



**Access Alliance**  
Multicultural Health and Community Services

**FY 2023-2024**

# 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**  
August 2024

**Disclosure:**

This report is owned by Access Alliance Multicultural Health and Community Services (Access Alliance). For more granular level data, which is not captured in this summary report, please contact the Research & Evaluation Department (Attn: Courtney Kupka, ckupka@accessalliance.ca). The contents of this report can be used with recommended citations.

**Recommended Citation:** Access Alliance Multicultural Health and Community Services. (2024). Annual Client Activity Report 2023-2024. Toronto.

## Content and Purpose of this Report

This report captures 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 2023 to March 2024*.

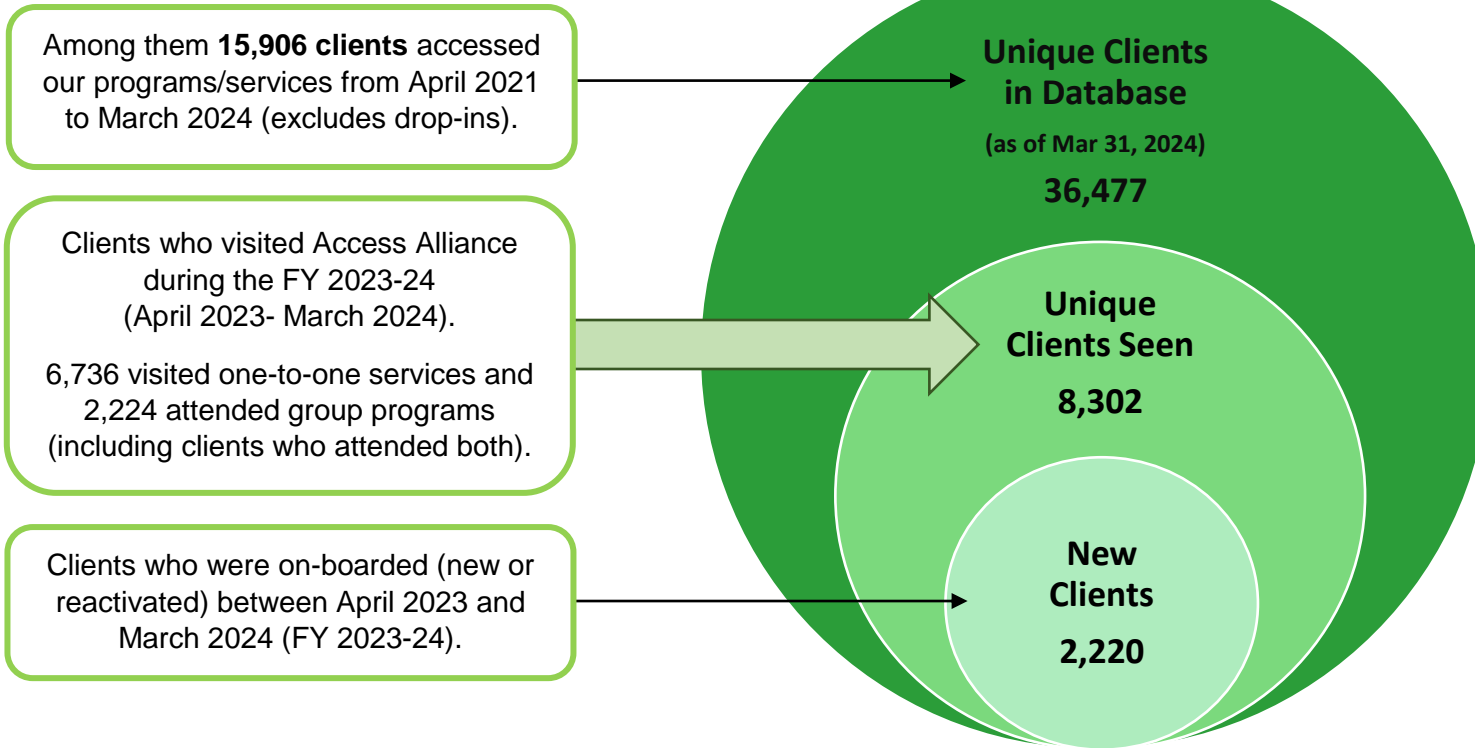
This report ensures organizational accountability by disseminating relevant information to multiple levels of stakeholders, e.g., teams, clients, funders, partners, board of directors, and the public at the macro level. It provides the necessary evidence to service providers and program staff (micro 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.

## Scope 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 the demographic data, indicators for measuring health equity, and indicators for understanding their self-identified status of health and well-being (sense of belonging and self-rated physical and mental health). Other indicators include data on clients' immigration and health insurance status, level of education, and language service needs.
- (ii) **Clients' Access to Community Programs & Services** data includes data (demographic summary) on clients' distribution across the (registered) group programs and drop-in programs. Data on Volunteer/Student program activities comprise the other section of this report.
- (iii) **Clients' Visits and Issues** provides a summary of the number and types of clients' issues identified by service provider teams such as Primary Health Care, Dietitians, Counselors/ Therapists, Settlement Workers, Physiotherapists, and Health with Dignity program.

## Our Clients at a Glance



### Clients by site\* (N<sub>a</sub> = 36,477)

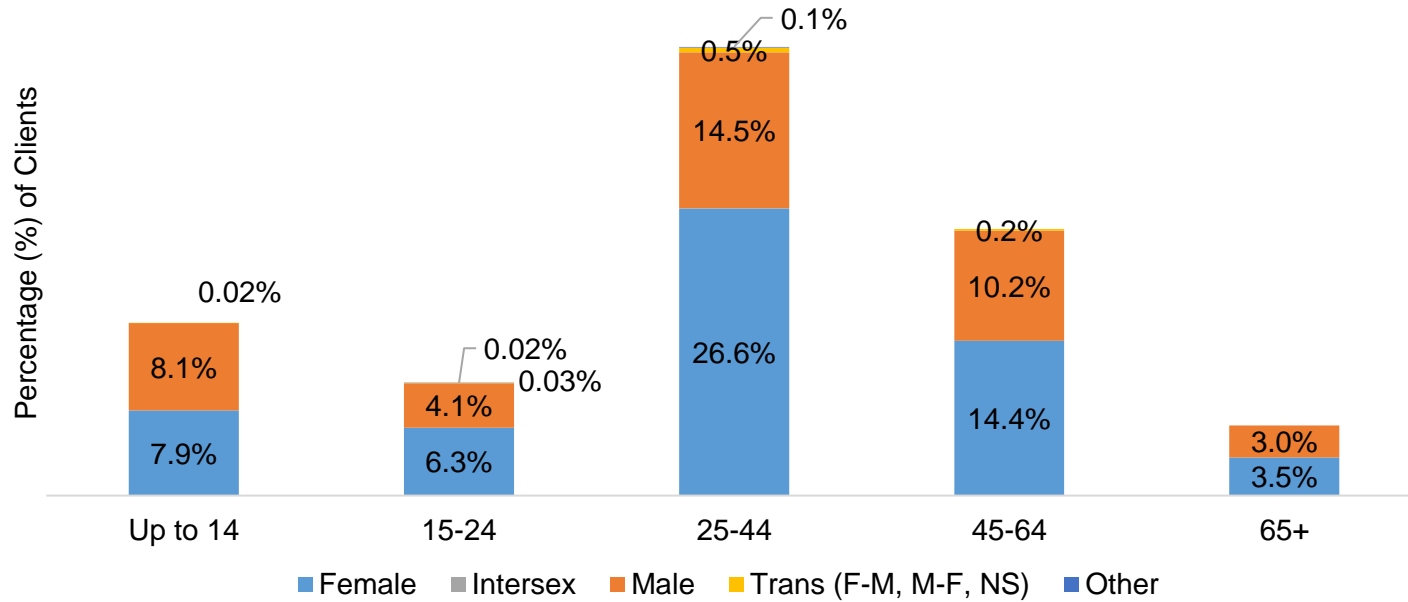
AccessPoint on Danforth (includes clients seen at APOD, the Greenwood Clinic, Paul D. Steinhauer Clinic, and Barrington site) – **13,855**  
 AccessPoint on Jane (includes clients seen at APOJ and Non-Insured Walk-In Clinic (NIWIC)) – **12,621**  
 College (includes clients seen at College and the COSTI satellite clinic) – **7,541**  
 Refugee Clinic (includes the Afghan and Ukrainian Refugee Clinics) – **2,344**  
 Unavailable - **116**

\*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 2023-2024 by site (N = 6,736):

AccessPoint on Danforth – **2,142**; AccessPoint on Jane (includes NIWIC) – **2,107**; College – **1,645**; Refugee Clinic – **842**

