

# FST 2025-2026 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, 2025 - March 31, 2026 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

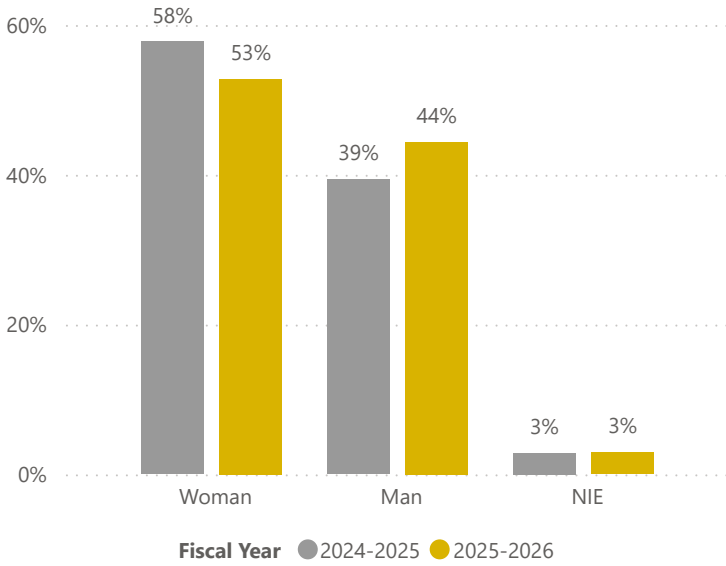
**5,125 Unique Clients**

**Programs**  
Mental Health (MH), Gender-Based Violence (GBV), Community Engagement (CE), Development Services (DS) including Options Adult, Options Children, Triage Case Management 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.

