

FST 2024-2025 SOCIO-DEMOGRAPHICS

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, 2024 - March 31, 2025 is provided here.

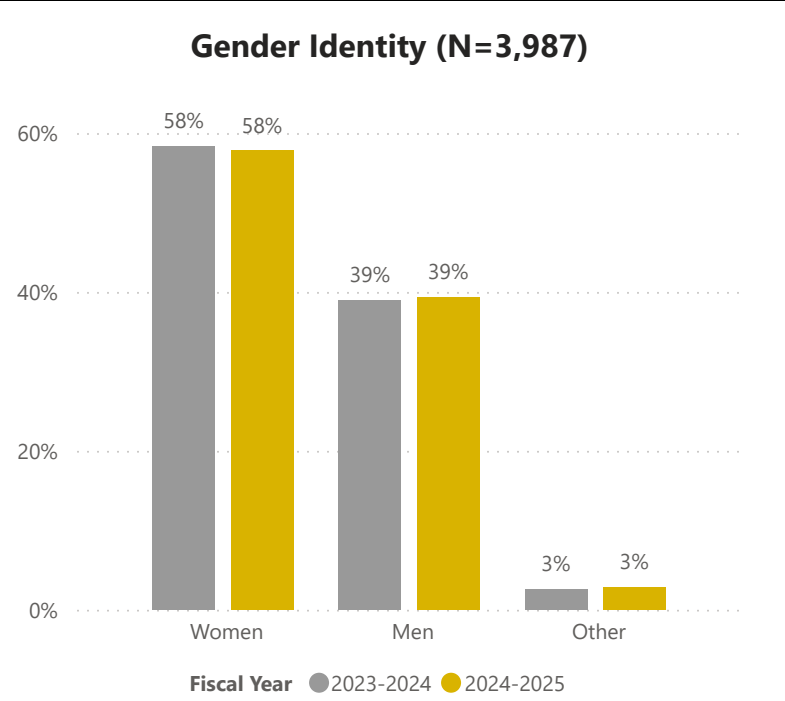
- The purpose of collecting client socio-demographic information is:
- To understand who our clients are
 - To ensure that FST programs address clients' needs
 - To address possible gaps in services



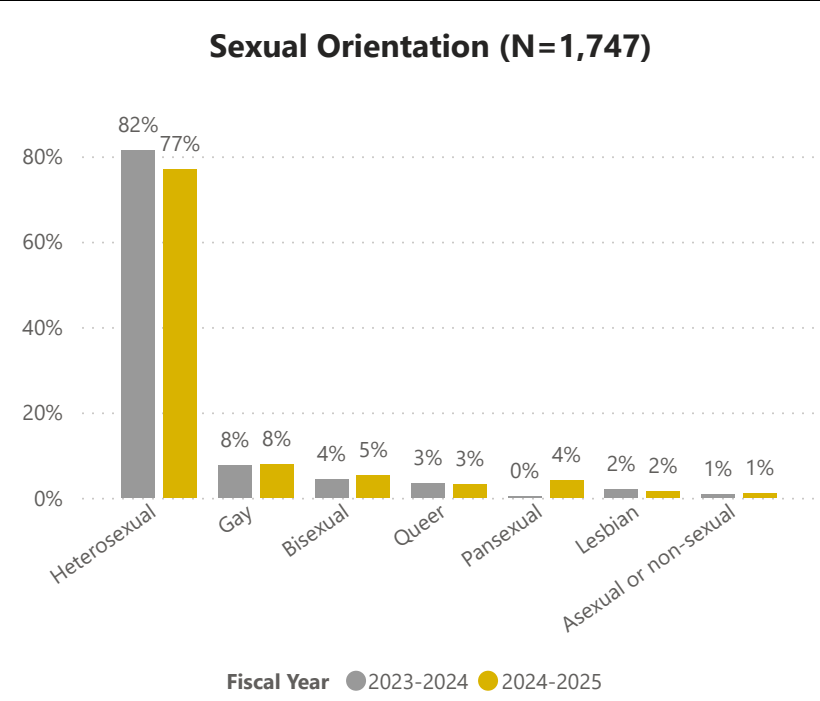
3,987
Unique
Clients

Programs
Mental Health (MH), Gender-Based Violence (GBV), Community Engagement (CE), Development Services (DS) including Options Adult, Options Children, and Person Directed Planning