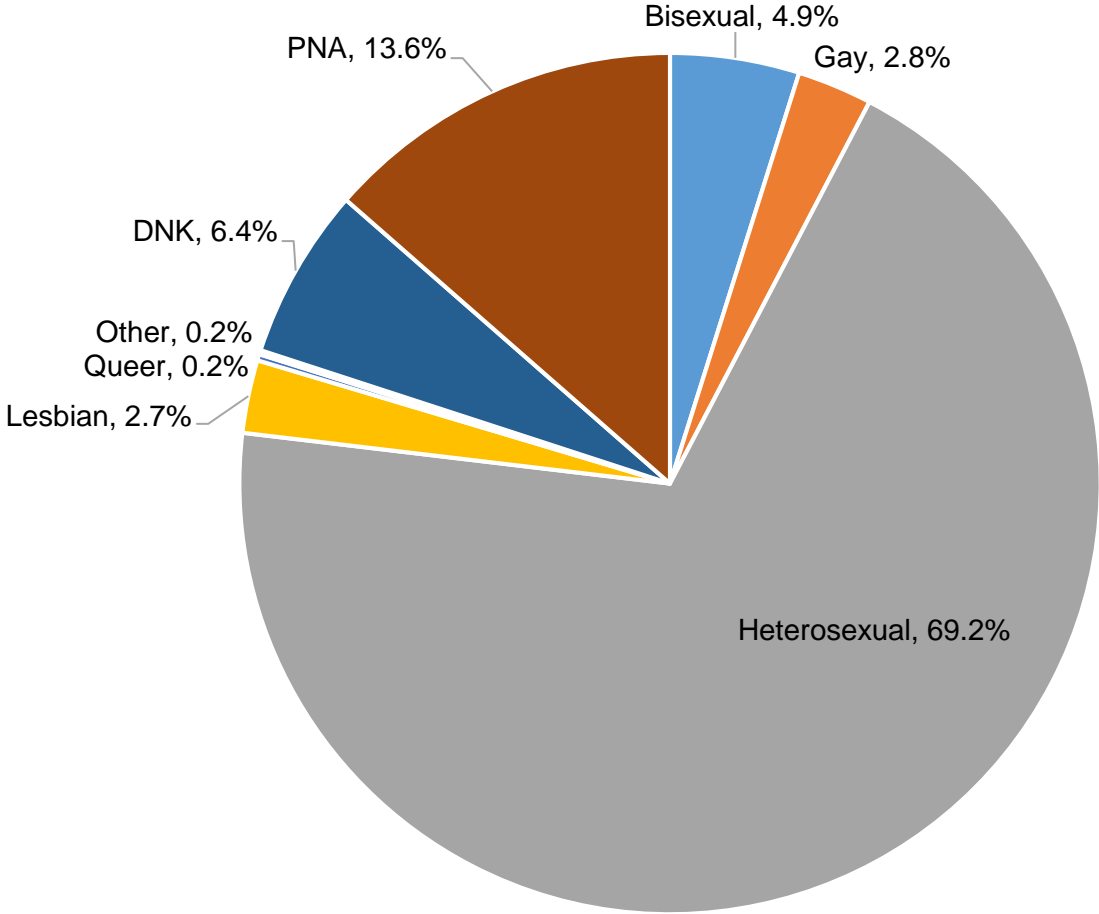
### Clients' Age and Gender (n = 6,665)\*



**\*Notes:** Gender category 'Two-spirit' has been suppressed due to small numbers (n<5). Response options 'Do not know' and 'Prefer not to answer' have been removed for greater visibility of the chart. NS – not specified.

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

**Clients' Sexual Orientation (% of clients, n = 5,113)\***

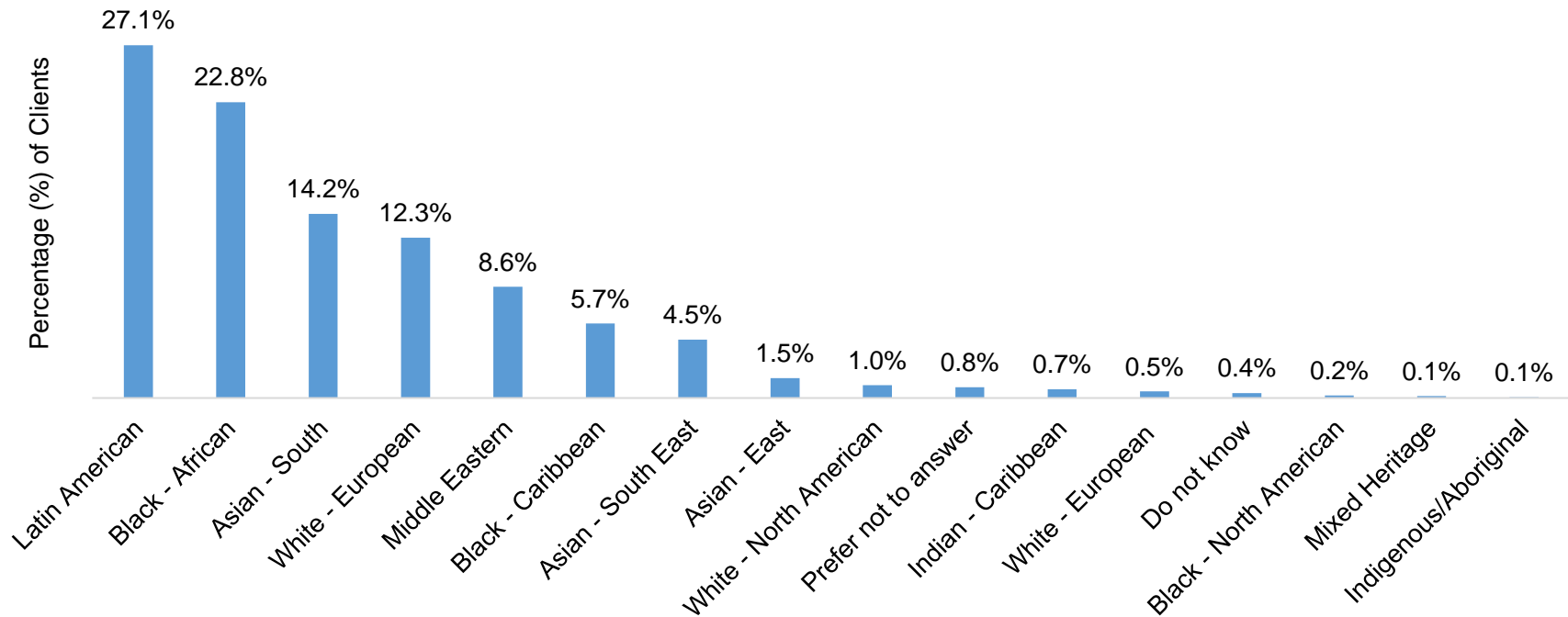


**\*Note:** Data for the 'Two-spirit' category has been suppressed due to low numbers (n<5). Clients' Sexual Orientation data table is located in Appendix B (click graph title).

### Clients' Top Ten Countries of Origin

Country	% (n = 4,886) FY 2022-23	% (n = 5,111) FY 2023-24
Mexico	13.7%	13.1%
Brazil	8.0%	8.2%
Portugal	6.1%	5.8%
Eritrea	5.9%	5.5%
Bangladesh	4.8%	5.5%
Afghanistan	7.1%	5.1%
Uganda	3.1%	4.9%
Ethiopia	3.7%	4.1%
Jamaica	2.9%	3.2%
Ukraine	1.1%	3.0%

### Clients' Racial/Ethnic Groups (n= 5,680)\*



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

### Clients' Preferred Language\*

Overall (n = 5,809)	APOD (n = 2,029)	APOJ (n = 1,176)	College (n = 1,454)	NIWIC (n = 777)	Refugee Clinic (n = 373)
English (2,627; 45.2%)	English (1,200; 59.1%)	English (523; 44.5%)	English (687; 47.2%)	Spanish (438; 56.4%)	Ukrainian (131; 35.1%)
Spanish (944; 16.3%)	Arabic (152; 7.5%)	Portuguese (270; 23.0%)	Portuguese (274; 18.8%)	English (173; 22.3%)	Spanish (85; 22.8%)
Portuguese (671; 11.6%)	Tigrigna (105; 5.2%)	Spanish (177; 15.1%)	Spanish (155; 10.7%)	Portuguese (94; 12.1%)	English (44; 11.8%)
Arabic (241; 4.1%)	Bengali (91; 4.5%)	Tigrigna (64; 5.4%)	Arabic (62; 4.3%)	Dari (17; 2.2%)	Dari (42; 11.3%)
Tigrigna (193; 3.3%)	Spanish (89; 4.4%)	Hungarian (11; 0.9%)	Persian (41; 2.8%)	Arabic (9; 1.2%)	Pashto (17; 4.6%)
Dari (136; 2.3%)	Dari (67; 3.3%)	Somali (11; 0.9%)	Farsi (28; 1.9%)	Pashto (5; 0.6%)	Portuguese (17; 4.6%)

Overall, of clients who answered their preferred language as 'English' and provided a response to country of origin (n = 2,157), the top 10 countries of origin are: Uganda (240, 11.1%), Bangladesh (185, 8.6%), Jamaica (162, 7.5%), Ethiopia (127, 5.9%), Kenya (121, 5.6%), Eritrea (117, 5.4%), Nigeria (114, 5.3%), Mexico (74, 3.4%), India (71, 3.3%), and Afghanistan (67, 3.1%).

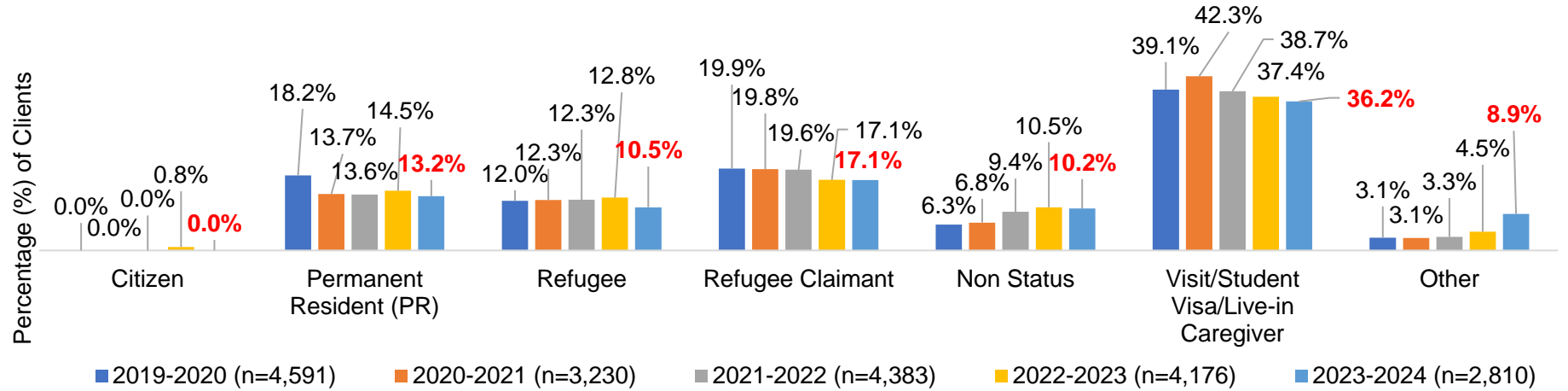
**\*Note:** Preferred Language is self-reported by clients during onboarding, in response to the question "What language would you feel most comfortable speaking in with your healthcare provider?"

