



1 844 437 3247
(HERE247)

Call anytime to access Addictions, Mental Health & Crisis Services
Waterloo-Wellington

Here 24/7 Service Volumes Overview

Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-01-31



17,067

Requests For Service

of admissions for anonymous and known unique individuals



53,973

Calls Received

of calls received



70.02%

Call Answer Rate

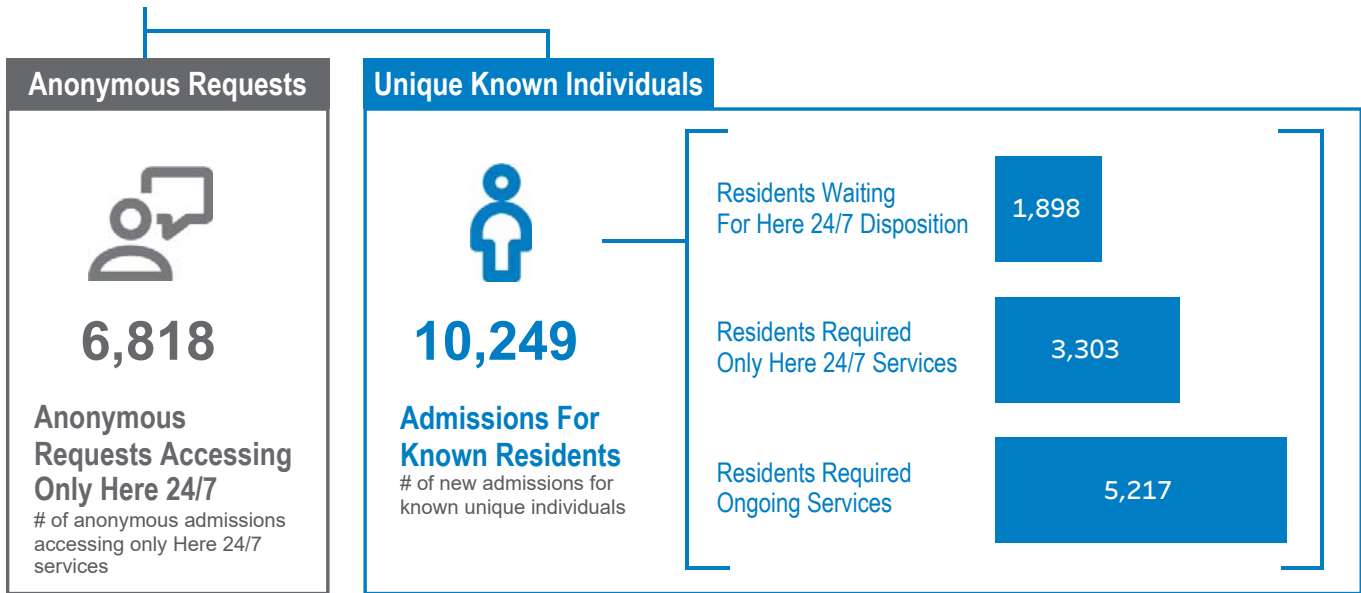
average % of time calls are answered live



