



1 844 437 3247  
(HERE247)

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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 2018-11-30



14,002

### Requests For Service

# of admissions for anonymous and known unique individuals



42,935

### Calls Received

# of calls received



71.42%

### Call Answer Rate

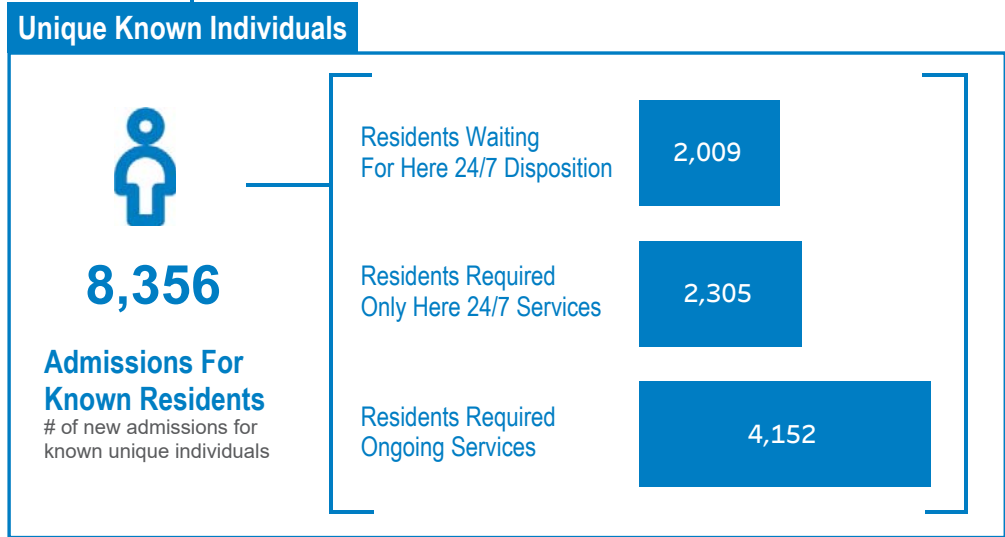
average % of time calls are answered live



9,790

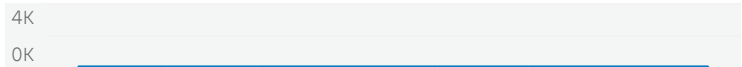
### Residents Served

# of known unique individuals served

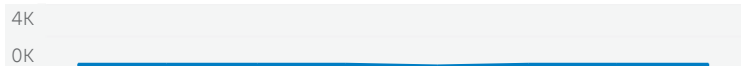


## Top Visits By Type

**907** **Crisis Assessments**  
# of crisis assessments completed



**2,442** **Assessments**  
# of assessments completed



**13,359** **Monitoring & Support**  
# of visits offering monitoring & support



**26,673** **Service Coordination**  
# of visits for service coordination



### Definitions:

Residents = Number of unique residents

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



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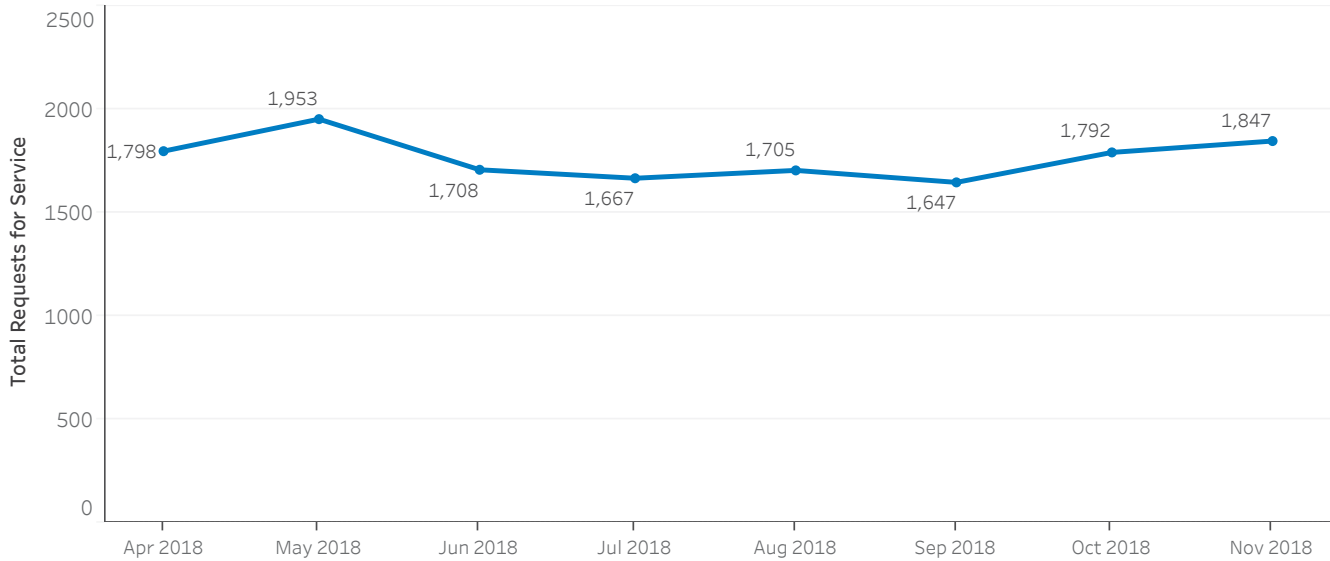
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# Here 24/7 Service Volumes Overview

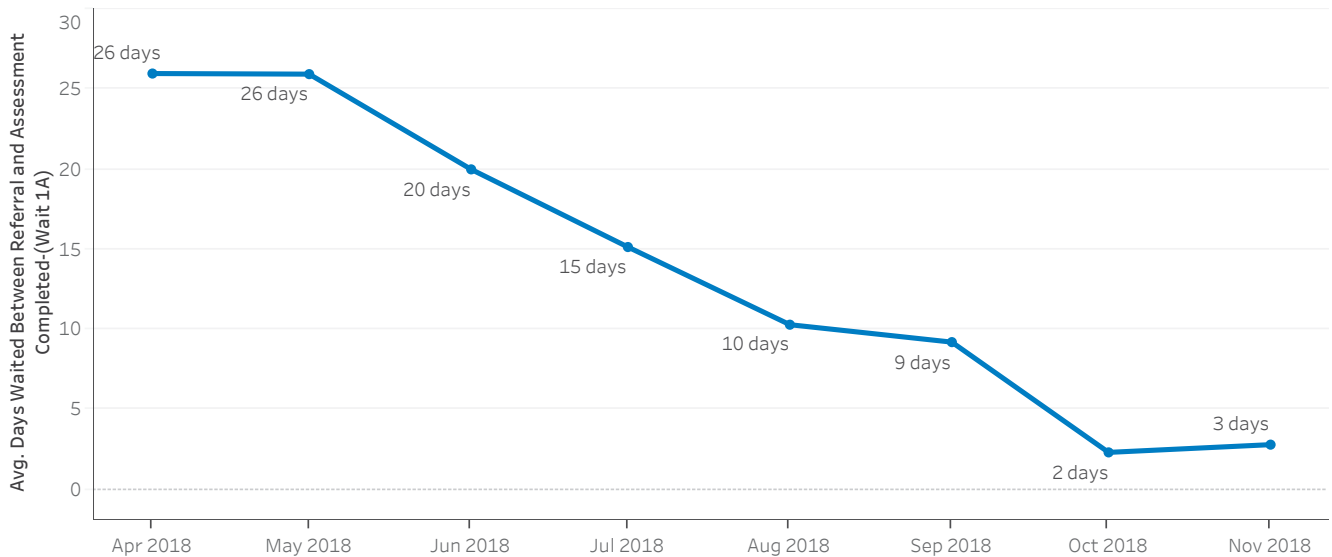
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2018-11-30

