StreetHealth

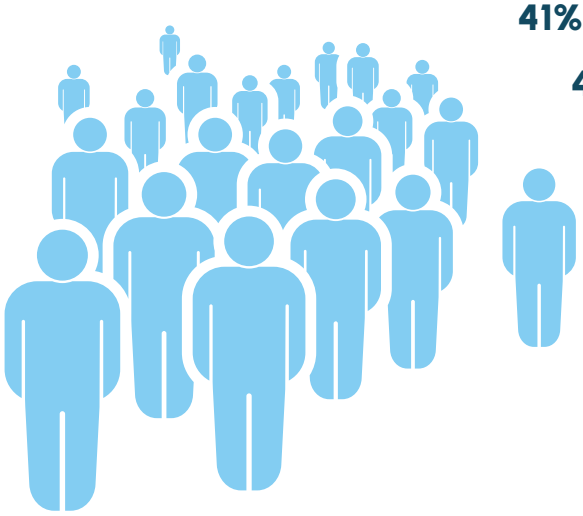
338 Dundas Street East, Toronto ON, M5A 2A1

Client Survey Results 2024

In the 2024 survey, feedback was gathered from 225 clients about Street Health's services and operations to provide a better outlook on the future directions of Street Health.

Thank you to those who participated, and to the students of University of Toronto for providing their assistance in the surveying process.

Client Snapshot



66% are 30-59 years old

41% identify as Cis Female

48% are Cis Male

11% are Trans, Agender, Nonbinary, Two Spirited, Genderfluid and other

20% are new clients who have been using Street Health services for less than a year

67% live on the streets, in shelters or in shelter hotels

88% did not consider English as a barrier to receiving services

72% rely on social assistance for income

37% have been using Street Health services for 1-5 years

50% prioritize gaining and securing housing everyday

Client Satisfaction Results

96% services met needs

93% recommend Street Health to others

91% received timely service

Service Use and Accessibility

56%
USE NURSING SERVICES

53%
USE CLIENT SERVICES/REFERRALS

67%
USE SERVICES AT LEAST ONCE A WEEK

58%
USE HARM REDUCTION SERVICE

56%
USE ID SERVICES

79%
BELIEVE HOURS OF SERVICE MEET NEEDS

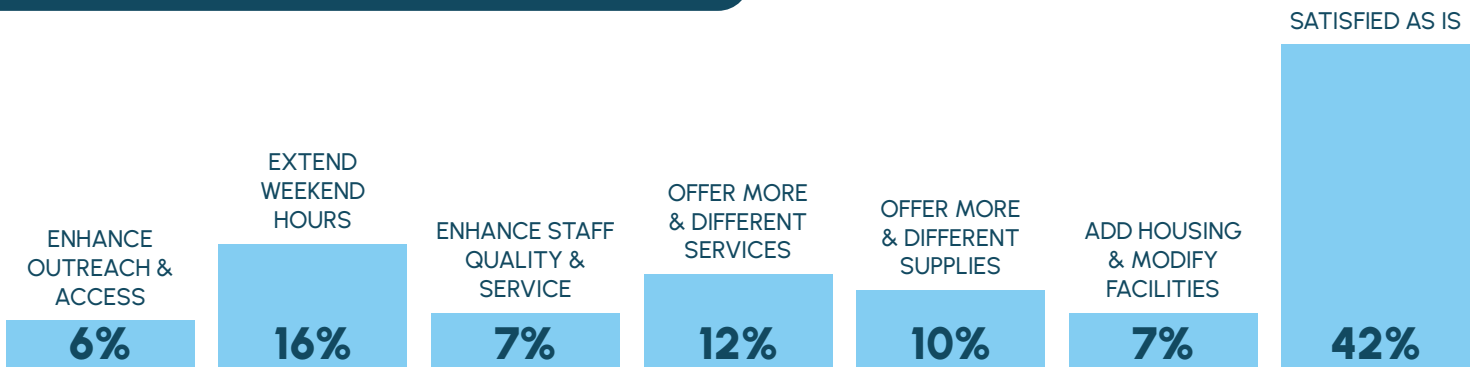
Client Feedback on Staff Support

80% report that staff are available during crises

86% indicate that staff show respect for choices and a non-judgmental attitude

85% find communication with staff is easy

Client Suggestions for Change



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