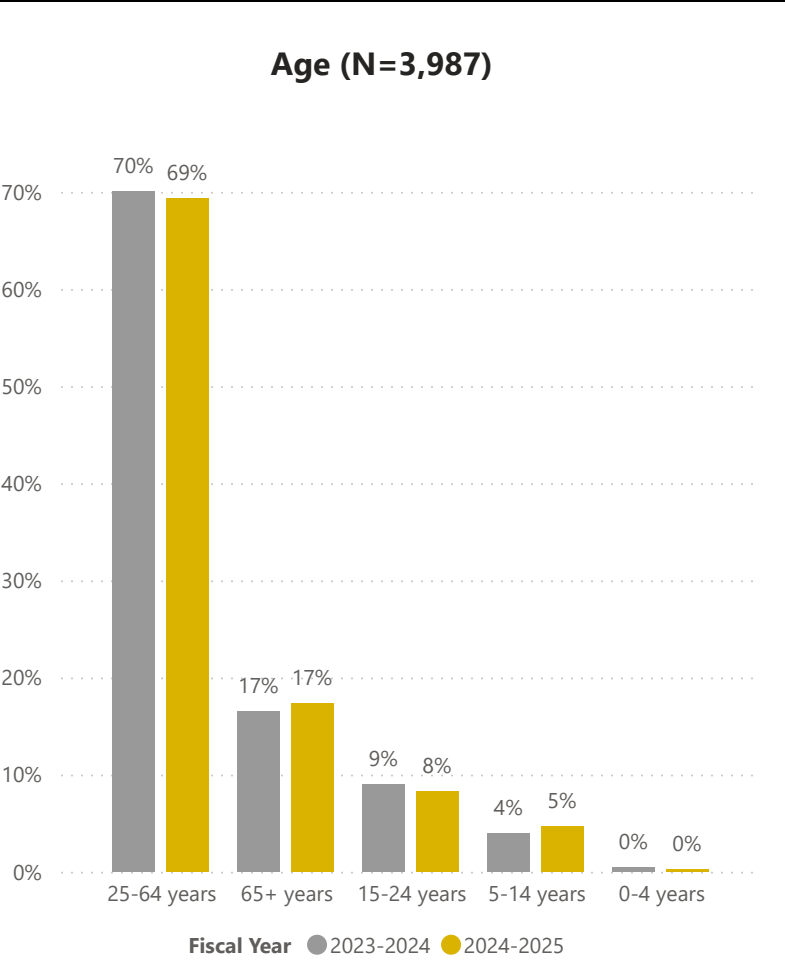
Note: Not all clients provide information on all indicators. The graphics below present the number of unique clients who contributed to each indicator. Passport Clients are excluded in this section and are present at the last page of the report.



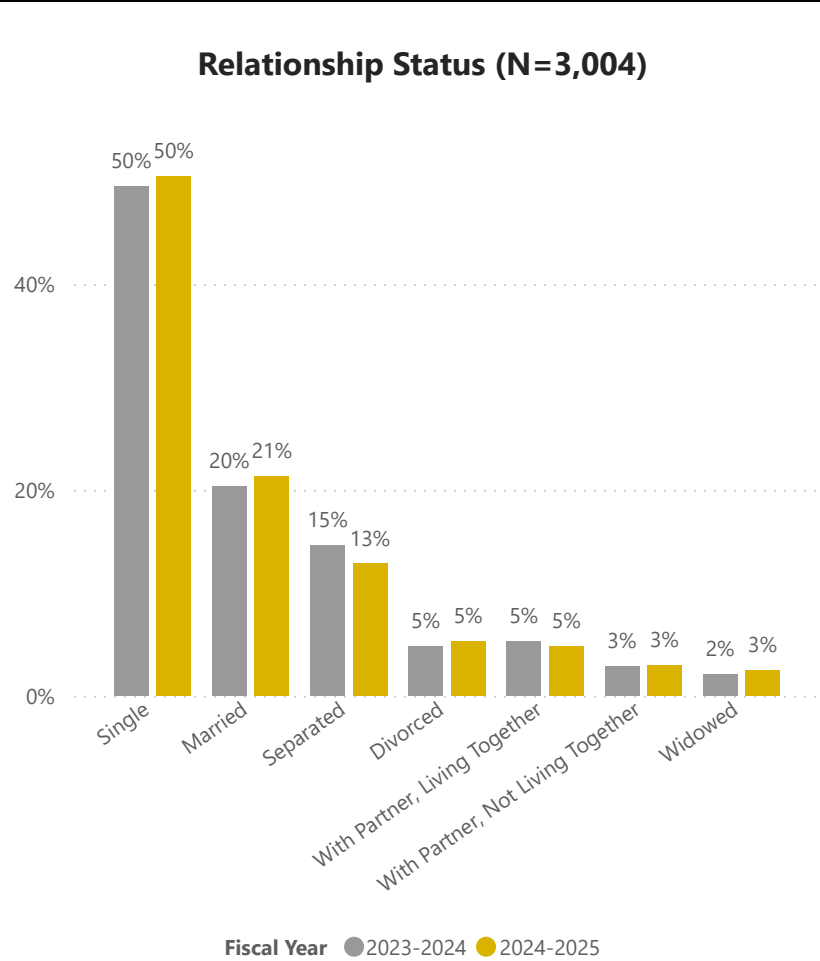
Gender distribution remained consistent across fiscal years, with women representing 58% of clients and men accounting for 39% in both 2023–2024 and 2024–2025. Individuals identifying as other genders comprised approximately 3% in each year.