### Language Service Utilization: Last Five Fiscal Years

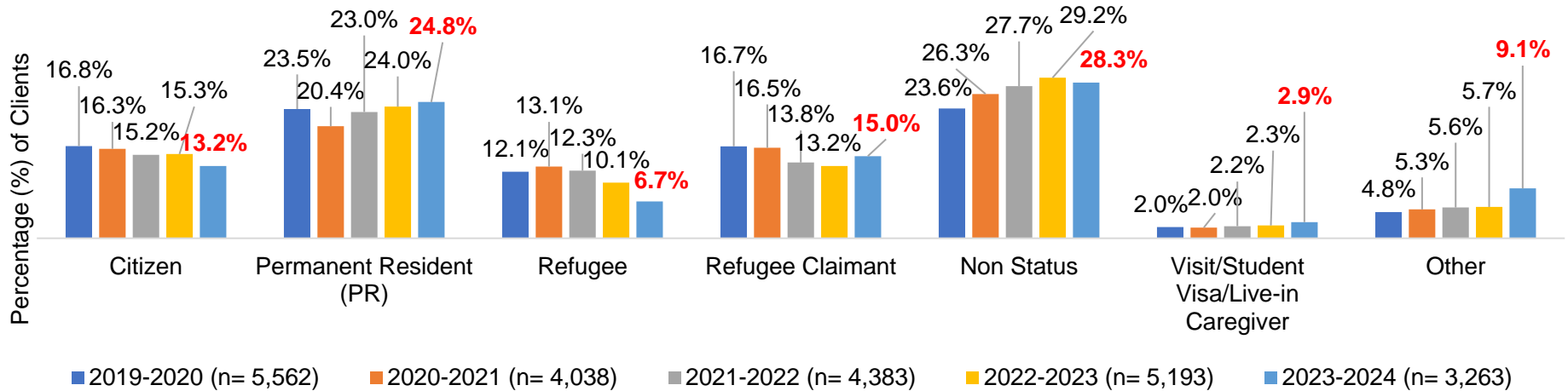
LANGUAGE SERVICES		FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024				
<b># of languages provided to Access Alliance clients</b>		54	47	51	57	33				
<b>Interpretation provided for AAMHCS clients (requests filled)</b>	Pre-scheduled On-site (F2F/OPI/VRI)	2,343 (16 pre-scheduled OPI)	438 (75 OPI and 15 VRI)	628 (38 OPI and 52 VRI)	1,156 (1,048 onsite, 39 OPI, 69 VRI)	821 (33 OPI/VRI, 788 F2F)				
	On-Demand Over-the-phone (OPI/VRI)	6,910	8,995 (8,560 audio; 435 video)	12,659 (11,967 audio; 692 video)	11,521 (10,324 audio; 1,197 video)	11,294				
<b>Document translation</b>	# of Projects	12	6	27	28	40				
	# of Target language assignments	31	25	60	65	45				
<b>Top Languages requested for on-site interpretation (for Access Alliance clients)</b>	Spanish	446 (15.0%)	Portuguese	130 (29.8%)	Spanish	3,538 (26.3%)	Spanish	4,764 (37.0%)	Spanish	361 (35.9%)
	Arabic	435 (14.7%)	Spanish	100 (21.5%)	Portuguese	2,452 (18.3%)	Portuguese	2,151 (16.7%)	Dari	125 (12.5%)
	Portuguese	406 (13.7%)	Tigrinya	39 (8.4%)	Arabic	1,243 (9.3%)	Tigrinya	1,000 (7.8%)	Tigrinya	115 (11.5%)
	Farsi	213 (7.2%)	Arabic	34 (7.3%)	Tigrinya	1,224 (9.1%)	Arabic	878 (6.8%)	Portuguese	88 (8.8%)
	Tigrinya	192 (6.5%)	Farsi	22 (4.7%)	Dari	913 (6.8%)	Dari	643 (5.0%)	Arabic	69 (6.9%)
	Hungarian	113 (3.8%)	Hungarian	19 (4.1%)	Farsi	778 (5.8%)	Farsi	497 (3.9%)	Pashto	59 (5.9%)
	Dari	113 (3.8%)	Sgaw-Karen	18 (3.9%)	Hungarian	485 (3.6%)	Hungarian	466 (3.6%)	Bengali	30 (3.0%)

**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)\*

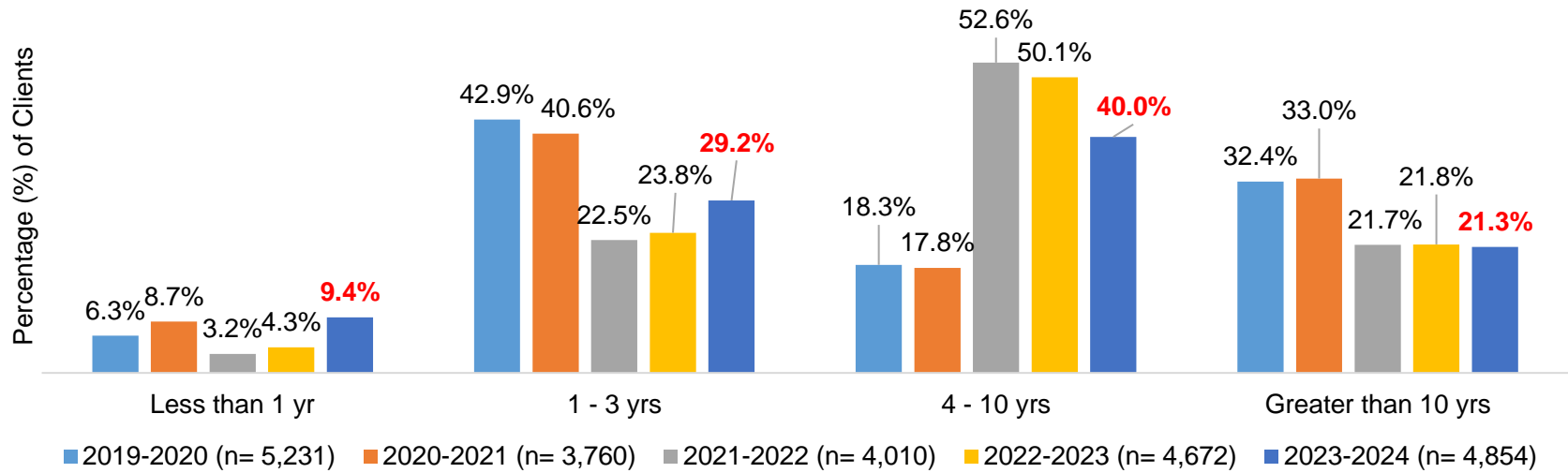


### Immigration Status: Current (by fiscal year)\*

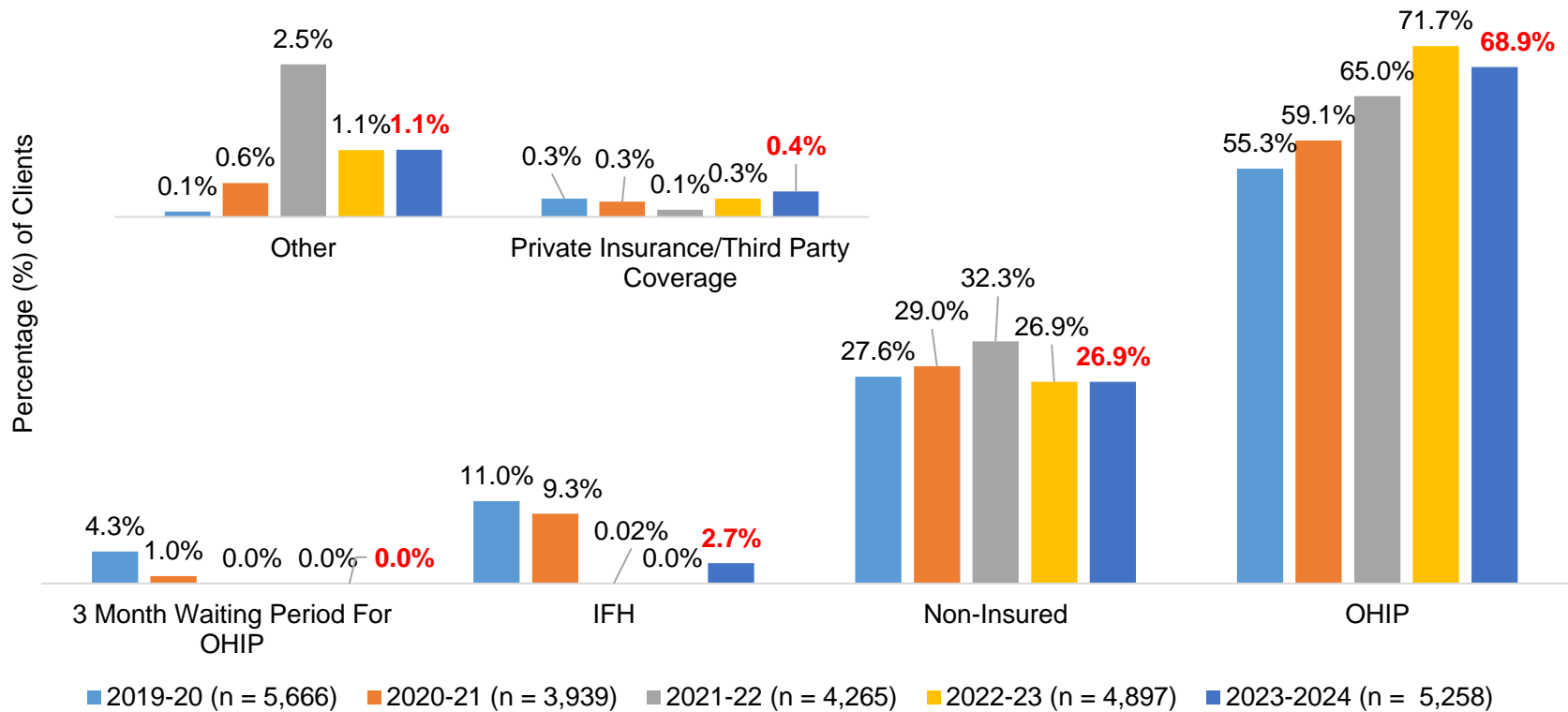


\***Note:** Clients' Immigration Status data table is located in Appendix B (click graph title).