11,625

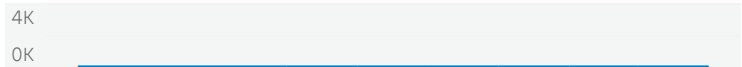
Residents Served

of known unique individuals served

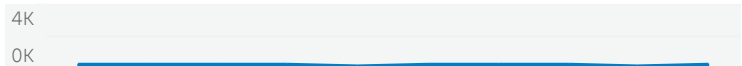


Top Visits By Type

1,140 **Crisis Assessments**
of crisis assessments completed



2,954 **Assessments**
of assessments completed



16,451 **Monitoring & Support**
of visits offering monitoring & support



33,057 **Service Coordination**
of visits for service coordination



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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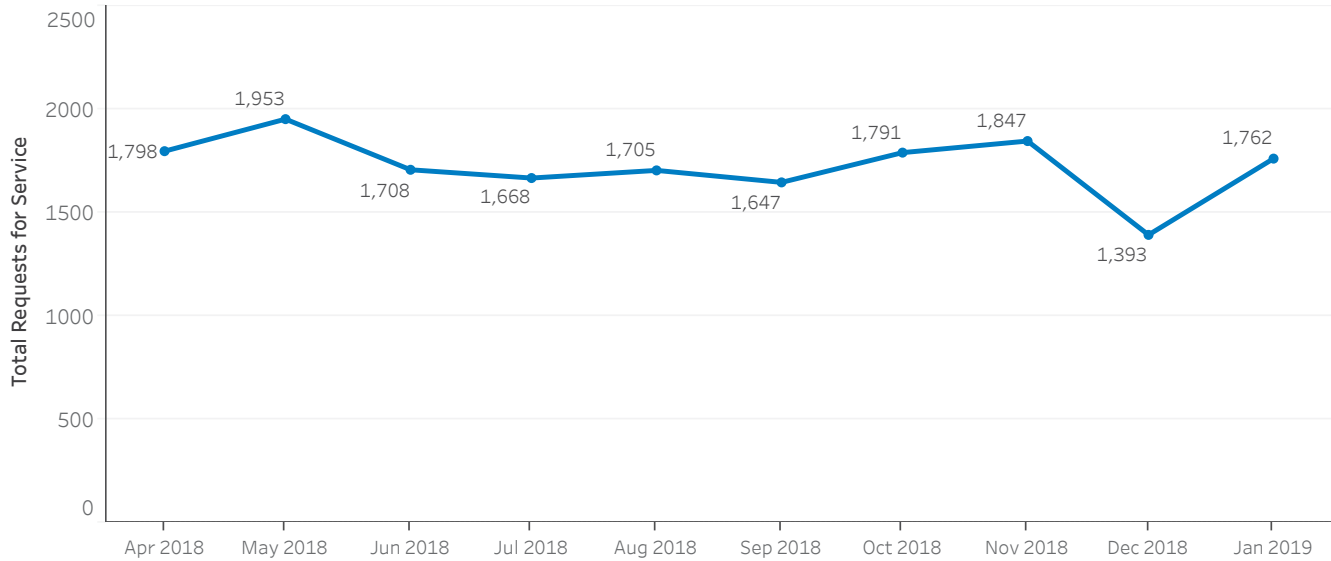
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Here 24/7 Service Volumes Overview

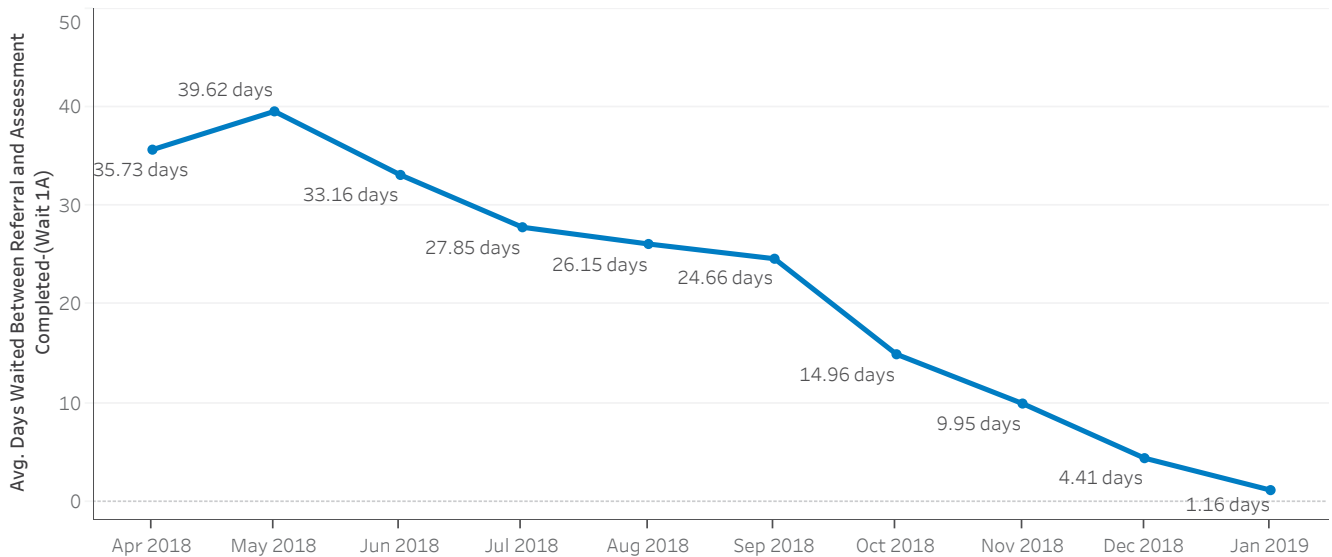
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-01-31

