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Waterloo-Wellington

Here 24/7 Service Volumes Overview

Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2018-12-31



15,363

Requests For Service

of admissions for anonymous
and known unique individuals



48,022

Calls Received

of calls received



71.00%

Call Answer Rate

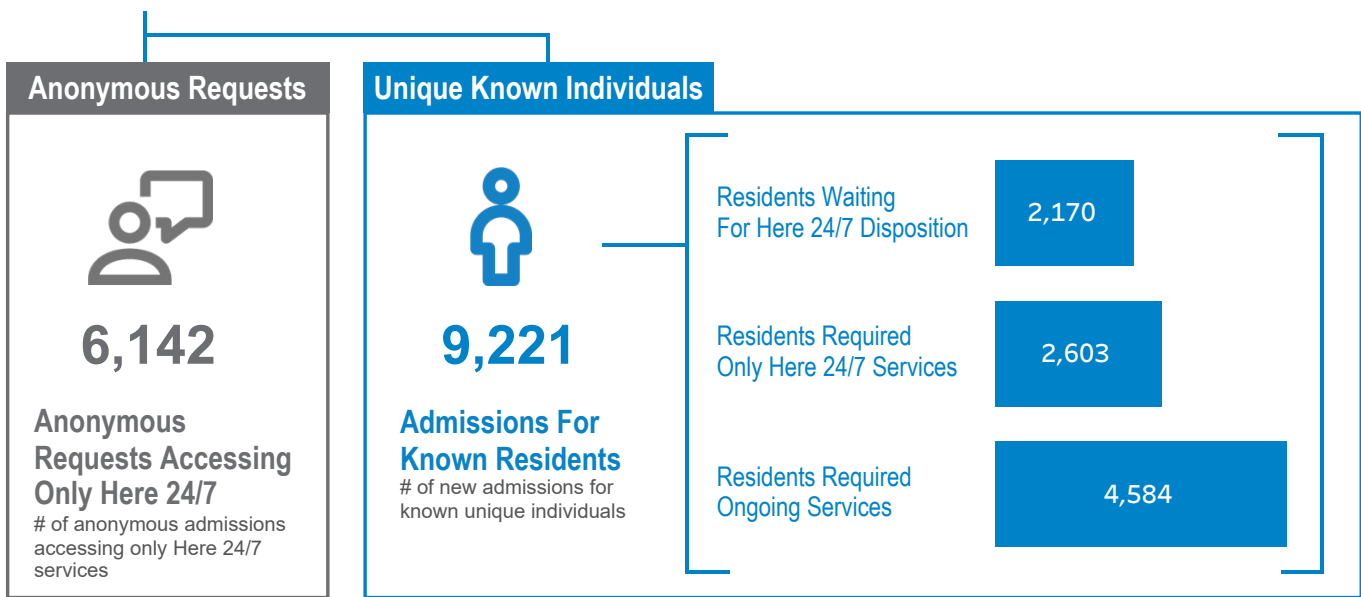
average % of time calls are
answered live



10,634

Residents Served

of known unique
individuals served



Top Visits By Type

994 **Crisis Assessments**
of crisis assessments completed

4K

0K

2,651 **Assessments**
of assessments completed

4K

0K

14,934 **Monitoring & Support**
of visits offering monitoring & support

4K

0K

29,411 **Service Coordination**
of visits for service coordination

4K

0K

Definitions:

Residents = Number of unique residents

Anonymous = Non-uniquely identified anonymous residents contacting Here 24/7

Residents Waiting for Here 24/7 Disposition = Residents waiting for an assessment to be completed and a service decision made from Here 24/7

Residents Required Ongoing Services = All residents who require ongoing services (those who were connected + those still waiting)



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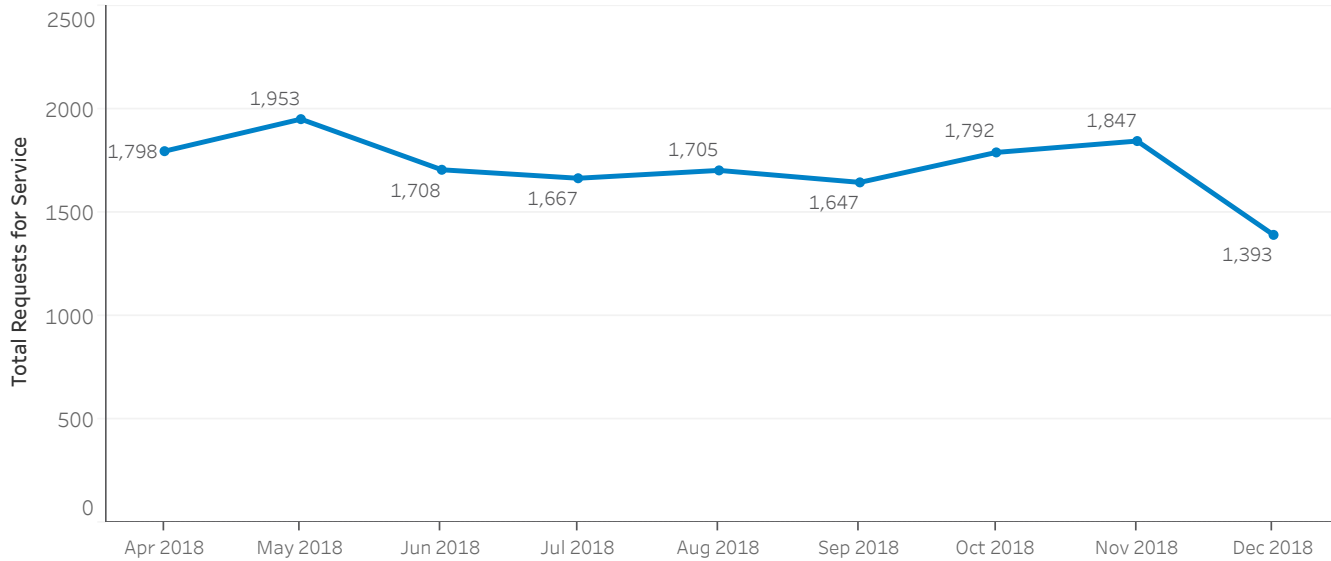
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Here 24/7 Service Volumes Overview

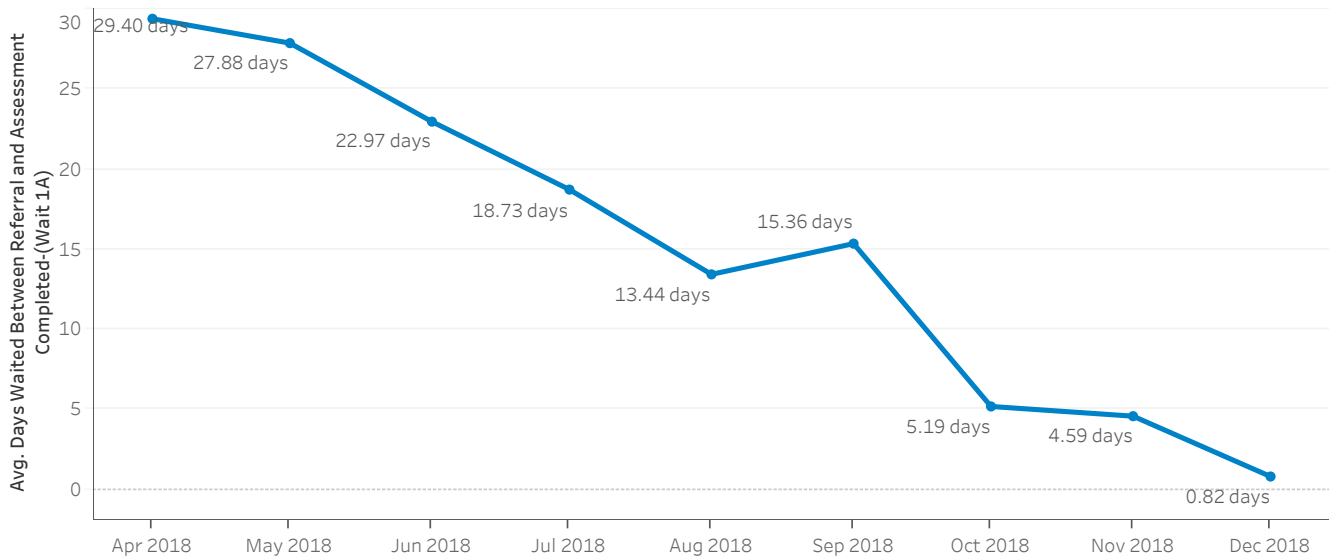
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2018-12-31

