



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 2019-02-28



18,415

Requests For Service

of admissions for anonymous and known unique individuals



59,337

Calls Received

of calls received



68.86%

Call Answer Rate

average % of time calls are answered live



11,918

Residents Served

of known unique individuals served

Anonymous Requests



7,357

Anonymous Requests Accessing Only Here 24/7

of anonymous admissions accessing only Here 24/7 services

Unique Known Individuals



11,058

Admissions For Known Residents

of new admissions for known unique individuals

Residents Waiting For Here 24/7 Disposition

2,149

Residents Required Only Here 24/7 Services

3,453

Residents Required Ongoing Services

5,668

Top Visits By Type

1,168

Crisis Assessments

of crisis assessments completed

4K

0K

3,025

Assessments

of assessments completed

4K

0K

17,013

Monitoring & Support

of visits offering monitoring & support

4K

0K

34,091

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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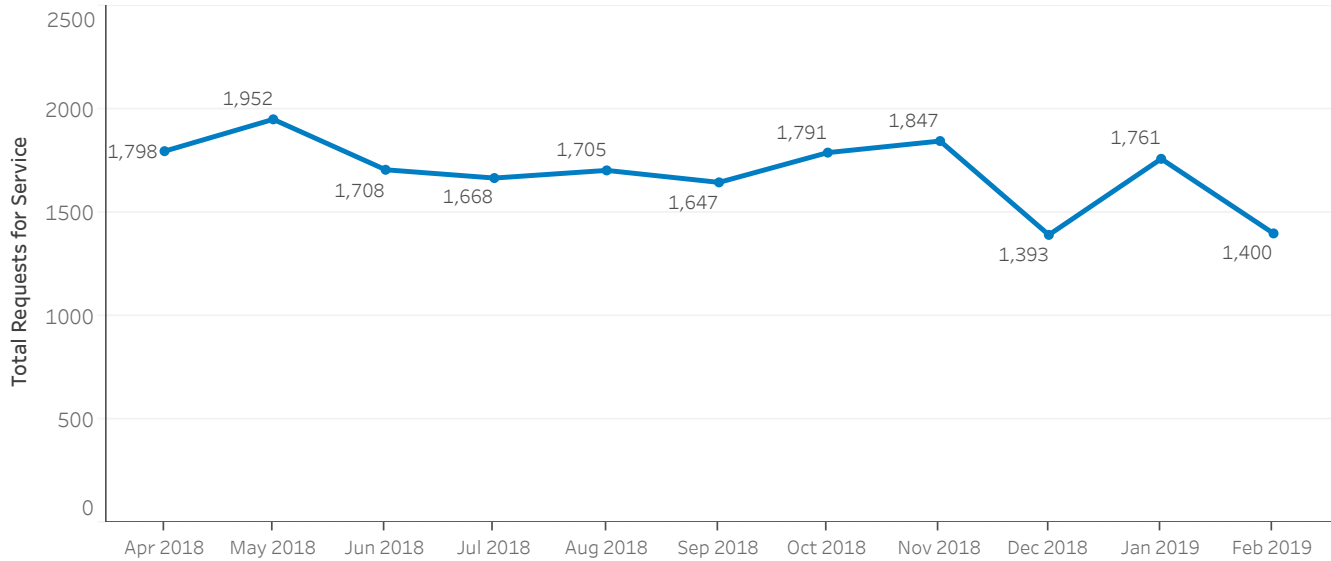
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Here 24/7 Service Volumes Overview

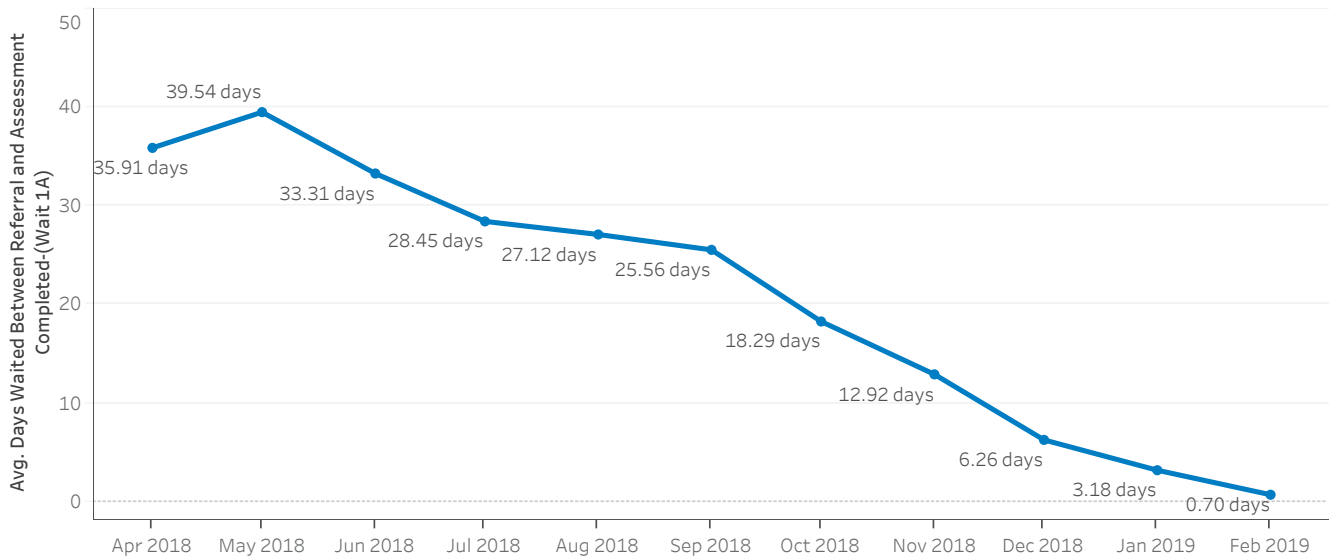
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-02-28

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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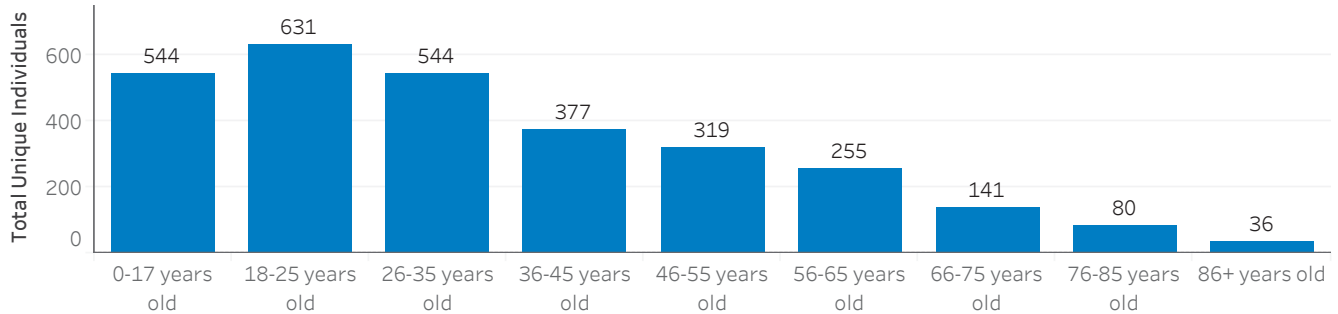
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Here 24/7 Service Volumes Overview