## 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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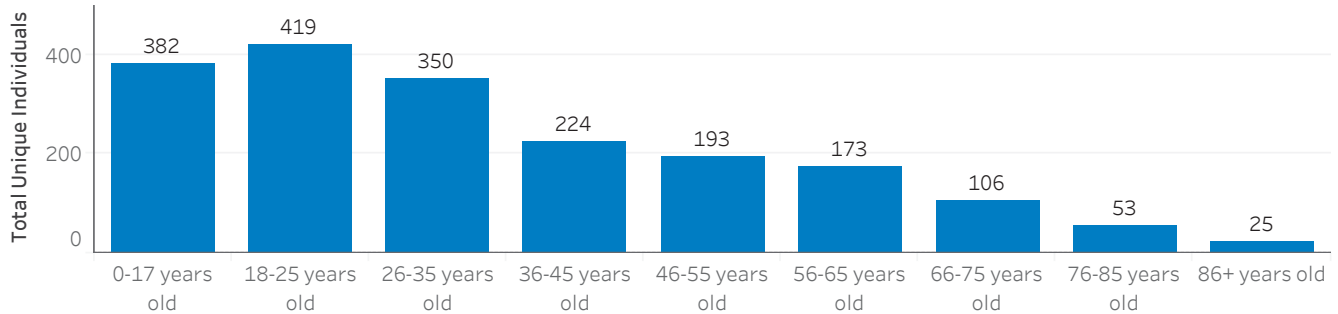
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## Here 24/7 Service Volumes Overview

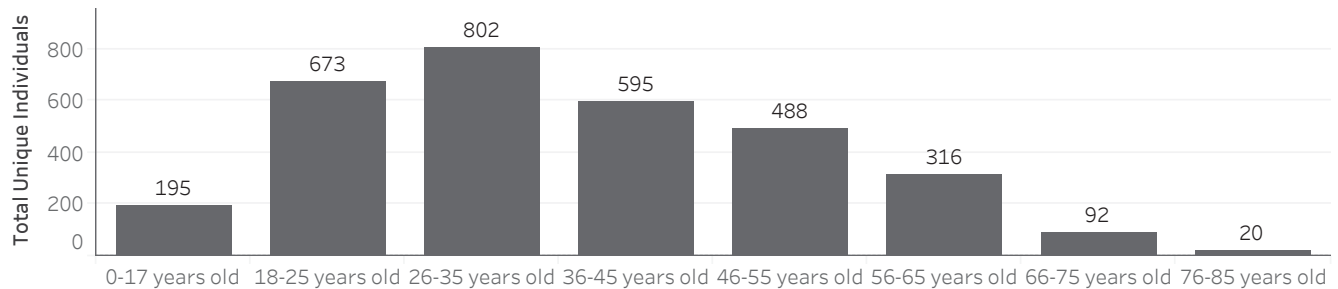
Here 24/7 service volumes Year To Date

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

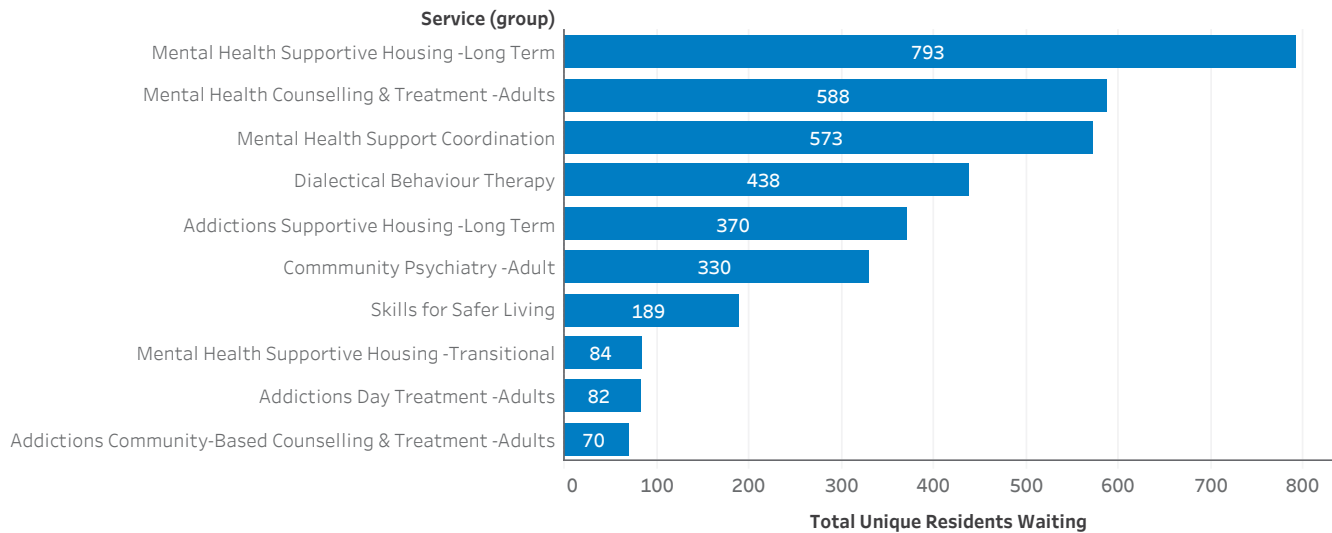
### Age of Known Residents Who Required Only Here 24/7 Services



