

StreetHealth

CLIENT SURVEY RESULTS

In 2019, 175 Street Health clients provided us with feedback about our services. The opinions and suggestions of our clients will guide our work. Thank you to everyone who participated.

Overall Feedback

97%

I can deal more effectively with life's challenges.

95%

My life has been positively impacted since I've been coming to Street Health.

90%

I get services when I need them.

Client Snapshot:

86%

have English as their first language

63%

are 45 - 64 years of age

26%

are new clients who have used Street Health services for less than one year

89%

rely on OW, ODSP and CPP for income

56%

sleep on the street, in shelter or in respite centres

56% identify as men,

41% identify as women,

3% identify as trans women, trans men, intersex, queer and other

45%

were unable to get a shelter bed during the year

38%

have been waiting between 6 months to 10 years for housing

Details by Healthcare Service:



NURSING

95% felt their health was improved by seeing a Street Health nurse

"They helped me with my first abscess, I would have done nothing if it wasn't for them."



COMMUNITY MENTAL HEALTH

91% said having a case manager helps them to better manage their mental health issues

Clients top concerns are: housing, income support, managing money, accessing volunteer opportunities, managing substance use, help with legal issues and regaining hope.



HARM REDUCTION

96% said the available supplies meet their needs

The most requested harm reduction services are – smoking kit, afternoon drop-in, volunteer kit assembly opportunities, evening drop-in, street outreach and needle kits.



IDENTIFICATION (ID)

92% believe their life has improved as a result of obtaining ID

"A great program – I couldn't see a doctor or open a bank account without ID."



CLIENT SERVICES

(access to personal care and hygiene supplies, referrals and information)

98% think Client Services are nonjudgmental and respectful of clients' choices.

"I find they listen and when something is going wrong I can get help."



OVERDOSE PREVENTION SITE (OPS)

88% feel safe and comfortable using the OPS

"They offer safety for people using drugs in the neighbourhood."

Clients' Feedback:



Need longer hours of operation

Have a message board to let people know changes and events

Provide more support for transportation