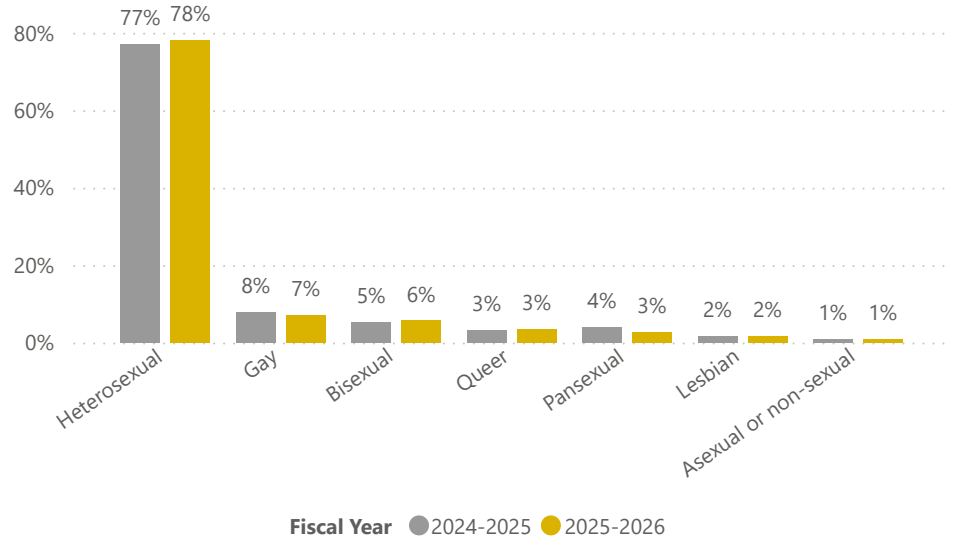


## Gender Identity (N=5,125)



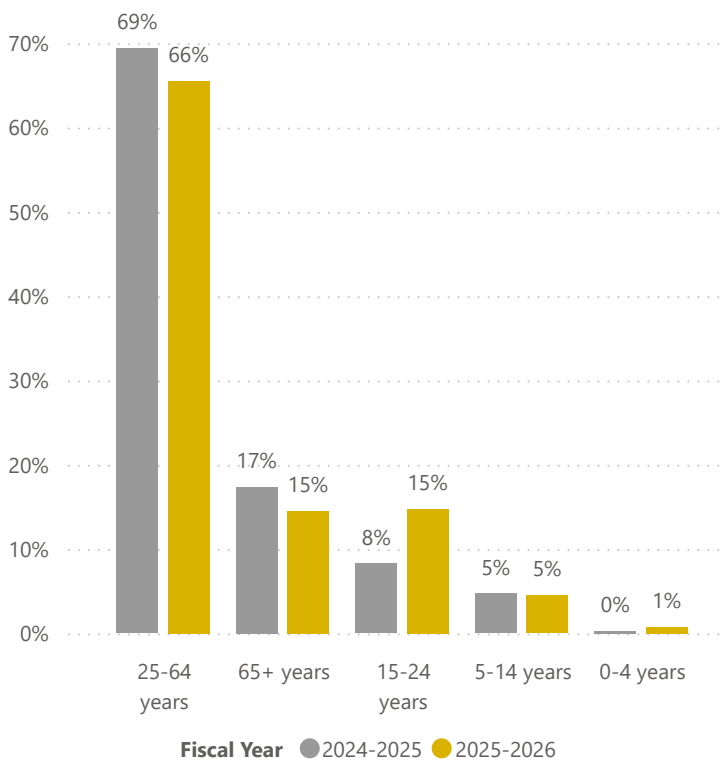
Gender distribution showed a slight shift across fiscal years, with women representing 53% of clients and men accounting for 44% in 2025–2026. Individuals identifying as other genders comprised approximately 3% in each year.

## Sexual Orientation (N=1,832)



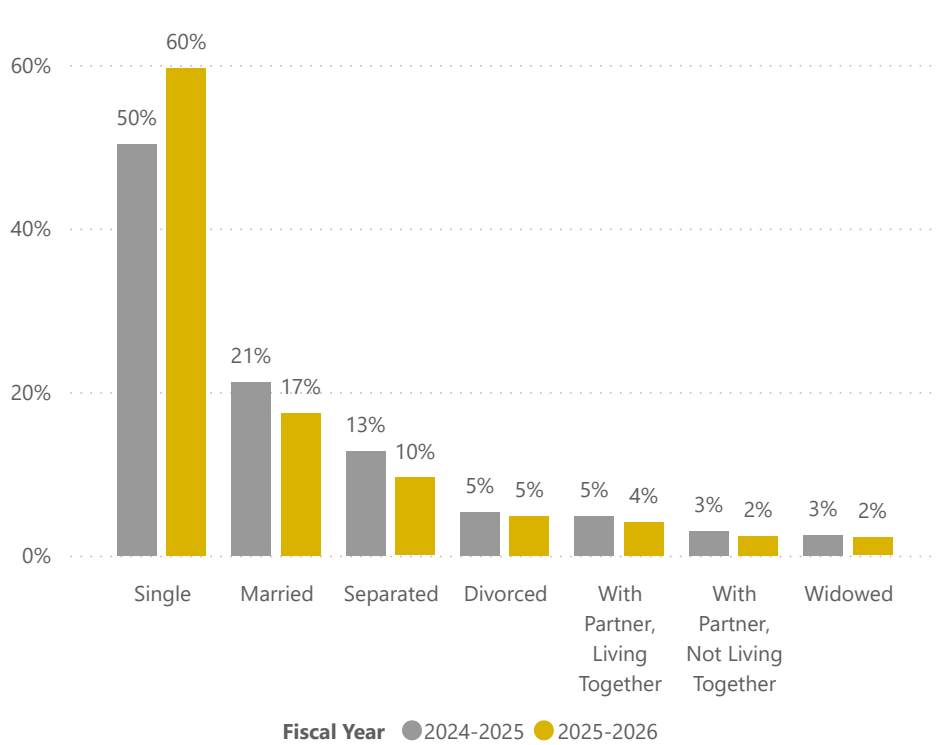
The majority of clients identified as heterosexual in both fiscal years, remaining at 77–78%. Among other orientations, bisexual identification increased slightly (5% to 6%) and pansexual decreased (4% to 3%), while remaining categories stayed relatively consistent.