### 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

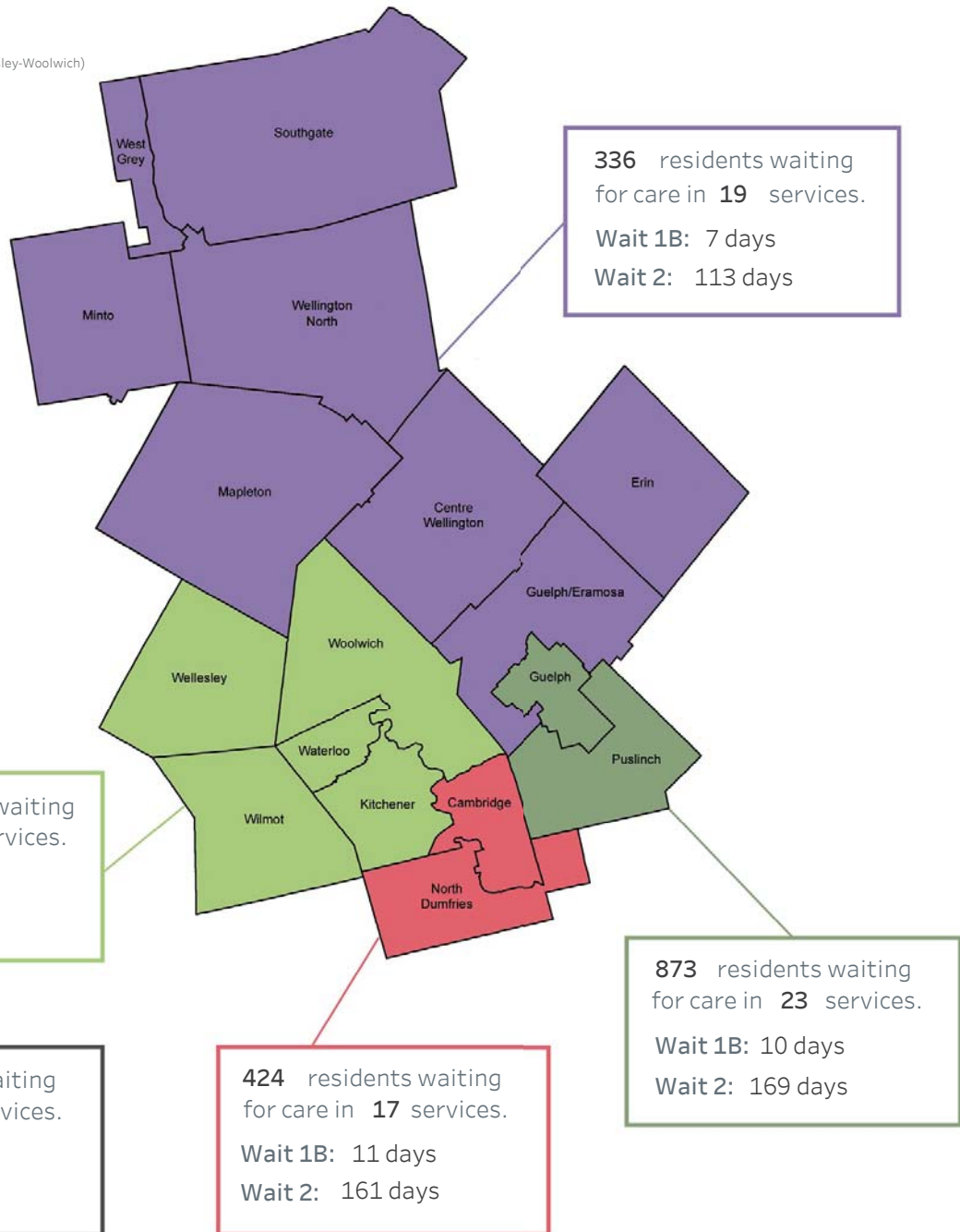
Reporting Period: 2018-04-01 to 2018-11-30

## Sub-Region Geographies

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

# 2,972

residents currently waiting for addictions and/or mental health care



### 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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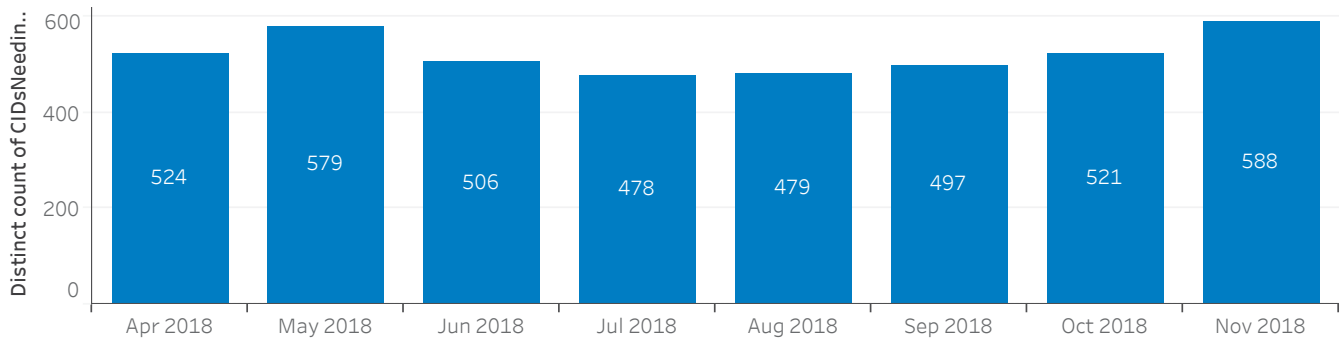
## Here 24/7 WWLHIN Wait Times Detail

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

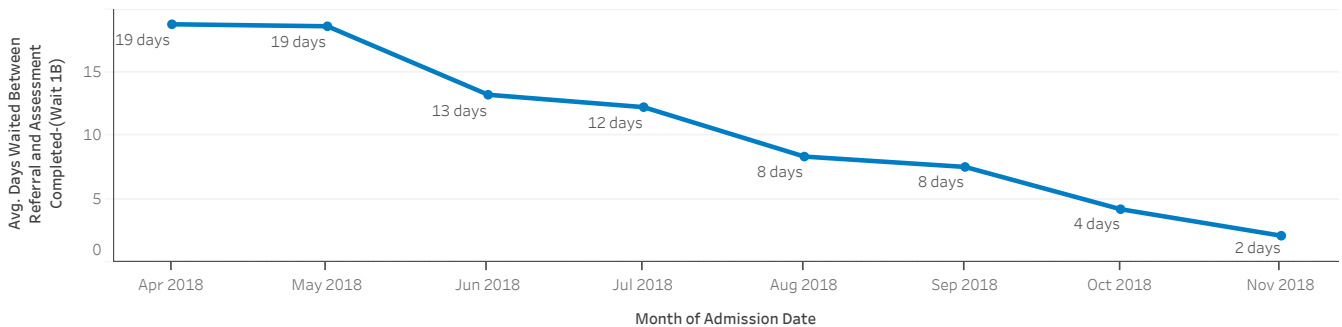
Reporting Period: 2018-04-01 to 2018-11-30