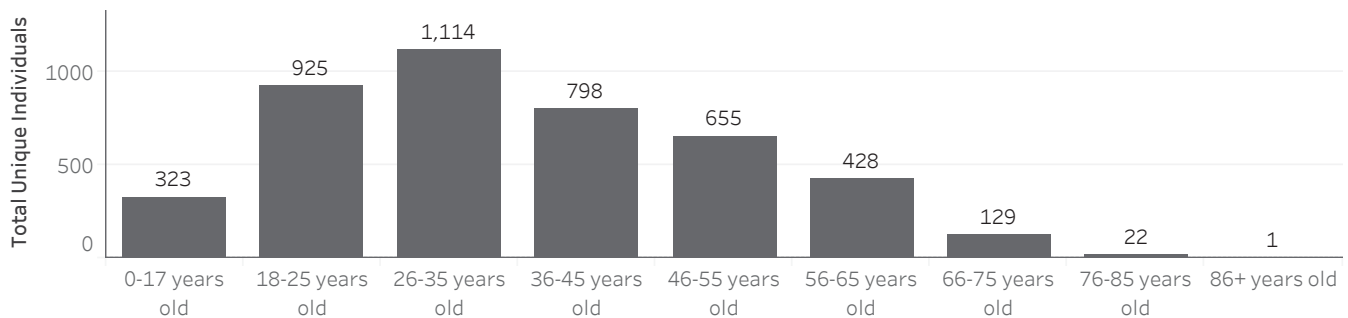
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-02-28

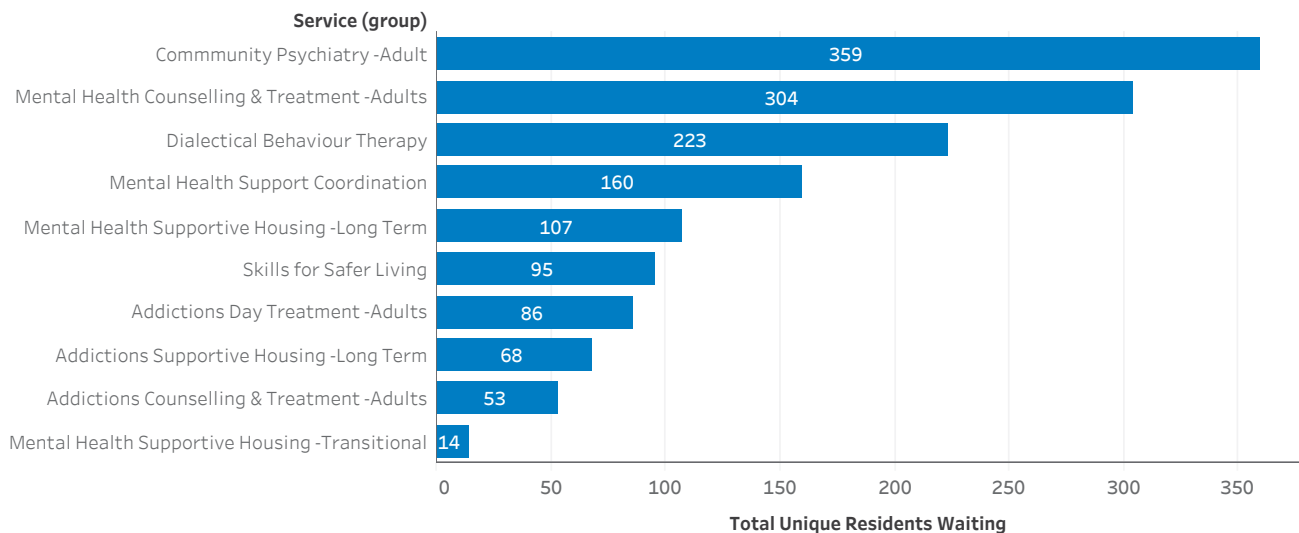
Age of Known Residents Who Required Only Here 24/7 Services



Age of Known Residents Who Requested/Required Ongoing Services



Top 10 Services Residents Contacting Here 24/7 During Reporting Period 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

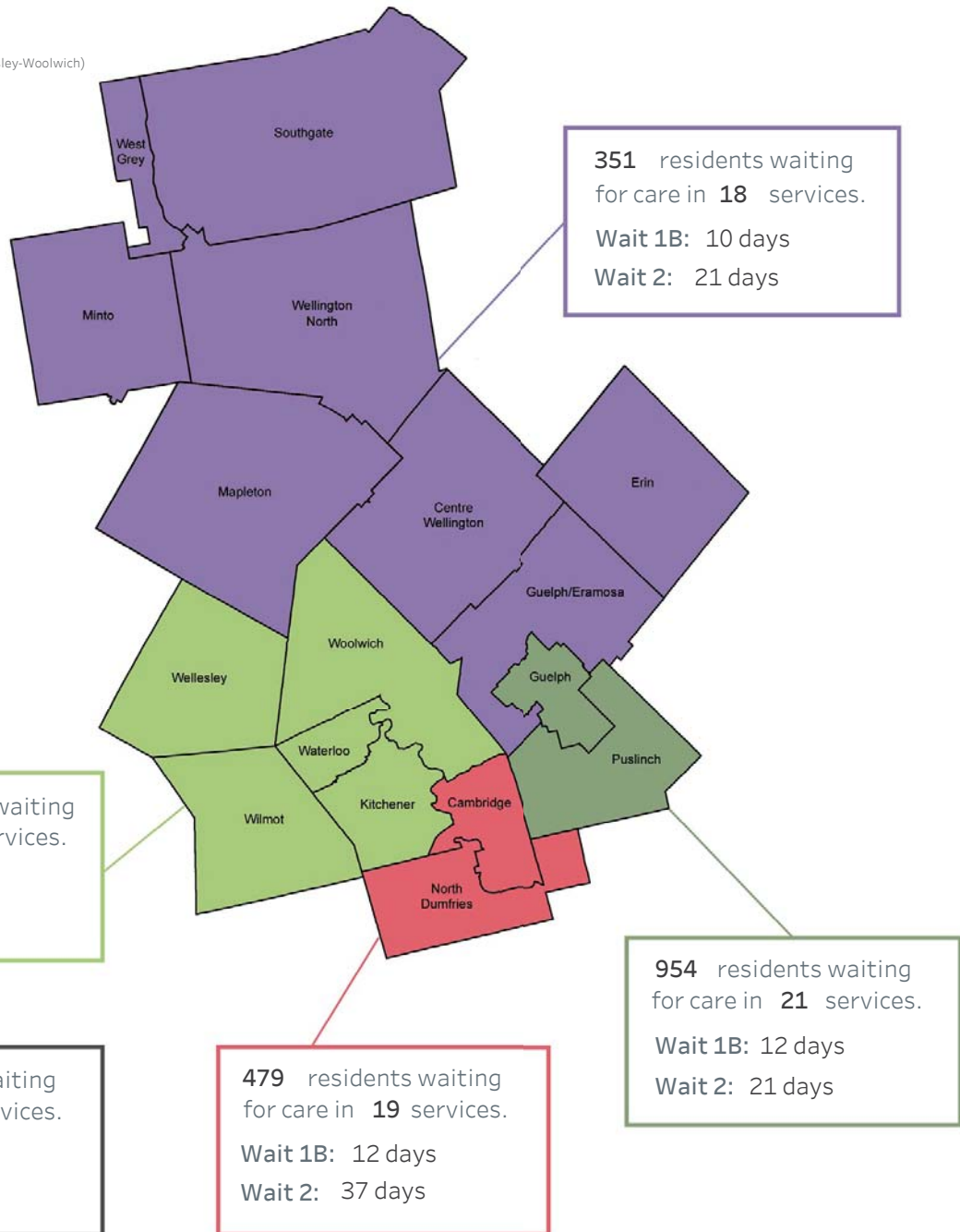
Reporting Period: 2018-04-01 to 2019-02-28