The majority of clients identified as heterosexual in both fiscal years, though the proportion decreased from 82% in 2023–2024 to 77% in 2024–2025, 4% of the clients were identified as pansexual in 2024-2025. Other sexual orientations, including gay (8%), bisexual (4–5%), remained the same across both years.

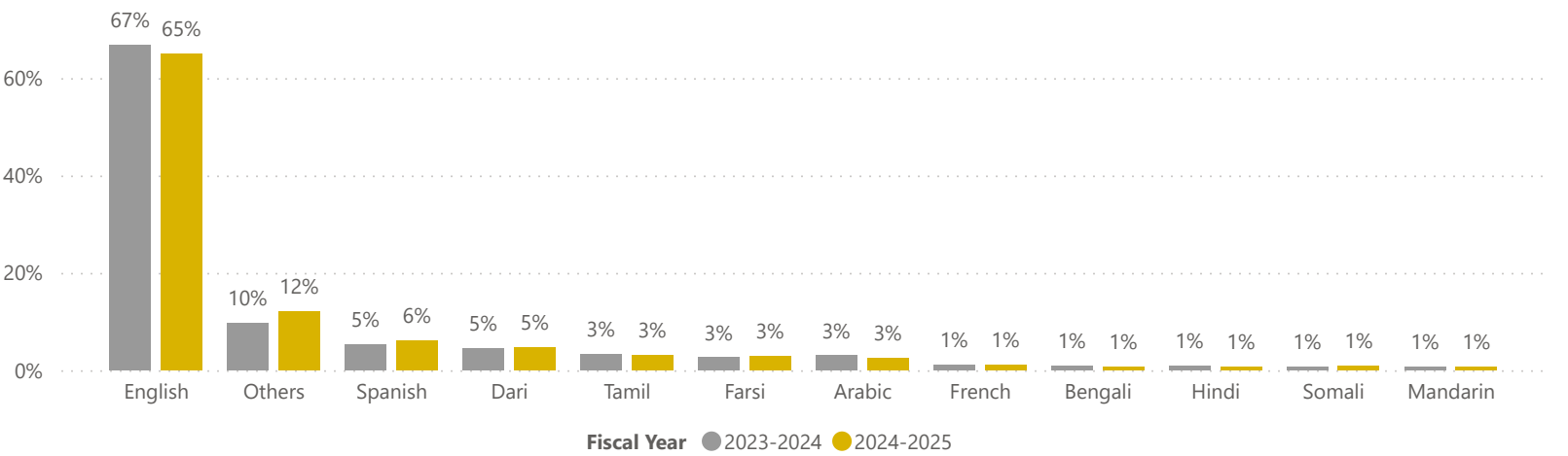


Clients aged 25–64 represented the majority in both fiscal years (70% in 2023–2024 and 69% in 2024–2025). The 65+ group accounted for 17%.