**4,152** Unique Residents Contacted Here 24/7 And Require Ongoing Care

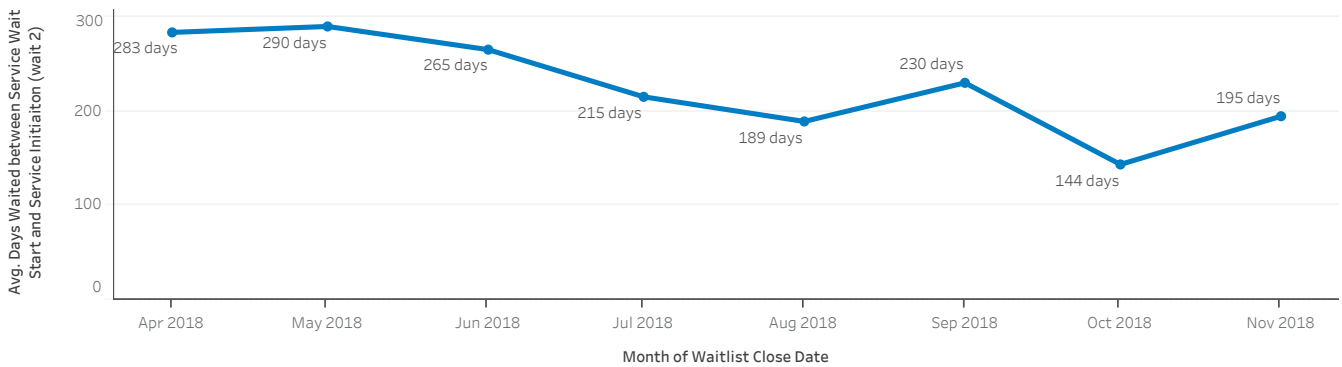
### Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



### 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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## Here 24/7 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: 2018-12-19 11:36:02 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	70	15	243	63
Addictions Community-Based Counselling & Treatment -Child..	3			
Addictions Counselling & Treatment -Adults	37	14	63	42
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	82	8	172	133
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	64	15	69	54
Addictions Residential Treatment -Children/Youth	5			
Addictions Supportive Housing - Transitional	60	19	102	90
Addictions Supportive Housing -Long Term	370	31	977	114
Adult Family Education	2	2	19	14
Alcohol & Drug Info/Education Seminars	7	4	137	39
Assertive Community Treatment Team	63	14	406	100
Community Psychiatry -Adult	330	13	168	56
Concerned Family/Significant Other Serv	1	0	24	24
Dialectical Behaviour Therapy	438	21	618	91
Eating Disorders Treatment -Adults	12	7	68	72
Eating Disorders Treatment -Children/Youth	3	14	39	43
Family Education & Supports	0			
Mental Health & Justice Services -Adult	8	16	65	69
Mental Health & Justice Services -Youth	9			
Mental Health Counselling & Treatment -Adults	588	9	126	45
Mental Health Counselling & Treatment -Children/Youth	17	6	28	28
Mental Health Support Coordination	573	17	556	61
Mental Health Supportive Housing -Long Term	793	19	1,138	79
Mental Health Supportive Housing -Transitional	84	27	104	55
Problem Gambling Counselling & Treatment	0	11	25	41
Skills for Safer Living	189	17	418	166
<b>Grand Total</b>	<b>2,972</b>	<b>12</b>	<b>220</b>	<b>53</b>

### 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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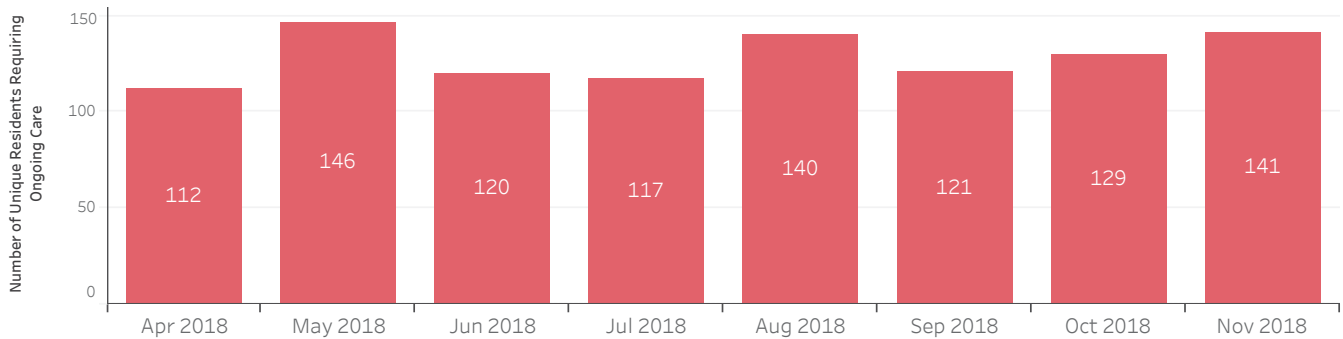
# Cambridge-North Dumfries Wait Times Detail

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

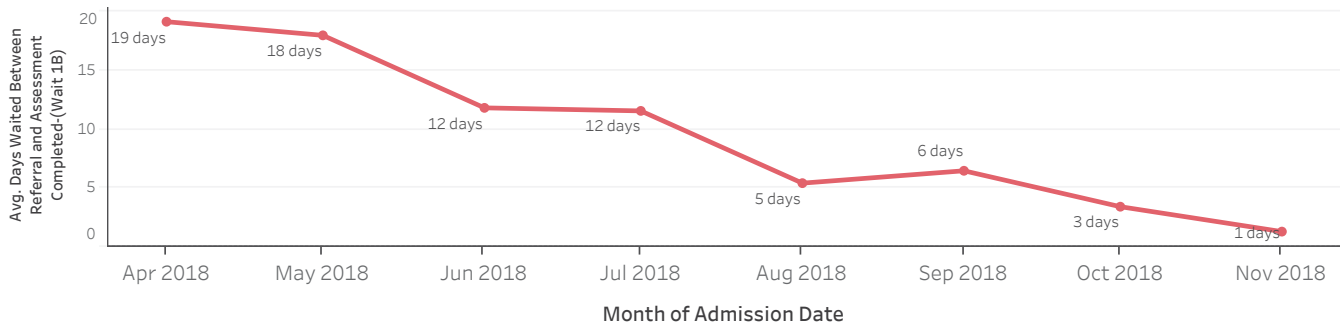
Reporting Period: 2018-04-01 to 2018-11-30

