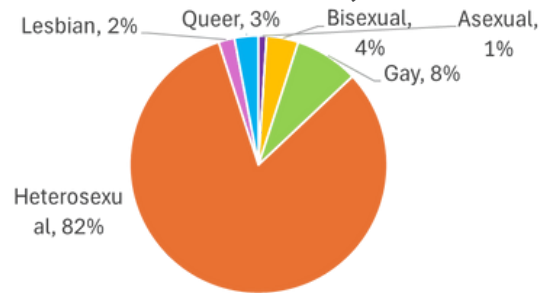
3,374 Unique Clients Mental Health (MH), Gender-Based Violence (GBV), Community Engagement (CE), Developmental Services (DS) including Options Adult, Options Children, and Person Directed Planning.

Note: Not all clients provide information on all indicators. The graphics below present the number of unique clients who contributed to each indicator.

Gender Identity (N = 3,744)



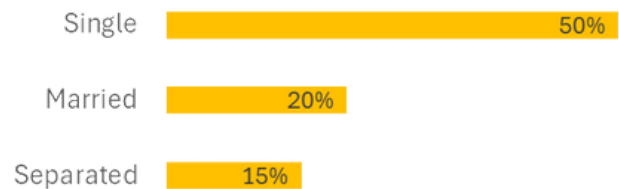
Sexual Orientation (N = 1,290)



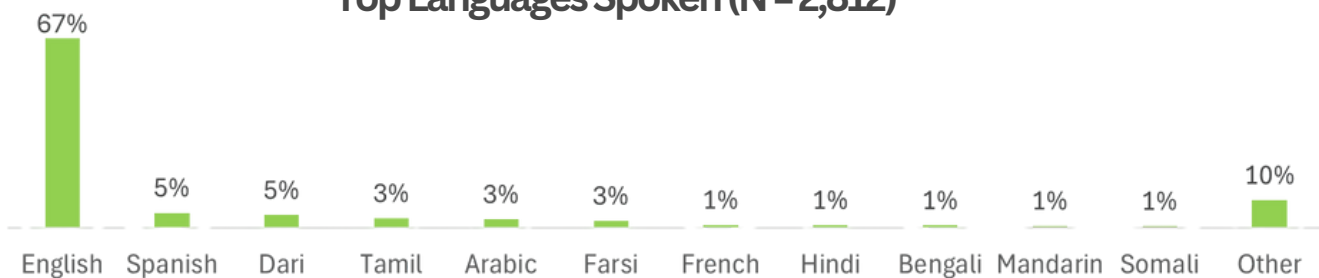
Age (N = 3,744)

70% of our clientele falls within the age range of 25 to 64, while 17% are aged 65 and older.

Relationship Status (N = 2,779)



Top Languages Spoken (N = 2,812)



Health Challenges (N = 1,487)



Approximately **11%** of clients deal with **mental health challenges**, while **18%** are living with multiple health challenges.

Accommodation and Accessibility Needs (N = 3,744)



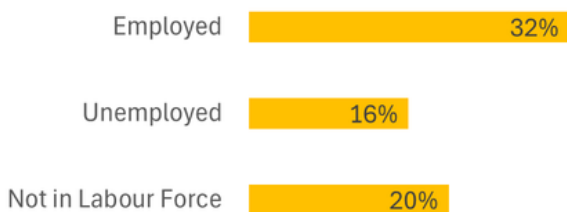
3% Have accommodation and accessibility needs.

Immigration and Years in Canada (N = 2,139)