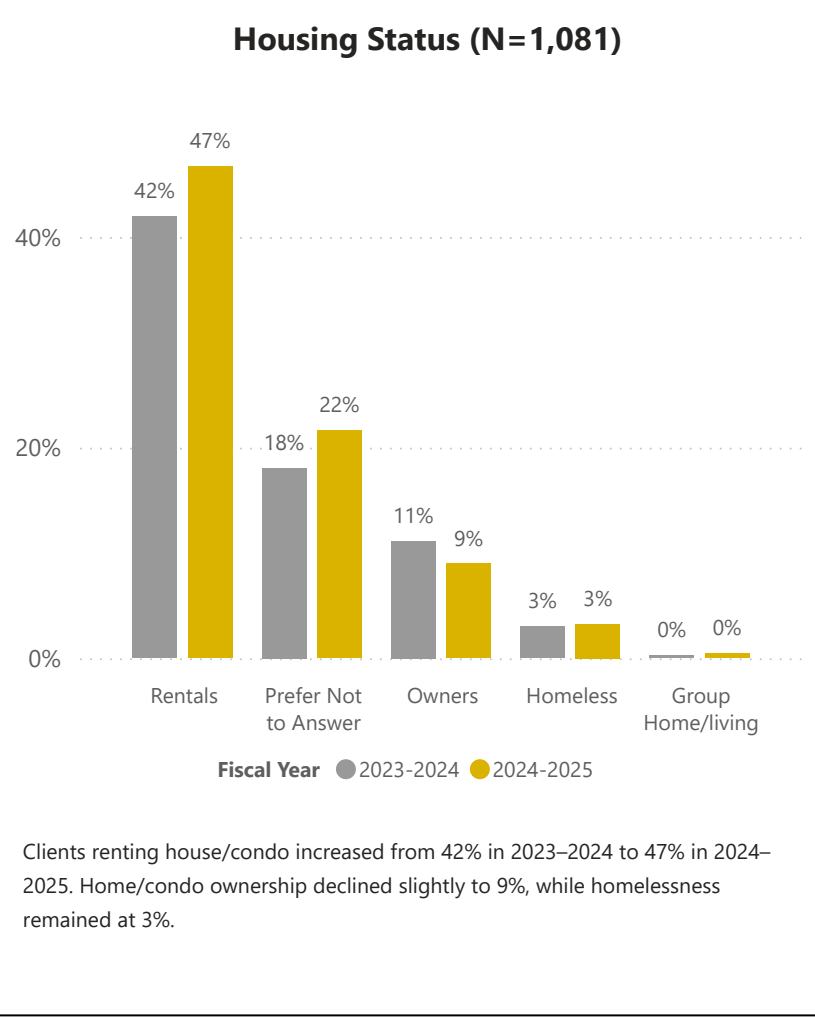
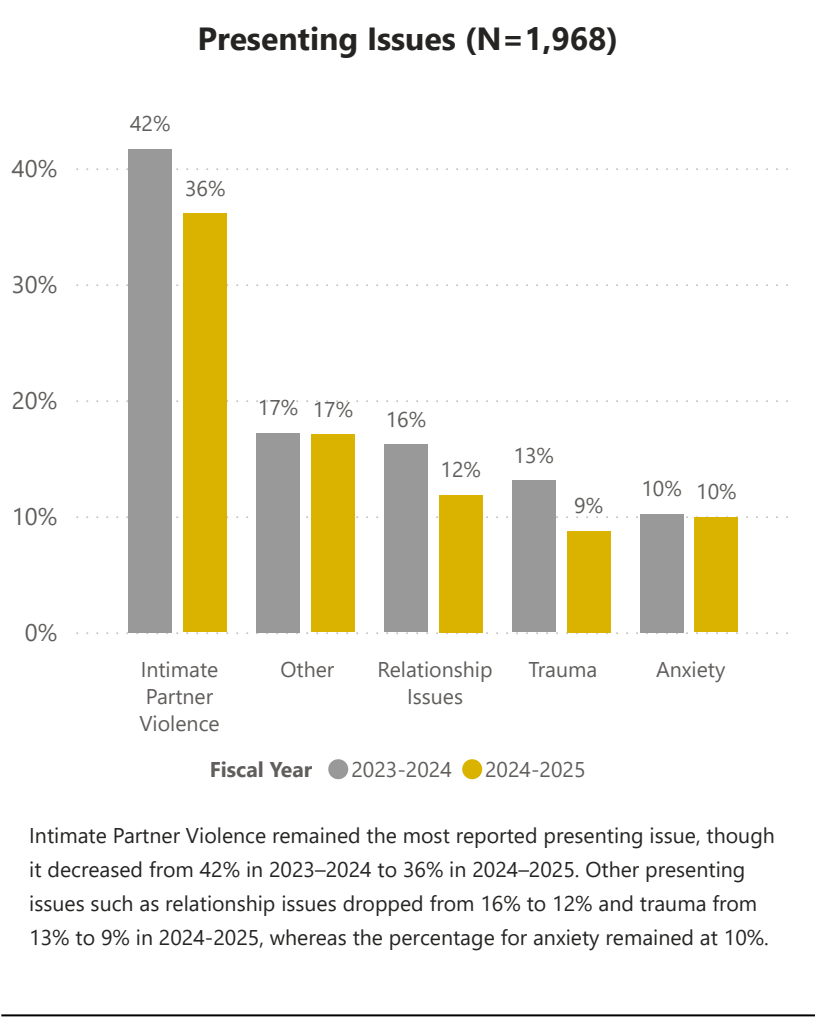
