



Access Alliance
Multicultural Health and Community Services

FY 2021-2022

Annual Client Activity Report

A snapshot of Access Alliance clients' demographic attributes, service needs, and program interactions over the past fiscal year, to ensure accountability, to support evidence-informed organizational planning, and to improve quality.



**Access Alliance Multicultural
Health and Community Services**
November 2022

Disclosure:

This report is owned by Access Alliance Multicultural Health and Community Services (Access Alliance). For specific or more granular level data, which is not captured in this summary report, staff members are encouraged to contact the Research & Evaluation Department (Courtney Kupka, ckupka@accessalliance.ca) as it pertains to their area of work or interest. The contents of this report can be used with recommended citations.

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Content and Purpose of this Report

This report captures, in distinct sections, Access Alliance's clients' demographic and service usage data as recorded in the Electronic Medical Record (EMR), and data related to group programs and services for the period of *April 2021 to March 2022*.

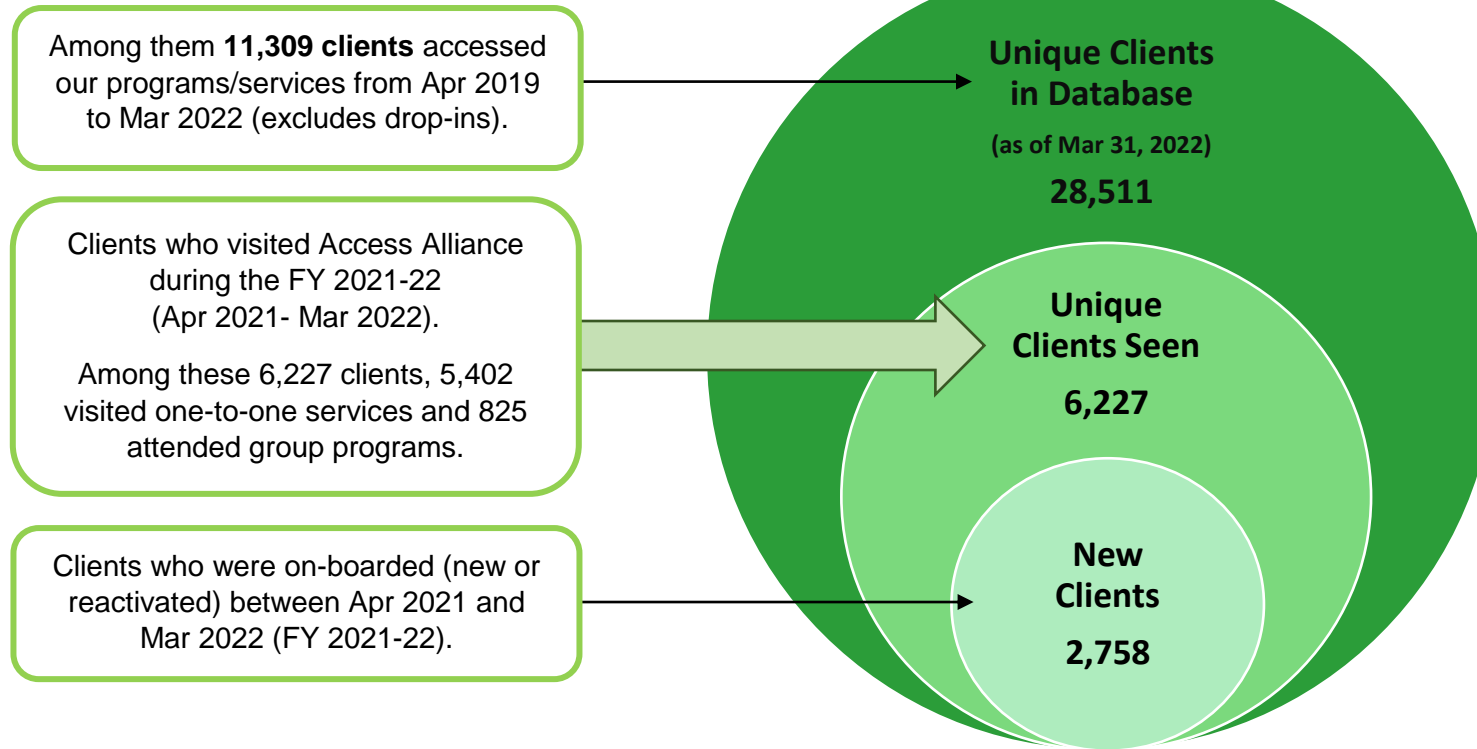
This report ensures organizational accountability by disseminating relevant information to multiple levels of stakeholders, e.g., teams, clients, funders, partners, board of directors, and the public at the macro level. It provides the necessary evidence to service providers and program staff (micro level) to be aware of the client dynamics, to managers/ directors of the agency (Meso level) to support evidence-informed planning and quality improvement of programs and services, and to a broader community (macro level) to advise changes in systemic inequities in healthcare access, healthcare delivery and health outcomes at the client population level. The research and evaluation team uses these data to support decision-making for strengthening organizational health.

How to use this Report

The information in this report is organized into three domains in order to provide a more user-friendly format for the end-use, depending on their area of work or focus:

- (i) **Clients' Profile** comprises Health Equity indicators and three of the Vital Eight Core Indicators (sense of belonging and self-rated physical and mental health) to measure the impact of the shared Model of Health and Wellbeing (MHWB). Other indicators include immigration and health insurance status, clients' level of education, and language service needs.
- (ii) **Clients' Access to Community Programs & Services** data includes a demographic summary of clients who attended the (registered) group programs and drop-in programs as well as clients' distribution by programs. Another component of this domain includes data on the Volunteer/Student program activities.
- (iii) **Clients' Issues** provides a summary of the number and types of clients' issues identified by service provider teams: Primary Health Care, Dietitians, Counselor/ Therapists, Settlement Workers, Physiotherapists, and Health with Dignity program team.

Our Clients at a Glance



Clients by site* (N_a= 28,551)

AccessPoint on Danforth (includes clients seen at APOD, the Greenwood Clinic, Paul D. Steinhauer Clinic, and Barrington site) – **11,727**

AccessPoint on Jane (includes clients seen at APOJ and Non-Insured Walk-In Clinic (NIWIC)) – **9,880**

College (includes clients seen at College and the COSTI satellite clinic) – **6,894**

*Due to COVID-19, Access Alliance started a hybrid approach for visiting clients including patients. Therefore, distribution by location should be interpreted with caution.

Total clients seen in FY 2021-2022 by site (N = 5,402):

AccessPoint on Danforth – **2,330**; AccessPoint on Jane (includes NIWIC) – **1,369**; College – **1,456**; Afghan Refugee Clinic – **232**; Unavailable – **15**

Clients' Preferred Language*

Overall (n = 4,884)	APOD (n = 2,197)	APOJ (n = 858)	College (n = 1,312)	NIWIC (n = 464)	Afghan Refuge Clinic (n = 42)
English (2,035; 41.7%)	English (972, 44.2%)	English (397, 46.3%)	English (537, 40.9%)	Spanish (222, 47.8%)	Dari (32, 76.2%)
Spanish (678; 13.9%)	Arabic (209, 9.5%)	Portuguese (181, 21.1%)	Portuguese (244, 18.6%)	English (119, 25.7%)	Pashto (8, 19.0%)
Portuguese (656; 13.4%)	Spanish (192, 8.7%)	Spanish (127, 14.8%)	Spanish (137, 10.4%)	Portuguese (92, 19.8%)	Arabic (1, 2.4%)
Arabic (312; 6.4%)	Portuguese (139, 6.3%)	Tigrinya (41, 4.8%)	Arabic (94, 7.2%)	Vietnamese (8, 1.7%)	English (1, 2.4%)
Tigrinya (180; 3.7%)	Tigrinya (116, 5.3%)	Hungarian (17, 2.0%)	Farsi (39, 3.0%)	Tagalog (Filipino) (6, 1.3%)	
Dari (121; 2.5%)	Bengali (93, 4.2%)	Somali (11, 1.3%)	Dari (27, 2.1%)	Amharic (3, 0.7%)	

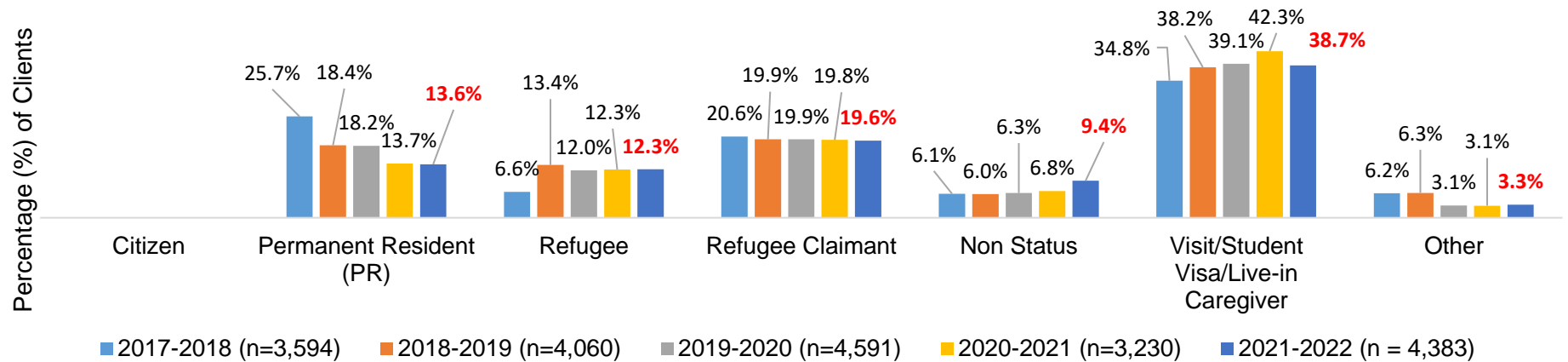
***Note:** Preferred Language is self-reported by clients during onboarding, in response to the question “What language would you feel most comfortable speaking in with your healthcare provider?”

Language Service Utilization: Last Five Fiscal Years

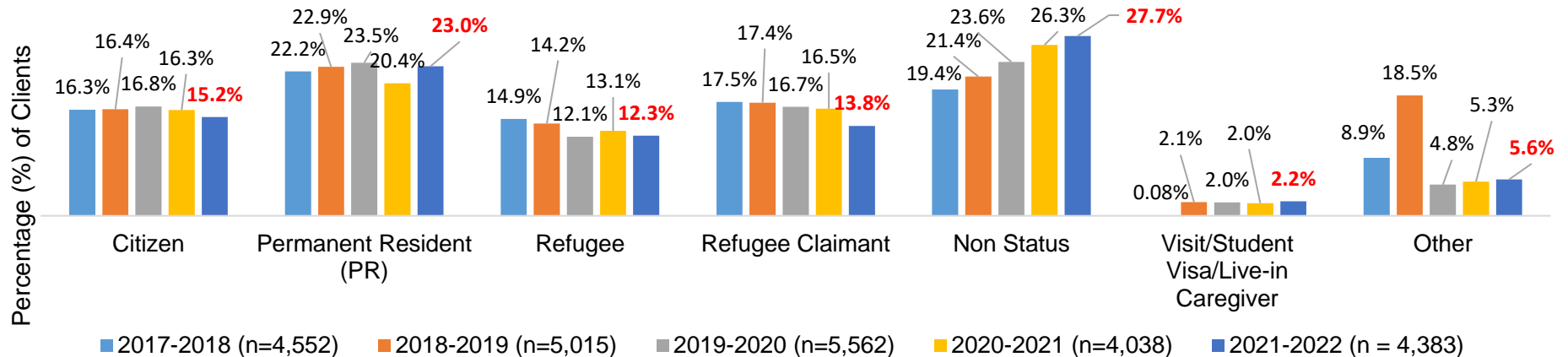
LANGUAGE SERVICES		FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
# of languages provided to Access Alliance clients		60	50	54	47	51
Interpretation provided for Access Alliance clients (requests filled)	Pre-scheduled On-site (F2F/OPI/VRI)	3,276 <i>(includes 28 pre-scheduled OPI)</i>	2,543 <i>(includes 27 pre-scheduled OPI)</i>	2,343 <i>(includes 16 pre-scheduled OPI)</i>	438 <i>(includes 75 OPI and 15 VRI)</i>	628 (includes 38 OPI and 52 VRI)
	On-Demand Over-the-phone (OPI)	6,534	6,316	6,910	8,995 (8,560 audio; 435 video)	12,659 (11,967 audio; 692 video)
Document translation	# of Projects	96	117	12	6	27
	# of Target language assignments	226	241	31	25	60
Top Languages requested for on-site interpretation (for Access Alliance clients) n=466 in FY 2020-21 n=2,970 in FY 2019-2020 n=3,224 in FY 2018-2019 n=4,168 in FY2017-2018 n=3,786 in FY2016-2017		Arabic 656 (15.7%)	Arabic 538 (16.7%)	Spanish 446 (15.0%)	Portuguese 130 (29.8%)	Spanish 3,538 (26.3%)
		Portuguese 552 (13.2%)	Portuguese 464 (14.4%)	Arabic 435 (14.7%)	Spanish 100 (21.5%)	Portuguese 2,452 (18.3%)
		Tigrinya 509 (12.2%)	Tigrinya 424 (13.2%)	Portuguese 406 (13.7%)	Tigrinya 39 (8.4%)	Arabic 1,243 (9.3%)
		Spanish 442 (10.6%)	Spanish 389 (12.1%)	Farsi 213 (7.2%)	Arabic 34 (7.3%)	Tigrinya 1,224 (9.1%)
		Hungarian 388 (9.3%)	Hungarian 249 (7.7%)	Tigrinya 192 (6.5%)	Farsi 22 (4.7%)	Dari 913 (6.8%)
		Sgaw - Karen 276 (6.6%)	Sgaw-Karen 229 (7.1%)	Hungarian 113 (3.8%)	Hungarian 19 (4.1%)	Farsi 778 (5.8%)
		Farsi 265 (6.4%)	Farsi 225 (7.0%)	Dari 113 (3.8%)	Sgaw-Karen 18 (3.9%)	Hungarian 485 (3.6%)