## Age (N=5,125)



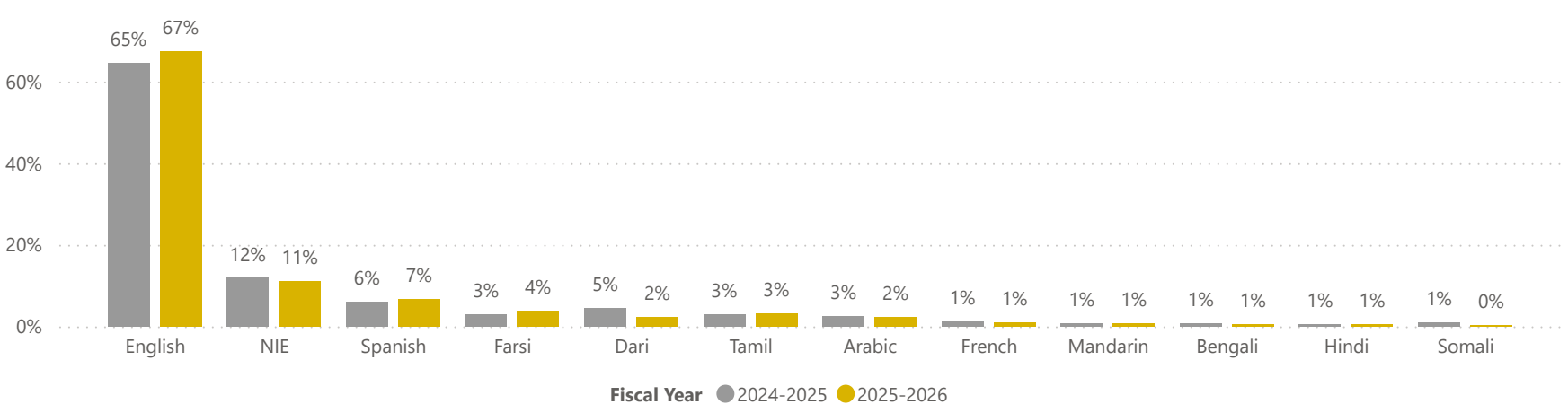
Clients aged 25–64 remained the majority in both fiscal years, though their proportion decreased slightly from 69% to 66%. Notable shifts included a significant increase in clients aged 15–24 (8% to 15%) and a decrease in those aged 65+ (17% to 15%).

## Relationship Status (N=3,831)



Single clients represented the largest proportion in both fiscal years, increasing notably from 50% in 2024–2025 to 60% in 2025–2026. The proportions of clients who were married (21% to 17%) and separated (13% to 10%) decreased, while other relationship categories showed minor declines or remained unchanged, each accounting for less than 5%.

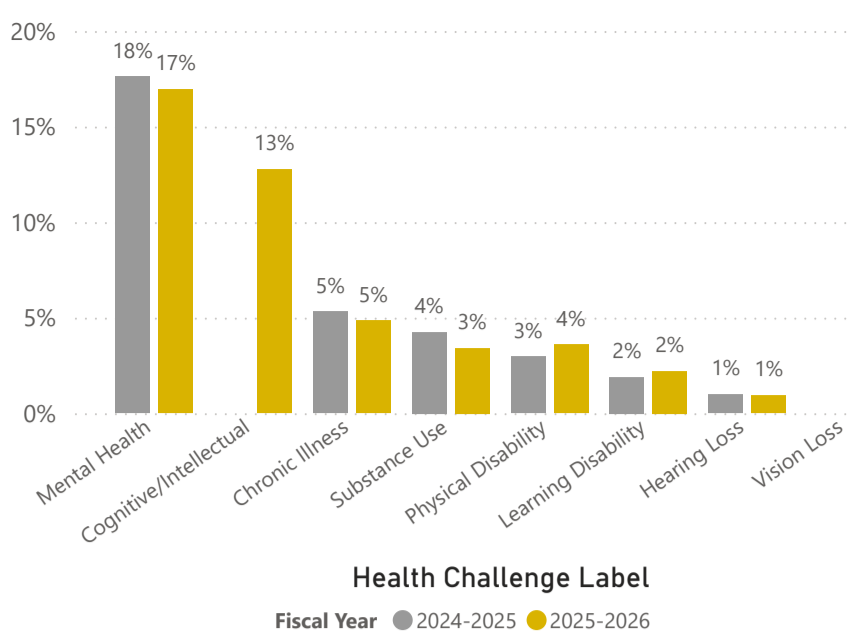
## Top Languages Spoken (N=3,385)