Requests for Service By Month (anonymous and uniquely identified residents)



Average Days Waited Between Referral and Service Completed (Wait 1A) For Residents Accessing Only Here 24/7 By Month



Definitions:

Anonymous = Non-uniquely identified anonymous residents contacting Here 24/7

Requests for Service = # of admissions for anonymous and known unique individuals

Residents = Number of unique residents

Wait 1A = Average days between Initial Contact with Here 24/7 and Service Completed (for residents only requiring Here 24/7 services during reporting period)



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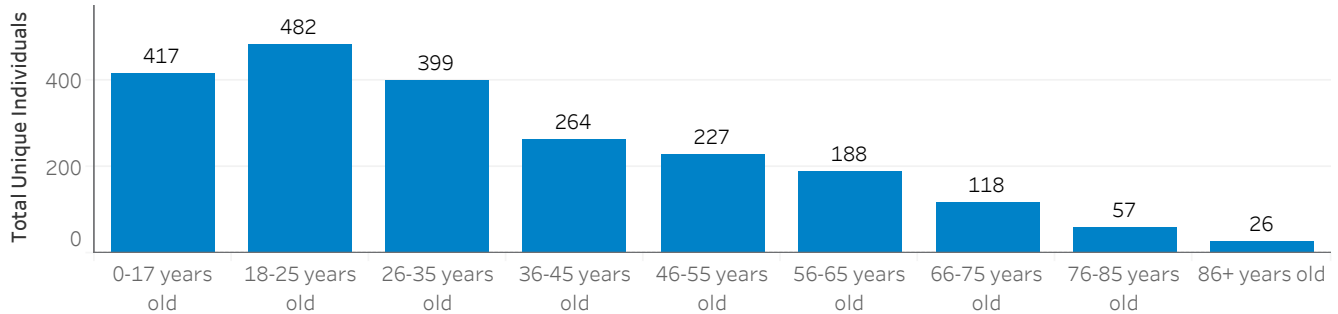
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Here 24/7 Service Volumes Overview

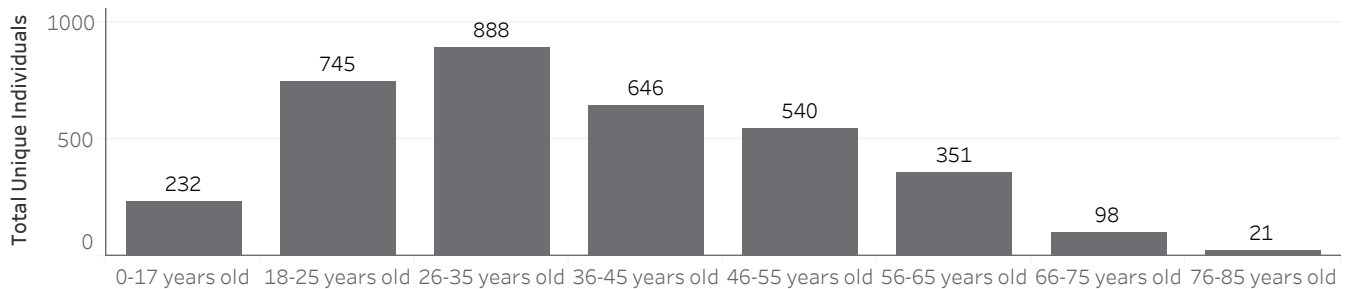
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2018-12-31

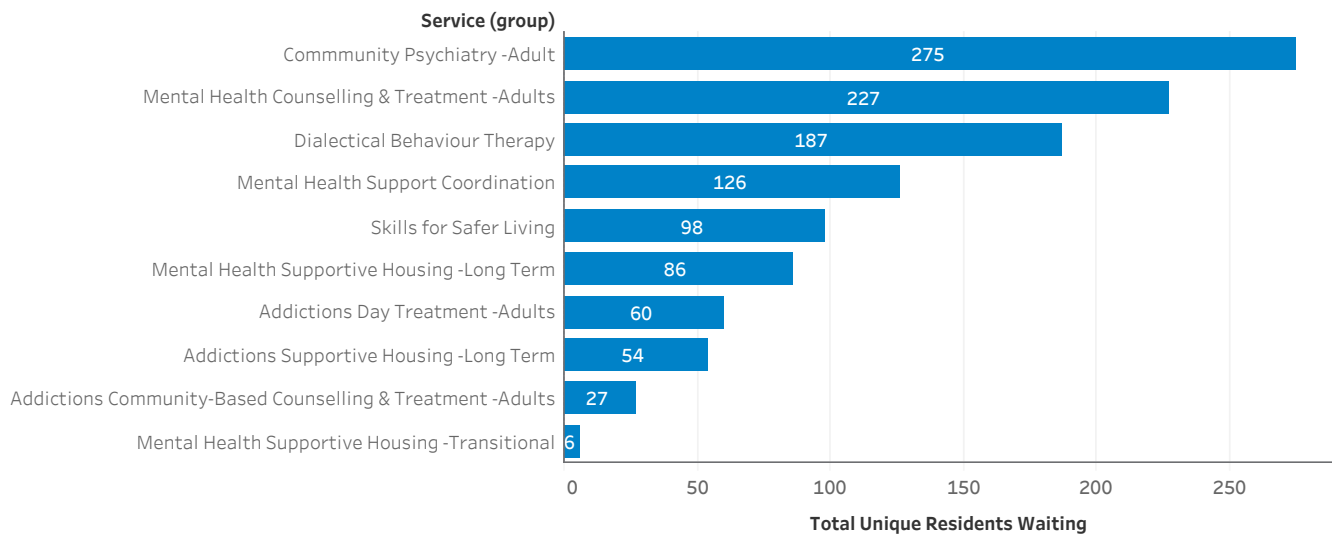
Age of Known Residents Who Required Only Here 24/7 Services



Age of Known Residents Who Requested/Required Ongoing Services



Top 10 Services Residents Are Waiting For



Definitions:

Known Residents = Unique identifiable residents

Ongoing Services = Services beyond Here 24/7



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Here 24/7 WWLHIN Wait Times Overview

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who were connected to ongoing care