Note: Prior to FY 2019-2020, 'Document Translation' indicators reported all internal and external translations (projects, assignments); FY 2020-2021 and onwards reports only internal (Access Alliance) translations.

Immigration Status: Upon Arrival (by fiscal year)*



Current Immigration Status (by fiscal year)*

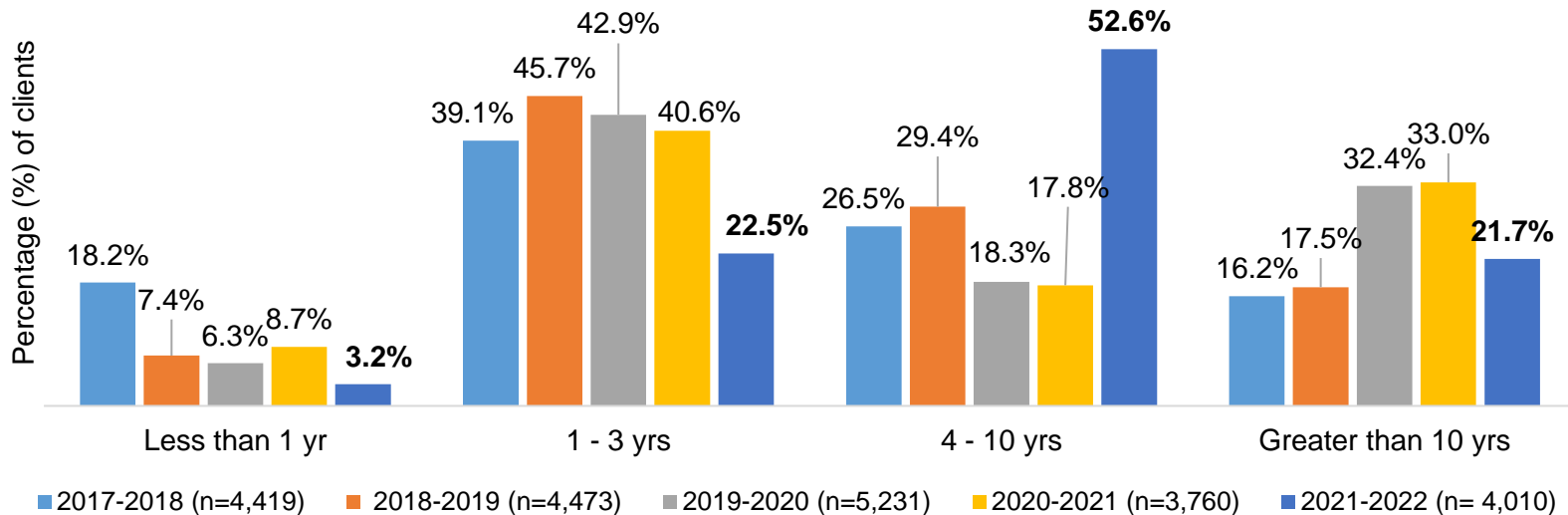


***Note:** Clients' Immigration Status data table is located in Appendix B (click graph title).

Clients' Top Ten Countries of Origin

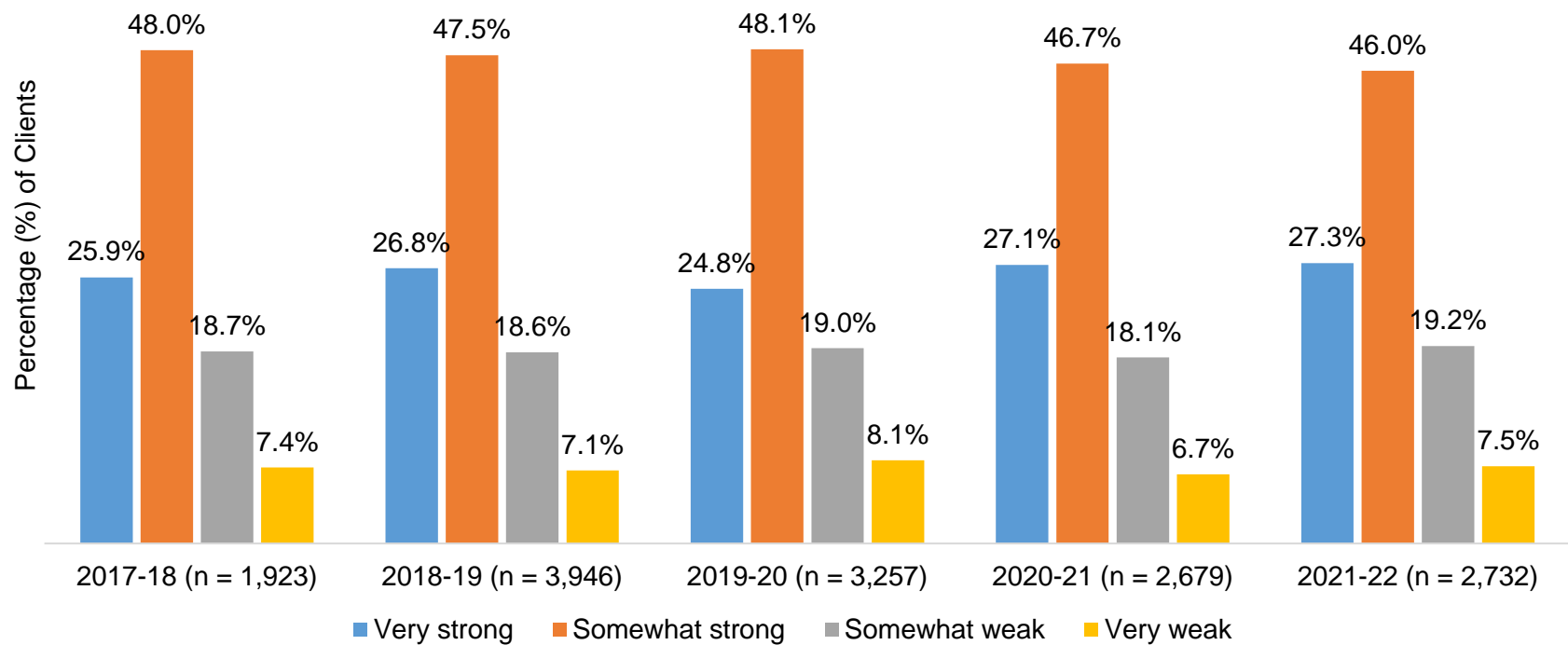
Country	% (n=4,297) FY2020-21	% (n=4,190) FY2021-22
Brazil	8.8%	9.9%
Mexico	7.6%	9.9%
Portugal	6.4%	7.1%
Afghanistan	3.7%	5.6%
Eritrea	4.0%	5.6%
Bangladesh	4.9%	4.7%
Ethiopia	3.7%	4.1%
Syria	3.3%	4.1%
Jamaica	2.8%	3.0%
Nigeria	3.8%	3.0%

Clients' Length of Stay in Canada: Trend Analysis (by fiscal year)*



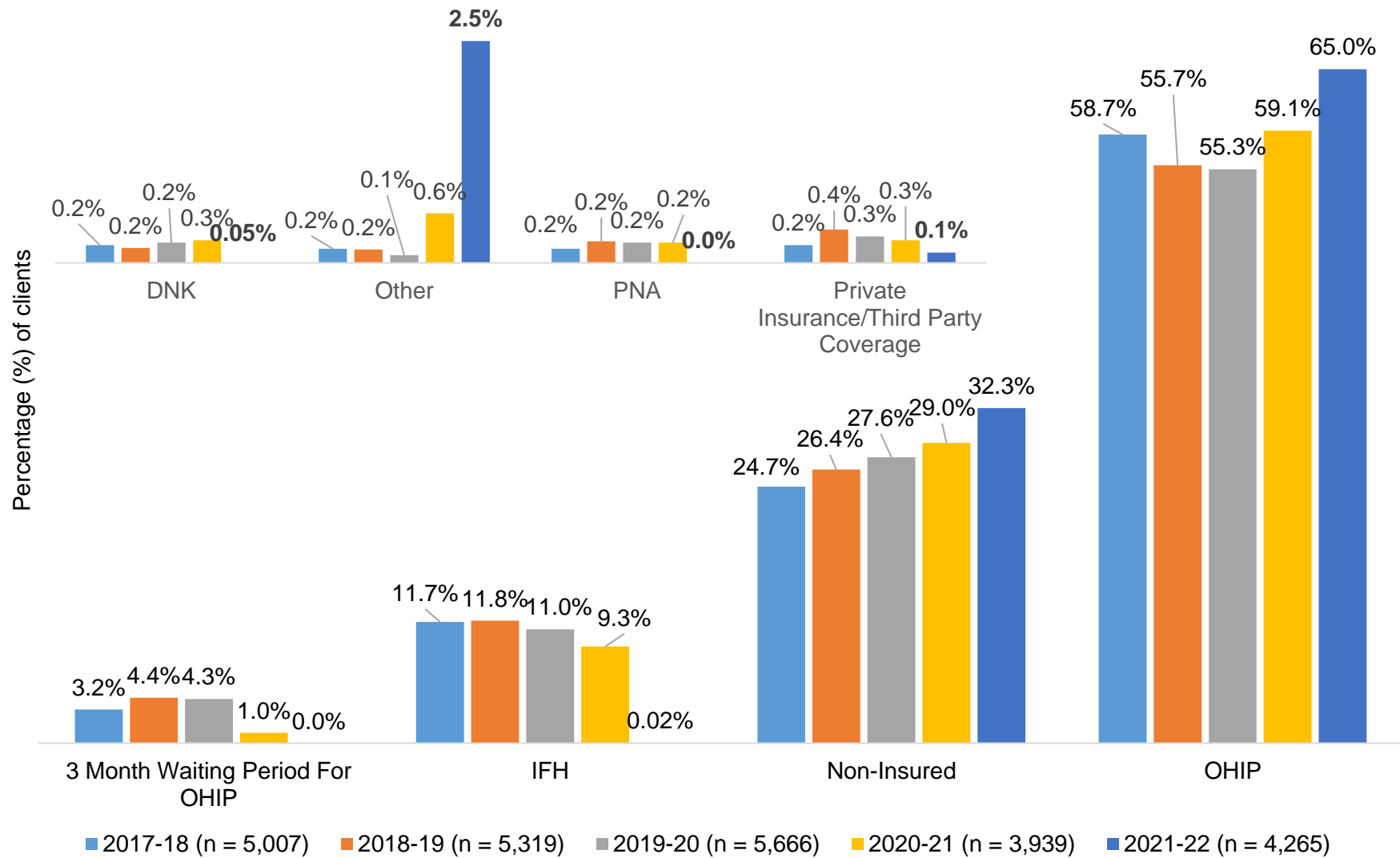
***Note:** Clients' Length of Stay data table is located in Appendix B (click graph title).