English remained the primary language in both fiscal years, increasing slightly from 65% to 67%. Notable shifts included increases in Spanish (6% to 7%) and Farsi (3% to 4%), while Dari declined notably from 5% to 2%. All other languages each accounted for about 1–3% of clients.

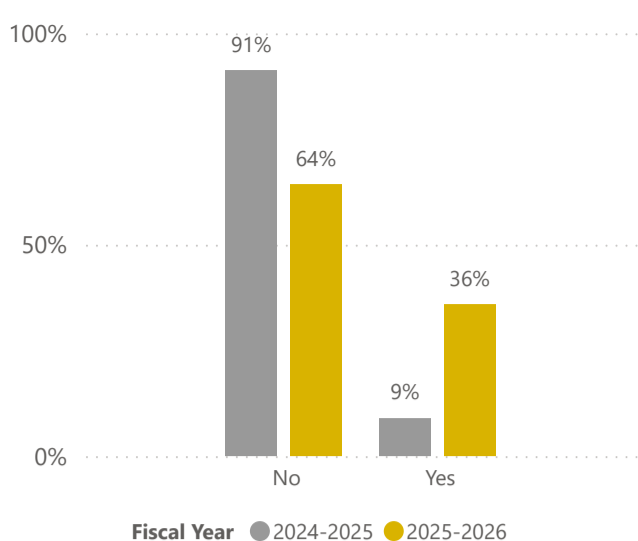
For questions or more information, please contact Lewis Dunne, Director, Technology and Business Intelligence, at 416-595-9230 x 110 or [LewisDu@familyservicetoronto.org](mailto:LewisDu@familyservicetoronto.org).

### Health Challenges (N=2,898)



Mental health concerns remained the most prevalent health challenge, slightly decreasing from 18% to 17% in 2025–2026. Cognitive/intellectual disabilities (13%) and vision loss (1%) appear for the first time this fiscal year, as no clients reported these challenges in 2024–2025. Other challenges ranged between 1% and 5%.

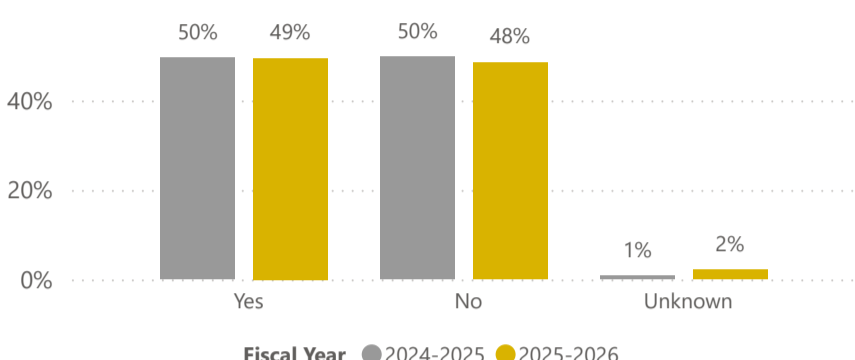
### Accommodation and Accessibility Needs (N=5,125)



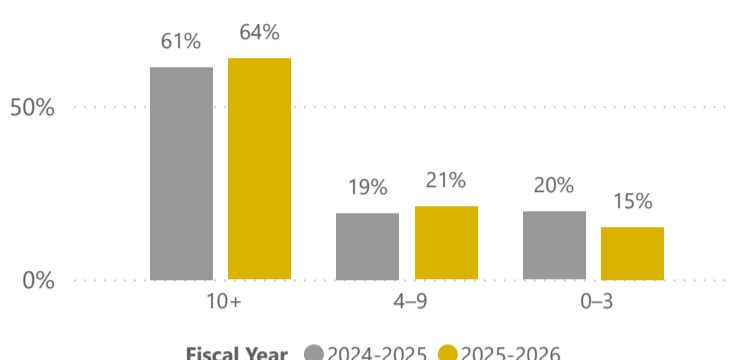
The proportion of clients reporting accommodation or accessibility needs increased substantially from 9% in 2024–2025 to 36% in 2025–2026. Correspondingly, the proportion of clients reporting no needs decreased from 91% to 64%, indicating a notable rise in identified accommodation and accessibility requirements.