### Clients' Length of Stay in Canada (by fiscal year)\*

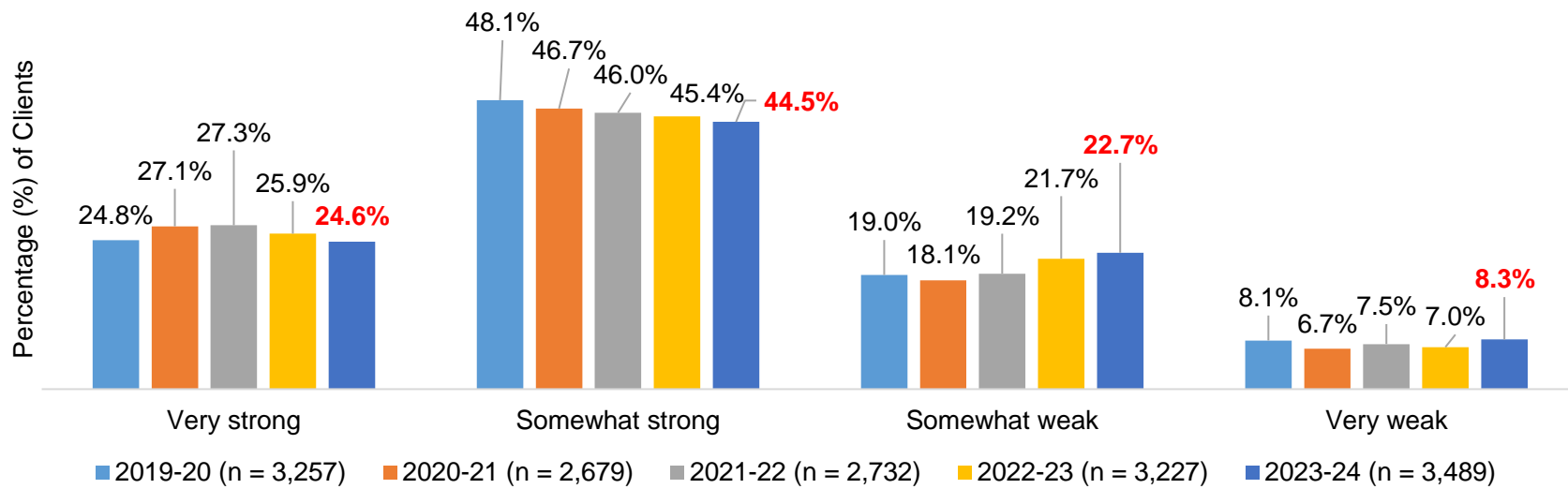


### Health Insurance Status (by fiscal year)\*



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

### Sense of Belonging (by fiscal year)\*



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

### **Clients' Self-Identified Disability (n= 5,885)**

<b>Disability Type</b>	<b>% of responses</b>
Chronic illness	10.0%
Mental illness	4.3%
Physical disability	2.6%
Sensory disability	1.7%
Learning disability	1.6%
Developmental disability	0.8%
Drug or alcohol dependence	0.3%
Do not know	9.2%
Prefer not to answer	4.8%
Other	6.6%
None	57.1%

**1,097 clients (or 16.3% of total clients seen; n = 6,736) reported some type of disability including 'Other'.**

### Distribution of Clients by Education and Annual Family Income

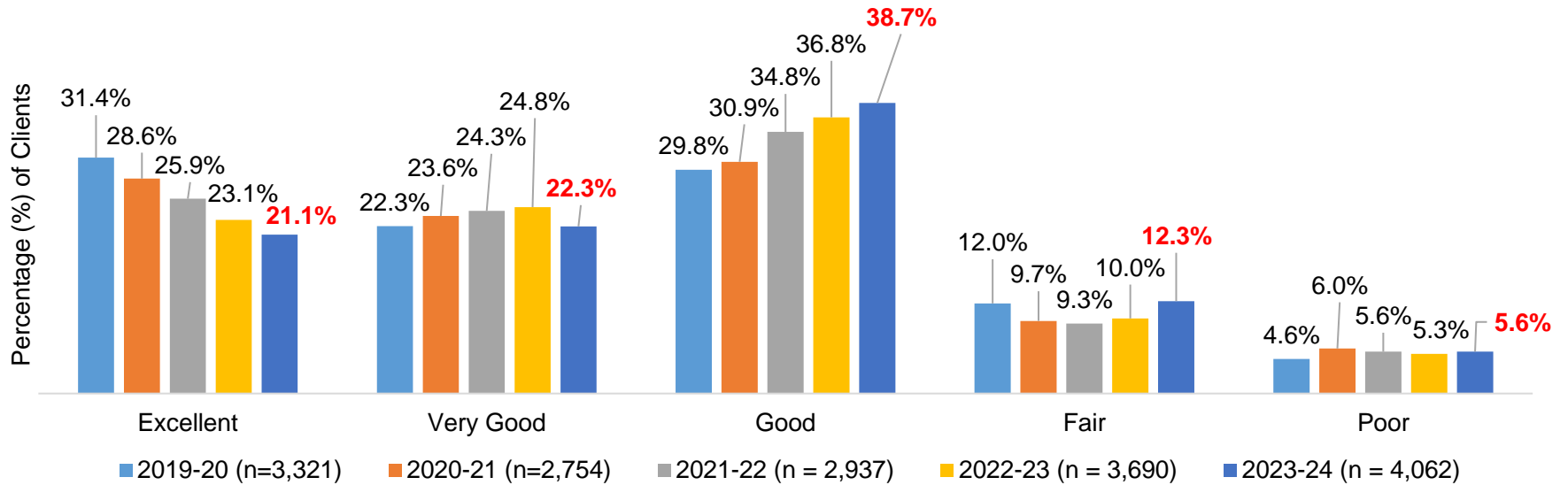
Level of Education (n = 5,481)	Number	%	Level of Income (\$) (n = 5,548)	Number	%
Primary or equivalent (grades 1-8)	927	16.9%	\$0 to \$14,999	1,560	28.1%
Secondary or equivalent (grades 9-12)	1,674	30.5%	\$15,000 to \$19,999	258	4.7%
Post-secondary or equivalent	1,838	33.5%	\$20,000 to \$24,999	210	3.8%
Too young for primary completion	468	8.5%	\$25,000 to \$29,999	173	3.1%
No formal education	194	3.5%	\$30,000 to \$34,999	100	1.8%
Other	177	3.2%	\$35,000 to \$39,999	100	1.8%
Do not know	103	1.9%	\$40,000 to \$59,999	113	2.0%
Prefer not to answer	100	1.8%	\$60,000 to \$89,999	85	1.5%
			\$90,000 to \$119,999	3	0.1%
			\$120,00 to \$149,000	2	0.04%
			\$150,000 or more	5	0.1%
			Do not know	1,829	33.0%
			Prefer not to answer	1,110	20.0%
<b>TOTAL (n)</b>	<b>5,481</b>	<b>100.0%</b>	<b>TOTAL (n)</b>	<b>5,548</b>	<b>100.0%</b>

### Number of People Clients' Income Supports (n = 5,419)

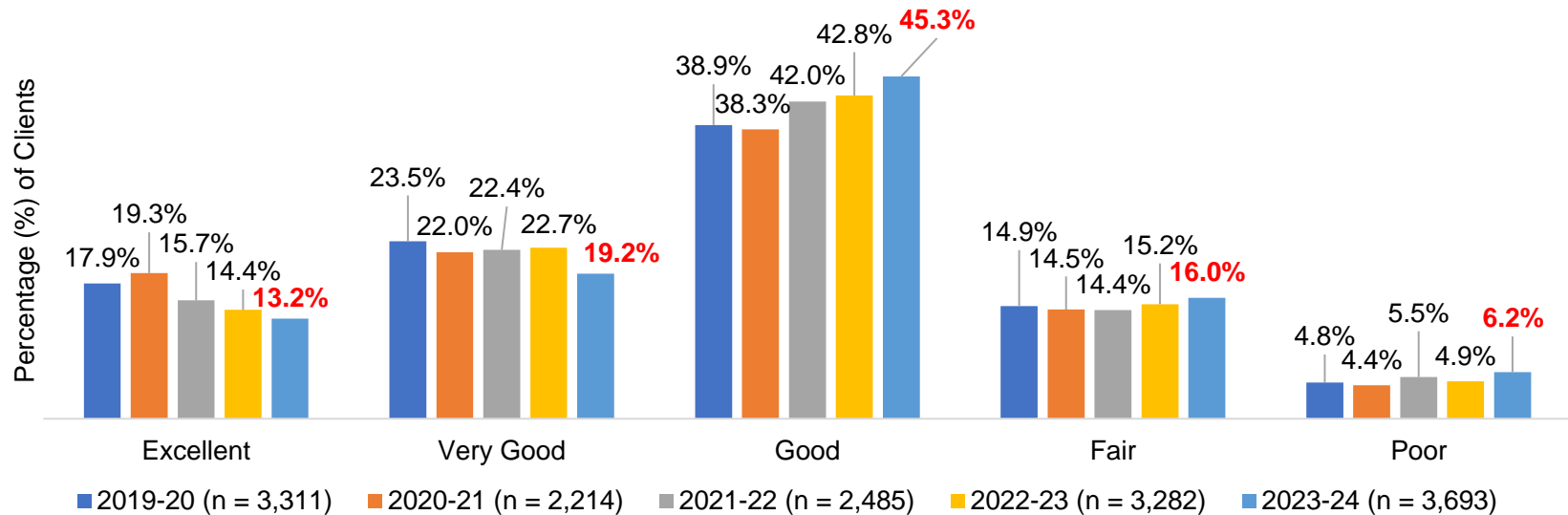
Number of Dependants	% of clients
1 (support themselves only)	19.5%
2 - 4	42.1%
5 - 20	12.5%
Do not know	10.4%
Prefer not to answer	15.5%
<b>TOTAL</b>	<b>100.0%</b>
<b>Average number of dependants: 3</b>	

Approximately 41.5% of our clients are below the Low Income Cut-Off (LICO). For a household of 3 dependents, the LICO for the city of Toronto is \$36,898 as of 2022 (Statistics Canada, 2024: <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1110024101>).