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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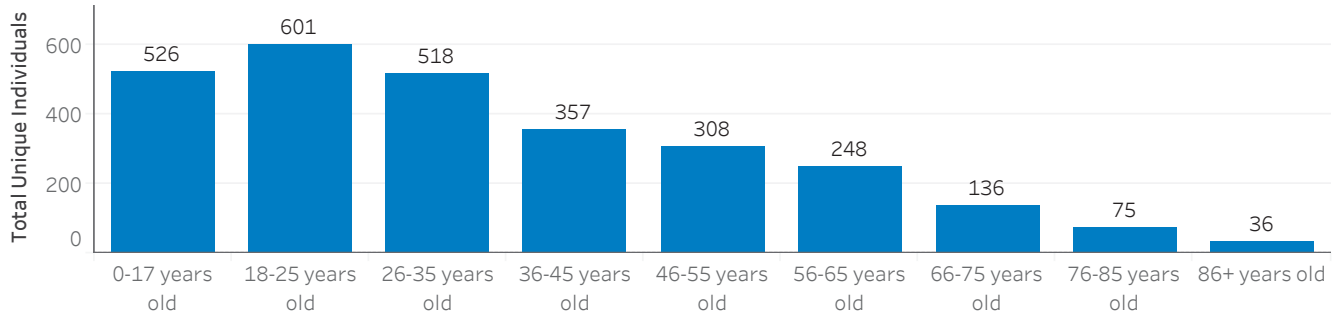
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Here 24/7 Service Volumes Overview

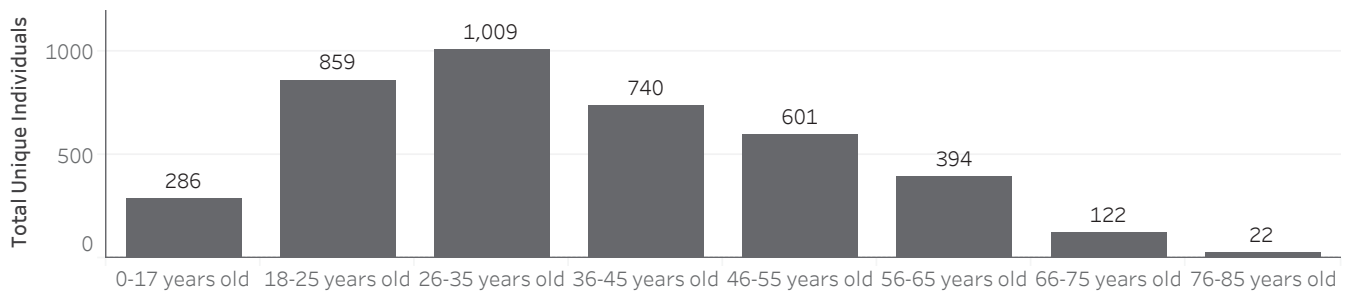
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-01-31