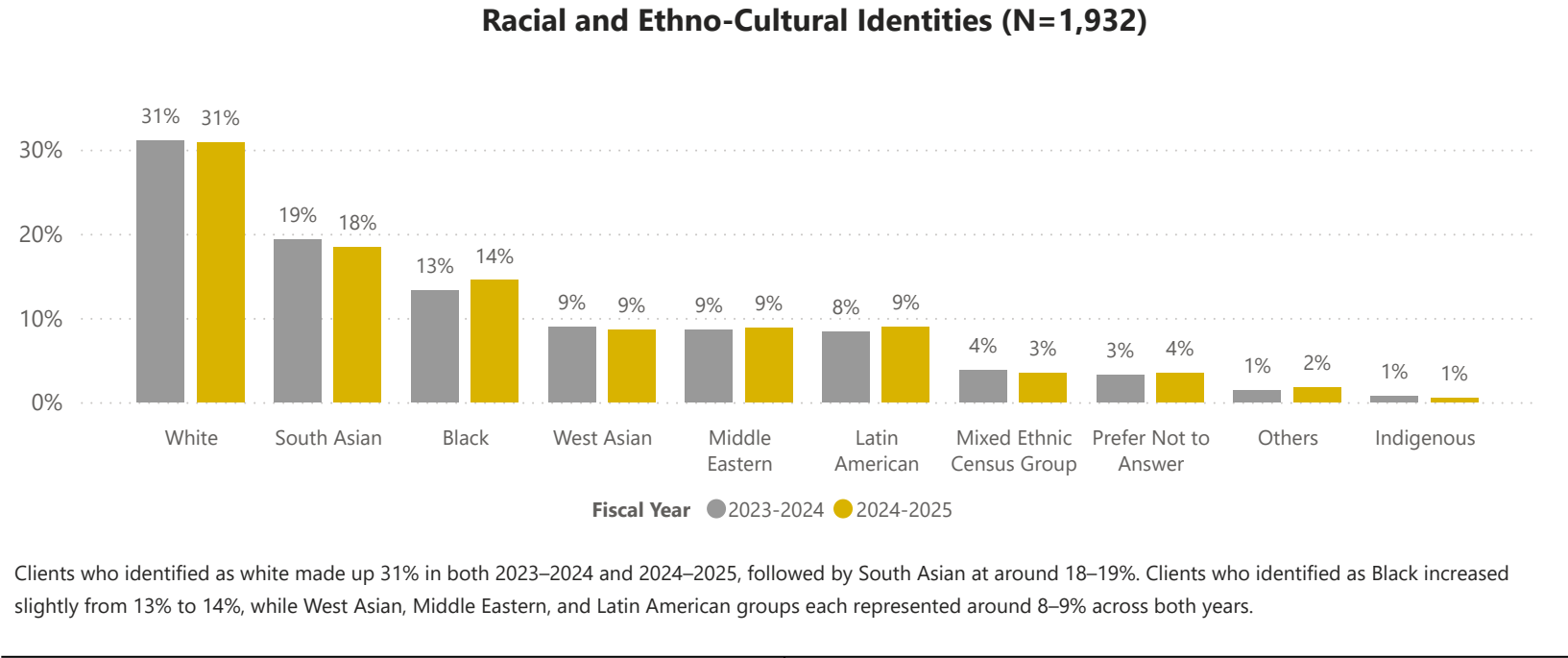
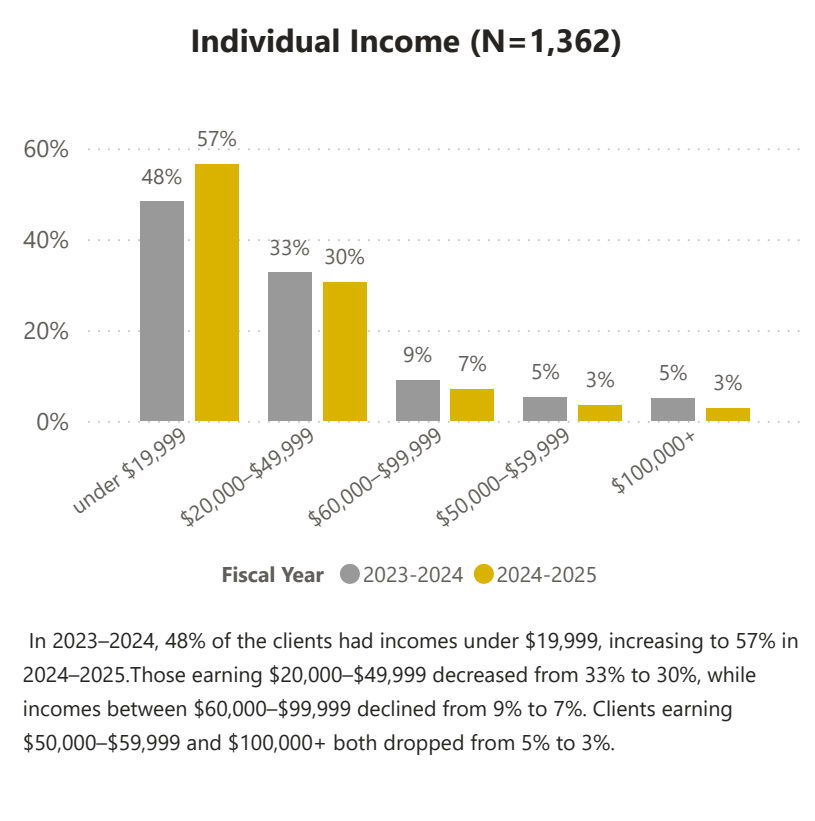