### Self Rated Mental Health (by fiscal year)\*



### Self Rated Physical Health (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

	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Active Volunteers</b>	235	208	541	160	331
<b>Volunteer Hours Contributed</b>	4,970	3,441	4,396	3,033	5,654
<b>Average Number of Hours per Volunteer</b>	21.1	16.5	8.1	18.9	17.1
<b>Student Placements</b>	47	26	51	55	68
<b>Student Hours Contributed</b>	10,181	6,372	12,740	8,596	9,704
<b>Average Number of Hours per Student</b>	216.6	245.1	249.8	156.2	142.7

### Community Resource Centre

	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Unique Clients</b>	2,651	n/a*	n/a*	28	196
<b>Total Encounters</b>	8,459	n/a*	n/a*	55	365

\*Community resource data not available for 2020/21 and 2021/22 as program was paused due to COVID-19.

### Peer Outreach Workers

	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Unique Clients</b>	765	135	n/a*	8	36
<b>Total Encounters</b>	2,951	2,045	n/a*	23	62

\*Peer Outreach data not available for 2021/22 as program was paused due to COVID-19.

### **Distribution of Group Programs, Sessions and Attendance**

<b>Program</b>	<b># of Groups</b>	<b># of Sessions</b>	<b># of Attendance</b>
<b>Cycle Hub Totals</b>	13	339	3,095
<b>Family Programming Totals</b>	10	209	7,821
<b>Seniors' Programming Totals</b>	32	661	11,416
<b>Immigrant Researcher Support Network</b>	1	24	353
<b>Green Access, East and West</b>	19	130	1,113
<b>Settlement</b>	14	78	831
<b>LGBTQ+</b>	4	174	3,983
<b>Youth</b>	30	532	6,640
<b>Community Support</b>	14	103	3,611
<b>Dietitians</b>	18	209	1,632

## Data for Registered Group Programs – Participant Demographics (N = 2,224)

(April 2023 – March 2024)

Top 6 Spoken Languages (n = 2,044)	Total	%
English	1,472	72.0%
Bengali	115	5.6%
Arabic	72	3.5%
Tigrigna	65	3.2%
Spanish	48	2.3%
Turkish	36	1.8%

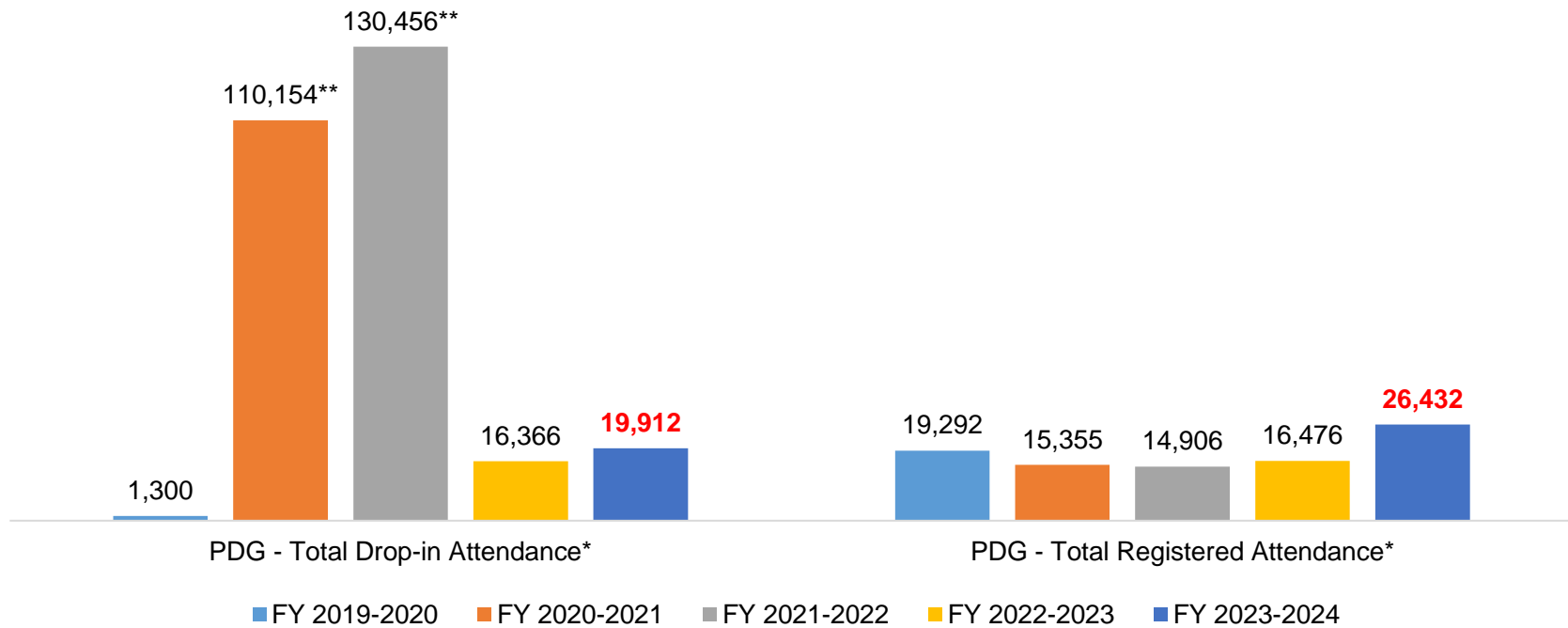
Top 6 Racial/Ethnic Groups (n = 2,035)	Total	%
Black - African	955	46.9%
Asian - South	476	23.4%
Middle Eastern	138	6.8%
Latin American	83	4.1%
Asian - South East	82	4.0%
White - European	78	3.8%

- **66.4% (n = 1,421)** identified as female, while **31.2% (n = 668)** identified as male.
- **36.2% (n = 673)** identified as LGBTQ+ while **36.8% (n = 683)** identified as heterosexual.
- **26.1% (n = 521)** reported an annual family income of less than \$30,000.
- **14.3% (n = 277)** support only themselves with their income, **25.9% (n = 503)** support between 2 and 4 dependants, and **10.6% (n = 206)** support 5 or more.
- **14.0% (n = 293)** 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 mostly align 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). 36.2% 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 (42.1%). Lastly, the proportion of program participants who reported a disability is slightly lower than that of the overall client population (16.3%).

Note: Of group clients who answered their language as 'English' and provided a response to country of origin (n = 1,255), the top 10 countries of origin are: Kenya (337, 26.9%), Uganda (294, 23.4%), India (126, 10.0%), Bangladesh (85, 6.8%), Nigeria (61, 4.9%), Eritrea (44, 3.5%), Philippines (22, 1.8%), Jamaica (22, 1.8%), Tanzania United Republic (18, 1.4%), and Ethiopia (16, 1.3%).

### 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, Mask Distribution, Screening Groups, and Testing Groups.

**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 & Visits through Health with Dignity (HWD) Program

		2023-2024				
Initiative		Q1	Q2	Q3	Q4	Total
Health with Dignity- Health Coaching <b>(HWD-HC)</b>	<b>Clients Seen</b>	83	88	121	100	392
	<b>Visits</b>	142	120	200	157	619
Non-Insured Walk-In Clinic <b>(NIWIC)</b>	<b>Clients Seen</b>	617	499	462	485	2,063
	<b>Visits</b>	871	699	644	632	2,846
Emergency Department Referrals <b>(RED)</b>	<b>Clients Seen</b>	6	6	8	9	29
	<b>Visits</b>	13	12	15	12	52
Solo Practitioners in Need <b>(SPiN)</b>	<b>Clients Seen</b>	23	24	17	15	79
	<b>Visits</b>	40	32	23	23	118
Syrian Refugee Response <b>(SYRIAN)</b>	<b>Clients Seen</b>	22	30	25	25	102
	<b>Visits</b>	47	56	53	42	198