### Immigration and Years in Canada (N=2,806/N=1,396)

#### Born in Canada (N=2,806)

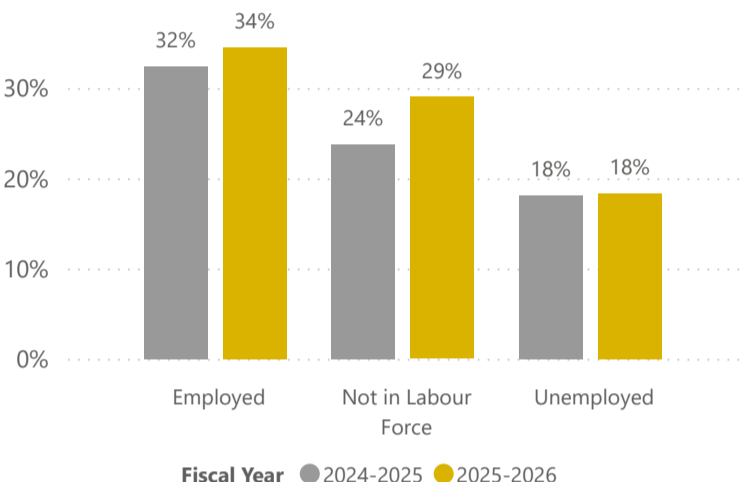


#### Years in Canada (N=1,396)



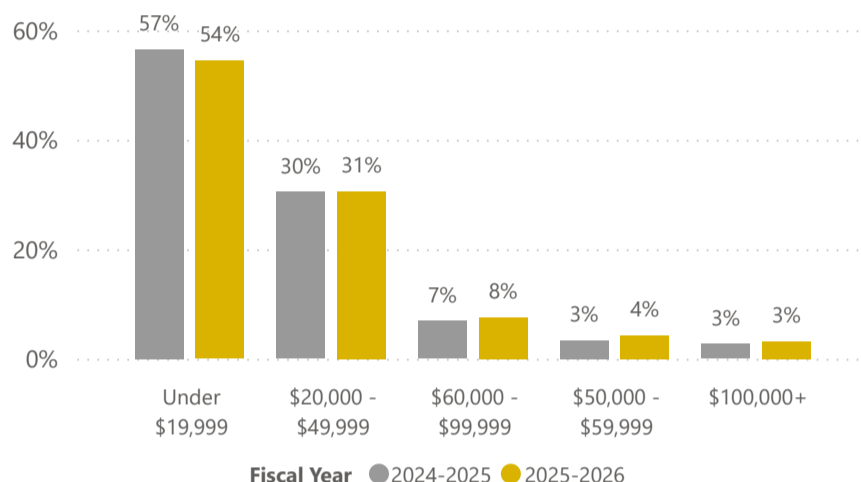
The first chart shows that approximately half of clients were born in Canada (50–49%) and half were not (50–48%) across both years, with a small proportion (1–2%) reporting unknown. Among clients not born in Canada, the majority had lived in the country for more than 10 years, increasing slightly from 61% in 2024–2025 to 64% in 2025–2026. The proportions of those who had lived in Canada for 4–9 years (19–21%) and 0–3 years (20–15%) remained comparatively smaller.