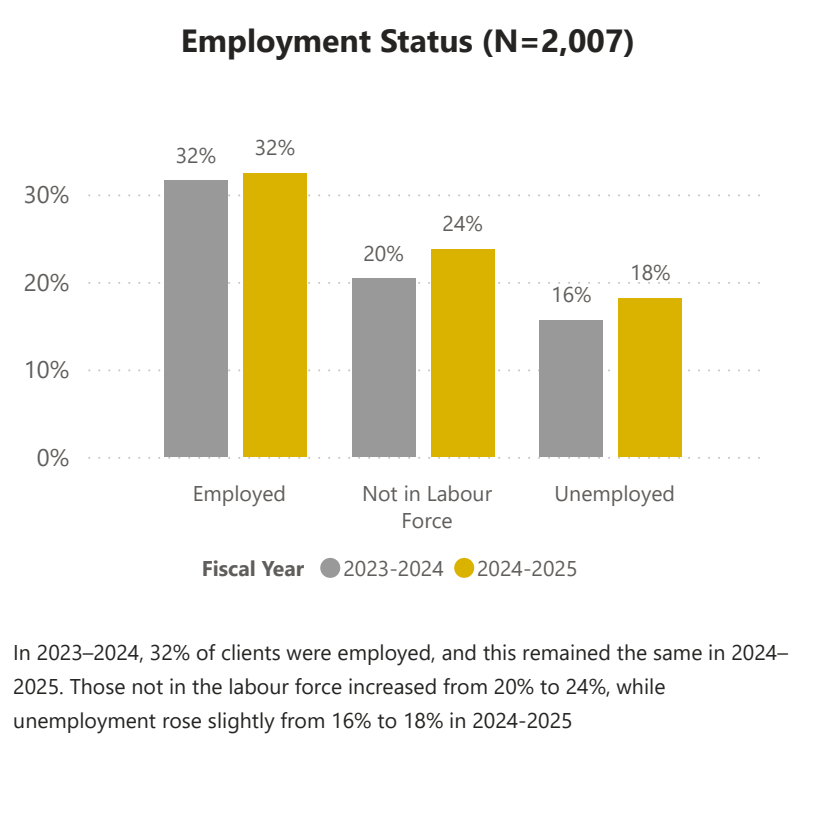
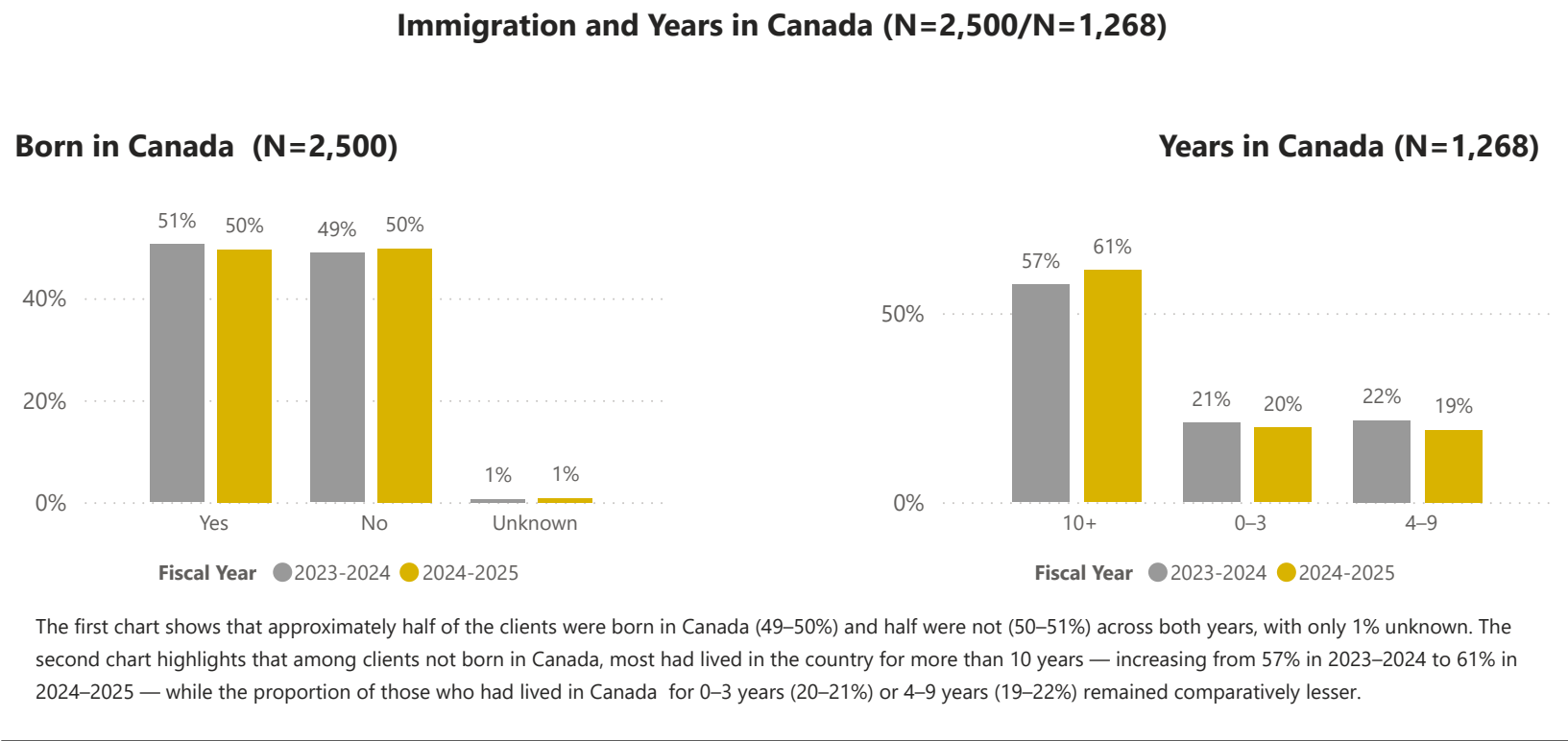