### Trend Analysis of Issues Addressed by Service Provider Teams

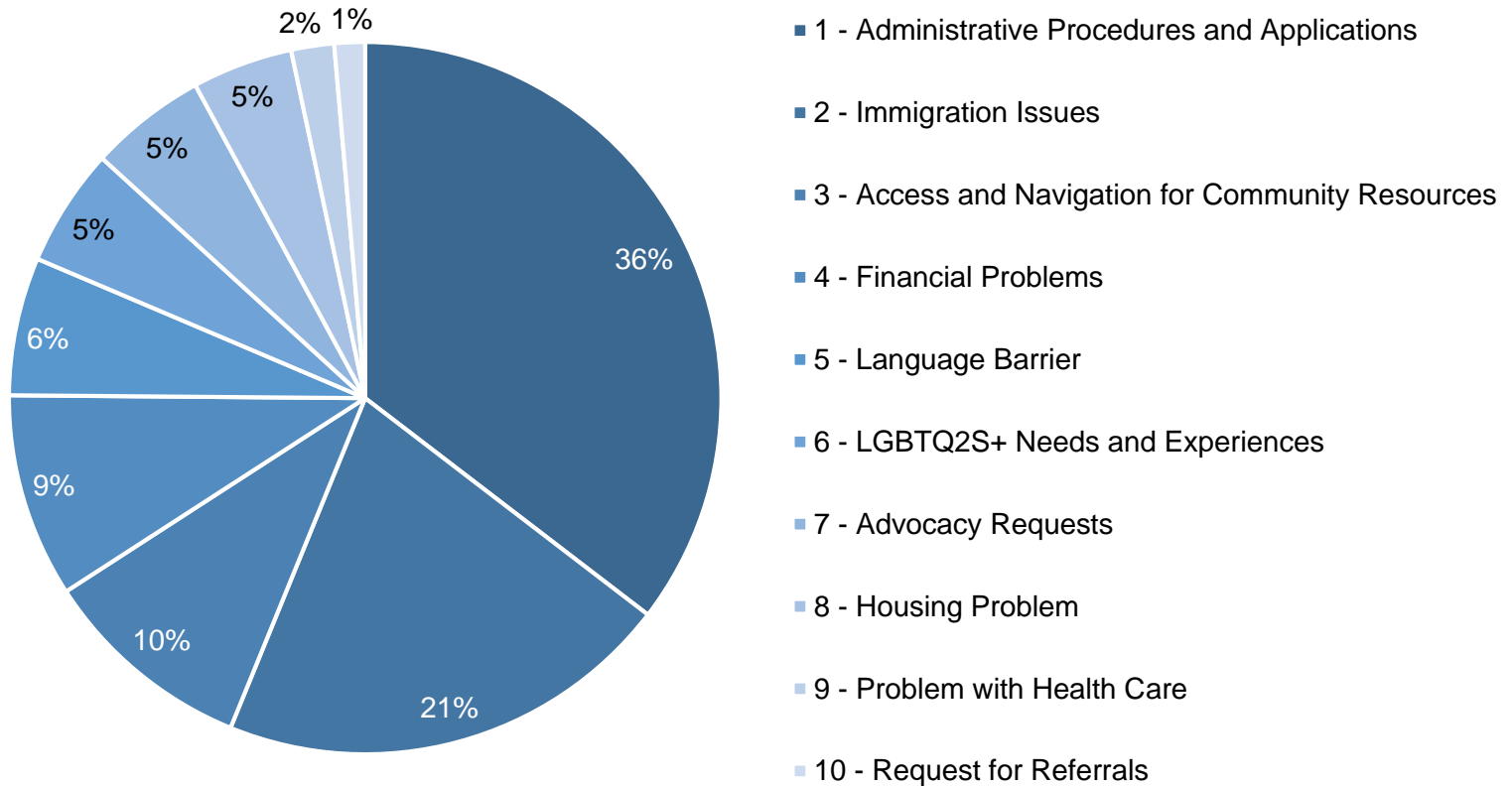
Type of Service Provider	Total # of Issues		Total # of Unique Clients	
	2022/23	2023/2024	2022/23	2023/2024
Settlement Team	10,365	<b>13,516</b>	1,778	<b>2,075</b>
Primary Health Care Team	43,929	<b>39,764</b>	4,939	<b>4,597</b>
Dietitian Team	3,982	<b>3,269</b>	416	<b>428</b>
Therapeutic Counsellor Team	7,558	<b>6,208</b>	361	<b>325</b>
Physiotherapy	822	<b>379</b>	130	<b>54</b>
<b>TOTAL</b>	66,656	<b>63,136</b>	7,624*	<b>7,479*</b>

**\*Note:** Duplicates have been removed within service types but may be seen by other service providers.

## Top Ten Issues Addressed by Settlement Workers

( $n_{IssuesSW} = 13,516$ ; 2,075 unique clients)

( $n_{IssuesTop10} = 13,159$ )



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 Settlement data tables are located in Appendix B (click graph title).

## Chronic Diseases of Interest to Access Alliance

Disease	Total # of Issues	Total # of Unique Clients
<b>Diabetes</b> <i>(incl. unique clients with diabetes mellitus, n= 1,050 and pre-diabetes, n= 371)</i>	1,656	1,421
<b>Essential (Primary) Hypertension</b> <i>(incl. unique clients with essential hypertension, n=1033 and elevated blood pressure, n= 110)</i>	1,389	1,143
<b>Musculoskeletal Disorder (excl. osteoarthritis)</b>	924	922
<b>Anxiety</b> <i>(incl. unique clients with diagnosis, n= 213 and symptoms, n= 373)</i>	619	586
<b>Depression</b> <i>(incl. unique clients with diagnosis, n= 492 and symptoms, n= 24)</i>	567	516
<b>Chronic acid reflux (GERD)</b> <i>(incl. unique clients with GERD, n= 306 and Gastroesophageal Reflux Disease, n= 12)</i>	344	318
<b>STBBI</b>	149	147
<b>Cancer (malignant neoplasms)</b>	146	145
<b>Asthma</b>	125	124
<b>Osteoarthritis (arthrosis)</b>	118	116
<b>Latent Tuberculosis</b>	99	95
<b>Osteoporosis</b>	78	77
<b>Chronic Obstructive Pulmonary Disease (COPD)</b>	60	60
<b>HIV</b>	23	23

## Categories of Issues Addressed by Primary Care (n=39,764; 4,597 unique clients)

Categories of Issues	Number of Issues	% of Total Number of Issues
<b>Clinical Practices and Procedures</b> ( <i>incl. Visits for services or specific procedures such as examinations, referrals, screening, etc. (Z00-13; Z40-54)</i> )	9,011	22.7%
<b>Symptoms</b>	5,563	14.0%
<b>Endocrine/ Nutrition/Metabolic</b>	4,097	10.3%
<b>Others</b> ( <i>incl. 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)</i> )	4,072	10.2%
<b>Musculoskeletal and connective tissue</b>	2,455	6.2%
<b>Mental, Behavioral and Neurodevelopmental disorders</b>	1,923	4.8%
<b>Genito-Urinary</b>	1,871	4.7%
<b>Circulatory</b>	1,778	4.5%
<b>Gastro-intestinal</b>	1,438	3.6%
<b>Social Vulnerability</b> ( <i>incl. Issues related to socioeconomic and psychosocial circumstances, such as income, food insecurity, social isolation, etc. (Z55-65)</i> )	1,308	3.3%
<b>Skin and subcutaneous</b>	902	2.3%
<b>Respiratory</b>	815	2.0%
<b>Infectious and Parasitic</b>	814	2.0%
<b>Neurological / Nervous System</b>	747	1.9%
<b>Blood related</b>	676	1.7%
<b>Injury, poisoning and certain other consequences of external causes</b>	567	1.4%
<b>Neoplasm/ Cancer</b>	465	1.2%
<b>Eye and Adnexa</b>	383	1.0%
<b>Ear, mastoid process</b>	375	0.9%
<b>Medical Vulnerability</b> ( <i>incl. 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)</i> )	289	0.7%
<b>Pregnancy, Childbirth, and puerperium</b>	131	0.3%
<b>Congenital malformations, deformations and chromosomal abnormalities</b>	49	0.1%
<b>Codes for special purposes</b>	19	0.05%
<b>Diseases of the eye and adnexa</b>	7	0.02%
<b>External causes of morbidity and mortality</b>	7	0.02%
<b>Certain conditions originating in the perinatal period</b>	2	0.01%

**Top Mental Health Issues Addressed by Primary Care ( $n_{ISSUESPC}=39,764$ ; 4,597 unique clients)**

Mental Health Issues Addressed	Number of Issues	Number of Unique Clients
1 - Depression	543	492
2 - Symptoms of Anxiety	406	373
3 - Sleep Disorders / Trouble Sleeping	286	279
4 - Anxiety	213	213
5 - Post-Traumatic Stress Disorder	205	200
6 - Neurodevelopmental Disorders	190	185
7 - Fears and Concerns	139	138
8 - Signs and Symptoms in Mental Health Conditions	125	125
9 - Substance Use Disorders	118	117
10 - Other Mood (Affective) Disorders	111	110
11 - Adjustment and Grief	80	80
12 - LGBTQ2S+ Experiences	52	52
13 - Schizophrenia	39	39
14 - Stress Management	36	35
15 - Personality Disorders	33	32
<b>Total</b>	<b>2,576</b>	

**Note:** Due to the complexity of mental health issues signs, symptoms, and diagnosis are kept in the top list.

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).

## Top Physical Health Issues Addressed by Primary Care

( $n_{IssuesPC}=39,764$ ; 4,597 unique clients)

Physical Health Issues	Number of Issues	Number of Unique Clients
1 - Pain	4,155	4,039
2 - Lipid Disorders / Dyslipidemia	1,383	1,195
3 - Diabetes	1,261	1,050
4 - Essential (Primary) Hypertension	1,277	1,033
5 - Musculoskeletal Disorder	924	922
6 - Digestive Disorders	743	711
7 - Anemia	574	545
8 - Thyroid Disorder	480	465
9 - Urinary System Disorder	469	464
10 - Prediabetes	395	371
11 - Vitamin Deficiency	430	307
12 - Constipation	232	221
13 - Dermatologic Issues	212	211
14 - Iron Deficiency	183	179
15 - Dizziness	171	170
16 - Osteoarthritis	118	116
17 - Chronic Obstructive Pulmonary Disease (COPD)	60	60
18 - Probable or Confirmed Case of COVID-19	17	17
<b>Total</b>	<b>13,084</b>	

Top issues ( $n_{IssuesTop16}$ ) are reported for *unique clients within the category only* (where one client may visit a service provider multiple times for the same issue).