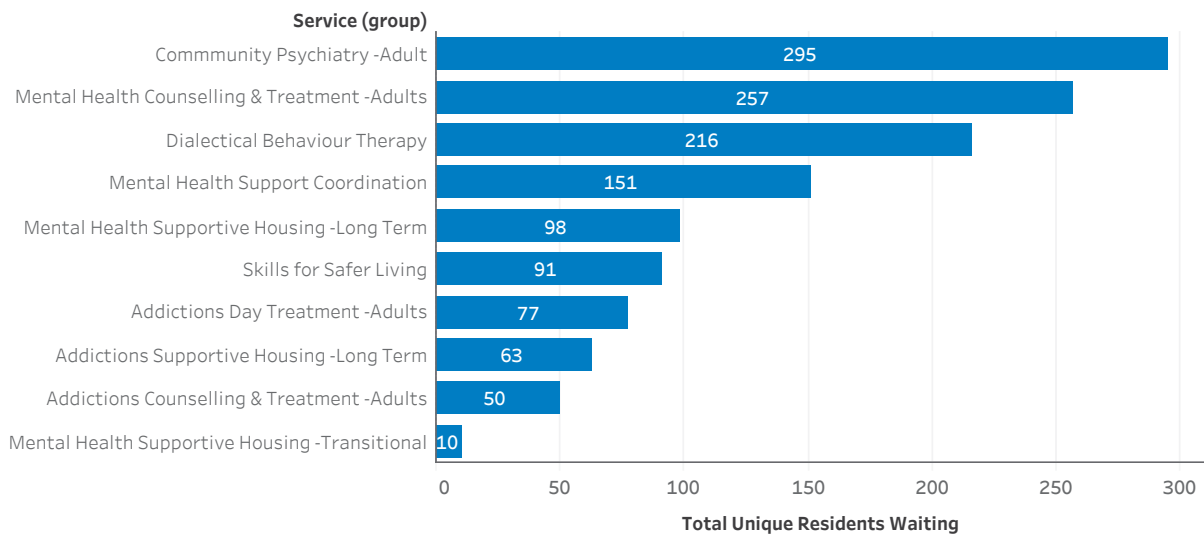
Age of Known Residents Who Required Only Here 24/7 Services