**1,093** Unique Residents Contacted Here 24/7 And Require Ongoing Care

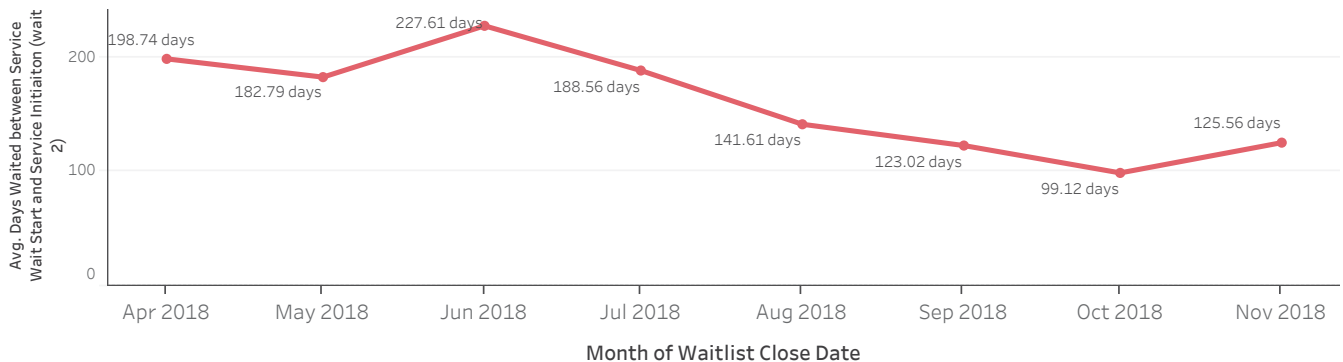
## Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



## 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: 2018-12-19 11:36:02 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	2	4	232	60
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Counselling & Treatment -Adults	3	18	42	50
Addictions Day Treatment -Adults	17	4	187	104
Addictions Residential Treatment -Adults	11	14	62	60
Addictions Residential Treatment -Children/Youth	1			
Addictions Supportive Housing - Transitional	4		61	
Addictions Supportive Housing -Long Term	48		1,210	
Alcohol & Drug Info/Education Seminars	1	5	150	37
Assertive Community Treatment Team	15	29	450	165
Community Psychiatry -Adult	77	10	88	60
Dialectical Behaviour Therapy	39	34	528	110
Eating Disorders Treatment -Adults	0	2	59	65
Eating Disorders Treatment -Children/Youth	0	5	29	33
Family Education & Supports	0			
Mental Health & Justice Services -Adult	2	7	18	28
Mental Health Counselling & Treatment -Adults	80	8	72	47
Mental Health Counselling & Treatment -Children/Youth	0			
Mental Health Support Coordination	72	5	466	76
Mental Health Supportive Housing -Long Term	135		1,570	
Mental Health Supportive Housing -Transitional	10		480	
Problem Gambling Counselling & Treatment	0	0	25	30
Skills for Safer Living	20	47	573	189
<b>Grand Total</b>	<b>424</b>	<b>11</b>	<b>157</b>	<b>55</b>

### 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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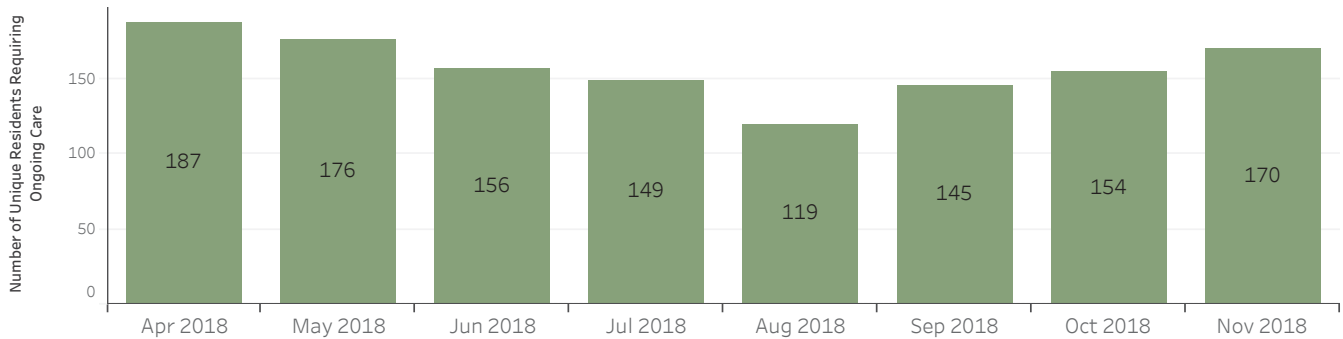
# Guelph-Puslinch Wait Times Detail

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

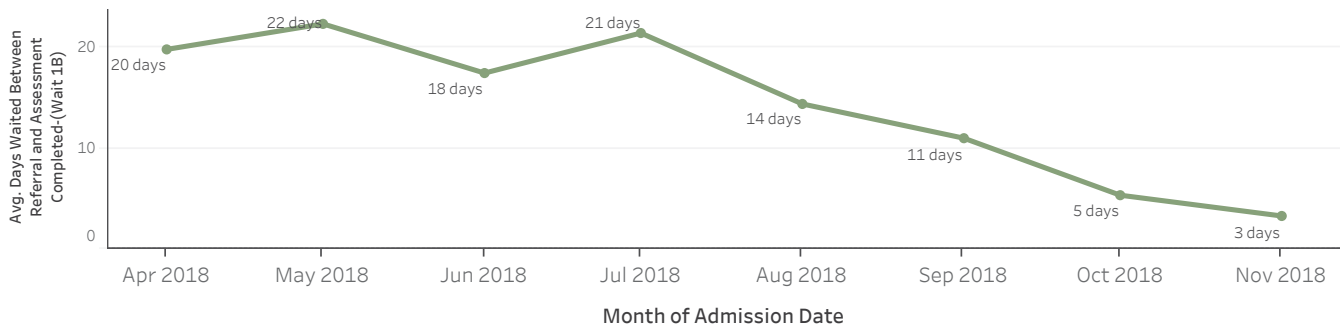
Reporting Period: 2018-04-01 to 2018-11-30

**1,362** Unique Residents Contacted Here 24/7 And Require Ongoing Care

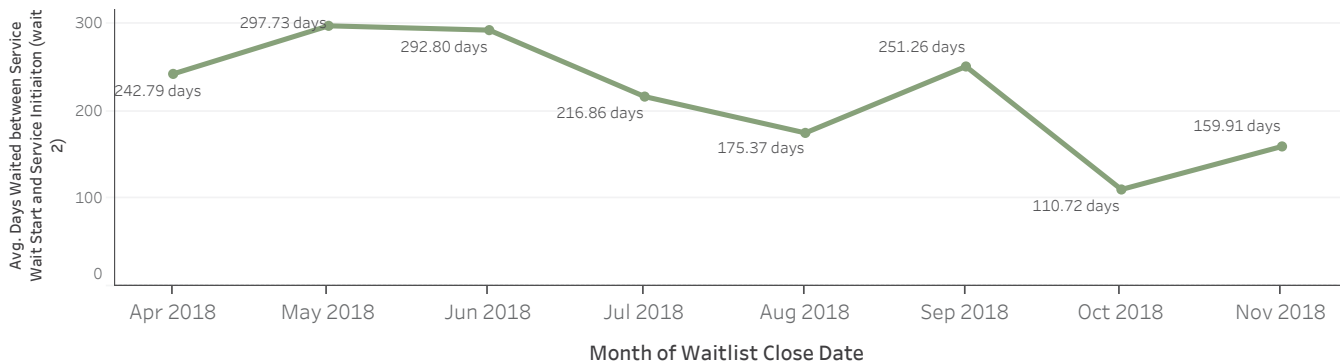
## Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