Sense of Belonging Trend Analysis (by fiscal year)*



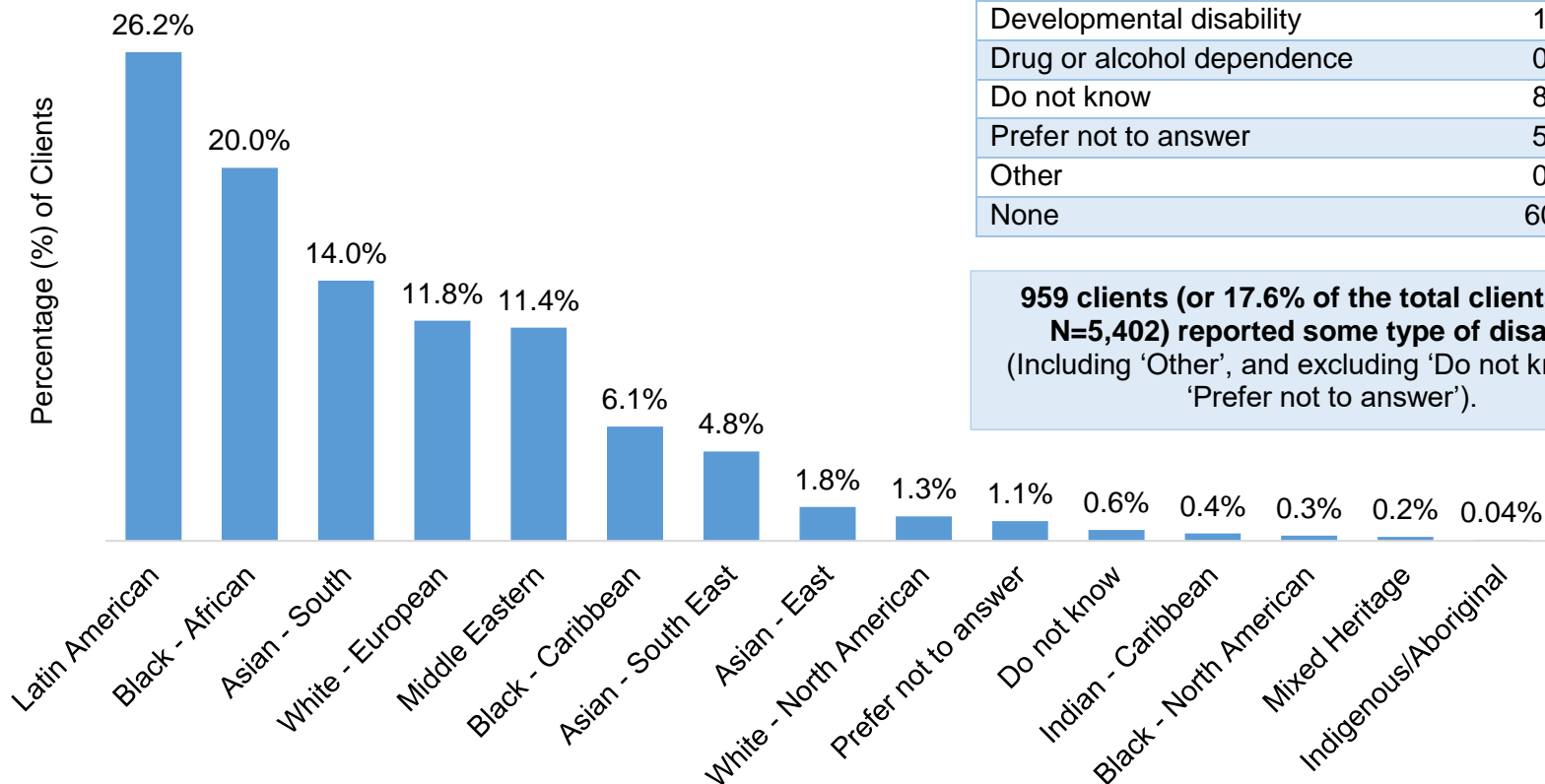
***Note:** Clients' Sense of Belonging data table is located in Appendix B (click graph title).

Health Insurance Status (by fiscal year)*



***Note:** Clients' Insurance Status data table is located in Appendix B (click graph title).

Clients' Racial/Ethnic Groups (n= 4,731)*



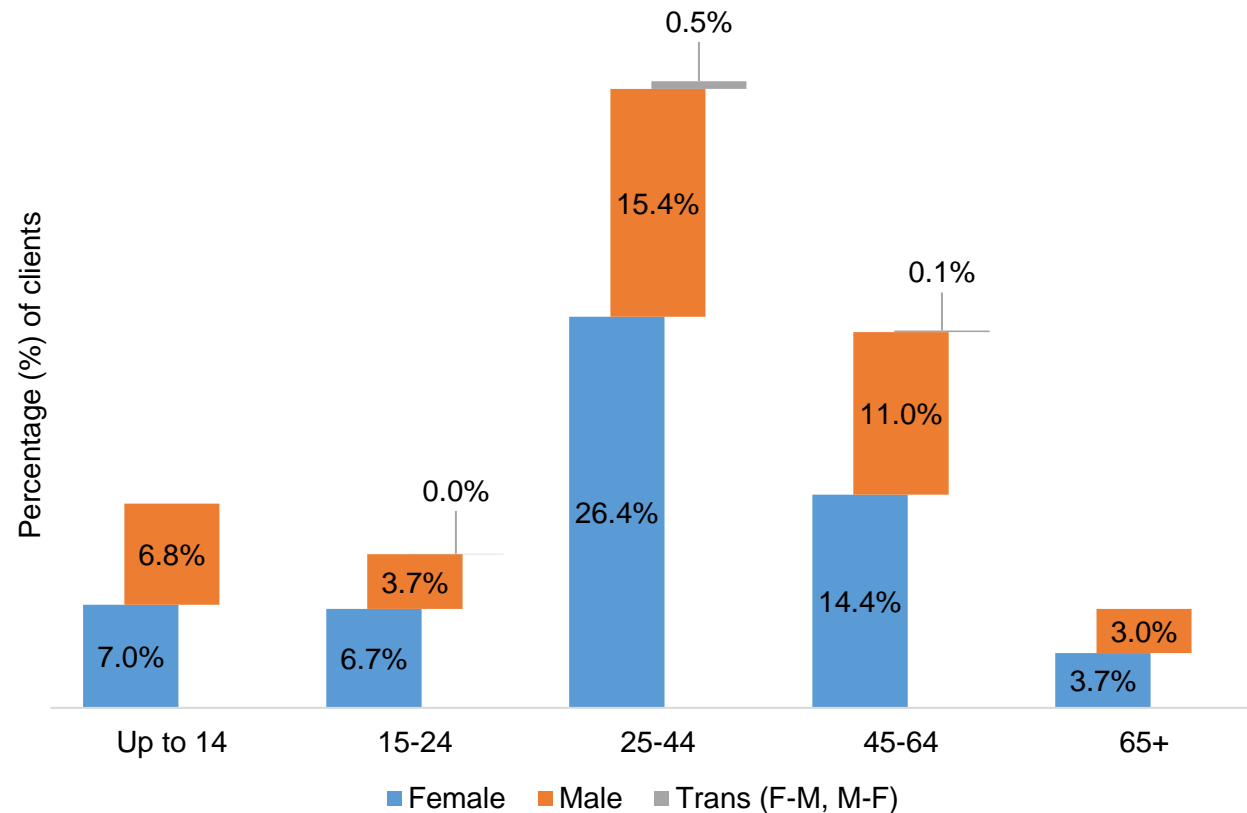
***Note:** Clients' Racial/Ethnic Group data table is located in Appendix B (click graph title).

Clients' Self-Identified Disability (n= 4,470)

Disability Type	% of responses
Chronic illness	11.2%
Mental illness	4.8%
Physical disability	4.0%
Sensory disability	1.8%
Learning disability	0.9%
Developmental disability	1.1%
Drug or alcohol dependence	0.6%
Do not know	8.5%
Prefer not to answer	5.7%
Other	0.9%
None	60.6%

959 clients (or 17.6% of the total clients seen; N=5,402) reported some type of disability (Including 'Other', and excluding 'Do not know' and 'Prefer not to answer').

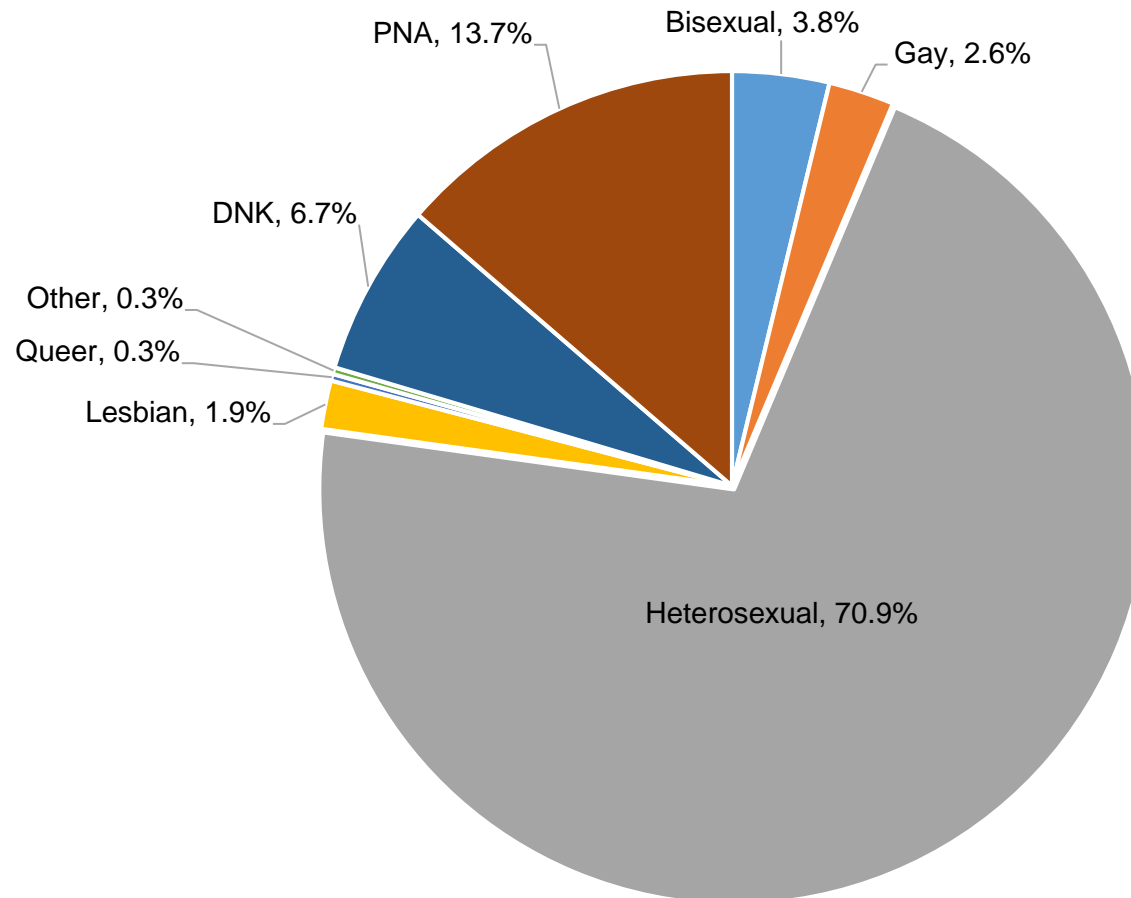
Clients' Age and Gender (n = 5,355)*



***Notes:** Gender categories 'Intersex', 'Two-spirit', and 'Other' have been suppressed due to small numbers ($n < 5$). Response options 'Do not know' and 'Prefer not to answer' have been suppressed due to small numbers ($n < 5$) and/or removed for greater visibility of the chart.