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

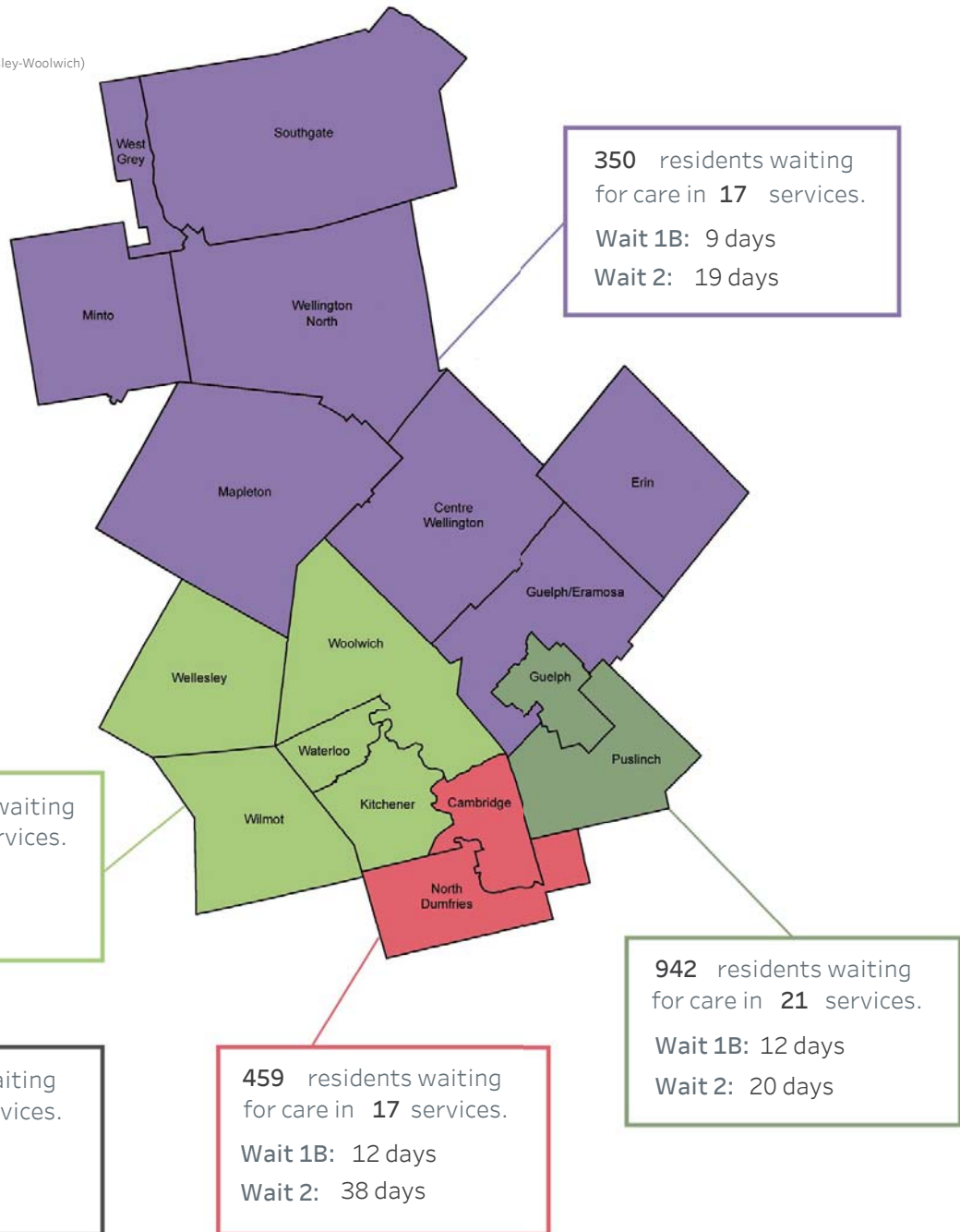
Reporting Period: 2018-04-01 to 2019-01-31

Sub-Region Geographies

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

3,092

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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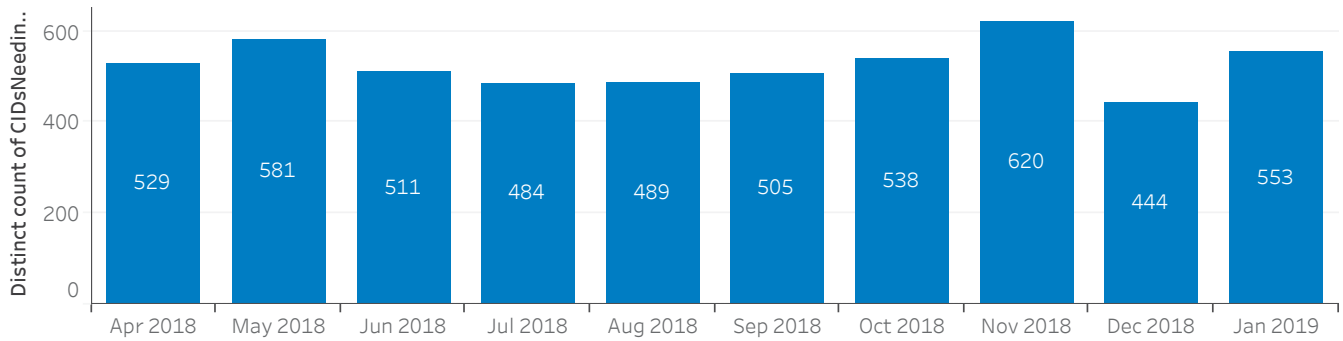
WWLHIN Wait Times Detail