## 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: 2018-12-19 11:36:02 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	57	30	248	78
Addictions Community-Based Counselling & Treatment -Child..	1			
Addictions Counselling & Treatment -Adults	14	15	53	31
Addictions Counselling & Treatment -Children/Youth	0			
Addictions Day Treatment -Adults	16	16	208	156
Addictions Residential Treatment -Adults	8	24	72	73
Addictions Residential Treatment -Children/Youth	3			
Addictions Supportive Housing - Transitional	15	10	106	88
Addictions Supportive Housing -Long Term	109	62	293	199
Adult Family Education	0	3	17	12
Alcohol & Drug Info/Education Seminars	1	0	26	26
Assertive Community Treatment Team	1		280	
Community Psychiatry -Adult	127	17	227	50
Dialectical Behaviour Therapy	138		645	
Eating Disorders Treatment -Adults	3	5	68	70
Eating Disorders Treatment -Children/Youth	1	30	39	63
Family Education & Supports	0			
Mental Health & Justice Services -Adult	5	17	99	93
Mental Health & Justice Services -Youth	8			
Mental Health Counselling & Treatment -Adults	308	16	174	46
Mental Health Counselling & Treatment -Children/Youth	7	9	45	43
Mental Health Support Coordination	91	44	481	91
Mental Health Supportive Housing -Long Term	159	4	736	15
Mental Health Supportive Housing -Transitional	42	19	43	56
Problem Gambling Counselling & Treatment	0	9	13	22
Skills for Safer Living	27	23	551	144
<b>Grand Total</b>	<b>873</b>	<b>16</b>	<b>218</b>	<b>48</b>

**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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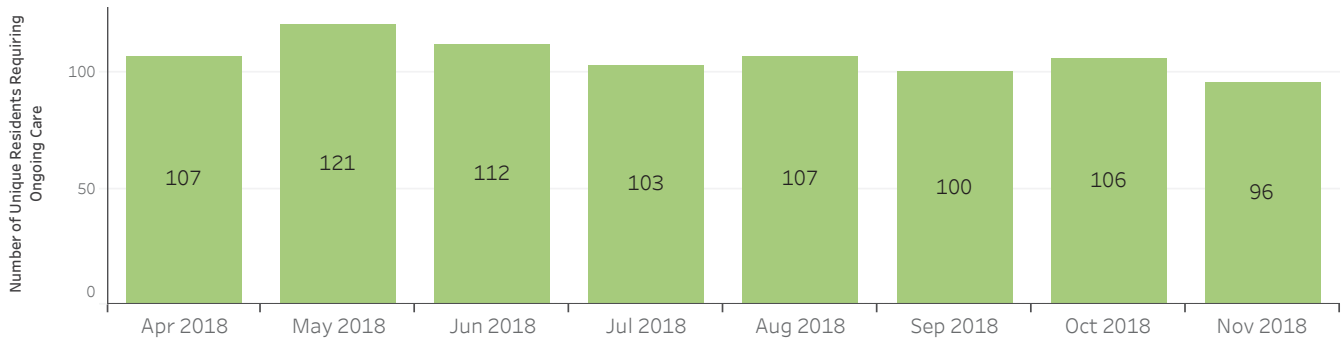
## KW4 Wait Times Detail

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

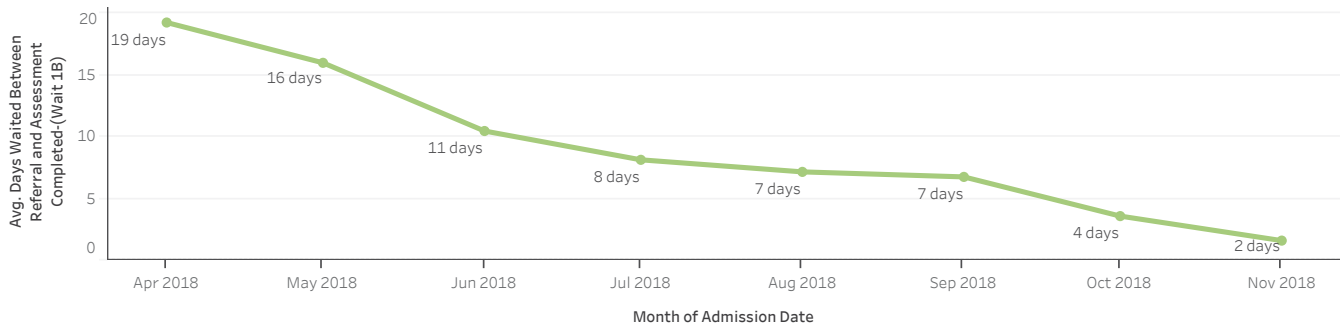
Reporting Period: 2018-04-01 to 2018-11-30

**851** Unique Residents Contacted Here 24/7 And Require Ongoing Care

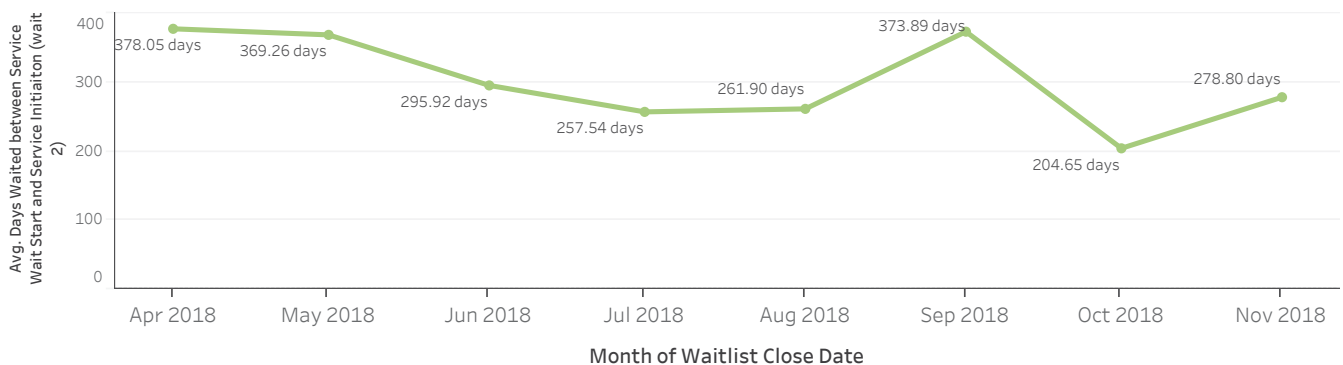
### Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