Sub-Region Geographies

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

3,137

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 (resident attended appointment at receiving service or waitlist entry cancelled) for residents removed from waitlists during reporting period..



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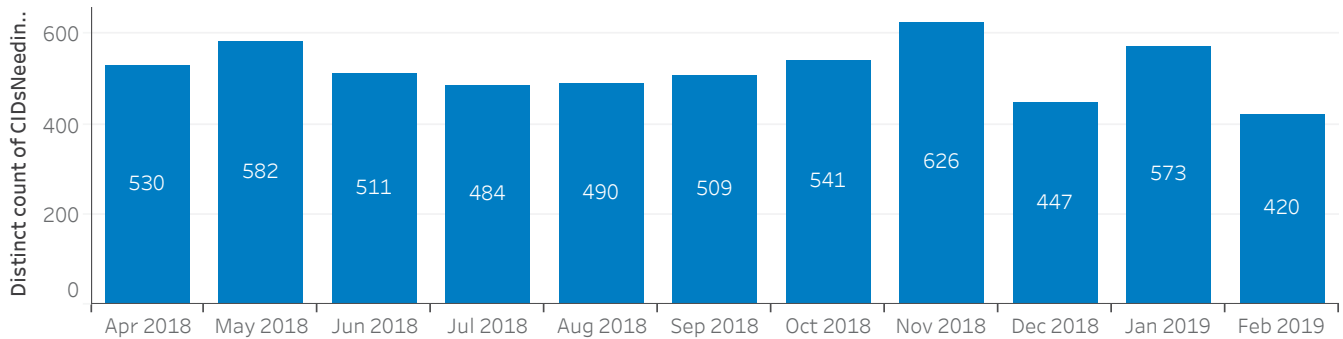
WWLHIN Wait Times Detail

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

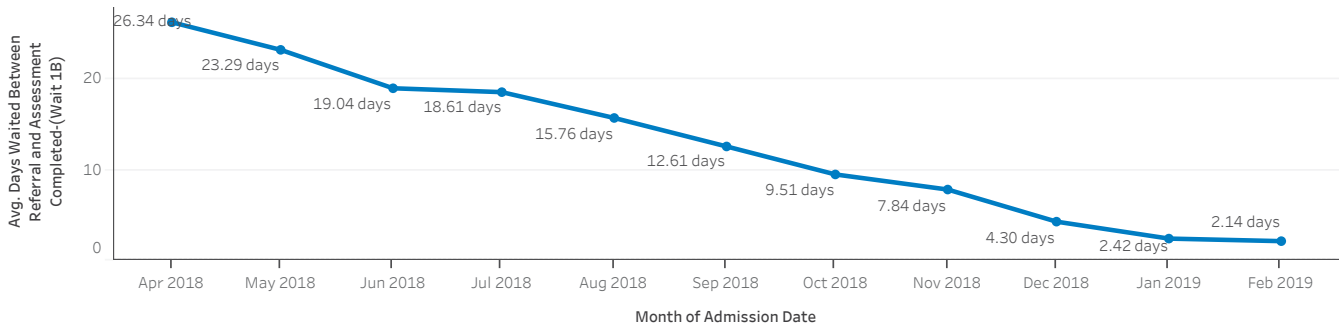
Reporting Period: 2018-04-01 to 2019-02-28

5,668 Unique Residents Contacted Here 24/7 And Require Ongoing Care

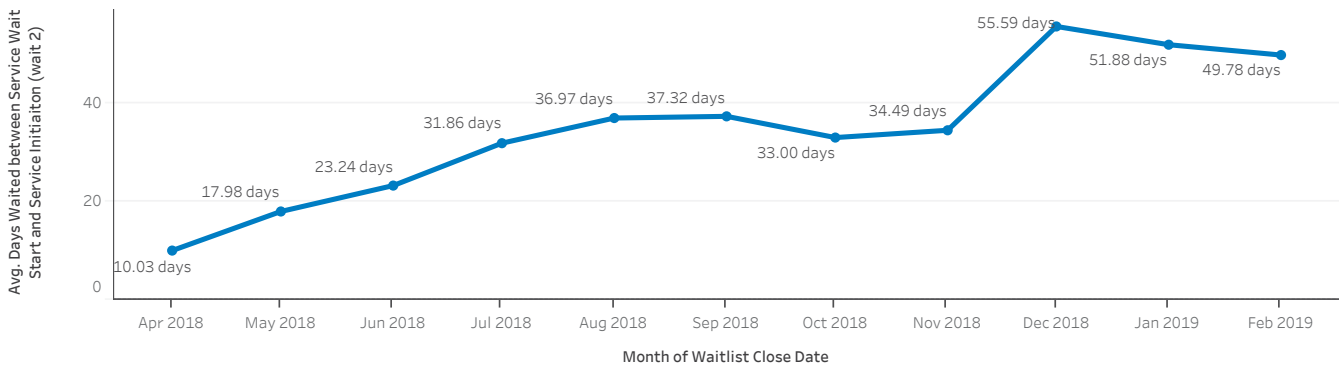
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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 (resident attended appointment at receiving service or waitlist entry cancelled) 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: 2019-03-05 2:40:24 PM

**Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

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	47	34	272	104
Addictions Community-Based Counselling & Treatment -Child..	0	0	276	167
Addictions Counselling & Treatment -Adults	68	19	22	40
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	117	17	154	123
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	55	19	64	65
Addictions Residential Treatment -Children/Youth	5	4	218	173
Addictions Supportive Housing - Transitional	61	21	132	115
Addictions Supportive Housing -Long Term	382	21	1,044	130
Adult Family Education	1	2	18	15
Alcohol & Drug Info/Education Seminars	17	9	26	36
Assertive Community Treatment Team	64	5	359	87
Community Psychiatry -Adult	428	14	136	54
Concerned Family/Significant Other Serv	2	0	20	20
Dialectical Behaviour Therapy	427	21	608	91
Eating Disorders Treatment -Adults	11	13	56	68
Eating Disorders Treatment -Children/Youth	4	14	34	41
Family Education & Supports	0			
Mental Health & Justice Services -Adult	18	19	57	63
Mental Health & Justice Services -Youth	4	10	286	94
Mental Health Counselling & Treatment -Adults	655	11	115	44
Mental Health Counselling & Treatment -Children/Youth	13	7	38	27
Mental Health Support Coordination	529	32	585	99
Mental Health Supportive Housing -Long Term	818	19	1,134	112
Mental Health Supportive Housing -Transitional	92	38	106	63
Problem Gambling Counselling & Treatment	0	10	18	29
Skills for Safer Living	171	25	365	173
Women's Aftercare	2	1	6	7
Grand Total	3,137	15	206	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 (resident attended appointment at receiving service or waitlist entry cancelled) 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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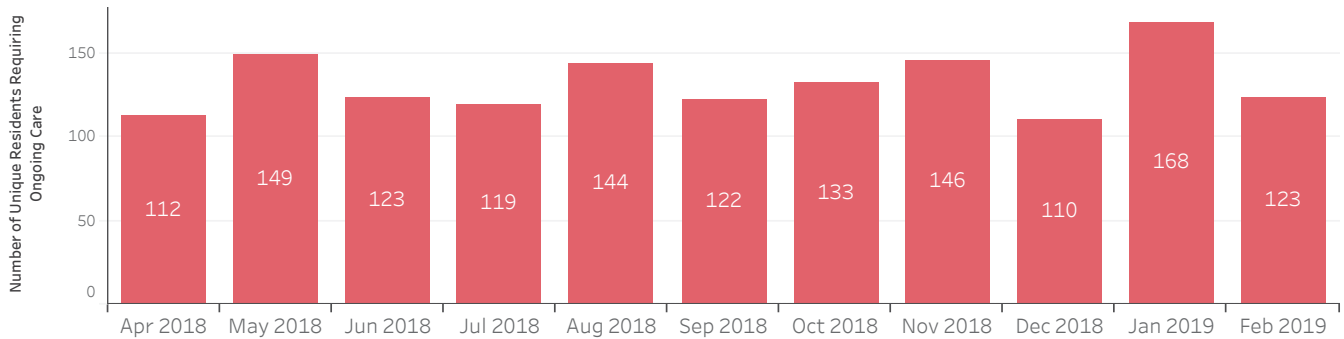
Cambridge-North Dumfries Wait Times Detail

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

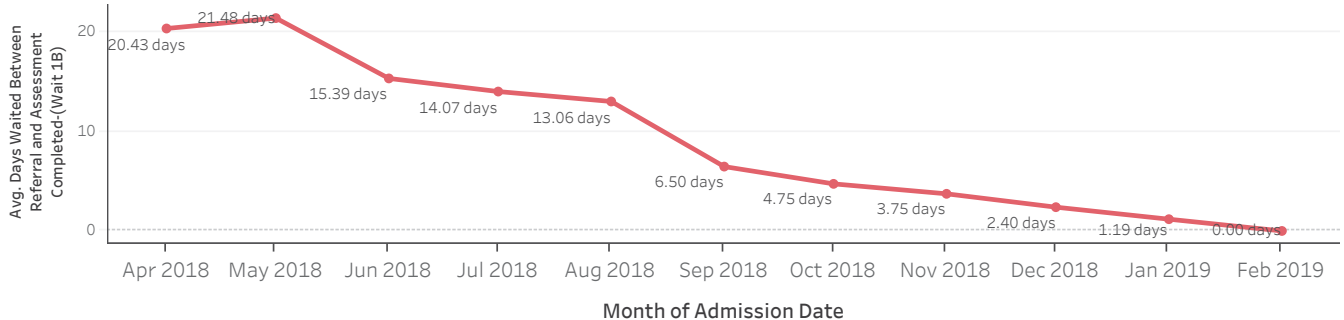
Reporting Period: 2018-04-01 to 2019-02-28

1,433 Unique Residents Contacted Here 24/7 And Require Ongoing Care

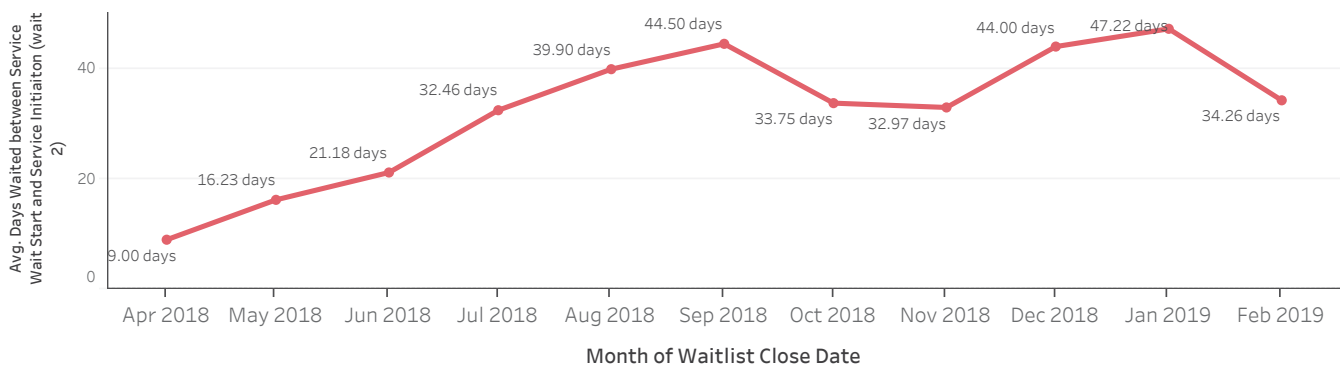
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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 (resident attended appointment at receiving service or waitlist entry cancelled) 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: 2019-03-05 2:40:24 PM

**Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

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	19	282	141
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Counselling & Treatment -Adults	17	18	25	41
Addictions Day Treatment -Adults	22	11	154	88
Addictions Residential Treatment -Adults	10	11	52	55
Addictions Residential Treatment -Children/Youth	1			
Addictions Supportive Housing - Transitional	3	7	153	217
Addictions Supportive Housing -Long Term	58		1,210	
Alcohol & Drug Info/Education Seminars	5	10	24	37
Assertive Community Treatment Team	15	29	370	165
Community Psychiatry -Adult	84	12	54	54
Concerned Family/Significant Other Serv	1	0	3	3
Dialectical Behaviour Therapy	48	34	510	110
Eating Disorders Treatment -Adults	0	6	45	45
Eating Disorders Treatment -Children/Youth	0	5	26	29
Family Education & Supports	0			
Mental Health & Justice Services -Adult	1	5	15	21
Mental Health Counselling & Treatment -Adults	92	10	49	39
Mental Health Counselling & Treatment -Children/Youth	0			
Mental Health Support Coordination	62	27	468	178
Mental Health Supportive Housing -Long Term	139	8	1,486	44
Mental Health Supportive Housing -Transitional	11		480	
Problem Gambling Counselling & Treatment	0	0	18	13
Skills for Safer Living	28	42	517	186
Women's Aftercare	1			
Grand Total	479	12	130	49

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 (resident attended appointment at receiving service or waitlist entry cancelled) 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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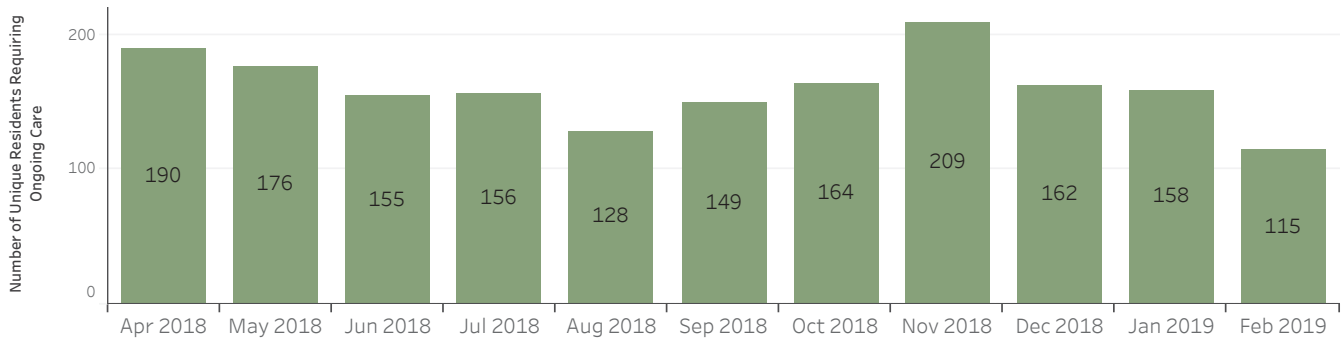
Guelph-Puslinch Wait Times Detail

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

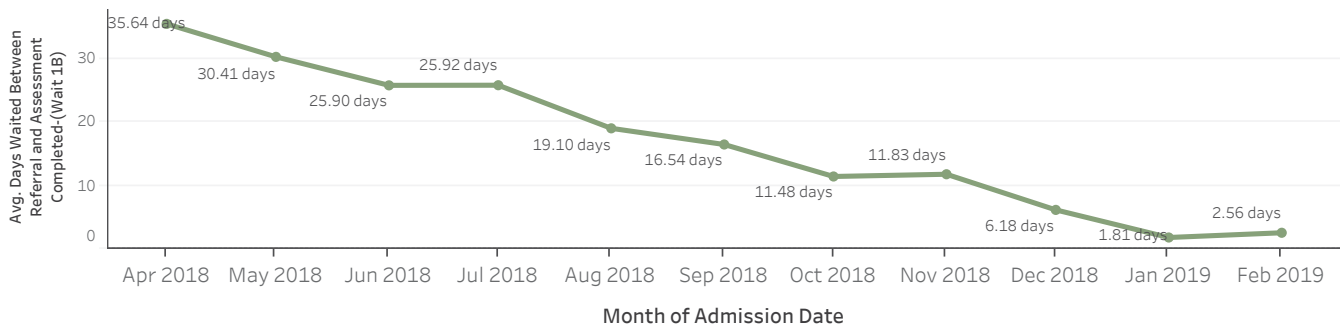
Reporting Period: 2018-04-01 to 2019-02-28

1,746 Unique Residents Contacted Here 24/7 And Require Ongoing Care

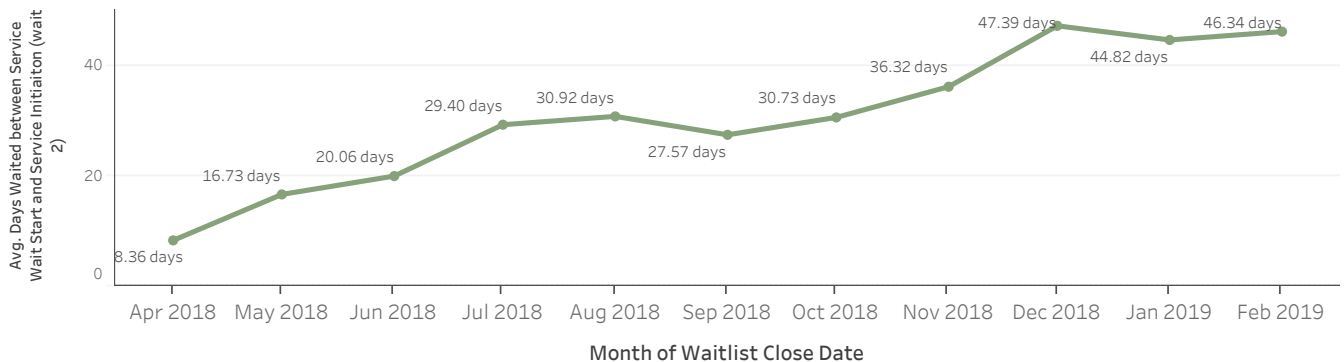
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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 (resident attended appointment at receiving service or waitlist entry cancelled) 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: 2019-03-05 2:40:24 PM

**Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

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	35	38	303	107
Addictions Community-Based Counselling & Treatment -Child..	0		332	
Addictions Counselling & Treatment -Adults	15	22	15	37
Addictions Counselling & Treatment -Children/Youth	0			
Addictions Day Treatment -Adults	16	34	188	151
Addictions Residential Treatment -Adults	11	40	70	93
Addictions Residential Treatment -Children/Youth	2	4	169	173
Addictions Supportive Housing - Transitional	21	20	115	112
Addictions Supportive Housing -Long Term	112	31	648	181
Adult Family Education	0	2	16	13
Alcohol & Drug Info/Education Seminars	0	0	23	23
Assertive Community Treatment Team	1		174	
Community Psychiatry -Adult	195	17	200	51
Dialectical Behaviour Therapy	120		607	
Eating Disorders Treatment -Adults	5	4	57	60
Eating Disorders Treatment -Children/Youth	1	30	36	62
Family Education & Supports	0			
Mental Health & Justice Services -Adult	12	14	92	85
Mental Health & Justice Services -Youth	3	10	286	94
Mental Health Counselling & Treatment -Adults	352	20	178	48
Mental Health Counselling & Treatment -Children/Youth	7	7	165	36
Mental Health Support Coordination	88	62	446	128
Mental Health Supportive Housing -Long Term	171	20	692	191
Mental Health Supportive Housing -Transitional	49	35	61	63
Problem Gambling Counselling & Treatment	0	4	20	24
Skills for Safer Living	33	33	520	205
Grand Total	954	20	205	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 the current fiscal)

Wait 2 = Average days between Waitlist Entry Added - Waitlist Entry Closed (resident attended appointment at receiving service or waitlist entry cancelled) 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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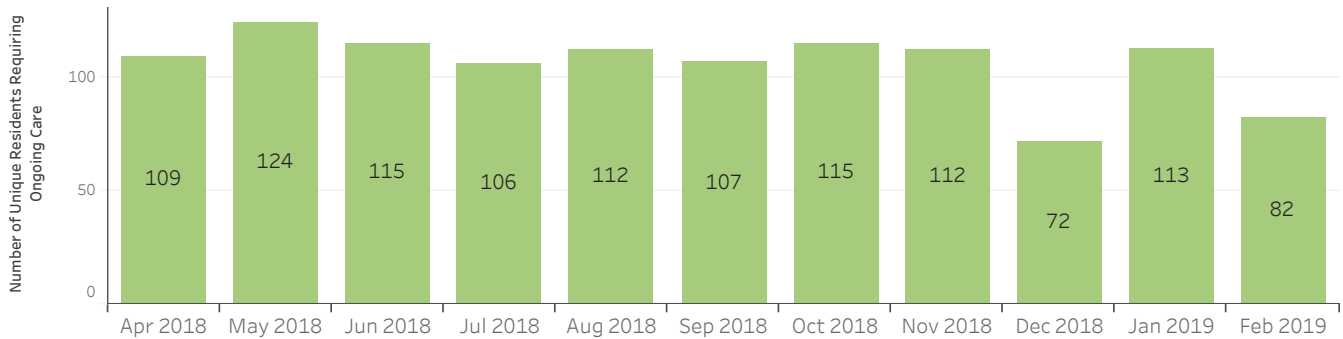
KW4 Wait Times Detail

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

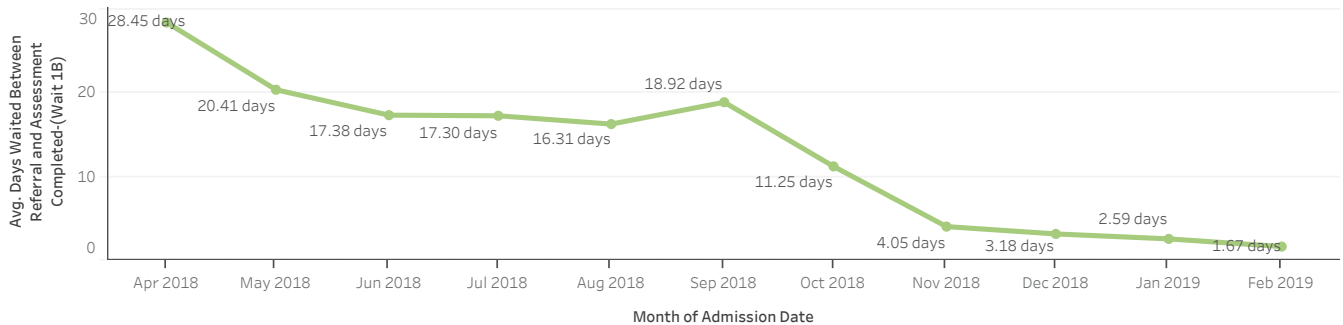
Reporting Period: 2018-04-01 to 2019-02-28

1,160 Unique Residents Contacted Here 24/7 And Require Ongoing Care

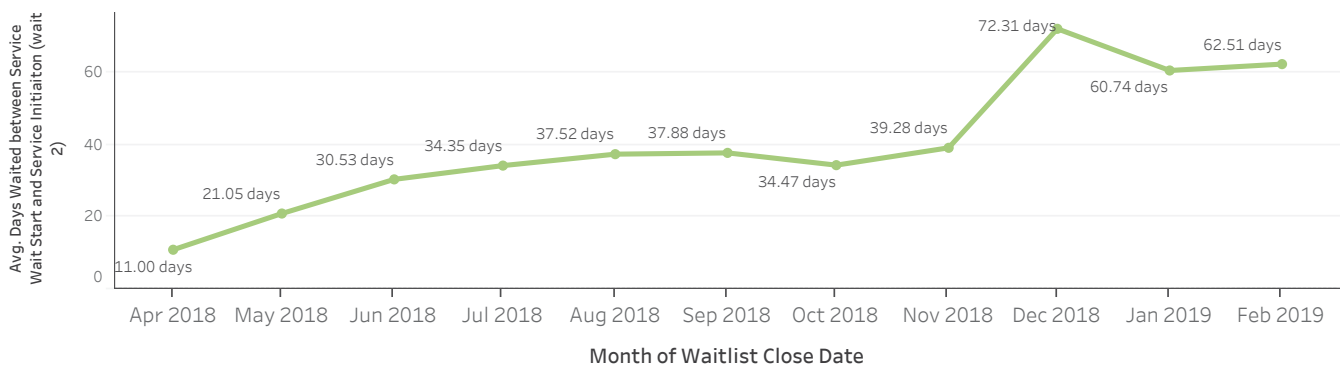
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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 (resident attended appointment at receiving service or waitlist entry cancelled) 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: 2019-03-05 2:40:24 PM

**Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

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	4	0	41	32
Addictions Community-Based Counselling & Treatment -Child..	0		329	
Addictions Counselling & Treatment -Adults	30	18	27	44
Addictions Day Treatment -Adults	70	15	138	123
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	19	30	69	73
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	21	28	135	81
Addictions Supportive Housing -Long Term	164		1,120	
Adult Family Education	0			
Alcohol & Drug Info/Education Seminars	10	9	27	36
Assertive Community Treatment Team	45	6	392	67
Community Psychiatry -Adult	14	11	91	48
Concerned Family/Significant Other Serv	1	0	24	24
Dialectical Behaviour Therapy	225	2	644	62
Eating Disorders Treatment -Adults	3	15	58	72
Eating Disorders Treatment -Children/Youth	3	4	25	29
Family Education & Supports	0			
Mental Health & Justice Services -Adult	2	23	29	58
Mental Health Counselling & Treatment -Adults	32	7	159	36
Mental Health Counselling & Treatment -Children/Youth	0	0	25	25
Mental Health Support Coordination	345	18	678	74
Mental Health Supportive Housing -Long Term	430	21	1,187	88
Mental Health Supportive Housing -Transitional	21	0	77	0
Problem Gambling Counselling & Treatment	0	18	18	42
Skills for Safer Living	86	22	297	171
Women's Aftercare	1	1	6	7
Grand Total	1,196	16	286	61

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 (resident attended appointment at receiving service or waitlist entry cancelled) 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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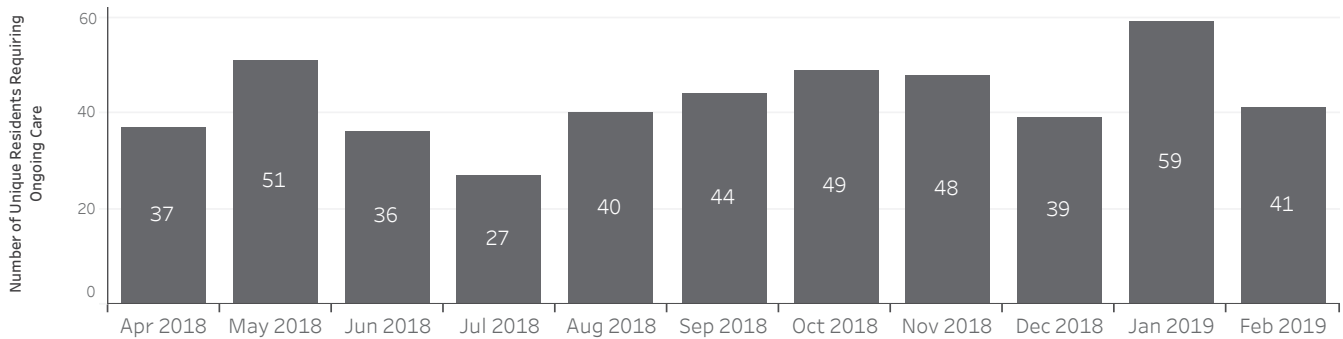
Non-WWLHIN/Unknown Wait Times Detail

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

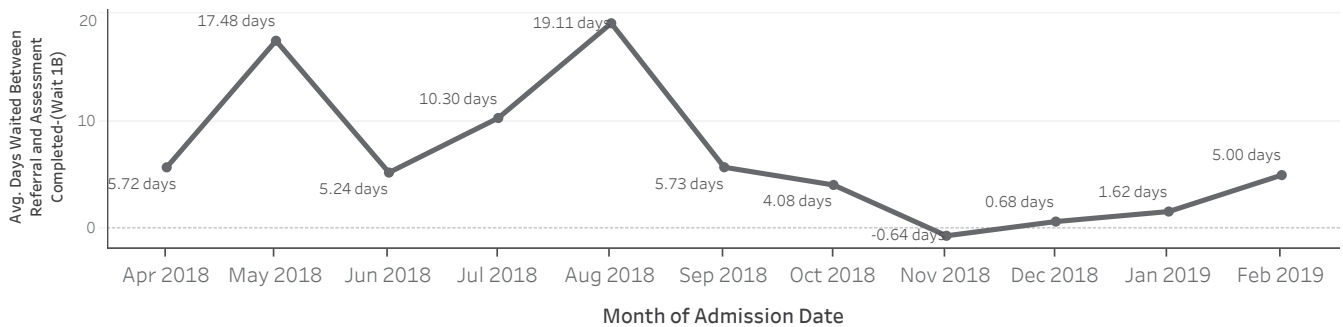
Reporting Period: 2018-04-01 to 2019-02-28

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

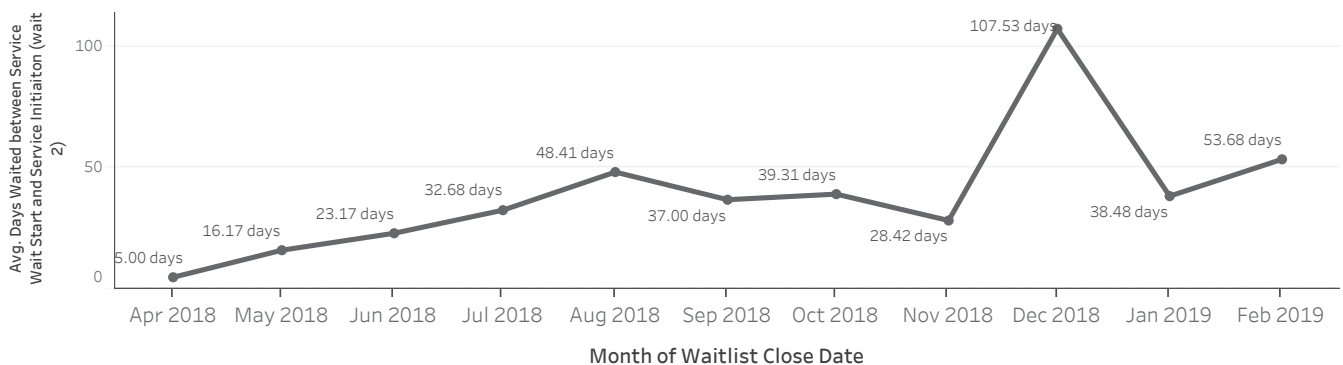
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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 (resident attended appointment at receiving service or waitlist entry cancelled) 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: 2019-03-05 2:40:24 PM

**Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

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		360	
Addictions Community-Based Counselling & Treatment -Child..	0	0	167	167
Addictions Counselling & Treatment -Adults	1	9	22	34
Addictions Day Treatment -Adults	2	2	178	128
Addictions Residential Treatment -Adults	12	4	60	50
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	16	23	148	108
Addictions Supportive Housing -Long Term	37	0	1,122	28
Adult Family Education	0	4	20	24
Alcohol & Drug Info/Education Seminars	2	0	23	23
Assertive Community Treatment Team	3	-7	76	69
Community Psychiatry -Adult	19	5	162	50
Concerned Family/Significant Other Serv	0	0	14	14
Dialectical Behaviour Therapy	9		560	
Eating Disorders Treatment -Adults	1	18	65	82
Eating Disorders Treatment -Children/Youth	0	5	7	13
Mental Health & Justice Services -Adult	2	48	18	57
Mental Health & Justice Services -Youth	1			
Mental Health Counselling & Treatment -Adults	12	2	81	35
Mental Health Counselling & Treatment -Children/Youth	0	3	23	26
Mental Health Support Coordination	14		754	
Mental Health Supportive Housing -Long Term	46		865	
Mental Health Supportive Housing -Transitional	6	41	351	56
Problem Gambling Counselling & Treatment	0			
Skills for Safer Living	4	0	491	189
Grand Total	157	8	199	52