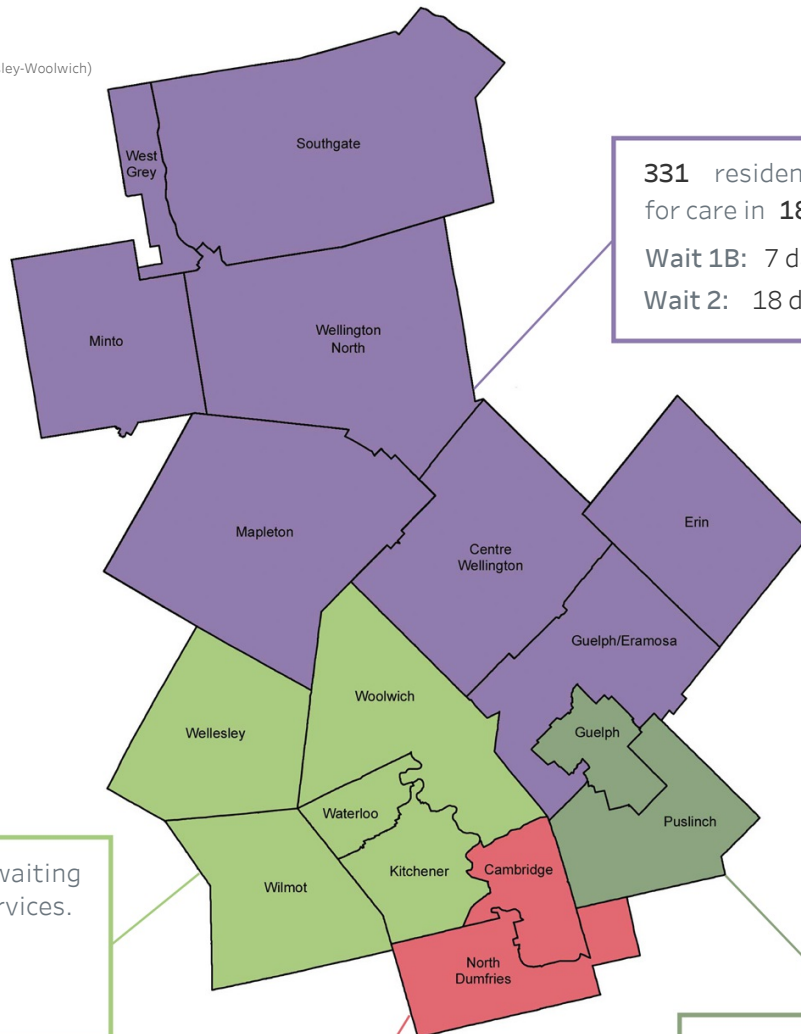
Reporting Period: 2018-04-01 to 2018-12-31

Sub-Region Geographies

- Wellington
- Cambridge-North Dumfries
- Guelph-Puslinch
- KW4 (Kitchener-Waterloo-Wilmot-Wellesley-Woolwich)
- Non-WWLHIN or Unknown

2,965

residents currently waiting for addictions and/or mental health care



1,170 residents waiting for care in 19 services.

Wait 1B: 11 days
Wait 2: 45 days

177 residents waiting for care in 19 services.

Wait 1B: 9 days
Wait 2: 48 days

396 residents waiting for care in 17 services.

Wait 1B: 11 days
Wait 2: 45 days

898 residents waiting for care in 23 services.

Wait 1B: 10 days
Wait 2: 19 days

Definitions:

Residents Waiting = Number of unique residents currently waiting for service (regardless of when their wait started)

Sub-LHIN Geography = The Sub-LHIN area where residents identify a home address

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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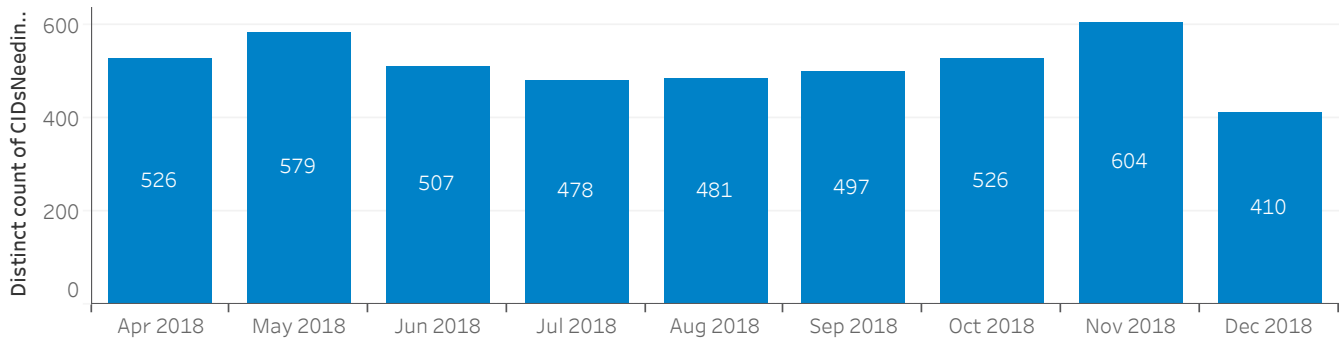
WWLHIN Wait Times Detail

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who required ongoing care

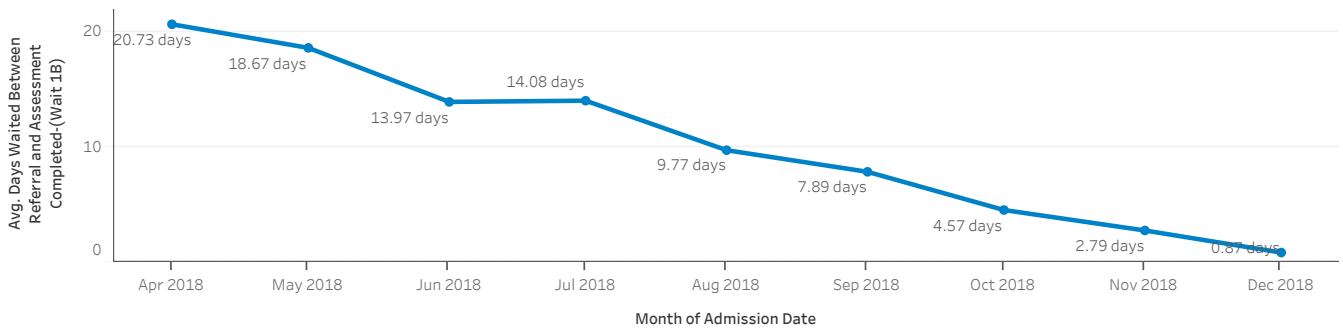
Reporting Period: 2018-04-01 to 2018-12-31

4,584 Unique Residents Contacted Here 24/7 And Require Ongoing Care

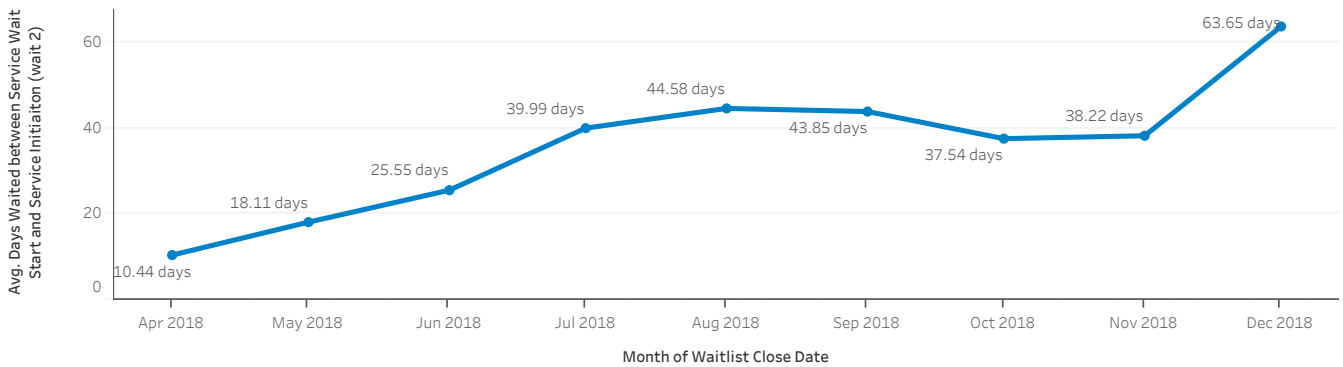
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