**Determinants of Health Addressed by Primary Care  
(Social and Biological) ( $n_{\text{IssuesPC}}=39,764$ ; 4,597 unique clients)**

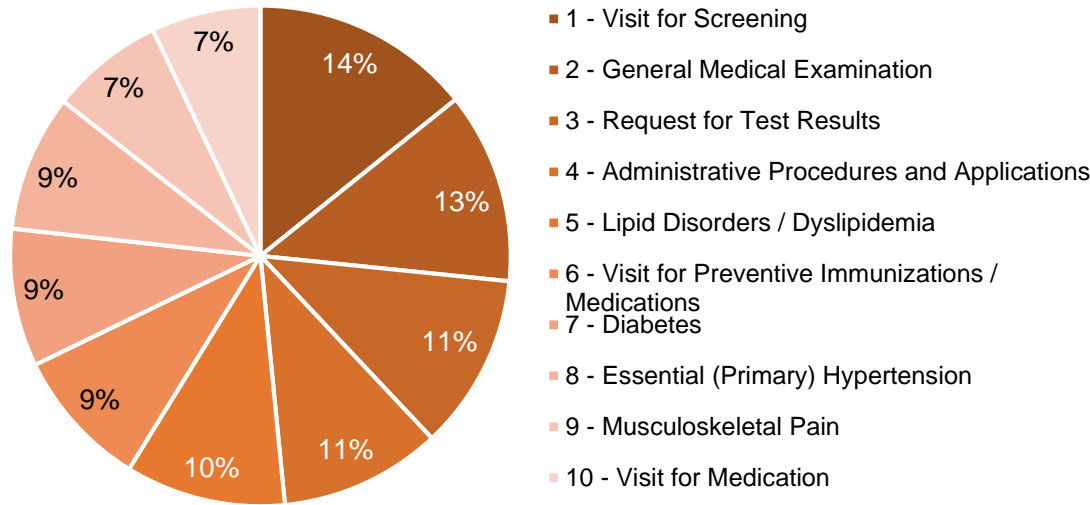
Determinants of Health (Social and Biological)	Number of Issues	Number of Unique Clients
1 - Lipid Disorders	1,383	1,219
2 - Essential (Primary) Hypertension	1,277	1,033
3 - Language Barrier	635	570
4 - Nutritional Deficiencies (Iron and Vitamin)	613	588
5 - Problem with Health Care	374	365
6 - Weight Management Issues	368	361
7 - Prediabetes	395	359
8 - Sleep Disorders/Trouble Sleeping	286	279
9 - Immigration Issues	115	114
10 - Financial Problems	94	92
<b>Total</b>	<b>5,540</b>	

**Determinants of Health Addressed by Dietitians  
(Social and Biological) ( $n_{\text{IssuesD}}=3,269$ ; 428 unique clients)**

Determinants of Health (Social and Biological)	Number of Issues	Number of Unique Clients
1 - Poor Diet or Eating Habits	645	380
2 - Weight Management Issues	361	162
3 - Lipid Disorders / Dyslipidemia	192	88
4 - Food Insecurity	86	45
5 - Low Physical Activity	63	39
6 - Essential (Primary) Hypertension	40	23
7 - Vitamin Deficiency	42	23
8 - Prediabetes	59	22
9 - Iron Deficiency	31	13
10 - Problem with Health Care	20	12
<b>Total</b>	<b>1,539</b>	

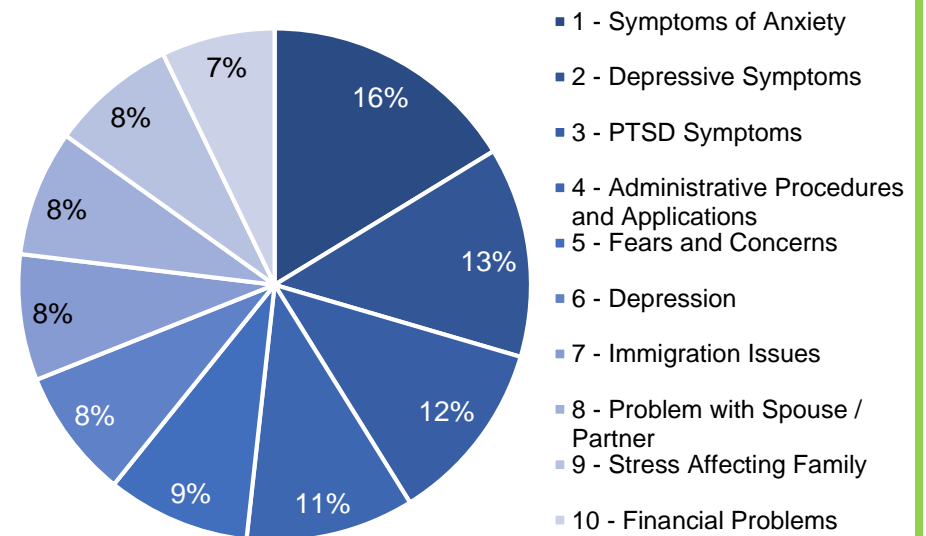
Top ten issues ( $n_{\text{Top10}}$ ) are reported for *unique clients within the category only* (where one client may visit a service provider multiple times for the same issue).

**Top Ten Issues Addressed by Primary Care**  
 ( $n_{IssuesPC}=39,764$ ; 4,597 unique clients)  
 ( $n_{IssuesTop10}=14,138$ )



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).

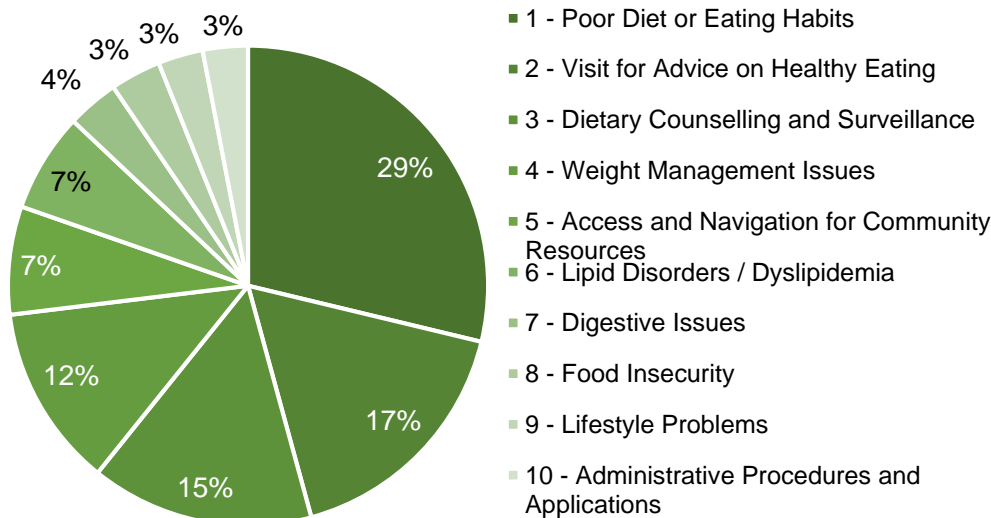
**Top Ten Issues Addressed by Counsellor Therapists**  
 ( $n_{IssuesCT}=6,208$ ; 325 unique clients)  
 ( $n_{IssuesTop10}=4,072$ )



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

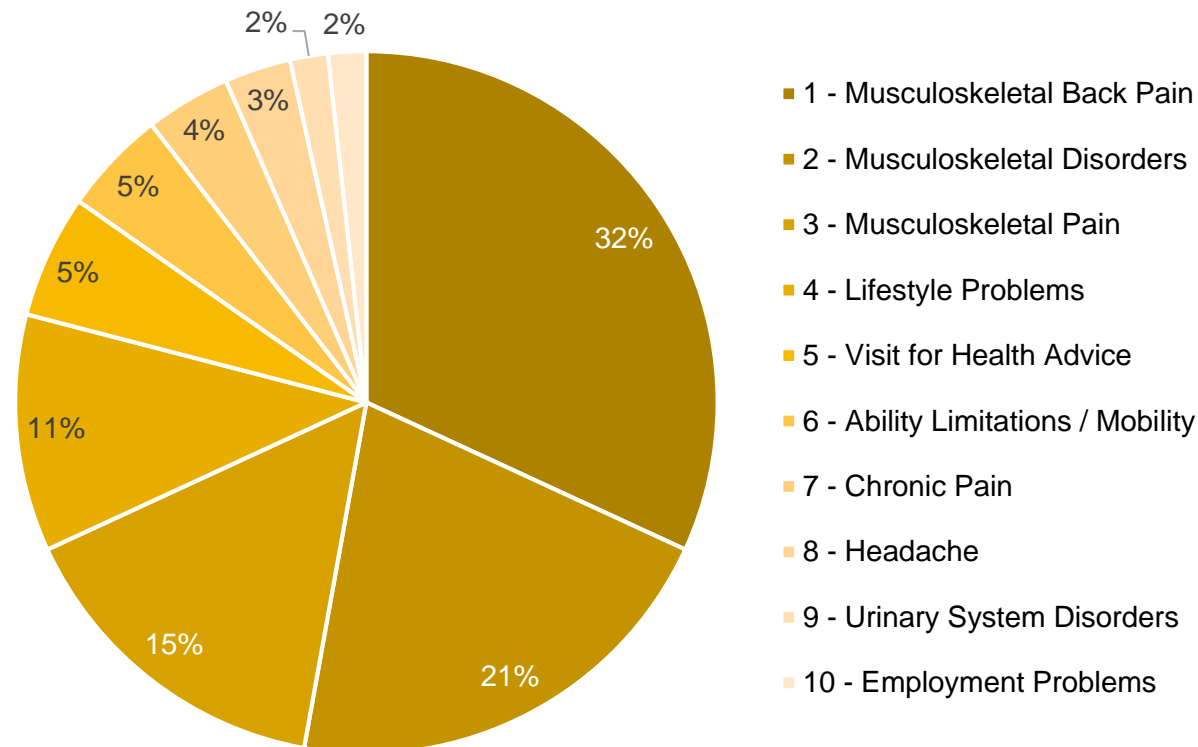
**\*Note:** Top ten issues addressed by Primary Care, Dietitians, and Counsellor Therapists data tables are located in Appendix B (click graph title).

**Top Ten Issues Addressed by Dietitians**  
 ( $n_{IssuesD}=3,269$ ; 428 unique clients)  
 ( $n_{IssuesTop10}=2,580$ )



**Top Ten Issues Addressed by Physiotherapists**  
**( $n_{IssuesPT}=379$ ; 54 unique clients)**  
**( $n_{IssuesTop10}=333$ )**

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 (PS Suite).

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

**Client seen:** The 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.

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

**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): The 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 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' visits with service providers (primary care, settlement, dietitians, and counsellor therapists).
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 2023-2024).

### **Data Processing and Interpretation**

Data from PS Suite data 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.