Clients' Age and Gender data table is located in Appendix B (click graph title).

Clients' Sexual Orientation (% of clients, n = 4,179)*



***Note:** Data for the 'Two-spirit' category has been suppressed due to low numbers (n<5). Clients' Sexual Orientation data table is located in Appendix B (click graph title).

Distribution of Clients by Education and Annual Family Income

Level of Education (n = 4,610)	Number	%	Level of Income (\$) (n = 4,550)*	Number	%
Primary or equivalent (grades 1-8)	820	17.8%	\$0 to \$14,999	1472	32.4%
Secondary or equivalent (grades 9-12)	1,451	31.5%	\$15,000 to \$19,999	280	6.2%
Post-secondary or equivalent	1,446	31.4%	\$20,000 to \$24,999	210	4.6%
Too young for primary completion	343	7.4%	\$25,000 to \$29,999	161	3.5%
No formal education	157	3.4%	\$30,000 to \$34,999	72	1.6%
Other	196	4.3%	\$35,000 to \$39,999	91	2.0%
Do not know	113	2.5%	\$40,000 to \$59,999	92	2.0%
Prefer not to answer	84	1.8%	\$60,000 to \$89,999	55	1.2%
			\$90,000 to \$119,999	1	0.02%
			\$150,000 or more	1	0.02%
			Do not know	1403	30.8%
			Prefer not to answer	712	15.6%
TOTAL (n)	4,610	100.0%	TOTAL (n)	4,550	100.0%

***Note:** We have available data on level of income for 4,550 clients. The rest of the clients (1,677) did not complete this indicator.

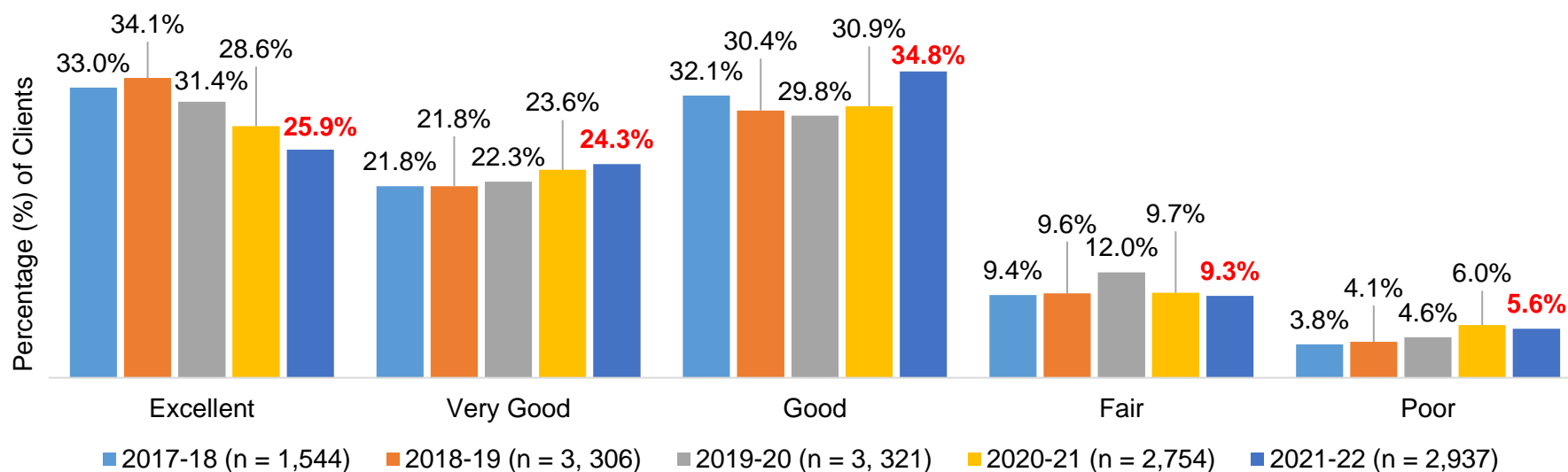
Number of People Clients' Income Supports (n = 4,406)

Number of dependants	% of clients
1 (support themselves only)	20.6%
2 - 4	44.5%
5 - 20	12.8%
Do not know	9.3%
Prefer not to answer	12.9%
TOTAL	100.0%

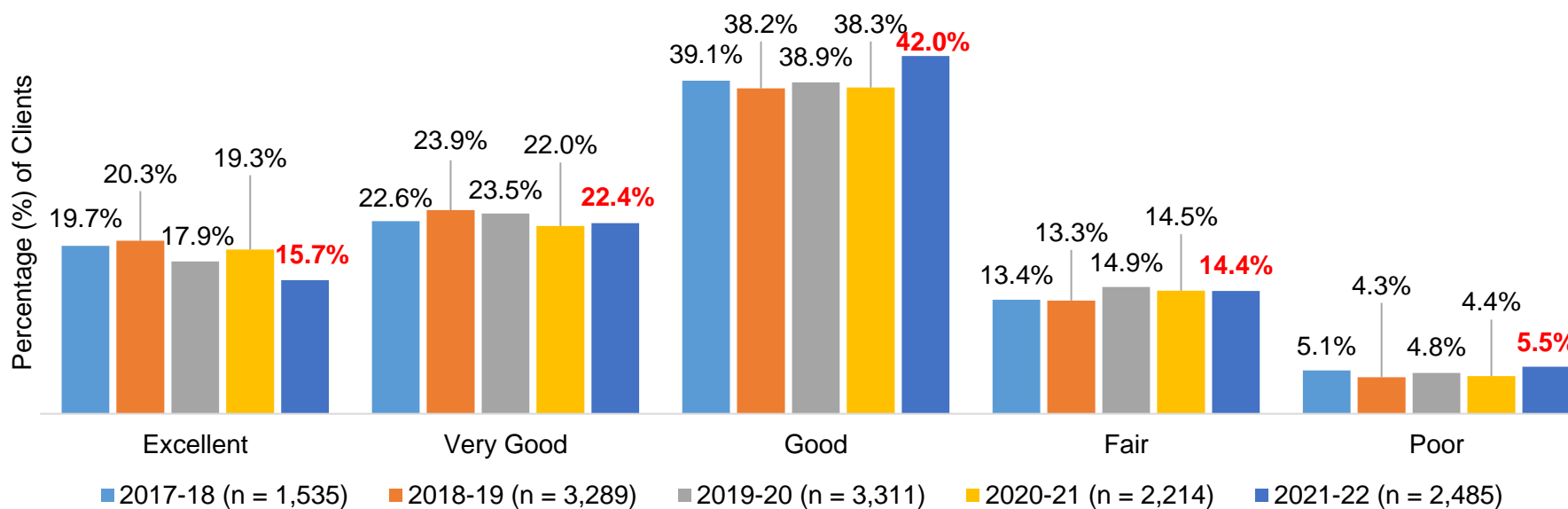
Average number of dependants: 3

Over 48% of our clients are below the LICO. For a household of 3 dependents, the Low Income Cut-Off (LICO) for the city of Toronto is \$33,433 as of 2020 (Statistics Canada, 2022: <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1110024101>).

Self Rated Mental Health: Trend Analysis (by fiscal year)*



Self Rated Physical Health: Trend Analysis (by fiscal year)*



***Note:** Clients' Self-Rated Mental and Physical Health data tables are located in Appendix B (click graph title).

Volunteer and Student Placement Service

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Active Volunteers	244	252	231	182	235	208	541
Volunteer Hours Contributed	7,185	8, 227	10,071	5,021	4,970	3,441	4,396
Average Number of Hours per Volunteer	29.4	32.6	43.59	27.6	21.1	16.5	8.1
Student Placements	62	74	55	28	47	26	51
Student Hours Contributed	12,503	12,247.5	11,585	7,285	10,181	6, 372	12,740
Average Number of Hours per Student	201.7	165.5	210.64	260.2	216.6	245.1	249.8

Distribution of Group Programs, Sessions and Attendance

Program	# of Groups	# of Attendance	# of Sessions
Cycle Hub Totals	12	1,727	162
Family Programming Totals	13	14,342	168
Seniors' Programming Totals	19	9,027	569
Immigrant Researcher Support Network	3	111	20
Green Access, East and West	25	1,259	105
Settlement	12	255	37
Youth	21	4,107	251
Community Support	34	2,575	172
Dietitians	14	1,021	92

Data for Registered Group Programs – Participant Demographics (N = 825)

(April 2021 – March 2022)

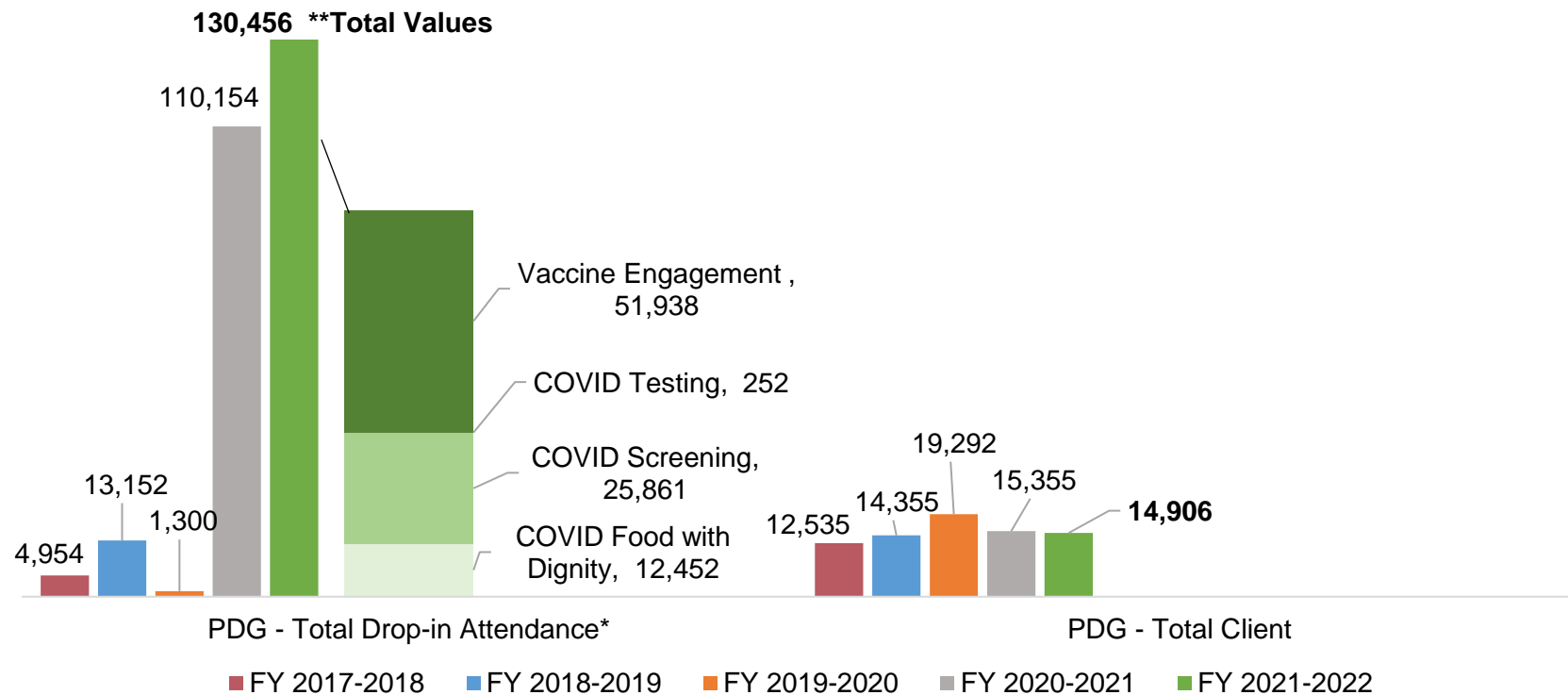
Top 6 Spoken Languages (n = 724)	Total	%
English	458	63.3%
Arabic	104	14.4%
Bengali	29	4.0%
Spanish	19	2.6%
Tigrigna	16	2.2%
Vietnamese	13	1.8%

Top 5 Racial/Ethnic Groups (n = 593)	Total	%
Black - African	162	23.9%
Asian South	145	21.4%
Middle Eastern	141	20.8%
Asian - South East	53	7.8%
Black - Caribbean	37	5.5%
White - European	37	5.5%

- **60.1% (n = 488)** identified as female, while **21.6% (n = 175)** identified as male.
- **14.1% (n = 88)** identified as LGBTQ+ while **51.0% (n = 319)** identified as heterosexual.
- **37.9% (n = 251)** reported an annual family income of less than \$30,000.
- **18.2% (n = 115)** support only themselves with their income, **34.4% (n = 217)** support between 2 and 4 dependants, and **14.4% (n = 91)** support 5 or more.
- **17.2% (n = 129)** of program participants reported a disability.