Average Days Waited Between Referral and Assessment Completed (Wait 1B) For Residents Requiring Additional Services By Month



Average Days Waited Between Assessment and Service Initiation (Wait 2) By Month



Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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WWLHIN Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2018/2019 Fiscal Year)

Service Wait Times As Of: 2019-01-07 9:06:39 AM

Service (group)	Unique Clients Waiting	Avg. Days Waited Between Referral and Assessment Completed-(Wait 1B)	Avg. Days Waited Between Service Wait Start and Removal From Service Waitlist (Wait 2)	Avg. Days Waited Between Referral and Here 24/7 Wait Completed (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	66	17	271	76
Addictions Community-Based Counselling & Treatment -Child..	0	0	276	167
Addictions Counselling & Treatment -Adults	46	15	74	42
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	84	8	172	133
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	50	16	67	55
Addictions Residential Treatment -Children/Youth	5		266	
Addictions Supportive Housing - Transitional	61	19	102	90
Addictions Supportive Housing -Long Term	371	31	977	114
Adult Family Education	4	2	18	14
Alcohol & Drug Info/Education Seminars	11	6	160	41
Assertive Community Treatment Team	61	14	412	100
Community Psychiatry -Adult	333	13	168	58
Concerned Family/Significant Other Serv	2	0	26	26
Dialectical Behaviour Therapy	440	21	619	91
Eating Disorders Treatment -Adults	11	7	72	75
Eating Disorders Treatment -Children/Youth	2	13	45	44
Family Education & Supports	0			
Mental Health & Justice Services -Adult	10	16	64	67
Mental Health & Justice Services -Youth	9			
Mental Health Counselling & Treatment -Adults	566	10	126	48
Mental Health Counselling & Treatment -Children/Youth	16	6	37	32
Mental Health Support Coordination	553	20	578	78
Mental Health Supportive Housing -Long Term	798	19	1,138	79
Mental Health Supportive Housing -Transitional	82	30	99	57
Problem Gambling Counselling & Treatment	0	11	24	41
Skills for Safer Living	190	16	416	167
Grand Total	2,965	12	225	54

Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)

Wait 1B Blanks = No data available during the current fiscal

Total Wait Blanks = Unable to calculate total wait as Wait 1B or Wait 2 data is unavailable



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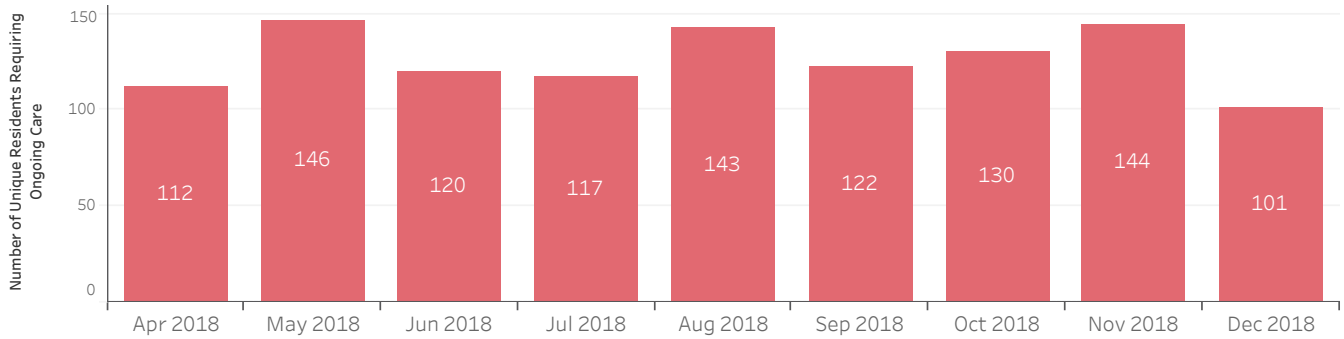
Cambridge-North Dumfries Wait Times Detail

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who required ongoing care

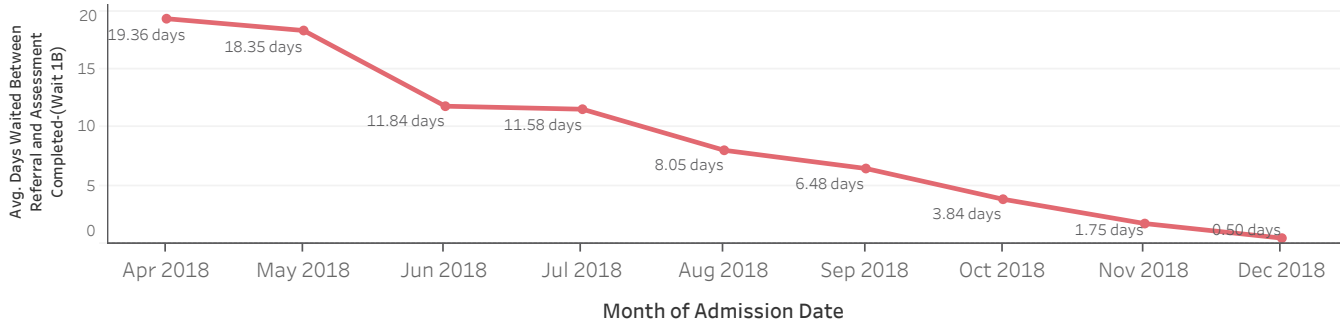
Reporting Period: 2018-04-01 to 2018-12-31

1,128 Unique Residents Contacted Here 24/7 And Require Ongoing Care

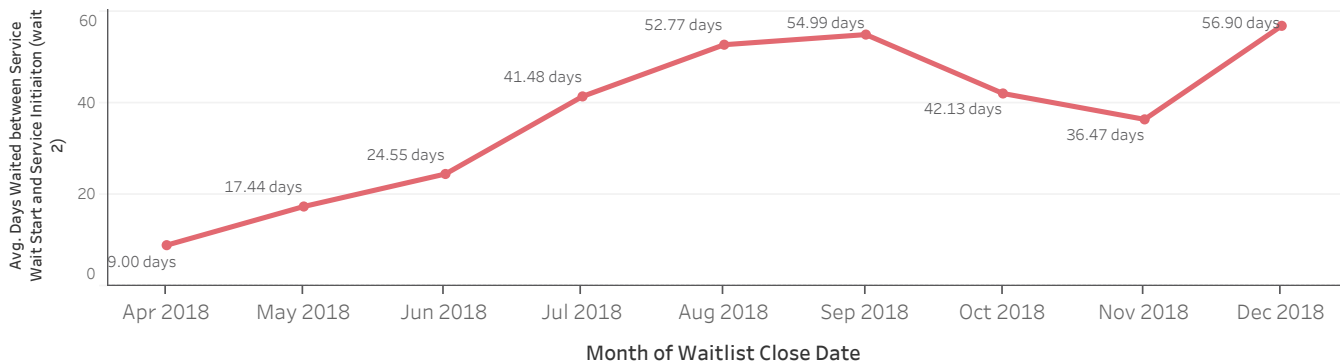
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



Average Days Waited Between Referral and Assessment Completed (Wait 1B) For Residents Requiring Additional Services By Month



Average Days Waited Between Assessment Completed and Service Initiation (Wait 2) By Month



Definitions:

Residents = Number of unique residents

Wait 1A = Average days between Initial Contact with Here 24/7 and Service Completed (for residents only requiring Here 24/7 services during reporting period)

