

# StreetHealth

## CLIENT SURVEY RESULTS

In 2022, 211 clients provided feedback about Street Health services. The opinions and suggestions provided by clients help direct Street Health's planning. We are deeply grateful to everyone who took the time to complete a survey and to the University of Toronto students who supported the survey process.

### Feedback

95%

Said they would recommend Street Health to family or friends

88%

Street Health services meet my needs.

86%

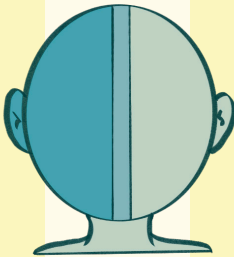
Staff are available to help when I'm in need.

86%

Overall, my health and wellbeing have improved.

### Client Snapshot

48% 7% 45%

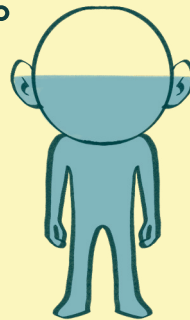


Cis men

Trans, Nonbinary, Two Spirit, Agender

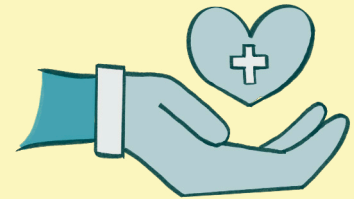
Cis women

70%



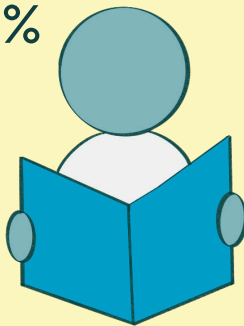
40-70 years old

34%



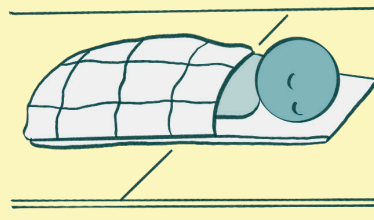
Have been using the services for 1-5 years

80%



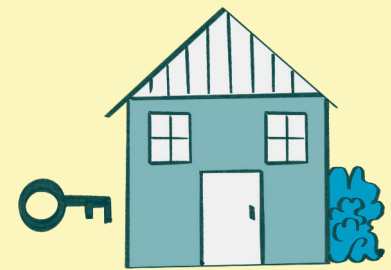
Use English as their primary language. Literacy remains a concern

71%



Report sleeping on the street, in shelter or respite

37%



Waiting for affordable housing

## WELCOME TO STREET HEALTH

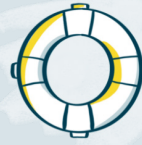
### NURSING



"Street Health is like an emergency service."

**65%** use the drop-in clinics, access to Nurse Practitioner, footcare and accudetox.

### HARM REDUCTION



"Street Health comes to us, which is very helpful."

**83%** rely on Street Health for their harm reduction supplies (smoking and needle kits and condoms).

### COMMUNITY PARTNERSHIPS

Mobile Outreach, COVID Hotels, St. Clare's Project



"I was approached and given encouragement to use the services by Street Health workers."

**73%** regularly use two or more of Street Health services – highlighting the integration and holistic approach of services.

### CLIENT SERVICES

Mental Health, Identification (Access and ID Safe), Overdose Prevention Site (OPS), Safer Opioid Supply and Client Supplies/Referrals



"Services are friendly and compassionate - like family."

- Clients identifying as Indigenous and/or Black are facing extreme homelessness and poverty pressures.
- Women and Trans, Nonbinary, Two Spirit, and Agender clients are more likely to indicate program levels haven't recovered after COVID and that more hours and programming are needed.

## Client Requests



- **expanded service hours,**
- **more basic needs support,**
- **community training efforts and communication need to be continuing priorities.**