This summary represents the demographics of those clients who attended registered group programs, and excludes the demographics of those who attend drop-in group programs. The top languages spoken by program participants aligns with the top racial/ethnic groups. The majority of program participants identify as female, although this is reflective of the overall client population of Access Alliance (see Age & Gender, Equity Indicators). 14.1% of program participants identify as LGBTQ+, which includes those LGBTQ+ program participants, but not exclusively. A high proportion of program participants report a very low annual family income; again, this is reflective of the overall client population. Fewer program participants support between 2-4 dependants with that income as compared to the general client population (44.5%). Lastly, the proportion of program participants who reported a disability is lower than that of the overall client population (17.6%).

Personal Development Group Trend Analysis (by fiscal year)



*Drop-in participants may/may not be clients of Access Alliance

**Total attendance values reported, not unique number of attendees. Data includes COVID related activities (C4CC): COVID Food with Dignity, Screening Groups, Testing Groups and Vaccine Engagement.

Note: PDG – Personal Development Group (i.e. group program). The PDG data table is located in Appendix B (click graph title).

Number of Clients Seen & Encounters through Health with Dignity (HWD) Program

		2020-2021				
Initiative		Q1	Q2	Q3	Q4	Total
HWD-HC	Clients Seen	57	61	60	69	247
	Encounters	110	121	100	103	434
NIWIC	Clients Seen	284	346	345	208	1,183
	Encounters	403	512	511	254	1,680
RED	Clients Seen	7	9	13	10	39
	Encounters	13	18	37	14	82
SPiN	Clients Seen	34	32	16	26	108
	Encounters	52	49	27	37	165
SYRIAN	Clients Seen	20	31	33	40	124
	Encounters	40	56	56	77	229

HWD – Health with Dignity-Health Coaching

NIWIC – Non-Insured Walk-In Clinic

RED – Emergency Department Referrals

SPiN – Solo Practitioners in Need

SYRIAN – Syrian Refugee response

Client Issues

Trend Analysis of Issues Addressed by Service Provider Teams

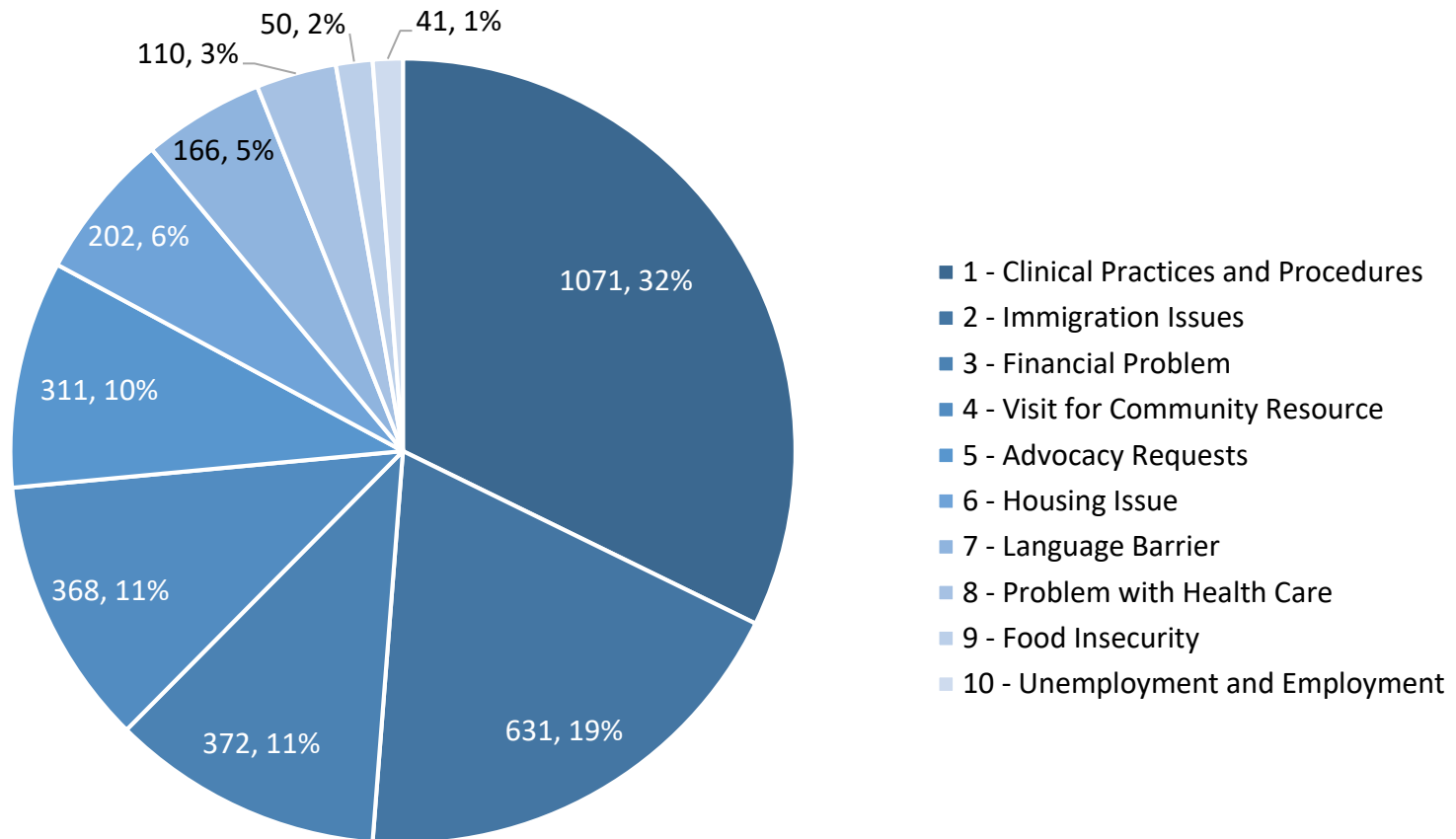
Type of Service Provider	Total # of Issues		Total # of Unique Clients	
	2020/21	2021/22	2020/21	2021/22
Primary Health Care Team	28,164	36,598	3,482	4,173
Therapeutic Counsellor Team	5,762	6,279	345	304
Dietitian Team	4,035	3,692	316	332
Settlement Team	6,314	8,347	1,136	1,304
Physiotherapy	---	1,821	---	242
TOTAL	44,275	56,737	5,279*	6,355*

***Note:** Duplicates have been removed among four client types. Physiotherapist team data is added (first time) in the FY2021-22.

Top Ten Issues Addressed by Settlement Workers

($n_{\text{IssuesSW}} = 8,347$; 1,304 unique clients)

($n_{\text{IssuesTop10}} = 8,147$)



Top ten issues ($n_{\text{IssuesTop10}}$) are reported for *unique clients within the category only* (where one client may visit a service provider multiple times for the same issue).

Client Health and Wellbeing

Issues Addressed by Service Provider Teams

Type of Service Provider	Total # of issues	Total # of unique clients
Primary Health Care Team	36,598	4,173
Therapeutic Counsellor Team	6,279	304
Dietitian Team	3,692	332
TOTAL	46,569	4,809

Prevalence of Top Priority Chronic Diseases*

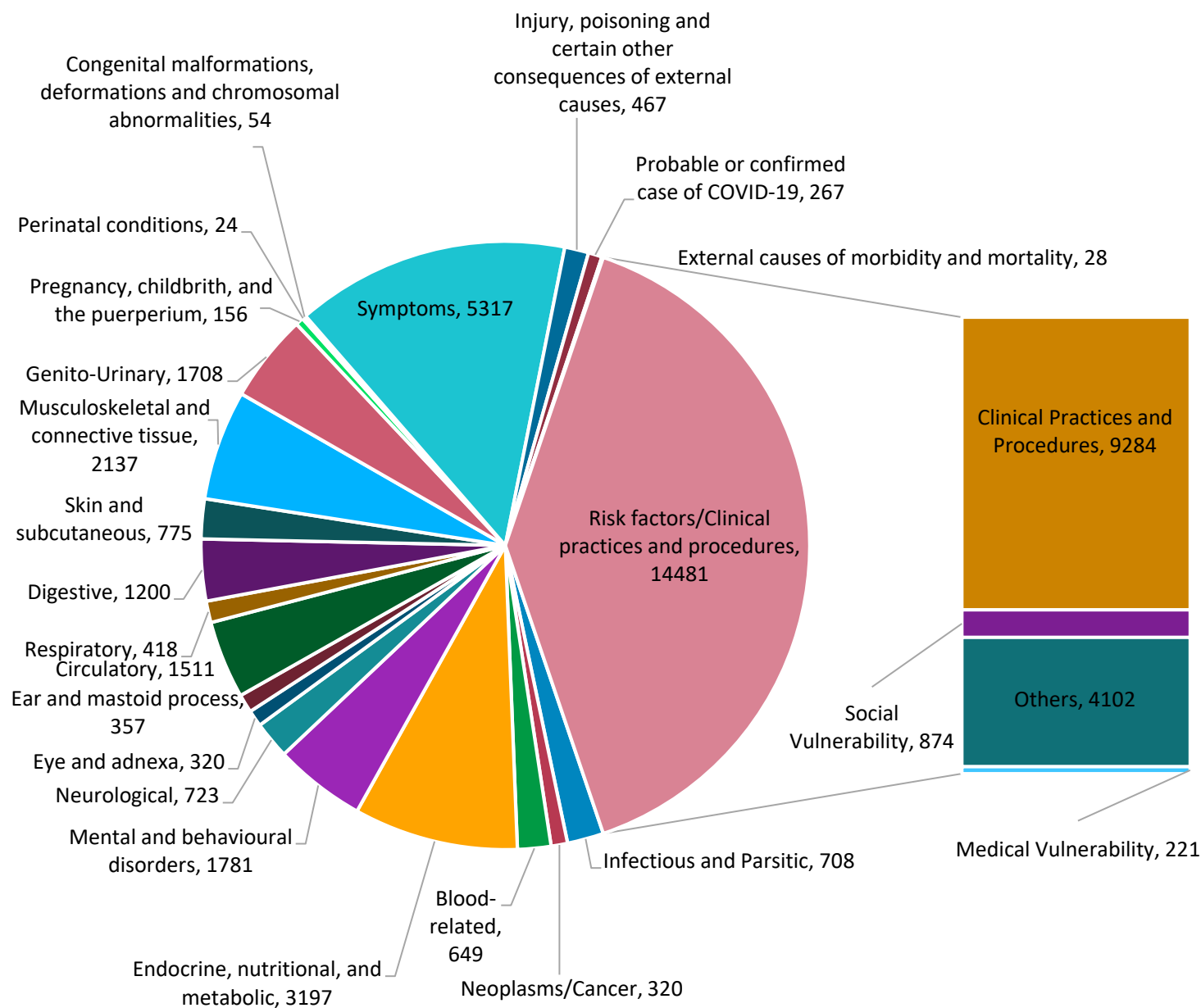
Disease	Total # of issues (burden)	Total # of unique clients (prevalence)
Cardiovascular Diseases (incl. ischemic/ pulmonary/ pulmonary circulation diseases)	1585	554
Anxiety (incl. phobic anxiety disorders)	354	149
Diabetes (diabetes mellitus)	1049	317
Depression	983	298
Asthma	128	77
Osteoarthritis (arthrosis)	139	92
Chronic Obstructive Pulmonary Disease (COPD)	26	16