### 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: 2018-12-19 11:36:02 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	51	39
Addictions Community-Based Counselling & Treatment -Child..	1			
Addictions Counselling & Treatment -Adults	17	14	61	49
Addictions Day Treatment -Adults	44	8	150	133
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	29	25	75	63
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	27	0	111	49
Addictions Supportive Housing -Long Term	161		1,079	
Adult Family Education	0			
Alcohol & Drug Info/Education Seminars	5	4	135	40
Assertive Community Treatment Team	43	6	415	67
Community Psychiatry -Adult	12	6	154	49
Concerned Family/Significant Other Serv	1	0	43	43
Dialectical Behaviour Therapy	223	2	653	62
Eating Disorders Treatment -Adults	5	7	66	71
Eating Disorders Treatment -Children/Youth	1	2	27	31
Family Education & Supports	0			
Mental Health & Justice Services -Adult	1	18	27	55
Mental Health Counselling & Treatment -Adults	20	4	166	34
Mental Health Counselling & Treatment -Children/Youth	0	0	31	31
Mental Health Support Coordination	372	5	631	50
Mental Health Supportive Housing -Long Term	419	21	1,178	88
Mental Health Supportive Housing -Transitional	20		98	
Problem Gambling Counselling & Treatment	0	18	27	52
Skills for Safer Living	120	5	342	164
<b>Grand Total</b>	<b>1,166</b>	<b>11</b>	<b>291</b>	<b>57</b>

### 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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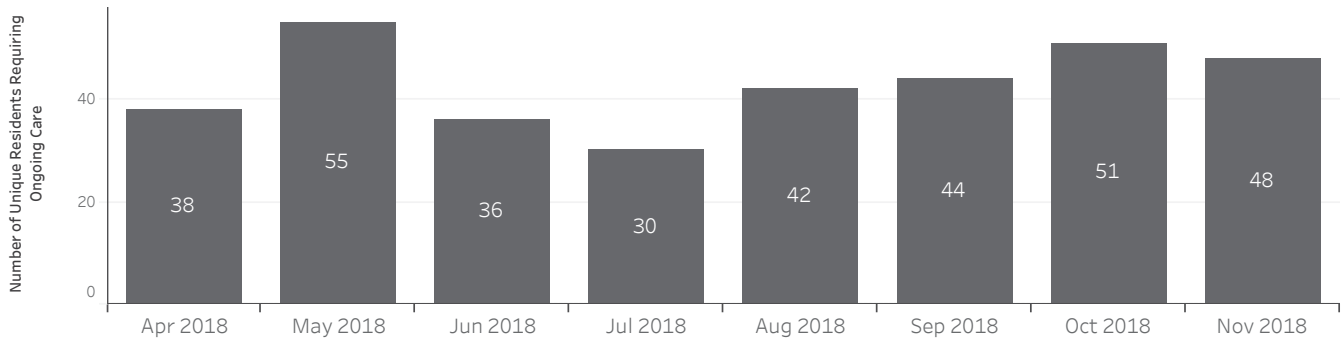
## Non-WWLHIN/Unknown Wait Times Detail

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

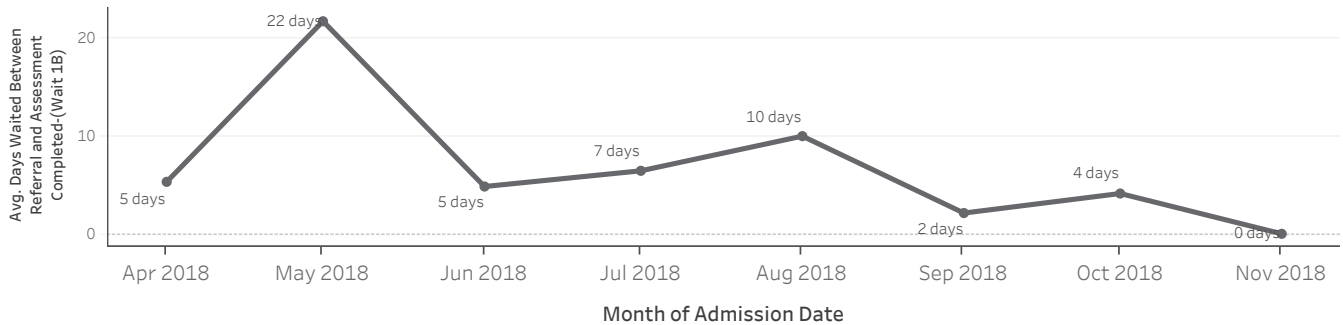
Reporting Period: 2018-04-01 to 2018-11-30

**344** Unique Residents Contacted Here 24/7 And Require Ongoing Care

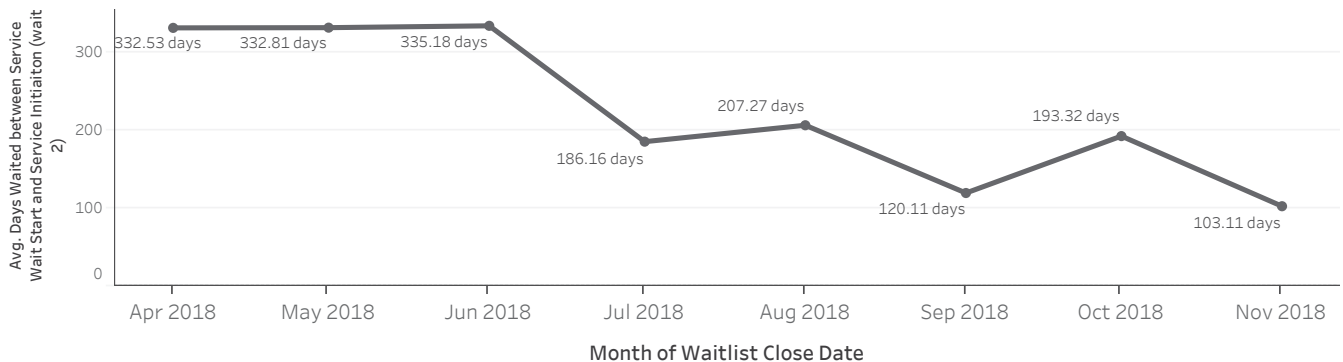
### Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