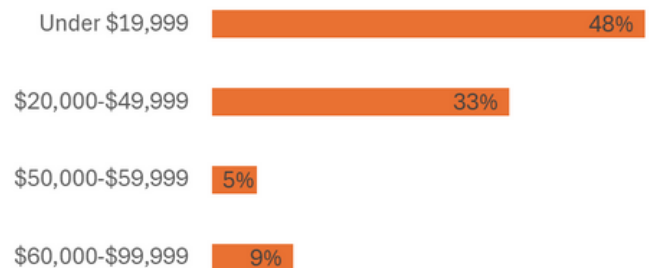
49% Born outside of Canada

21% Resided in Canada for less than 10 years

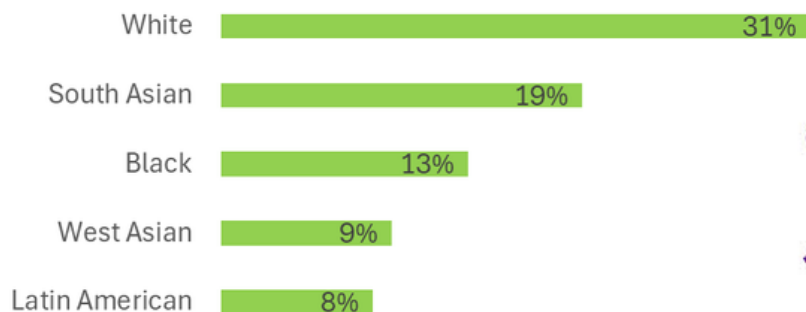
Employment Status (N = 1,489)



Individual Income (N = 763)



Top Five Racial and Ethno-Cultural Identities (N = 1,589)



Presenting Issues (N = 2,511)

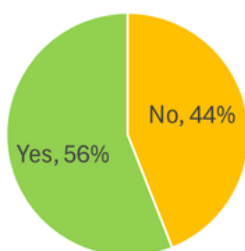
42% Intimate Partner Violence
16% Relationship Issues
13% Trauma



Housing Status (N = 2,779)

17% Rent their homes/apartments
11% Own their homes/apartments
2% Homeless

Gender-Based Violence (N = 1,463)



56% of FST clients reported that the reason they accessed FST Services involved gender-based violence.



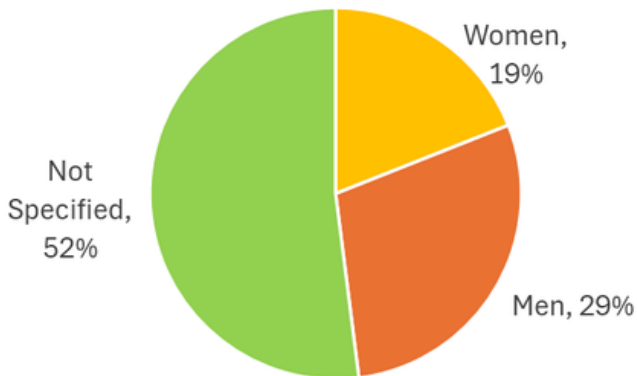
Passport Program (Developmental Disabilities)

11,267 Clients in the Passport program receive financial reimbursement for DS services and supports they access in the community.

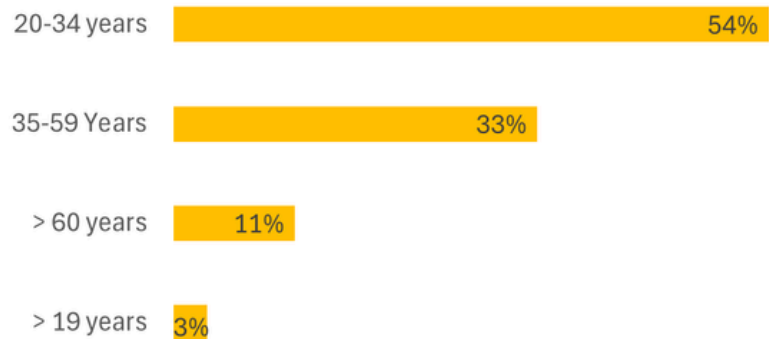


Note: Data collection in the Passport program is currently limited to age, gender, and postal codes only.

Gender Identity (N = 11,267)



Age (N = 11,267)



Next Steps

- ✓ **New Online Client Information Form:** Launched in February 2025, this form ensures we collect all necessary information. Every field must be completed, with a "Prefer not to answer" option available.
- ✓ **Easy-to-Use Training & Guide:** Staff have access to a clear user manual and interactive training to support accurate and respectful data collection.
- ✓ **Improved Data Collection:** We are continuously improving how we gather and update client information to make sure it's accurate, inclusive, and useful.
- ✓ **Privacy & Accessibility:** We are committed to keeping client data safe and using it responsibly to improve services and accessibility.