### Employment Status (N=2,213)



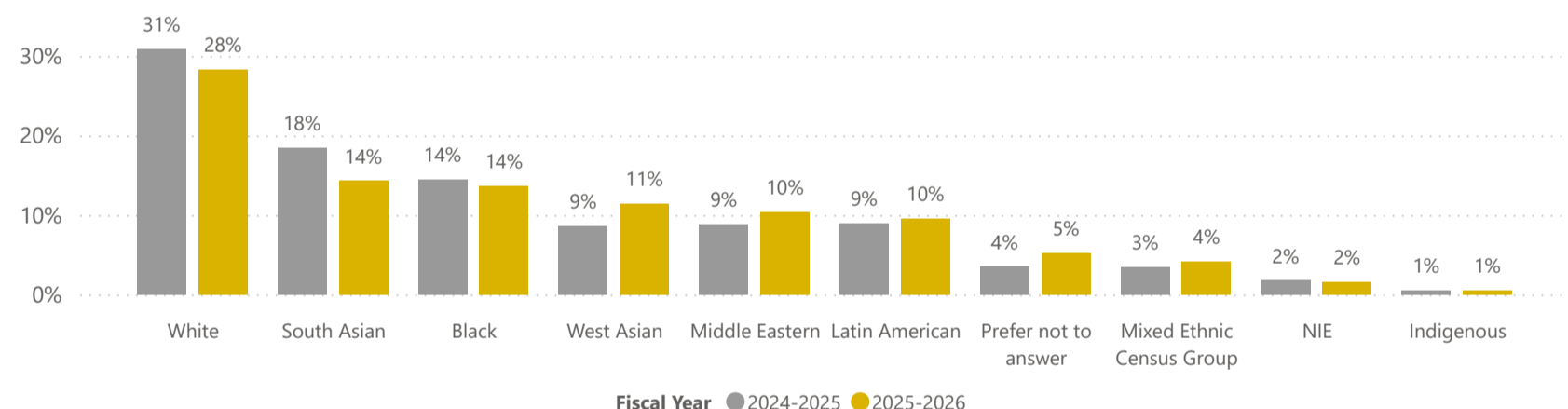
The proportion of clients who were employed increased slightly from 32% in 2024–2025 to 34% in 2025–2026. Those not in the labour force rose from 24% to 29%, while unemployment at 18% across both years.

### Individual Income (N=2,213)



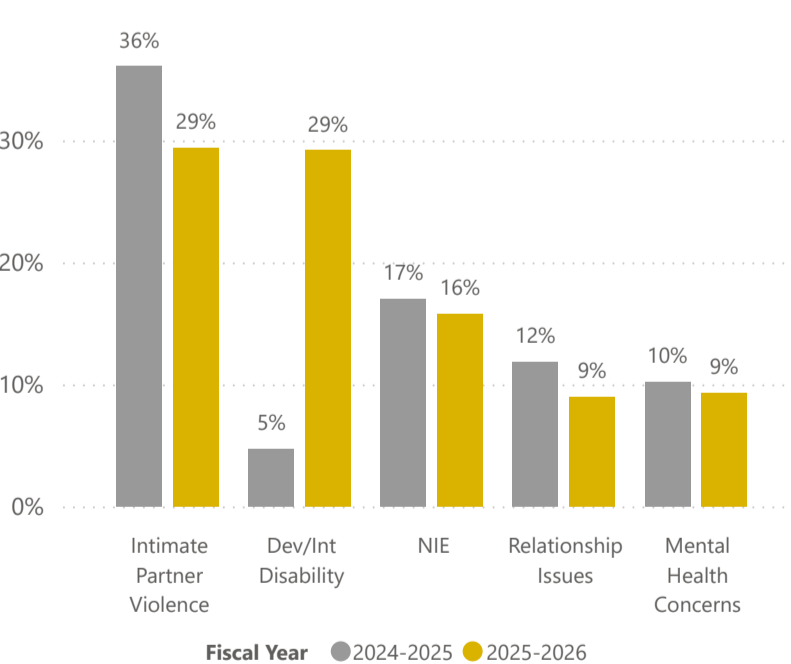
The majority of clients continued to earn under \$19,999, though this proportion decreased slightly from 57% to 54% in 2025–2026. Those earning \$20,000–\$49,999 increased marginally (30% to 31%), and \$60,000–\$99,999 rose slightly (7% to 8%). Higher income brackets remained low at 3–4%.