### **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' Age and Gender (n= 6,665)

Client Age in Years	Female (%)	Intersex (%)	Male (%)	Trans (F-M, M-F, Not Specified) (%)	Other (%)
Up to 14	7.9%	0.0%	8.1%	0.02%	0.0%
15 - 24	6.3%	0.0%	4.1%	0.03%	0.02%
25 - 44	26.6%	0.0%	14.5%	0.5%	0.1%
45 - 64	14.4%	0.0%	10.2%	0.2%	0.0%
65+	3.5%	0.0%	3.0%	0.0%	0.0%
<b>TOTAL</b>	<b>58.7%</b>	<b>0.0%</b>	<b>39.8%</b>	<b>0.7%</b>	<b>0.1%</b>

### Clients' Sexual Orientation (n= 5,113)

Sexual Orientation	Percent (%)
Bisexual	4.9%
Gay	2.8%
Heterosexual	69.2%
Lesbian	2.7%
Queer	0.2%
Other	0.2%
DNK	6.4%
PNA	13.6%

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

## **Clients' Racial/Ethnic Groups (n= 5,680)**

<b>Racial Ethnic Group</b>	<b>Percent (%)</b>
Latin American	27.1%
Black - African	22.8%
Asian - South	14.2%
White - European	12.3%
Middle Eastern	8.6%
Black - Caribbean	5.7%
Asian - South East	4.5%
Asian - East	1.5%
White - North American	1.0%
Prefer not to answer	0.8%
Indian - Caribbean	0.7%
Do not know	0.4%
Black - North American	0.2%
Indigenous/Aboriginal	0.1%
Mixed Heritage	0.1%

## Immigration Status: Upon Arrival (by fiscal year)

Immigration Status	2019-2020 (n=4,591)	2020-2021 (n=3,230)	2021-2022 (n=4,383)	2022-2023 (n=4,176)	2023-2024 (n=2,810)
Citizen	0.0%	0.0%	0.0%	0.8%	0.0%
Permanent Resident (PR)	18.2%	13.7%	13.6%	14.5%	13.2%
Refugee	12.0%	12.3%	12.3%	12.8%	10.5%
Refugee Claimant	19.9%	19.8%	19.6%	17.1%	17.1%
Non Status	6.3%	6.8%	9.4%	10.5%	10.2%
Visit/Student Visa/Live-in Caregiver	39.1%	42.3%	38.7%	37.4%	36.2%
Other	3.1%	3.1%	3.3%	4.5%	8.9%

## Immigration Status: Current (by fiscal year)

Immigration Status	2019-2020 (n= 5,562)	2020-2021 (n= 4,038)	2021-2022 (n= 4,383)	2022-2023 (n= 5,193)	2023-2024 (n= 3,263)
Citizen	16.8%	16.3%	15.2%	15.3%	13.2%
Permanent Resident (PR)	23.5%	20.4%	23.0%	24.0%	24.8%
Refugee	12.1%	13.1%	12.3%	10.1%	6.7%
Refugee Claimant	16.7%	16.5%	13.8%	13.2%	15.0%
Non Status	23.6%	26.3%	27.7%	29.2%	28.3%
Visit/Student Visa/Live-in Caregiver	2.0%	2.0%	2.2%	2.3%	2.9%
Other	4.8%	5.3%	5.6%	5.7%	9.1%

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

Length of stay	2019-2020 (n= 5,231)	2020-2021 (n= 3,760)	2021-2022 (n= 4,010)	2022-2023 (n= 4,672)	2023-2024 (n= 4,854)
Less than 1 year	6.3%	8.7%	3.2%	4.3%	9.4%
1 - 3 years	42.9%	40.6%	22.5%	23.8%	29.2%
4 - 10 years	18.3%	17.8%	52.6%	50.1%	40.0%
Greater than 10 years	32.4%	33.0%	21.7%	21.8%	21.3%

## Clients' Insurance Status (by fiscal year)

Type of Insurance	2019-20 (n = 5,666)	2020-21 (n = 3,939)	2021-22 (n = 4,265)	2022-23 (n = 4,897)	2023-24 (n = 5,258)
3 Month Waiting Period For OHIP	4.3%	1.0%	0.00%	0.00%	0.00%
IFH	11.0%	9.3%	0.02%	0.00%	2.7%
Non-Insured	27.6%	29.0%	32.3%	26.9%	26.9%
OHIP	55.3%	59.1%	65.0%	71.7%	68.9%
DNK	0.1%	0.6%	2.5%	1.1%	1.1%
Other	0.2%	0.3%	0.00%	0.00%	0.00%
PNA	0.2%	0.2%	0.00%	0.00%	0.00%
Private Insurance/Third Party Coverage	0.3%	0.3%	0.1%	0.3%	0.4%

## Sense of Belonging (by fiscal year)

Rating	2019-20 (n = 3,257)	2020-21 (n = 2,679)	2021-22 (n = 2,732)	2022-23 (n = 3,227)	2023-24 (n = 3,489)
Very Strong	24.8%	27.1%	27.3%	25.9%	24.6%
Somewhat Strong	48.1%	46.7%	46.0%	45.4%	44.5%
Somewhat Weak	19.0%	18.1%	19.2%	21.7%	22.7%
Very Weak	8.1%	6.7%	7.5%	7.0%	8.3%

## Self-Rated Mental Health (by fiscal year)

Rating	2019-20 (n = 3,321)	2020-21 (n = 2,754)	2021-22 (n = 2,937)	2022-23 (n = 3,690)	2023-24 (n = 4,062)
Excellent	31.4%	28.6%	25.9%	23.1%	21.1%
Very Good	22.3%	23.6%	24.3%	24.8%	22.3%
Good	29.8%	30.9%	34.8%	36.8%	38.7%
Fair	12.0%	9.7%	9.3%	10.0%	12.3%
Poor	4.6%	6.0%	5.6%	5.3%	5.6%

## Self-Rated Physical Health (by fiscal year)

Rating	2019-20 (n = 3,311)	2020-21 (n = 2,214)	2021-22 (n = 2,485)	2022-23 (n = 3,282)	2023-24 (n = 3,693)
Excellent	17.9%	19.3%	15.7%	14.4%	13.2%
Very Good	23.5%	22.0%	22.4%	22.7%	19.2%
Good	38.9%	38.3%	42.0%	42.8%	45.3%
Fair	14.9%	14.5%	14.4%	15.2%	16.0%
Poor	4.8%	4.4%	5.5%	4.9%	6.2%

## Personal Development Group (by fiscal year)

	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024
<b>PDG - Total Drop-in Attendance</b>	1,300	110,154	130,456	16,476	19,912
		** Total Values	** Total Values		
<b>PDG - Total Client</b>	19,292	15,355	14,906	16,366	26,432

\*Drop-in participants may or 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<sub>IssuesSW</sub>= 13,516; 2,075 unique clients)**

Top 10 Assessments	Number of Unique Clients	Number of Issues
1 - Administrative Procedures and Applications	1,983	5,250
2 - Immigration Issues	1,163	2,489
3 - Access and Navigation for Community Resources	543	896
4 - Financial Problems	519	1,088
5 - Language Barrier	351	1,392
6 - LGBTQ2S+ Needs and Experiences	301	443
7 - Advocacy Requests	298	808
8 - Housing Problem	256	470
9 - Problem with Health Care	109	136
10 - Request for Referrals	78	187
	<b>TOTAL</b>	13,159

## Top Ten Issues Addressed by Primary Care ( $n_{\text{IssuesPC}}=43,929$ ; 4,939 unique clients)

Issues Addressed	Number of Unique Clients	Number of Issues
1 - Visit for Screening	1,677	1,846
2 - General Medical Examination	1,456	1,798
3 - Request for Test Results	1,338	1,890
4 - Administrative Procedures and Applications	1,230	1,438
5 - Lipid Disorders / Dyslipidemia	1,219	1,383
6 - Visit for Preventive Immunizations / Medications	1,064	1,396
7 - Diabetes	1,049	1,260
8 - Essential (Primary) Hypertension	1,041	1,285
9 - Musculoskeletal Pain	864	906
10 - Visit for Medication	832	936
	<b>Total</b>	14,138

## Top Ten Issues Addressed by Dietitians ( $n_{\text{IssuesD}}=3,269$ ; 428 unique clients)

Issues Addressed	Number of Unique Clients	Number of Issues
1 - Poor Diet or Eating Habits	379	648
2 - Visit for Advice on Healthy Eating	224	517
3 - Dietary Counselling and Surveillance	198	393
4 - Weight Management Issues	162	370
5 - Access and Navigation for Community Resources	96	154
6 - Lipid Disorders / Dyslipidemia	88	192
7 - Digestive Issues	46	120
8 - Food Insecurity	45	86
9 - Lifestyle Problems	40	64
10 - Administrative Procedures and Applications	40	50
	<b>Total</b>	2,580

### **Top Ten Issues Addressed by Counsellor Therapists (n<sub>IssuesCT</sub>=6,208; 325 unique clients)**

Issues Addressed	Number of Unique Clients	Number of Issues
1 - Symptoms of Anxiety	227	682
2 - Depressive Symptoms	185	289
3 - PTSD Symptoms	162	704
4 - Administrative Procedures and Applications	148	267
5 - Fears and Concerns	126	259
6 - Depression	114	324
7 - Immigration Issues	111	284
8 - Problem with Spouse / Partner	111	186
9 - Stress Affecting Family	111	253
10 - Financial Problems	100	219
	<b>Total</b>	<b>3,467</b>

### **Top Ten Issues Addressed by Physiotherapists (n<sub>IssuesPT</sub>=379; 54 unique clients)**

Issues Addressed	Number of Unique Clients	Number of Issues
1 - Musculoskeletal Back Pain	73	107
2 - Musculoskeletal Disorders	48	81
3 - Musculoskeletal Pain	35	50
4 - Lifestyle Problems	25	28
5 - Visit for Health Advice	13	20
6 - Ability Limitations / Mobility	11	15
7 - Chronic Pain	9	14
8 - Headache	7	8
9 - Urinary System Disorders	4	5
10 - Employment Problems	4	5
	<b>Total</b>	<b>333</b>