*based on the Canadian Institute for Health Information

Prevalence of Chronic Diseases

Disease	Total # of issues (burden)	Total # of unique clients (prevalence)
Mental Health Issues (incl. depression and anxiety)	3060	759
Cardiovascular Diseases (incl. ischemic/ pulmonary/ pulmonary circulation diseases)	1585	554
Diabetes (diabetes mellitus)	1049	317
Chronic acid reflux (GERD)	344	206
Asthma	128	77
Latent Tuberculosis	100	44
Osteoarthritis (arthrosis)	139	92
Cancer (malignant neoplasms)	86	37
Osteoporosis	63	40
Chronic Obstructive Pulmonary Disease (COPD)	26	16

Categories of Issues Addressed by Primary Care (n=36,598; 4,173 unique clients)



Clinical Practices & Procedures: Encounters for services or specific procedures such as examinations, referrals, screening, etc.
(Z00-13; Z40-54)

Social Vulnerability: Issues related to socioeconomic and psychosocial circumstances, such as income, food insecurity, social isolation, etc.
(Z55-65)

Others: Issues related to reproduction (e.g. birth control, pregnancy, etc.) and other circumstances (visit for health advice, health care access, etc.).
(Z30-39; Z70-76)

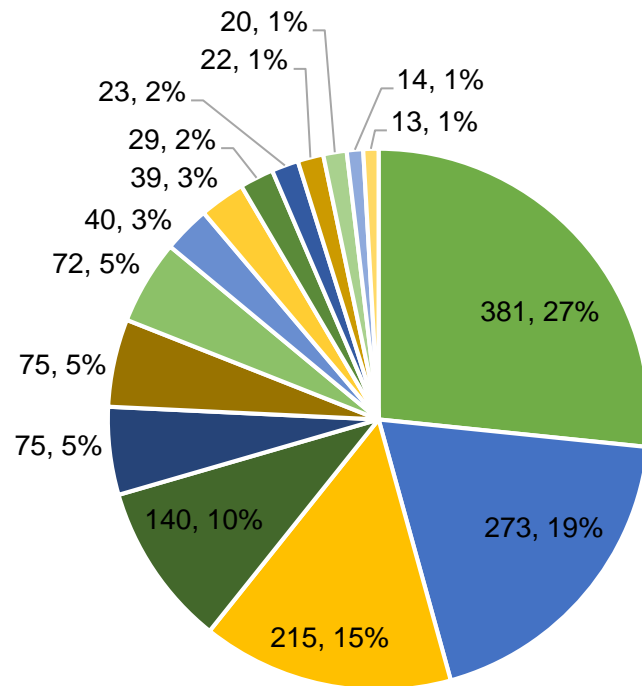
Medical Vulnerability: Risk factors related to infectious diseases (e.g. HIV status), as well as family and personal history of certain conditions influencing health (e.g. family history of cancer, personal history of mental illness).
(Z20-29; Z80-99)

***Note:** Category of issues addressed by Primary Care data table is located in Appendix B (click graph title).

Mental Health Issues Addressed by Primary Care

($n_{IssuesPC} = 36,598$; 4,173 unique clients)

($n_{IssuesTop15} = 2,685$)



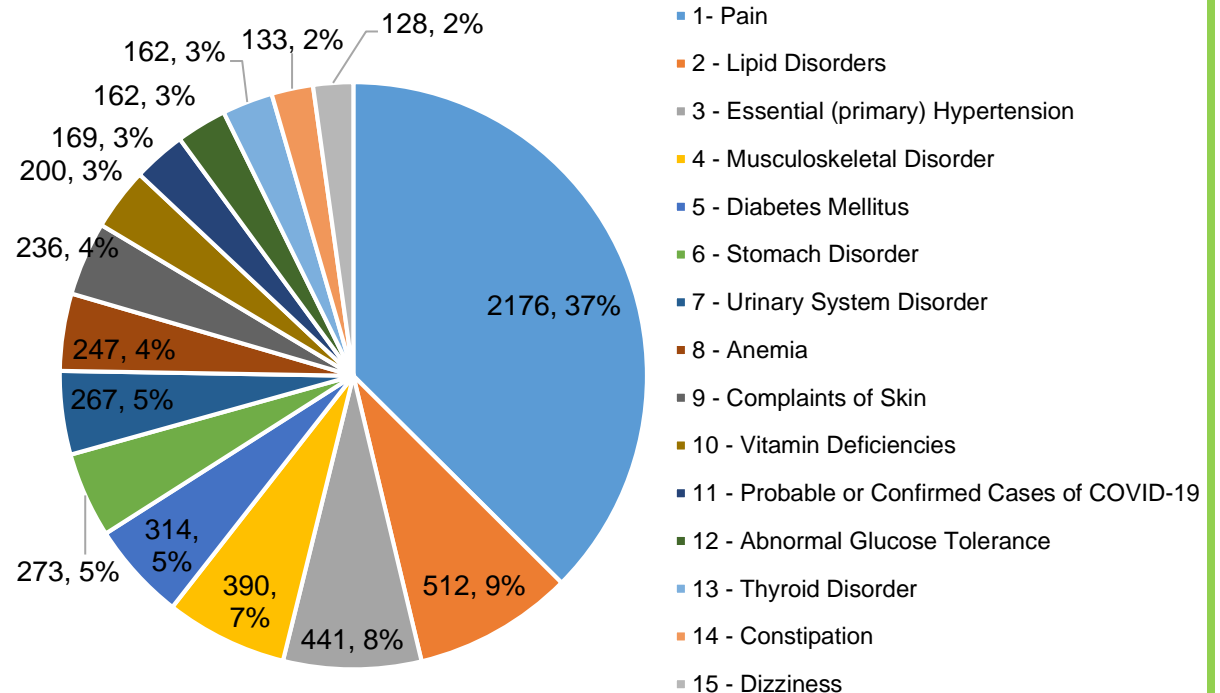
Top issues ($n_{IssuesTop15}$) are reported for unique clients within the category only (where one client may visit a service provider multiple times for the same issue).

- 1 - Fears and Concerns
- 2 - Anxiety
- 3 - Depressive Episode/Disorder
- 4 - Sleep Disorder/Trouble Sleeping
- 5 - Substance Addiction/Dependence
- 6 - PTSD
- 7 - Stress Management
- 8 - Other Mood (Affective) Disorders
- 9 - Adjustment and Grief
- 10 - Gender Identity
- 11 - Child Speech Delay
- 12 - ADHD
- 13 - Autism
- 14 - Nervousness
- 15 - Dementia

Physical Health Issues Addressed by Primary Care

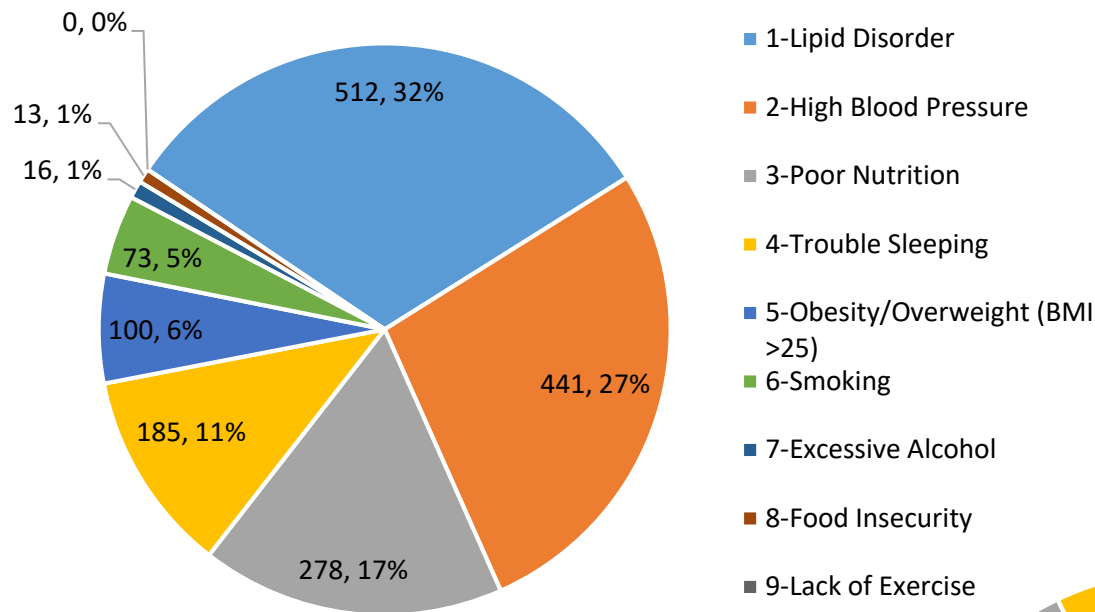
($n_{IssuesPC} = 36,598$; 4,173 unique clients)

($n_{IssuesTop15} = 10,598$)



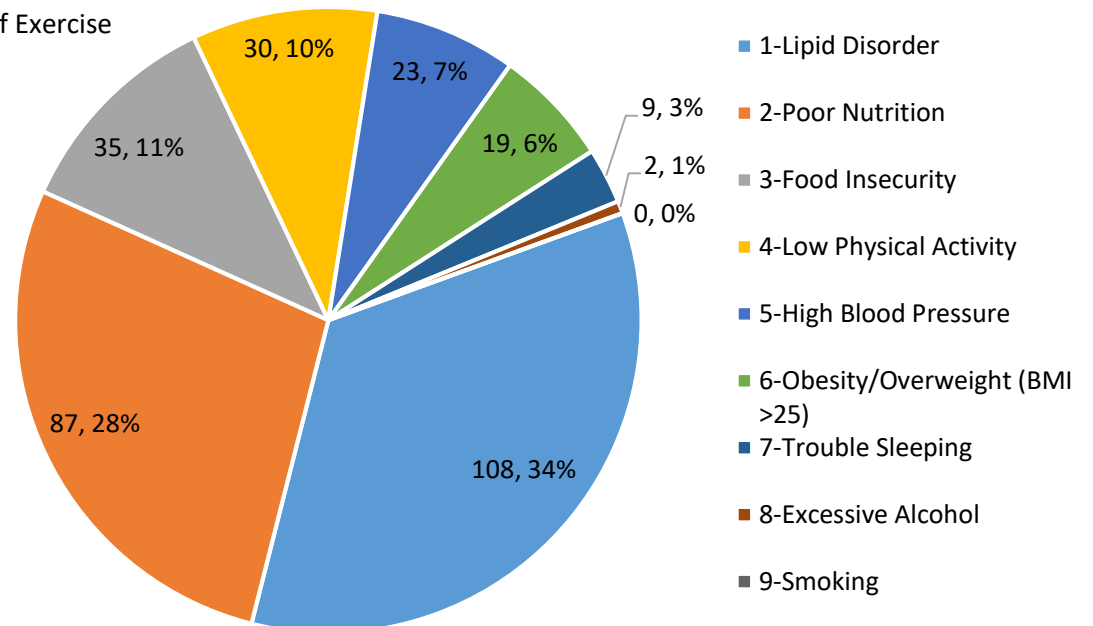
***Note:** Mental Health and Physical Health issues addressed by Primary Care data tables are located in Appendix B (click graph title).

Risk Factors Addressed by Primary Care
($n_{IssuesPC}=36,598$; 4,173 unique clients)
($n_{IssuesRiskFactorsPC}=2,237$)



Top ten issues (n_{Top10}) are reported for unique clients within the category only (where one client may visit a service provider multiple times for the same issue).

