

The Corner Service Evaluation 2023

We Asked, You Answered!

The Corner stands as a vibrant community hub in St. James Town serving the neighbourhood out of its two locations. It features offices, meeting spaces, program rooms, and a community kitchen. Meanwhile, The Corner @ 240 is a unique collaborative space emphasizing the 3Rs—Repair, Reduce, Refurbish.

The Corner collaborates with partner organizations, resident volunteers, and community ambassadors to offer a diverse range of services and programs. These include personalized one-on-one assistance, group activities, internet access, printing facilities, as well as phone and fax services. The collective effort aims to address individual needs and foster community engagement.

Method

Members of The Corner team formulated the evaluation survey questions, which underwent a comprehensive review and received approval from the management. The survey consists of:

Ten (10) questions

Questions focus on aspects such as a) awareness of services, b) feeling welcome c) Overall rating of services at The Corner, d) satisfaction with the services, e) suggestions for improvement, f) demographic information, and g) willingness to volunteer at The Corner

Demographic Diversity

Country of Origin, Age, Gender, and Languages Spoken Analysis
The data presents a comprehensive overview of our community demographics, segmented by age, gender, postal code, and language spoken. Here's a breakdown of the key findings:

GENDER - SELF IDENTIFIED	
Female	52%
Male	40%
No Answer	7%
2SLGBTQ	1%

COUNTRY OF ORIGIN	
India	30%
No Response	18%
Canada	15%
Nepal	4%
China	4%
Sri Lanka	3%
Ethiopia	3%
Philippines	2%
Iran	2%
Mexico	2%
Bangladesh	1%
Africa	1%
Afghanistan	1%
Others	10%

AGE CRITERIA	
Kids (under 12)	6%
Youth (13 to 29)	9%
Young Adults (30 to 55)	53%
Senior Adults (55+)	22%
No Response	10%

POSTAL CODES	
St. James Town	65.82%
Down Town East	9.7%
Outside of Down Town East (DTE)	24.48%

PREFERRED LANGUAGE	
English	69.20%
No Response	13.5%
Tamil	4.22%
Mandarin	3.38%
Pashto	1.27%
Hindi	1.68%
Other	6.75%

More than 40 % of respondents said they got the answer for their questions and 30% said waste management is a much needed activity for our community

INFORMATION ACCESSIBILITY	
Got the answer	41%
Most Likely	28%
N / A	18%
No Response	6%
Not at all	4%
Likely	2%

IMPORTANCE OF WASTE MANAGEMENT IN OUR COMMUNITY	
Important	30%
Much Needed	28%
No Response	23%
Important	14%
Fairly	5%
Not at All	1%

More than 40% of respondents follows The Corner in one of the social media and 30% shows interest in volunteering

SOCIAL MEDIA FOLLOWERS	
No Response	62%
Facebook	22%
Newsletter	10%
Instagram	8%
Twitter	3%
N / A	2%
ALL	0%

WEBSITE VISITS & FEEDBACK	
No Response	41%
NA	21%
Very Good	18%
Good	18%
Fair	2%
No	0%

INTERESTED IN VOLUNTEER	
No	26%
No Response	43%
Yes	30%

HOW TO IMPROVE PROGRAMS - SUGGESTION FROM THE COMMUNITY	
Doing Great	
Need More Outreach	
Need more programs	
Newcomer Programs	
Reduce appointment wait time	
More Volunteering Opportunity	

Conclusion

More than 50% of responders are female and young adults. 63% live in SJT and the majority of them prefer English as their communication language. We had respondents from more than 10 different countries and 33% are from India. We thank all participants who helped us to review our programs and services and The Corner is striving to implement the comments and suggestions given by the respondents.



Continual Assessment

The evaluation process will take place at regular intervals of 12 months. In preparation for the subsequent evaluation; The Corner will endeavor to incorporate the suggestions identified in the present evaluation.

Purpose

Assess and review client satisfaction concerning the services and programs available at The Corner.
Evaluation Period: Oct-2023 to Dec-2023 No. of participants: 237

Feedback on Intake and Other Services

SERVICES ACCESSED	
No Response	54%
Holiday Toy Drive	12%
Front area services	12%
Primary Healthcare	7%
Vaccine Clinic	5%
Repair Services	4%
Other	3%
Corner Program	3%
Green Cafe	1%
Rental Service	1%
Employment	1%
Settlement	0%

Two different ways of survey participation

In-person - on site – both locations and outreach locations, online – website and social media
A diverse group of clients responded to the evaluation questionnaire. This ensured that the data was representative of the client population at The Corner

SERVICES	BAD	FAIR	VERY GOOD	GOOD	NOT AVAILABLE	NO RESPONSE
Intake and referral process	0%	4%	29%	55%	2%	10%
One on One services	1%	1%	27%	58%	9%	4%
Green Services	1%	4%	21%	27%	24%	23%
Rate for the services received	1%	4%	24%	62%	3%	6%

ACCESSIBLE | COMMUNITY DRIVEN | EQUITABLE | DIVERSE

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