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 (resident attended appointment at receiving service or waitlist entry cancelled) 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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Waterloo-Wellington

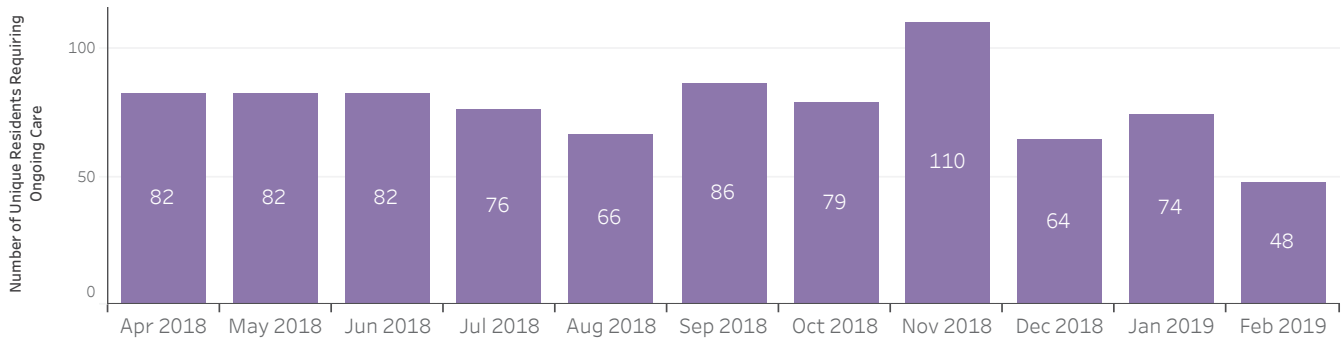
Wellington Wait Times Detail

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

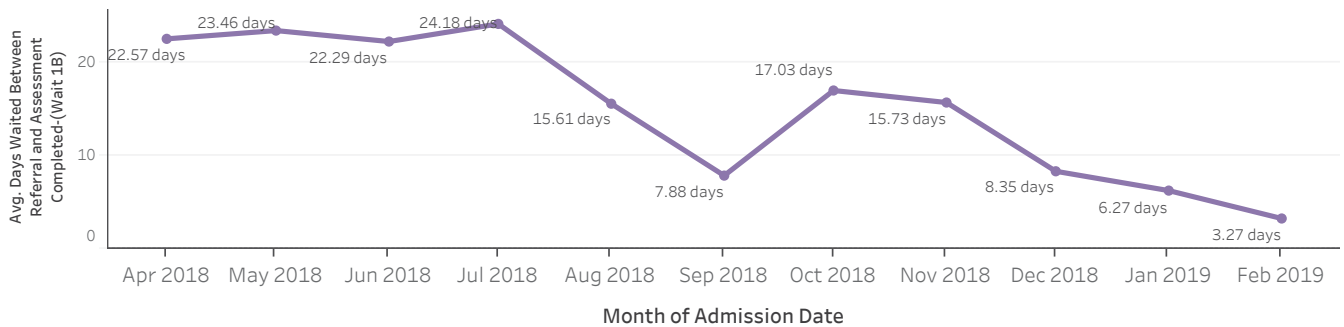
Reporting Period: 2018-04-01 to 2019-02-28

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

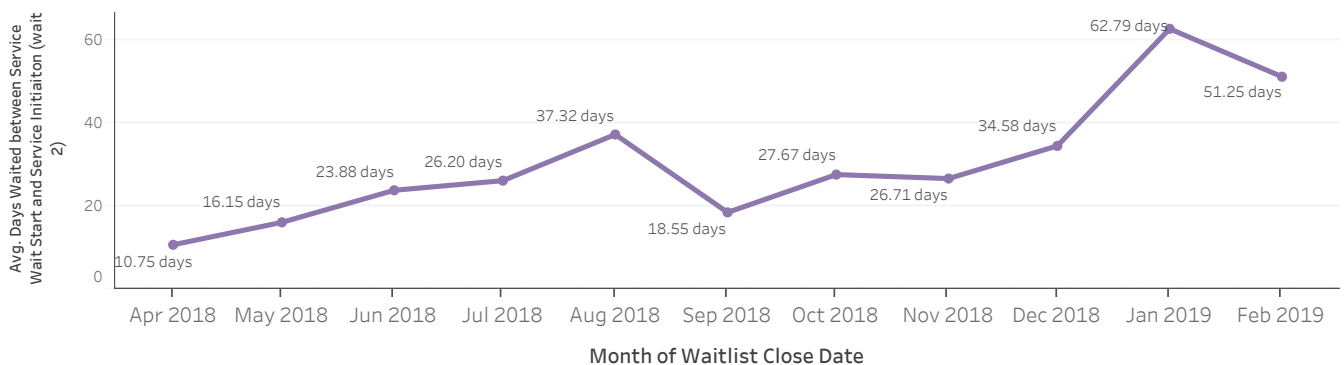
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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 (resident attended appointment at receiving service or waitlist entry cancelled) 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: 2019-03-05 2:40:40 PM

**Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

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	160	214	238
Addictions Counselling & Treatment -Adults	5	22	15	36
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	7	1	176	146
Addictions Residential Treatment -Adults	3	33	51	91
Addictions Residential Treatment -Children/Youth	2		266	
Addictions Supportive Housing - Transitional	0		171	
Addictions Supportive Housing -Long Term	11			
Adult Family Education	1	1	24	19
Alcohol & Drug Info/Education Seminars	0			
Assertive Community Treatment Team	0			
Community Psychiatry -Adult	116	19	184	66
Dialectical Behaviour Therapy	25		637	
Eating Disorders Treatment -Adults	2	16	55	72
Eating Disorders Treatment -Children/Youth	0	20	76	54
Mental Health & Justice Services -Adult	1	31	88	91
Mental Health & Justice Services -Youth	0			
Mental Health Counselling & Treatment -Adults	167	16	194	110
Mental Health Counselling & Treatment -Children/Youth	6	7	32	26
Mental Health Support Coordination	20	28	189	70
Mental Health Supportive Housing -Long Term	32		1,107	
Mental Health Supportive Housing -Transitional	5	132	56	136
Problem Gambling Counselling & Treatment	0	3	9	11
Skills for Safer Living	20	27	238	149
Grand Total	351	17	137	53

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 (resident attended appointment at receiving service or waitlist entry cancelled) 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