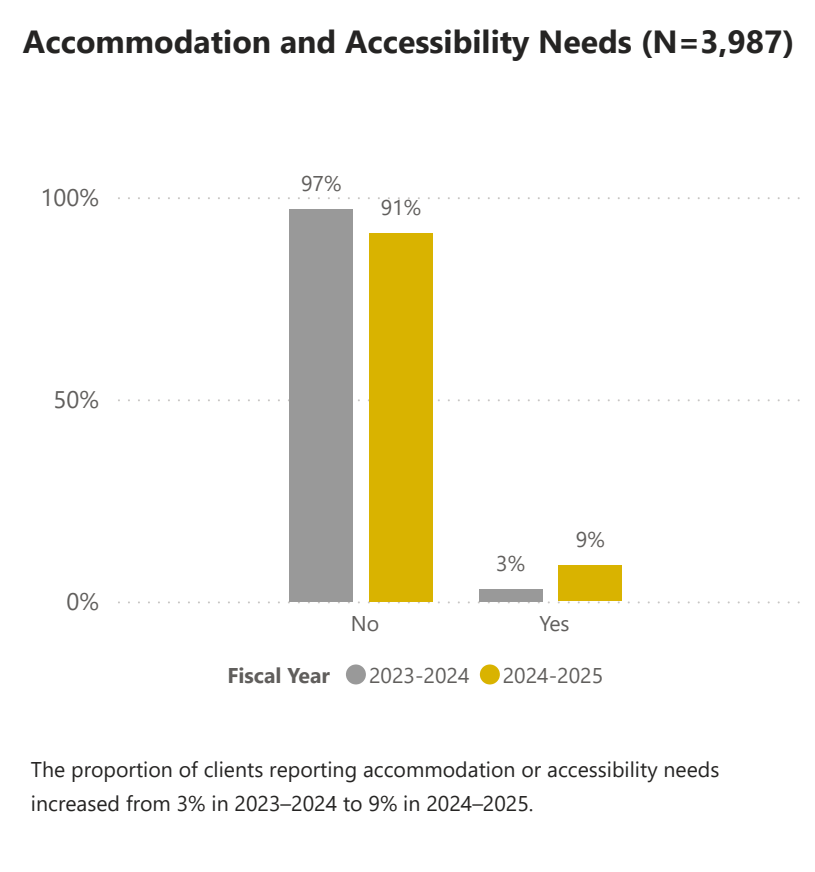
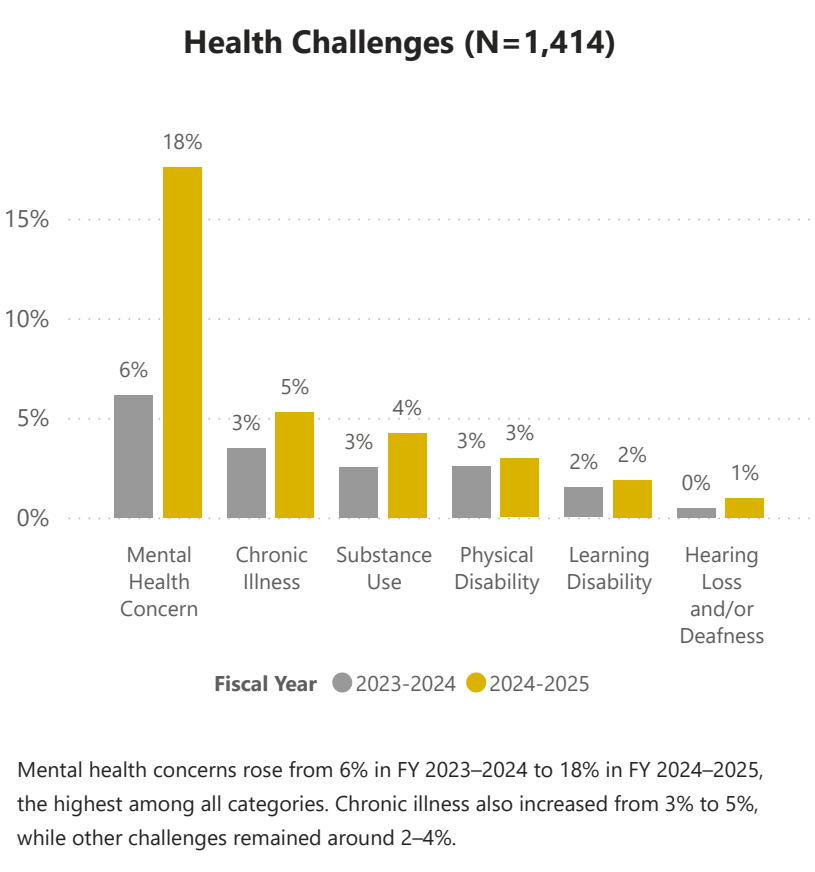