Risk Factors Addressed by Dietitians
($n_{IssuesD}=3,692$; 332 unique clients)
($n_{IssuesRskFactorsD}=936$)

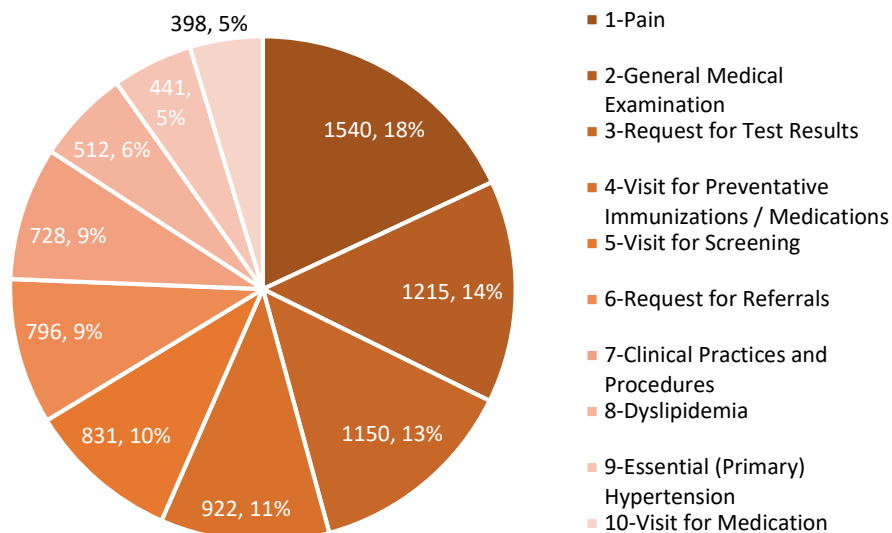


***Note:** Risk factors addressed by Primary Care and Dietitians data tables are located in Appendix B (click graph title).

Top Ten Issues Addressed by Primary Care

($n_{IssuesPC}=36,598$; 4,173 unique clients)

($n_{IssuesTop10}=14,855$)

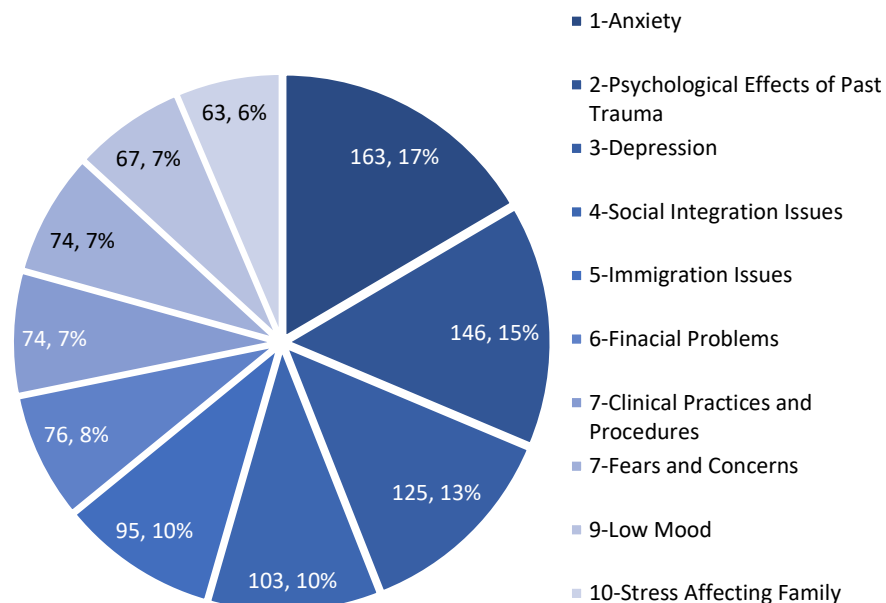


Top ten issues ($n_{IssuesTop10}$) are reported for *unique clients within the category only* (where one client may visit a service provider multiple times for the same issue).

Top Ten Issues Addressed by Counsellor Therapists

($n_{IssuesCT}=6,279$; 304 unique clients)

($n_{IssuesTop10}=3,291$)

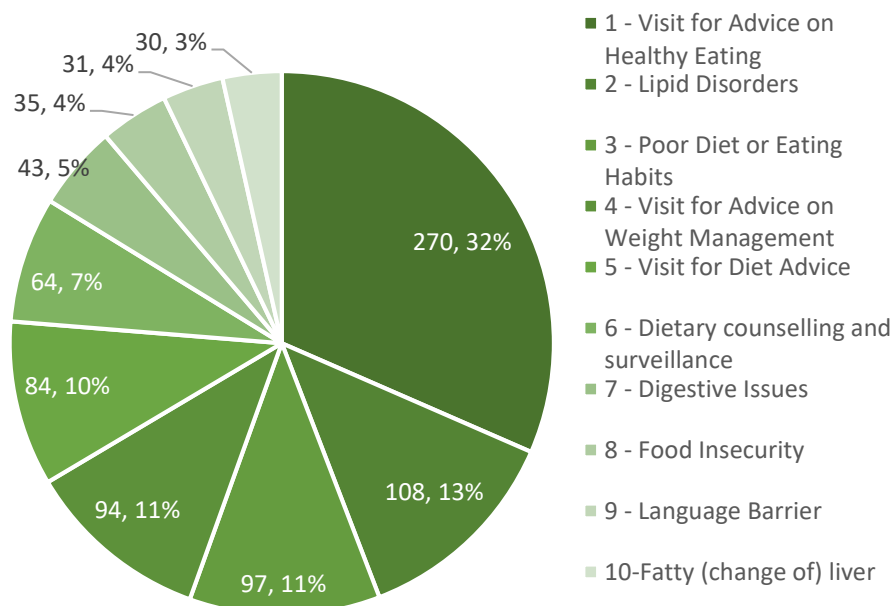


Note: The assessment 'Visit for Therapeutic Counselling / Listening' was excluded from this list as it is implied with every encounter.

Top Ten Issues Addressed by Dietitians

($n_{IssuesD}=3,692$; 332 unique clients)

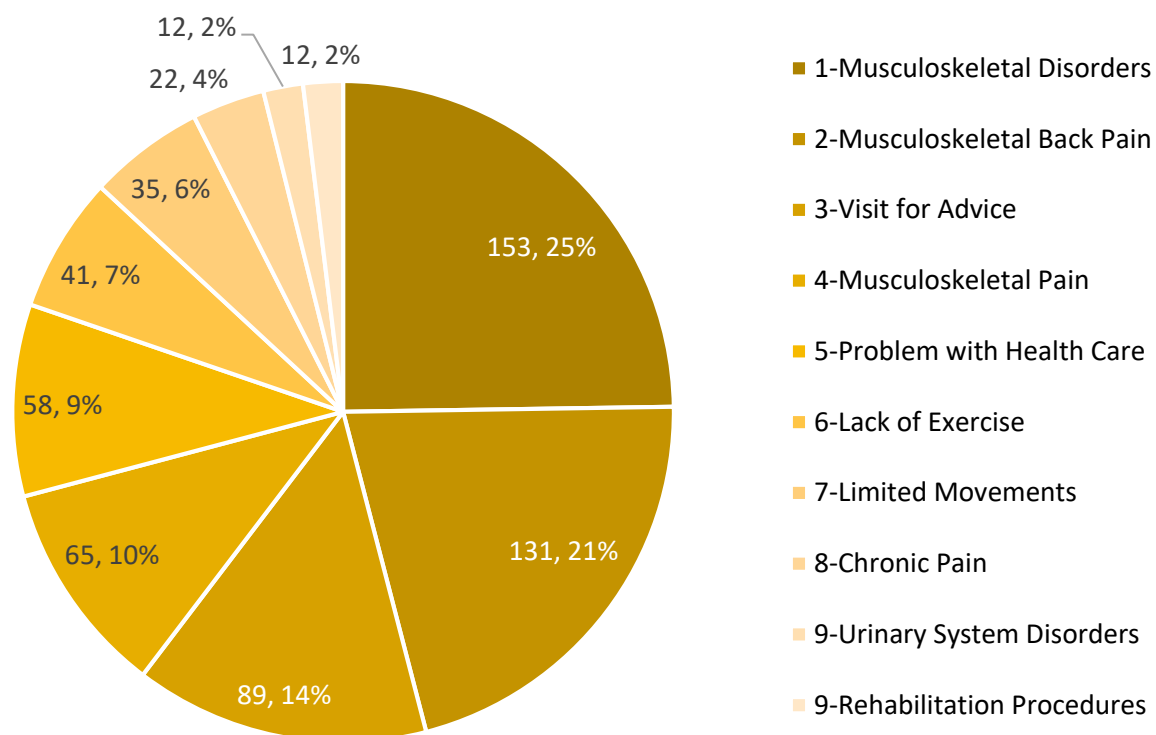
($n_{IssuesTop10}=2,686$)



***Note:** Top ten issues addressed by Primary Care, Dietitians, and Counsellor Therapists data tables are located in Appendix B (click graph title).

Top Ten Issues Addressed by Physiotherapists
($n_{IssuesPT}=1,821$; 242 unique clients)
($n_{IssuesTop10}=1,612$)

Top ten issues ($n_{IssuesTop10}$) are reported for *unique clients within the category only* (where one client may visit a service provider multiple times for the same issue).



***Note:** Top ten issues addressed by Physiotherapists data table is located in Appendix B (click graph title).

Glossary

Registered clients: The number of clients who are registered for accessing programs and services whose charts are available in the database (NOD or PS Suites).

Active client: Client, existing in the NOD or PS Suites database, who accessed any of the programs and/or services of Access Alliance within the past three fiscal years.

Client seen: Client (old and new) who was seen by any of the service providers of Access Alliance within a specified period (in this report, we considered the past fiscal year).

New client: Client who was on-boarded, new or re-activated, to access any of the programs and/or services of Access Alliance within the past fiscal year.

Encounter: Refers to the unique interaction of a client with a service provider. One client will have one chart ID, but may have multiple encounters in a year. During each encounter, the client may have multiple issues to be addressed.

NOD: Nightingale-On-Demand is the previous data repository system software for Electronic Medical Records (EMR) of clients.

Preferred Language: Refers to the language selected by clients for speaking most comfortably with their service provider(s) at the time of on-boarding. This indicator may or may not reflect the first language for some clients.

PS Suite (formerly Practice Solutions Suite): The current data repository system software for Electronic Medical Records (EMR) of clients.

Appendix A - Methodology

This annual report is based on the key assumption that demographic attributes and service needs of our clients change over time, and Access Alliance's resources and services need to be updated to meet these changing needs.

Data Sources

1. Electronic Medical Record (EMR) data was retrieved from the Nightingale-On-Demand / PS Suite data repository of the agency in order to report on clients' demographic indicators (as self-identified by clients upon completion of the standard intake form) as well as to report on clients' encounters with service providers (primary care, settlement, dietitians, and counsellor therapists). The inclusion criterion was clients who were seen by any service provider of Access Alliance within the FY 2021-2022 (representing a sub-set of all active clients in the system).
2. Information on Languages Services and community programs and services (peer outreach/accompaniment, students/volunteers, group and drop-in programs, and the Community Resource Centre) was collected from the respective departmental databases within the comparable timeframe (FY 2021-2022).

Data Processing and Interpretation

Data from Nightingale-On-Demand / PS Suite data repository were transferred to Excel spreadsheets for cleaning and analysis. The data cleaning process (for missing data, error, and reliability) was conducted diligently to ensure accuracy. Analyzed information was interpreted into easy-to-understand language, tables, and charts, comprising this report.

Knowledge Mobilization Plan

We plan to report the relevant components of this report to clients, service providers, management, Board, and key stakeholders including the general public in the form of a report, PowerPoint presentations, and infographics, depending on the audience.