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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Cambridge-North Dumfries Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2018/2019 Fiscal Year)

Service Wait Times As Of: 2019-01-07 9:06:39 AM

Service (group)	Unique Clients Waiting	Avg. Days Waited Between Referral and Assessment Completed-(Wait 1B)	Avg. Days Waited Between Service Wait Start and Removal From Service Waitlist (Wait 2)	Avg. Days Waited Between Referral and Here 24/7 Wait Completed (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	1	19	282	141
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Counselling & Treatment -Adults	6	18	56	50
Addictions Day Treatment -Adults	17	4	187	104
Addictions Residential Treatment -Adults	9	13	57	59
Addictions Residential Treatment -Children/Youth	1			
Addictions Supportive Housing - Transitional	4		61	
Addictions Supportive Housing -Long Term	49		1,210	
Alcohol & Drug Info/Education Seminars	2	10	142	45
Assertive Community Treatment Team	15	29	450	165
Community Psychiatry -Adult	52	10	98	62
Dialectical Behaviour Therapy	42	34	527	110
Eating Disorders Treatment -Adults	0	3	57	63
Eating Disorders Treatment -Children/Youth	0	5	34	38
Family Education & Supports	0			
Mental Health & Justice Services -Adult	2	6	18	26
Mental Health Counselling & Treatment -Adults	59	9	74	49
Mental Health Counselling & Treatment -Children/Youth	0			
Mental Health Support Coordination	71	27	447	178
Mental Health Supportive Housing -Long Term	135		1,551	
Mental Health Supportive Housing -Transitional	10		480	
Problem Gambling Counselling & Treatment	0	0	25	30
Skills for Safer Living	20	47	547	189
Grand Total	396	11	160	58

Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)

Wait 1B Blanks = No data available during the current fiscal

Total Wait Blanks = Unable to calculate total wait as Wait 1B or Wait 2 data is unavailable



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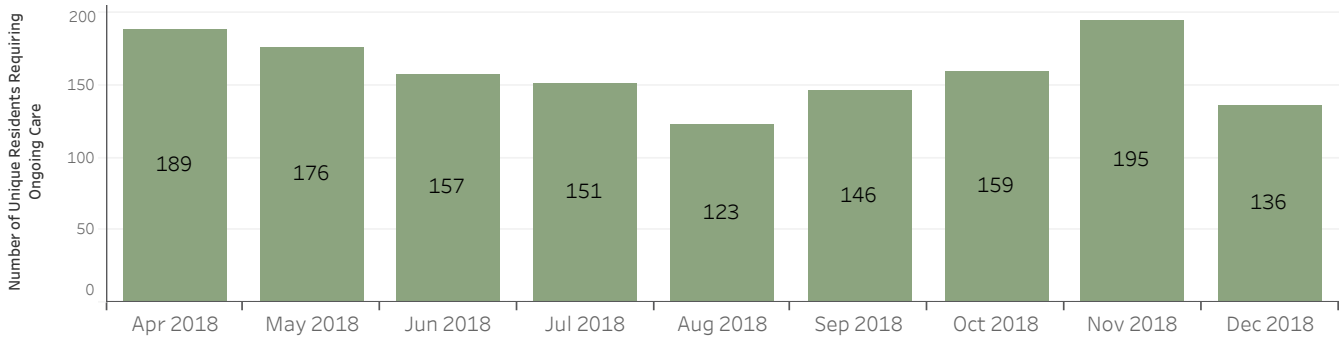
Guelph-Puslinch Wait Times Detail

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who required ongoing care

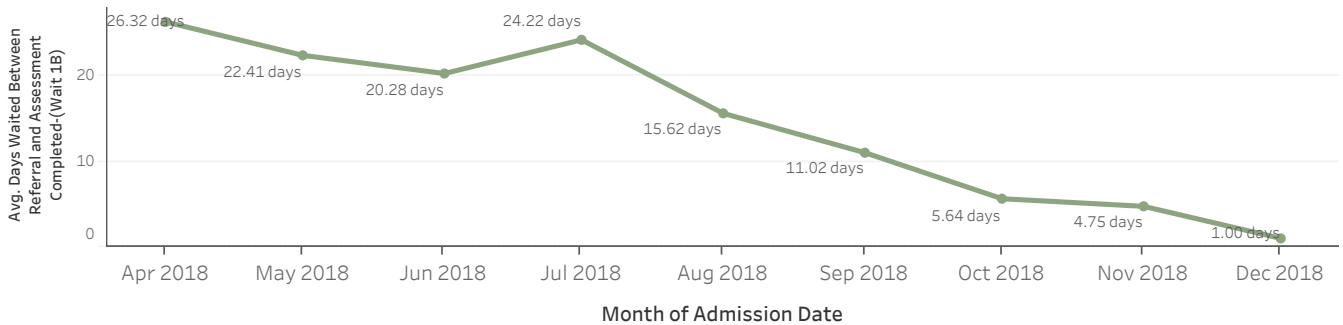
Reporting Period: 2018-04-01 to 2018-12-31

1,420 Unique Residents Contacted Here 24/7 And Require Ongoing Care

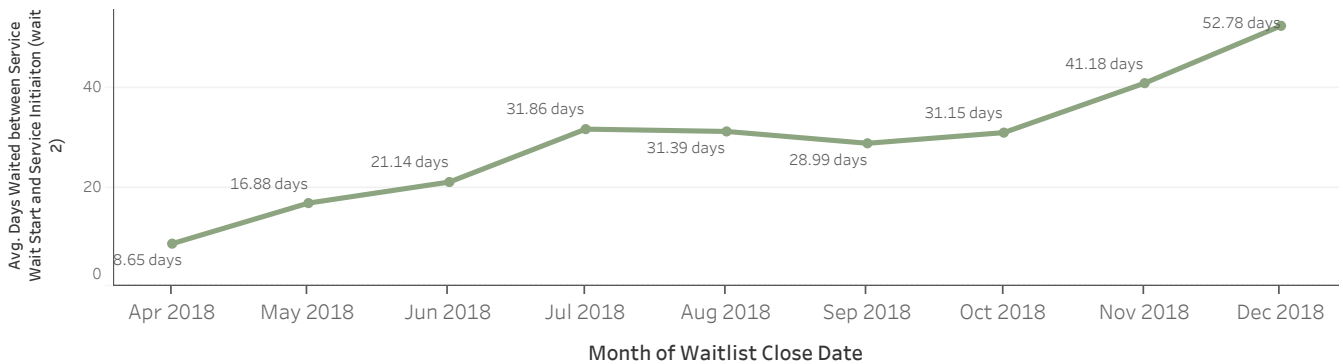
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



Average Days Waited Between Referral and Assessment Completed (Wait 1B) For Residents Requiring Additional Services By Month



Average Days Waited Between Assessment and Service Initiation (Wait 2) By Month



Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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Guelph-Puslinch Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2018/2019 Fiscal Year)