50% of the clients were single, followed by 20-21% who were married and 13-15% who were separated. Other relationship categories, including divorced, partnered, and widowed, each accounted for less than 6%.

Top Languages Spoken (N=3,036)



English remained the primary language spoken by clients in both years (65-67%), followed by other languages (around 10–12%). Spanish, Dari, Tamil, Farsi and Arabic were the next most common, each representing about 3–6% of clients. 1% of clients spoke French, Bengali, Hindi, Somali, and Mandarin.



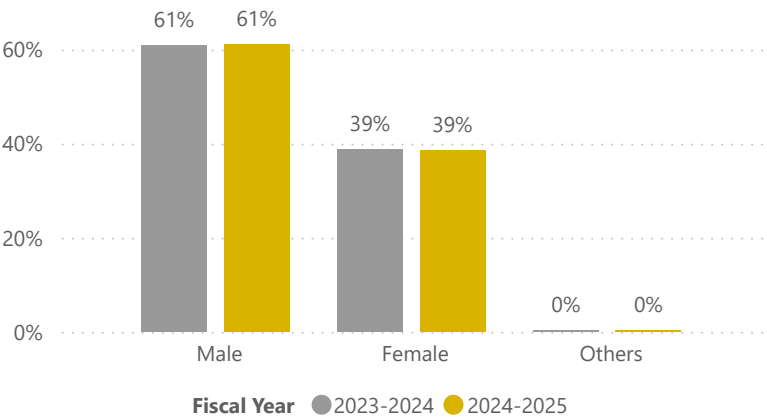
Passport Program (Development Disabilities)

11,997 Unique Clients Clients in the Passport program receive financial reimbursement for DS services and supports they access in the community



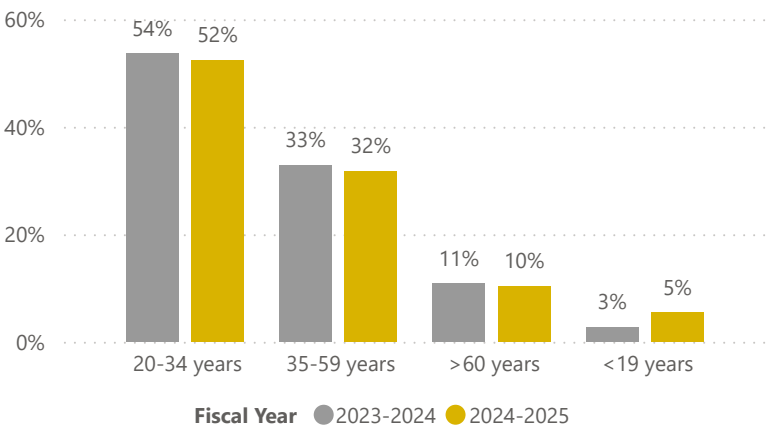
Note: Data collection in the Passport program is currently limited to age, gender, and postal codes only.

Gender Identity (N=5,574)



Gender distribution remained consistent across both fiscal years, with 61% identifying as men and 39% as women.

Age (N=11,997)



Clients aged 20–34 years represented the largest group in both years, making up over half of the population (54% in 2023–2024 and 52% in 2024–2025). Those aged 35–59 years accounted for about one-third (32–33%), while older adults (>60 years) comprised 10–11% and youth (<19 years) comprised (3–5%).

Next Steps

- **Online Client Information Form:** Rollout and adoption of the new online client information form continues, this form ensures we collect all necessary information. Every field must be completed, with a "prefer not to answer" option available.
- **Ontario Health Guidelines:** We are committed to aligning our data practices with other organizations across the sector, we will be taking steps to align our data collection with the Ontario Health guidelines released in June 2024.
- **Improved Data Collection:** We are continuously improving how we gather and update client information to make sure its accurate, inclusive, and useful. Passport demographic data is limited, several initiatives are planned to increase the availability of demographic data in this program.
- **Privacy & Accessibility:** We are committed to keeping client data safe and using it responsibly to improve services and accessibility.

For questions or more information, please contact Lewis Dunne, Director, Technology and Business Intelligence, at 416-595-9230 x 110 or LewisDu@familyservicetoronto.org.