### Racial and Ethno-Cultural Identities (N=2,358)



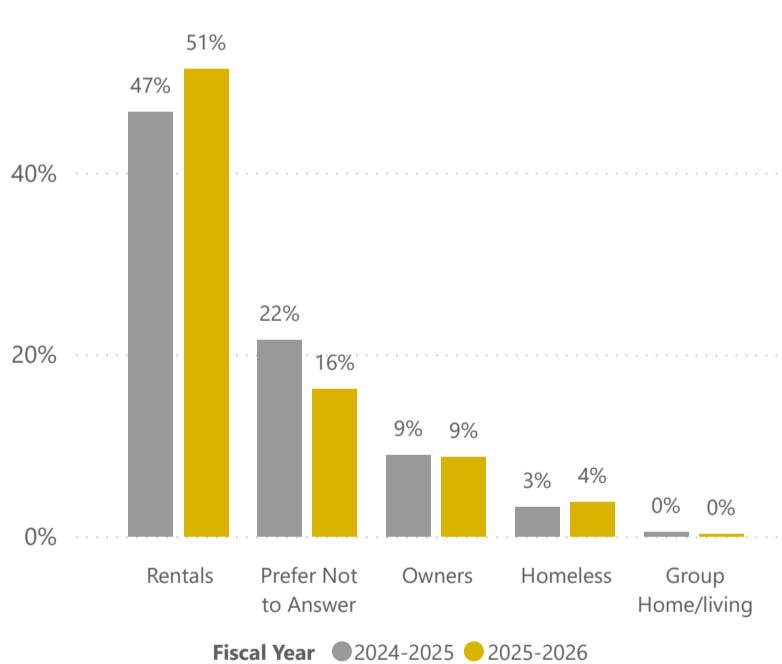
Clients who identified as White remained the largest group, though the proportion decreased from 31% in 2024–2025 to 28% in 2025–2026. South Asian representation also declined from 18% to 14%, while the proportion of clients identifying as Black at 14%. West Asian, Middle Eastern, and Latin American groups each increased slightly, ranging from 10–11% in 2025–2026. Smaller proportions were observed among those who preferred not to answer (4–5%), Mixed Ethnic Census Group (3–4%), NIE (2%), and Indigenous clients (1%).

### Presenting Issues (N=4,624)



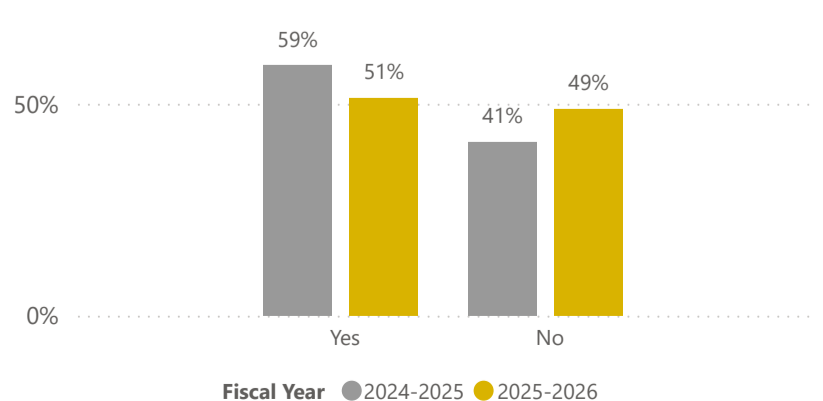
Intimate Partner Violence remained the most reported presenting issue, though it decreased from 36% to 29% in 2025–2026. Developmental Disability increased substantially from 5% to 29%, emerging as a prominent issue this fiscal year. Notably, trauma and anxiety dropped out of the top five, replaced by developmental disability and mental health concerns. Other presenting issues remained relatively unchanged or showed minor declines.

### Housing Status (N=2,213)



The proportion of clients renting increased from 47% in 2024–2025 to 51% in 2025–2026. Those who preferred not to answer decreased from 22% to 16%, while homeownership remained at 9%. Homelessness increased slightly from 3% to 4%, and group home/living continued to account for 0% of clients.