Appendix B – Data Tables

Clients' Immigration Status Upon Arrival Trend Analysis (by fiscal year)

Immigration Status	2017-2018 (n=3,594)	2018-2019 (n=4,060)	2019-2020 (n=4,591)	2020-2021 (n=3,230)	2021-2022 (n = 4,383)
Citizen	0%	0%	0%	0%	0%
Permanent Resident (PR)	25.7%	18.4%	18.2%	13.7%	13.6%
Refugee	6.6%	13.4%	12.0%	12.3%	12.3%
Refugee Claimant	20.6%	19.9%	19.9%	19.8%	19.6%
Non Status	6.1%	6.0%	6.3%	6.8%	9.4%
Visit/Student Visa/Live-in Caregiver	34.8%	38.2%	39.1%	42.3%	38.7%
Other	6.2%	6.3%	3.1%	3.1%	3.3%

Clients' Current Immigration Status Trend Analysis (by fiscal year)

Immigration Status	2017-2018 (n=4,552)	2018-2019 (n=5,015)	2019-2020 (n=5,562)	2020-2021 (n=4,038)	2021-2022 (n = 4,383)
Citizen	16.3%	16.4%	16.8%	16.3%	15.2%
Permanent Resident (PR)	22.2%	22.9%	23.5%	20.4%	23.0%
Refugee	14.9%	14.2%	12.1%	13.1%	12.3%
Refugee Claimant	17.5%	17.4%	16.7%	16.5%	13.8%
Non Status	19.4%	21.4%	23.6%	26.3%	27.7%
Visit/Student Visa/Live-in Caregiver	0.08%	2.1%	2.0%	2.0%	2.2%
Other	8.9%	18.5%	4.8%	5.3%	5.6%

Clients' Length of Stay in Canada Trend Analysis (by fiscal year)

Length of stay	2017-2018 (n = 4,419)	2018-2019 (n = 4,473)	2019-2020 (n = 5,231)	2020-2021 (n = 3,760)	2021-2022 (n = 4,010)
Less than 1 year	18.2%	7.4%	6.3%	8.7%	3.2%
1 - 3 years	39.1%	45.7%	42.9%	40.6%	22.5%
4 - 10 years	26.5%	29.4%	18.3%	17.8%	52.6%
Greater than 10 years	16.2%	17.5%	32.4%	33.0%	21.7%

Sense of Belonging Trend Analysis (by fiscal year)

Rating	2017-18 (n = 1,923)	2018-19 (n = 3,946)	2019-20 (n = 3,257)	2020-21 (n = 2,679)	2021-22 (n = 2,732)
Very Strong	25.9%	26.8%	24.8%	27.1%	27.3%
Somewhat Strong	48.0%	47.5%	48.1%	46.7%	46.0%
Somewhat Weak	18.7%	18.6%	19.0%	18.1%	19.2%
Very Weak	7.4%	7.1%	8.1%	6.7%	7.5%

Clients' Insurance Status Trend Analysis (by fiscal year)

Type of Insurance	2017-18 (n=5,007)	2018-19 (n=5,319)	2019-20 (n=5,666)	2020-21 (n=3,939)	2021-22 (n = 4,265)
3 Month Waiting Period For OHIP	3.2%	4.4%	4.3%	1.0%	0.0%
IFH	11.7%	11.8%	11.0%	9.3%	0.02%
Non-Insured	24.7%	26.4%	27.6%	29.0%	32.3%
OHIP	58.7%	55.7%	55.3%	59.1%	65%
DNK	0.2%	0.2%	0.2%	0.3%	0.05%
Other	0.2%	0.2%	0.1%	0.6%	2.5%
PNA	0.2%	0.2%	0.2%	0.2%	0.0%
Private Insurance/Third Party Coverage	0.2%	0.4%	0.3%	0.3%	0.12%

Clients' Racial/Ethnic Groups (n= 4,731)

Racial Ethnic Group	Percent (%)
Latin American	26.2%
Black - African	20.0%
Asian - South	14.0%
White - European	11.8%
Middle Eastern	11.4%
Black - Caribbean	6.1%
Asian - South East	4.8%
Asian - East	1.8%
White - North American	1.3%
Prefer not to answer	1.1%
Do not know	0.6%
Indian - Caribbean	0.4%
Black - North American	0.3%
Mixed Heritage	0.2%
Indigenous/Aboriginal	0.04%

Clients' Age and Gender (n= 5,355)

Client Age in Years	Female (%)	Male	Trans (F-M, M-F)
Up to 14	7.0%	6.8%	0.0%
15 - 24	6.7%	3.7%	0.04%
25 - 44	26.4%	15.4%	0.5%
45 - 64	14.4%	11.0%	0.1%
65+	3.7%	3.0%	0.0%
TOTAL	58.2%	39.9%	0.7%

Clients' Sexual Orientation (n= 4,179)

Sexual Orientation	Percent (%)
Bisexual	3.8%
Gay	2.6%
Heterosexual	70.9%
Lesbian	1.9%
Queer	0.3%
Other	0.3%
DNK	6.7%
PNA	13.7%

Note: Data for the 'Two-spirit' category has been suppressed due to low numbers (n<5).

Self-Rated Mental Health Trend Analysis (by fiscal year)

Rating	2017-18 (n = 1,544)	2018-19 (n = 3,306)	2019-20 (n = 3,321)	2020-21 (n = 2,754)	2021-22 (n = 2,937)
Excellent	33.0%	34.1%	31.4%	28.6%	25.9%
Very Good	21.8%	21.8%	22.3%	23.6%	24.3%
Good	32.1%	30.4%	29.8%	30.9%	34.8%
Fair	9.4%	9.6%	12.0%	9.7%	9.3%
Poor	3.8%	4.1%	4.6%	6.0%	5.6%

Self-Rated Physical Health Trend Analysis (by fiscal year)

Rating	2017-18 (n = 1,535)	2018-19 (n = 3,289)	2019-20 (n = 3,311)	2020-21 (n = 2,214)	2021-22 (n = 2,485)
Excellent	19.7%	20.3%	17.9%	19.3%	15.7%
Very Good	22.6%	23.9%	23.5%	22.0%	22.4%
Good	39.1%	38.2%	38.9%	38.3%	42.0%
Fair	13.4%	13.3%	14.9%	14.5%	14.4%
Poor	5.1%	4.3%	4.8%	4.4%	5.5%

Personal Development Group Trend Analysis (by fiscal year)

	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
PDG - Total Drop-in Attendance	4,954	13,152	1,300	110,154 ** Total Values	130,456
PDG - Total Client	12,535	14,355	19,292	15,355	14,906

*Drop-in participants may/may not be clients of Access Alliance

**Total attendance values reported, not unique number of attendees. Data includes COVID related activities (C4CC): COVID Food with Dignity, Screening Groups, Testing Groups and Vaccine Engagement.

Note: PDG – Personal Development Group (i.e. group program). Clients' Self-Rated Mental and Physical Health data tables are located in Appendix B (click graph title).

Top Ten Issues Addressed by Settlement Workers ($n_{\text{IssuesSW}} = 8,347$; 1,304 unique clients)

Top 10 Assessments	Number of Unique Clients	Number of Issues
1 - Clinical Practices and Procedures	1071	3068
2 - Immigration Issues	631	1861
3 - Financial Problem	372	898
4 - Visit for Community Resource	368	633
5 - Advocacy Requests	311	695
6 - Housing Issue	202	433
7 - Language Barrier	166	306
8 - Problem with Health Care	110	133
9 - Food Insecurity	50	69
10 - Unemployment and Employment	41	51
TOTAL	3,322	8,147

Categories of Issues Addressed by Primary Care (n=36,598; 4,173 unique clients)

Top 10 Assessments	Number of Issues
Risk Factors/Clinical Practices and Procedures Clinical Practices and Procedures → 9,284 Social Vulnerability → 874 Others → 4,102 Medical Vulnerability → 221	14,481
Infectious and Parasitic	708
Neoplasms/Cancer	320
Blood-related	649
Endocrine, nutritional, and metabolic	3,197
Mental and behavioural disorders	1,781
Neurological	723
Eye and adnexa	320
Ear and mastoid process	357
Circulatory	1,511
Respiratory	418
Digestive	1,200
Skin and subcutaneous	775
Musculoskeletal and connective tissue	2,137
Genito-Urinary	1,708
Pregnancy, childbirth, and the puerperium	156
Perinatal conditions	24
Congenital malformations, deformations and chromosomal abnormalities	54
Symptoms	5,317
Injury, poisoning and certain other consequences of external causes	467
Probable or confirmed case of COVID-19	267
External causes of morbidity and mortality	28

Mental Health Issues Addressed by Primary Care (n=36,598; 4,173 unique clients)

Top Mental Health Issues Addressed by Primary Care	Number of Unique Clients	Number of Issues
1 - Fears and Concerns	381	511
2 - Anxiety	273	619
3 - Depressive Episode/Disorder	215	551
4 - Sleep Disorder/Trouble Sleeping	140	229
5 - Substance Addiction/Dependence	75	117
6 - PTSD	75	178
7 - Stress Management	72	86
8 - Other Mood (Affective) Disorders	40	88
9 - Adjustment and Grief	39	51
10 - Gender Identity	29	88
11 - Child Speech Delay	23	41
12 - ADHD	22	40
13 - Autism	20	40
14 - Nervousness	14	15
15 - Dementia	13	31
Total	1,431	2,685

Physical Issues Addressed by Primary Care (n=36,598; 4,173 unique clients)

Top Physical Health Issues Addressed by Primary Care	Number of Unique Clients	Number of Issues
1- Pain	2,176	3,395
2 - Lipid Disorders	512	1,023
3 - Essential (primary) Hypertension	441	1,204
4 - Musculoskeletal Disorder	390	654
5 - Diabetes Mellitus	314	1,039
6 - Stomach Disorder	273	446
7 - Urinary System Disorder	267	450
8 - Anemia	247	519
9 - Complaints of Skin	236	308
10 - Vitamin Deficiencies	200	330
11 - Probable or Confirmed Cases of COVID-19	169	261
12 - Abnormal Glucose Tolerance	162	289
13 - Thyroid Disorder	162	321
14 - Constipation	133	170
15 - Dizziness	128	189
Total	5,810	10,598

Risk Factors Addressed by Primary Care (n=36,598; 4,173 unique clients)

Risk Factors	Number of Unique Clients	Number of Issues
1-Lipid Disorder	512	1,023
2-High Blood Pressure	441	120
3-Poor Nutrition	278	487
4-Trouble Sleeping	185	309
5-Obesity/Overweight (BMI >25)	100	136
6-Smoking	73	108
7-Excessive Alcohol	16	39
8-Food Insecurity	13	15
9-Lack of Exercise	0	0
Total	1,618	2,237

Risk Factors Addressed by Dietitians (n_{IssuesD}=3,692; 332 unique clients)

Risk Factors	Number of Unique Clients	Number of Issues
1-Lipid Disorder	108	350
2-Poor Nutrition	87	295
3-Food Insecurity	35	96
4-Low Physical Activity	30	56
5-High Blood Pressure	23	73
6-Obesity/Overweight (BMI >25)	19	37
7-Trouble Sleeping	9	16
8-Excessive Alcohol	2	3
9-Smoking	0	0
Total	313	926

Top Ten Issues Addressed by Primary Care (n_{IssuesPC}=36,598; 4,173 unique clients)

Issues Addressed	Number of Unique Clients
1-Pain	1,540
2-General Medical Examination	1,215
3-Request for Test Results	1,150
4-Visit for Preventative Immunizations / Medications	922
5-Visit for Screening	831
6-Request for Referrals	796
7-Clinical Practices and Procedures	728
8-Dyslipidemia	512
9-Essential (Primary) Hypertension	441
10-Visit for Medication	398
Total	8,533

Top Ten Issues Addressed by Dietitians ($n_{\text{IssuesD}}=3,692$; 332 unique clients)

Issues Addressed	Number of Unique Clients
1 - Visit for Advice on Healthy Eating	270
2 - Lipid Disorders	108
3 - Poor Diet or Eating Habits	97
4 - Visit for Advice on Weight Management	94
5 - Visit for Diet Advice	84
6 - Dietary counselling and surveillance	64
7 - Digestive Issues	43
8 - Food Insecurity	35
9 - Language Barrier	31
10-Fatty (change of) liver	30
Total	856

Top Ten Issues Addressed by Counsellor Therapists ($n_{\text{IssuesCT}}=6,279$; 304 unique clients)

Issues Addressed	Number of Unique Clients
1-Anxiety	163
2-Psychological Effects of Past Trauma	146
3-Depression	125
4-Social Integration Issues	103
5-Immigration Issues	95
6-Finacial Problems	76
7-Clinical Practices and Procedures	74
7-Fears and Concerns	74
9-Low Mood	67
10-Stress Affecting Family	63
Total	986

Top Ten Issues Addressed by Physiotherapists (n_{IssuesPT}=1,821; 242 unique clients)

Issues Addressed	Number of Unique Clients
1-Musculoskeletal Disorders	153
2-Musculoskeletal Back Pain	131
3-Visit for Advice	89
4-Musculoskeletal Pain	65
5-Problem with Health Care	58
6-Lack of Exercise	41
7-Limited Movements	35
8-Chronic Pain	22
9-Urinary System Disorders	12
9-Rehabilitation Procedures	12
Total	618