### 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: 2018-12-19 11:36:02 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..	1			
Addictions Counselling & Treatment -Adults	2	10	200	43
Addictions Day Treatment -Adults	2	3	199	141
Addictions Residential Treatment -Adults	14	2	59	37
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	13	6	200	57
Concerned Family/Significant Other Serv	0	0	15	15
Dialectical Behaviour Therapy	9		543	
Eating Disorders Treatment -Adults	1	12	80	92
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	15	5	101	49
Mental Health Counselling & Treatment -Children/Youth	0	4	22	26
Mental Health Support Coordination	22	0	697	48
Mental Health Supportive Housing -Long Term	49		720	
Mental Health Supportive Housing -Transitional	8	28	273	39
Problem Gambling Counselling & Treatment	0			
Skills for Safer Living	2	0	476	189
<b>Grand Total</b>	<b>173</b>	<b>9</b>	<b>225</b>	<b>55</b>

### 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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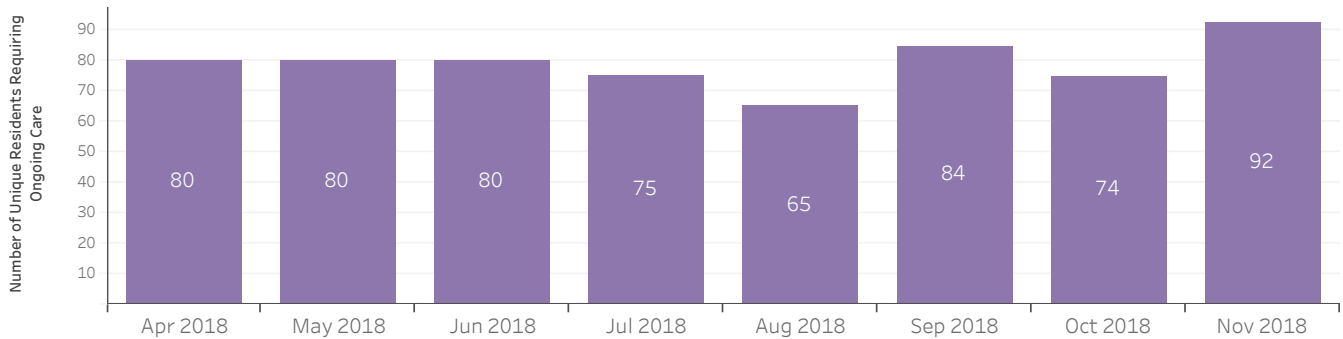
## Wellington Wait Times Detail

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

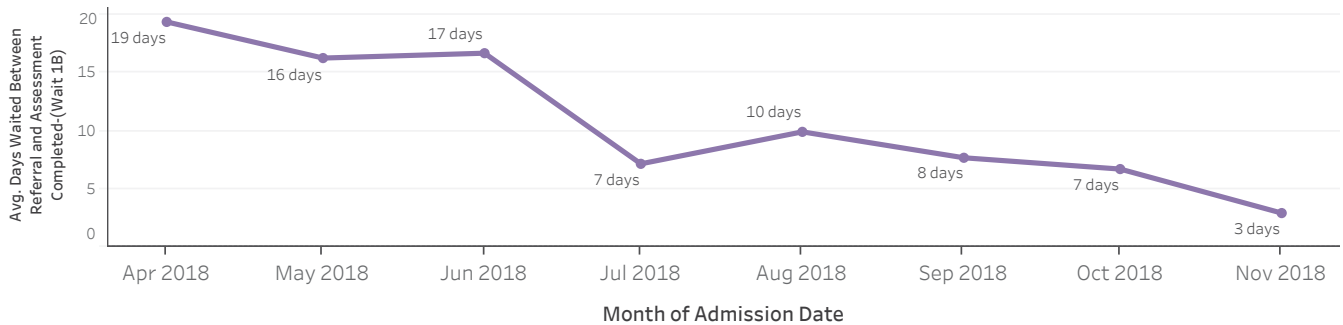
Reporting Period: 2018-04-01 to 2018-11-30

**628** Unique Residents Contacted Here 24/7 And Require Ongoing Care

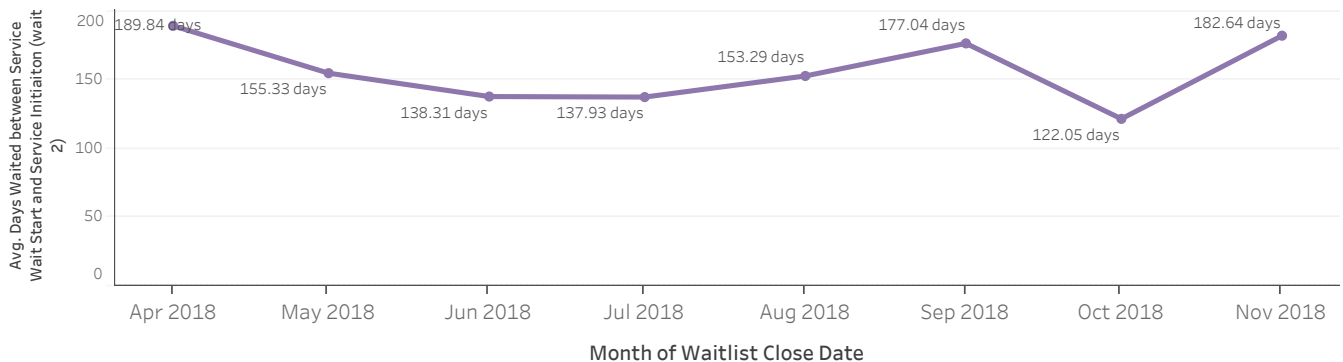
### Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



### 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: 2018-12-19 11:36:02 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	1	11	62	31
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			
Addictions Supportive Housing - Transitional	1		171	
Addictions Supportive Housing -Long Term	8		798	
Adult Family Education	1	0	25	18
Alcohol & Drug Info/Education Seminars	0			
Assertive Community Treatment Team	0			
Community Psychiatry -Adult	101	20	227	62
Dialectical Behaviour Therapy	29		570	
Eating Disorders Treatment -Adults	3	8	90	77
Eating Disorders Treatment -Children/Youth	1	11	96	46
Mental Health & Justice Services -Adult	0	31	88	91
Mental Health & Justice Services -Youth	0			
Mental Health Counselling & Treatment -Adults	165	19	176	47
Mental Health Counselling & Treatment -Children/Youth	10	6	28	28
Mental Health Support Coordination	16	33	199	53
Mental Health Supportive Housing -Long Term	31		1,107	
Mental Health Supportive Housing -Transitional	4	132	56	136
Problem Gambling Counselling & Treatment	0	0	18	18
Skills for Safer Living	20	-3	149	129
<b>Grand Total</b>	<b>336</b>	<b>12</b>	<b>154</b>	<b>41</b>

### 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

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