Service Wait Times As Of: 2019-01-07 9:06:39 AM

Service (group)	Unique Clients Waiting	Avg. Days Waited Between Referral and Assessment Completed-(Wait 1B)	Avg. Days Waited Between Service Wait Start and Removal From Service Waitlist (Wait 2)	Avg. Days Waited Between Referral and Here 24/7 Wait Completed (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	54	30	288	78
Addictions Community-Based Counselling & Treatment -Child..	0		332	
Addictions Counselling & Treatment -Adults	11	15	55	31
Addictions Counselling & Treatment -Children/Youth	0			
Addictions Day Treatment -Adults	16	16	208	156
Addictions Residential Treatment -Adults	6	47	70	93
Addictions Residential Treatment -Children/Youth	3			
Addictions Supportive Housing - Transitional	16	10	106	88
Addictions Supportive Housing -Long Term	110	62	293	199
Adult Family Education	2	3	16	12
Alcohol & Drug Info/Education Seminars	1	0	26	26
Assertive Community Treatment Team	1		280	
Community Psychiatry -Adult	147	19	222	52
Dialectical Behaviour Therapy	137		642	
Eating Disorders Treatment -Adults	3	4	68	69
Eating Disorders Treatment -Children/Youth	1	30	39	63
Family Education & Supports	0			
Mental Health & Justice Services -Adult	6	16	97	90
Mental Health & Justice Services -Youth	8			
Mental Health Counselling & Treatment -Adults	317	19	174	48
Mental Health Counselling & Treatment -Children/Youth	7	7	51	52
Mental Health Support Coordination	90	44	507	91
Mental Health Supportive Housing -Long Term	160	4	736	15
Mental Health Supportive Housing -Transitional	42	26	43	62
Problem Gambling Counselling & Treatment	0	9	13	22
Skills for Safer Living	28	23	551	144
Grand Total	898	18	219	50

Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during the current fiscal)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during the current fiscal)

Wait 1B Blanks = No data available during the current fiscal

Total Wait Blanks = Unable to calculate total wait as Wait 1B or Wait 2 data is unavailable



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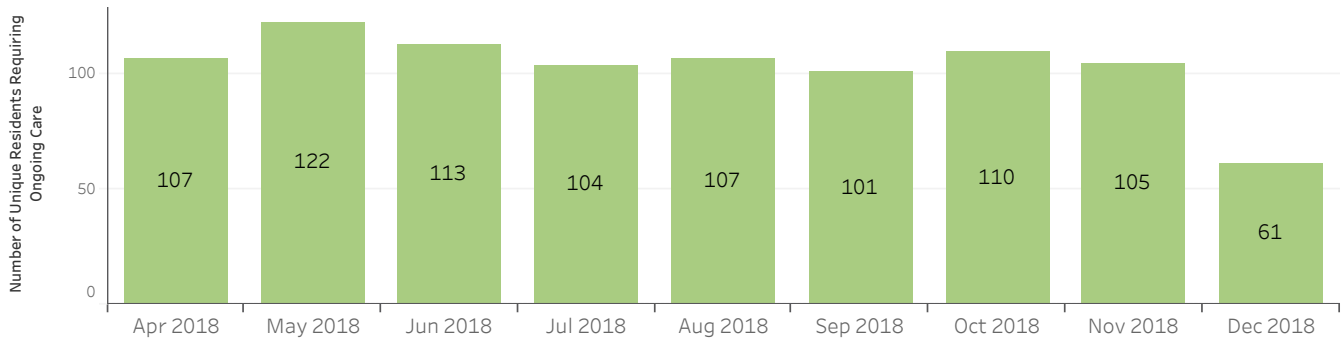
KW4 Wait Times Detail

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who required ongoing care

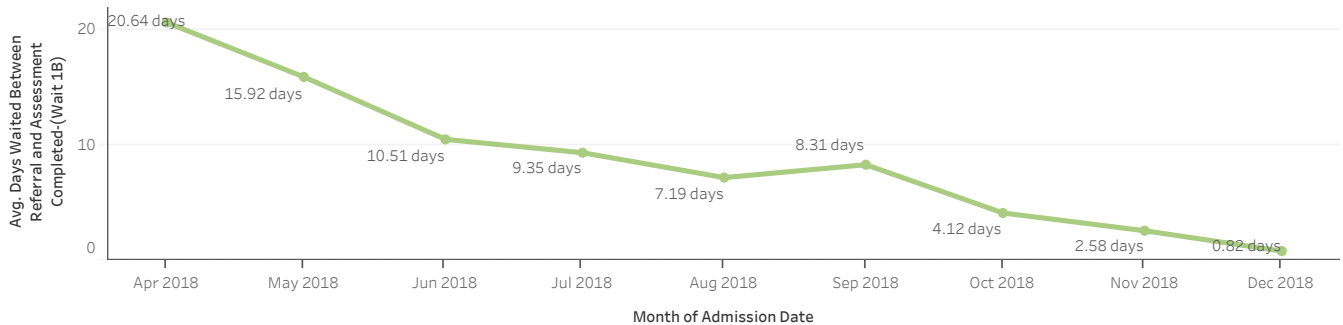
Reporting Period: 2018-04-01 to 2018-12-31

928 Unique Residents Contacted Here 24/7 And Require Ongoing Care

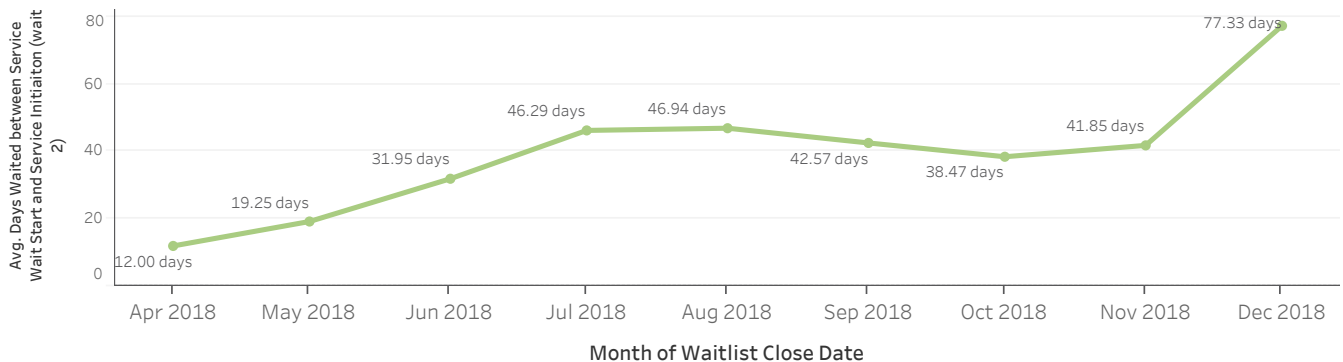
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



Average Days Waited Between Referral and Assessment Completed (Wait 1B) For Residents Requiring Additional Services By Month



Average Days Waited Between Assessment and Service Initiation (Wait 2) By Month



Definitions:

Residents = Number of unique residents

Wait 1A = Average days between Initial Contact with Here 24/7 and Service Completed (for residents only requiring Here 24/7 services during reporting period)

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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KW4 Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2018/2019 Fiscal Year)

Service Wait Times As Of: 2019-01-07 9:06:39 AM

Service (group)	Unique Clients Waiting	Avg. Days Waited Between Referral and Assessment Completed-(Wait 1B)	Avg. Days Waited Between Service Wait Start and Removal From Service Waitlist (Wait 2)	Avg. Days Waited Between Referral and Here 24/7 Wait Completed (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	3	0	45	32
Addictions Community-Based Counselling & Treatment -Child..	0		329	
Addictions Counselling & Treatment -Adults	26	14	69	49
Addictions Day Treatment -Adults	45	8	150	133
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	24	23	72	59
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	27	0	111	49
Addictions Supportive Housing -Long Term	160		1,079	
Adult Family Education	0			
Alcohol & Drug Info/Education Seminars	8	4	173	40
Assertive Community Treatment Team	41	6	425	67
Community Psychiatry -Adult	11	9	163	51
Concerned Family/Significant Other Serv	2	0	36	36
Dialectical Behaviour Therapy	223	2	653	62
Eating Disorders Treatment -Adults	4	7	70	76
Eating Disorders Treatment -Children/Youth	1	2	28	32
Family Education & Supports	0			
Mental Health & Justice Services -Adult	2	18	28	55
Mental Health Counselling & Treatment -Adults	18	4	163	33
Mental Health Counselling & Treatment -Children/Youth	0	0	31	31
Mental Health Support Coordination	355	10	649	52
Mental Health Supportive Housing -Long Term	421	21	1,178	88
Mental Health Supportive Housing -Transitional	19		98	
Problem Gambling Counselling & Treatment	0	18	25	52
Skills for Safer Living	120	5	343	168
Grand Total	1,170	11	300	57

Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during the current fiscal)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during the current fiscal)

Wait 1B Blanks = No data available during the current fiscal

Total Wait Blanks = Unable to calculate total wait as Wait 1B or Wait 2 data is unavailable



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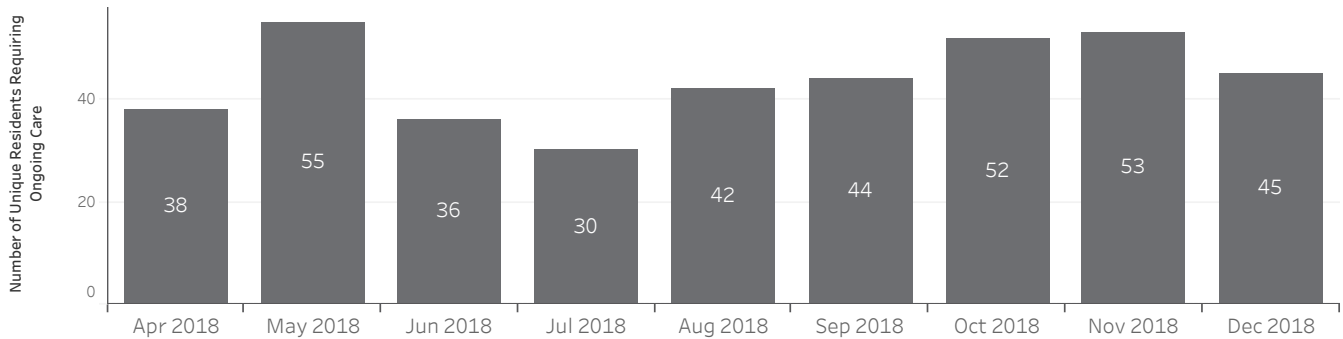
Non-WWLHIN/Unknown Wait Times Detail

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who required ongoing care

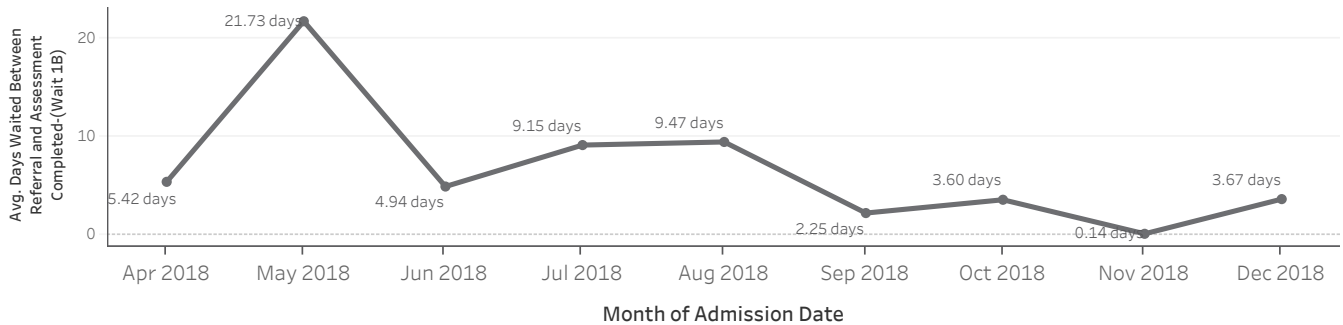
Reporting Period: 2018-04-01 to 2018-12-31

395 Unique Residents Contacted Here 24/7 And Require Ongoing Care

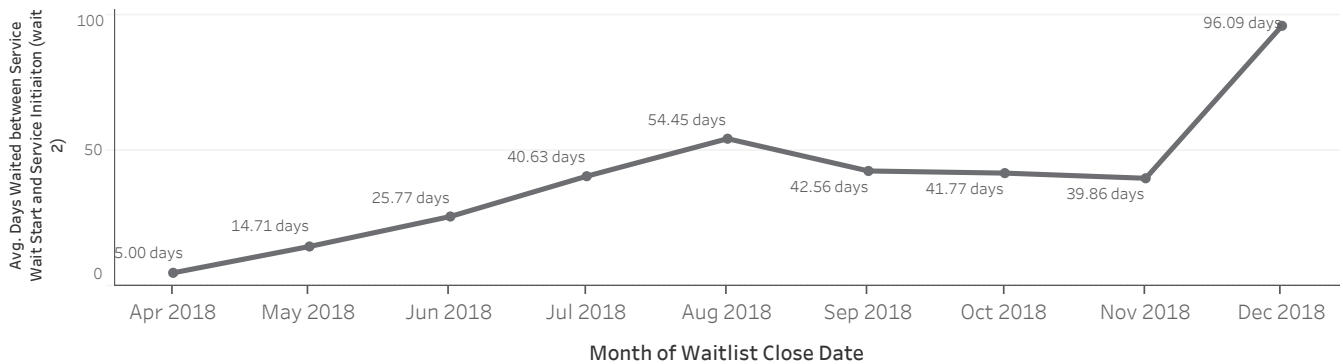
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



Average Days Waited Between Referral and Assessment Completed (Wait 1B) For Residents Requiring Additional Services By Month



Average Days Waited Between Assessment and Service Initiation (Wait 2) By Month



Definitions:

Residents = Number of unique residents

Wait 1A = Average days between Initial Contact with Here 24/7 and Service Completed (for residents only requiring Here 24/7 services during reporting period)

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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Non-WWLHIN/Unknown Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2018/2019 Fiscal Year)

Service Wait Times As Of: 2019-01-07 9:06:39 AM

Service (group)	Unique Clients Waiting	Avg. Days Waited Between Referral and Assessment Completed-(Wait 1B)	Avg. Days Waited Between Service Wait Start and Removal From Service Waitlist (Wait 2)	Avg. Days Waited Between Referral and Here 24/7 Wait Completed (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	3	0	578	48
Addictions Community-Based Counselling & Treatment -Child..	0	0	167	167
Addictions Counselling & Treatment -Adults	1	10	236	44
Addictions Day Treatment -Adults	3	3	199	141
Addictions Residential Treatment -Adults	9	2	60	39
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	13	30	81	103
Addictions Supportive Housing -Long Term	44	0	1,144	28
Adult Family Education	1	0	9	9
Alcohol & Drug Info/Education Seminars	0	0	44	44
Assertive Community Treatment Team	4			
Community Psychiatry -Adult	16	6	200	57
Concerned Family/Significant Other Serv	0	0	15	15
Dialectical Behaviour Therapy	10		543	
Eating Disorders Treatment -Adults	1	17	122	93
Eating Disorders Treatment -Children/Youth	0	26	11	36
Mental Health & Justice Services -Adult	0	17	48	61
Mental Health & Justice Services -Youth	1			
Mental Health Counselling & Treatment -Adults	18	5	101	49
Mental Health Counselling & Treatment -Children/Youth	0	4	22	26
Mental Health Support Coordination	21	0	745	48
Mental Health Supportive Housing -Long Term	50		720	
Mental Health Supportive Housing -Transitional	6	25	246	35
Problem Gambling Counselling & Treatment	0			
Skills for Safer Living	2	0	476	189
Grand Total	170	9	236	57

Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during the current fiscal)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during the current fiscal)

Wait 1B Blanks = No data available during the current fiscal

Total Wait Blanks = Unable to calculate total wait as Wait 1B or Wait 2 data is unavailable



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Waterloo-Wellington

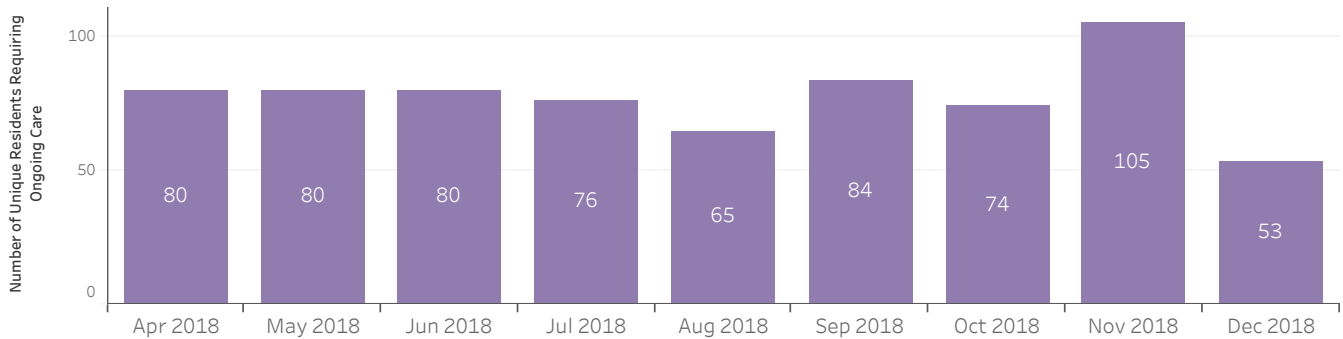
Wellington Wait Times Detail

Wait times for residents accessing Here 24/7 during 2018/2019 fiscal year who required ongoing care

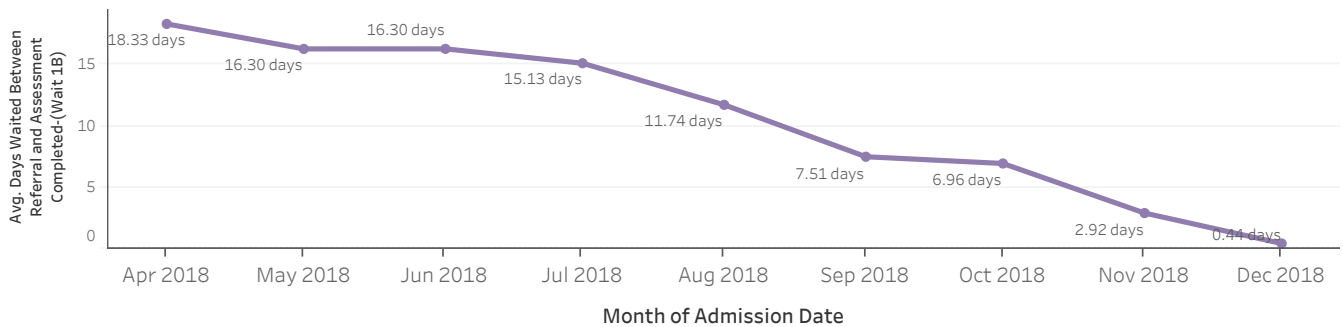
Reporting Period: 2018-04-01 to 2018-12-31

694 Unique Residents Contacted Here 24/7 And Require Ongoing Care

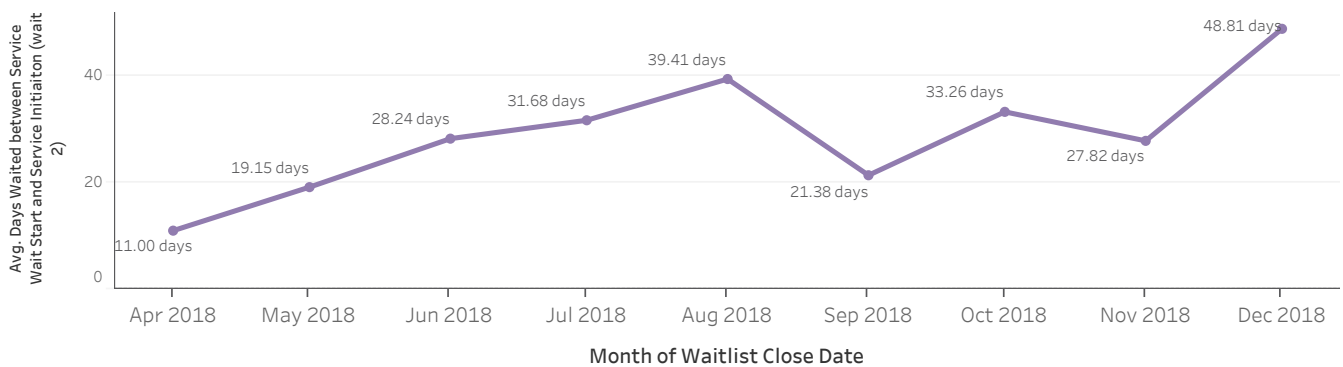
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



Average Days Waited Between Referral and Assessment Completed (Wait 1B) For Residents Requiring Additional Services By Month



Average Days Waited Between Assessment and Service Initiation (Wait 2) By Month



Definitions:

Residents = Number of unique residents

Wait 1A = Average days between Initial Contact with Here 24/7 and Service Completed (for residents only requiring Here 24/7 services during reporting period)

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during reporting period)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during reporting period)



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Wellington Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2018/2019 Fiscal Year)

Service Wait Times As Of: 2019-01-07 9:06:39 AM

Service (group)	Unique Clients Waiting	Avg. Days Waited Between Referral and Assessment Completed-(Wait 1B)	Avg. Days Waited Between Service Wait Start and Removal From Service Waitlist (Wait 2)	Avg. Days Waited Between Referral and Here 24/7 Wait Completed (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	5		228	
Addictions Counselling & Treatment -Adults	2	12	89	32
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	3	1	189	108
Addictions Residential Treatment -Adults	2	0	58	42
Addictions Residential Treatment -Children/Youth	1		266	
Addictions Supportive Housing - Transitional	1		171	
Addictions Supportive Housing -Long Term	8		798	
Adult Family Education	1	0	25	19
Alcohol & Drug Info/Education Seminars	0			
Assertive Community Treatment Team	0			
Community Psychiatry -Adult	107	21	224	63
Dialectical Behaviour Therapy	28		602	
Eating Disorders Treatment -Adults	3	8	90	77
Eating Disorders Treatment -Children/Youth	0	11	133	46
Mental Health & Justice Services -Adult	0	31	88	91
Mental Health & Justice Services -Youth	0			
Mental Health Counselling & Treatment -Adults	154	17	190	78
Mental Health Counselling & Treatment -Children/Youth	9	6	37	31
Mental Health Support Coordination	16	33	199	53
Mental Health Supportive Housing -Long Term	32		1,107	
Mental Health Supportive Housing -Transitional	5	132	56	136
Problem Gambling Counselling & Treatment	0	0	18	18
Skills for Safer Living	20	-3	149	129
Grand Total	331	12	164	45

Definitions:

Residents = Number of unique residents

Wait 1B = Average days between Initial Contact with Here 24/7 and Assessment Completed/Added to Waitlist (for residents requiring ongoing services during the current fiscal)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (for residents removed from waitlists during the current fiscal)

Wait 1B Blanks = No data available during the current fiscal

Total Wait Blanks = Unable to calculate total wait as Wait 1B or Wait 2 data is unavailable