### Gender Based Violence (N=2,213)



The proportion of clients reporting experiences of gender-based violence decreased from 59% in 2024–2025 to 51% in 2025–2026. Meanwhile, those not reporting such experiences increased from 41% to 49%.

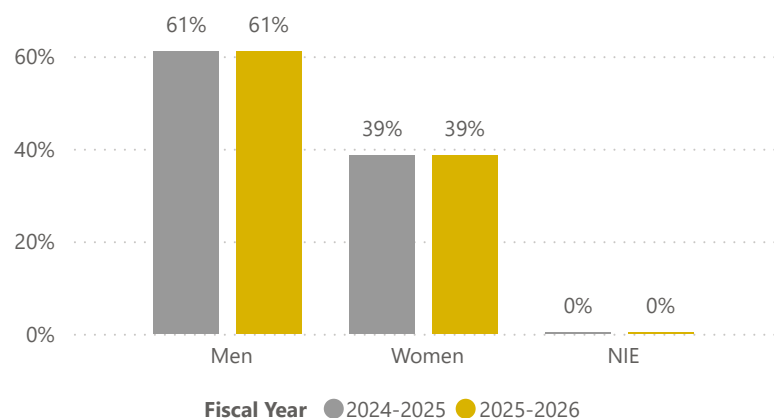
# Passport Program (Development Disabilities)

**12,740 Unique Clients** Clients in the Passport program receive financial reimbursement for DS services and supports they access in the community



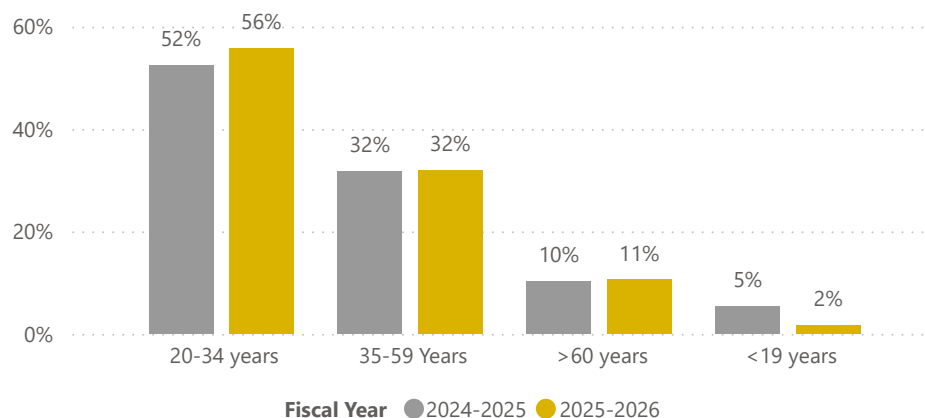
Note: Data collection in the Passport program is currently limited to age, gender, and postal codes only.

### Gender Identity (N=5,697)



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

### Age (N=12,740)



Clients aged 20–34 remained the largest group, increasing from 52% to 56% in 2025–2026. Those aged 35–59 remained at 32%, while youth (<19 years) decreased from 5% to 2%. Older adults (>60 years) comprised 10–11% across both years.

## Next Steps

- **Online Client Information Form:** The online client information form was successfully launched in April 2025 and is currently being adopted across clinical programs. Development Services programs are planned for adoption in the upcoming fiscal year.
- **TREAT System Data Entry Training:** As part of FST's FY2026-27 operational goals, a TREAT System Data Entry Training program is being developed to further strengthen data quality and consistency across all programs.
- **Client Record Audit Process:** FST continued its quarterly client record audit process in FY2025-26, reviewing approximately 10% of client records through automated, peer, and supervisory reviews. This practice will continue in the coming years.
- **Privacy & Accessibility:** FST conducts mandatory annual privacy and confidentiality training for all staff. In FY2026-27, 100% of staff involved in demographic data collection will be trained in FST's data collection procedures, ensuring data is captured safely, consistently, and responsibly.

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