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

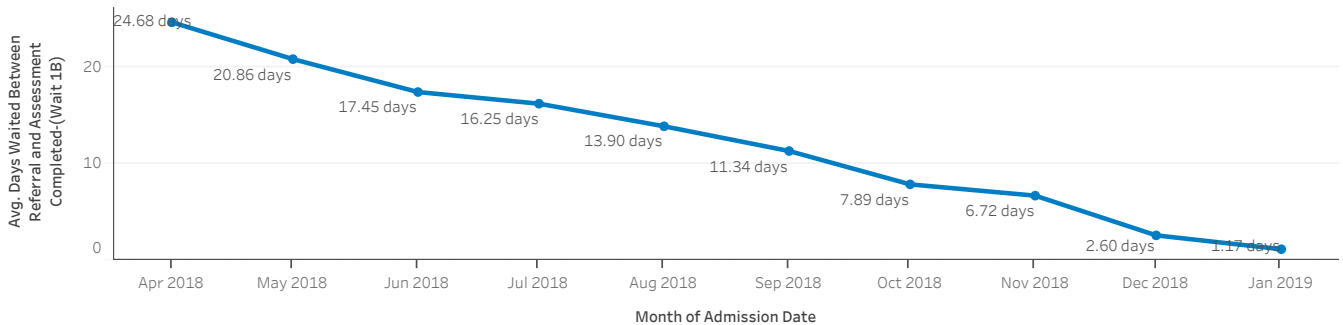
Reporting Period: 2018-04-01 to 2019-01-31

5,217 Unique Residents Contacted Here 24/7 And Require Ongoing Care

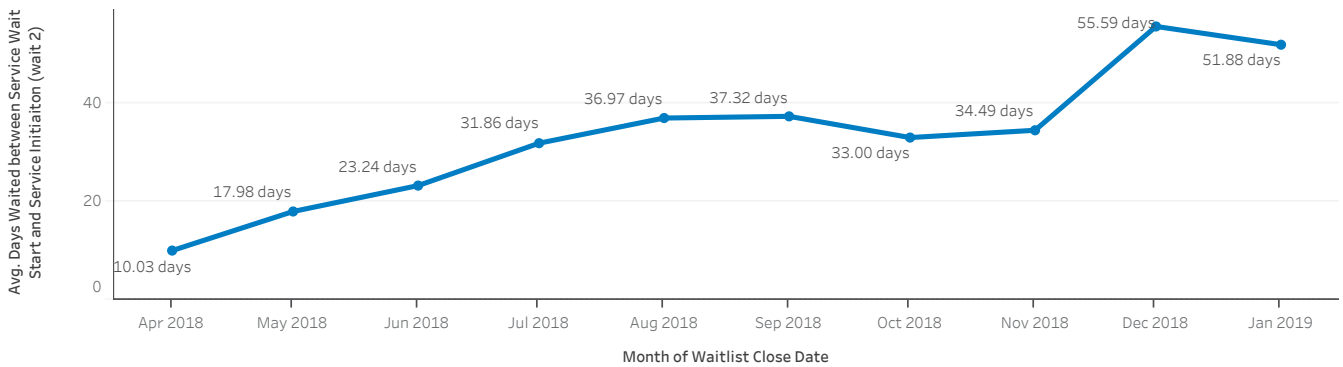
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-02-13 9:38:32 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	58	18	282	71
Addictions Community-Based Counselling & Treatment -Child..	0	0	276	167
Addictions Counselling & Treatment -Adults	75	18	22	39
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	110	17	159	127
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	59	19	63	59
Addictions Residential Treatment -Children/Youth	4	4	218	173
Addictions Supportive Housing - Transitional	71	18	109	101
Addictions Supportive Housing -Long Term	380	21	1,021	130
Adult Family Education	1	2	18	14
Alcohol & Drug Info/Education Seminars	15	7	26	35
Assertive Community Treatment Team	63	5	359	87
Community Psychiatry -Adult	388	14	140	54
Concerned Family/Significant Other Serv	3	0	19	19
Dialectical Behaviour Therapy	429	21	610	91
Eating Disorders Treatment -Adults	11	8	55	63
Eating Disorders Treatment -Children/Youth	3	14	33	40
Family Education & Supports	0			
Mental Health & Justice Services -Adult	16	19	57	64
Mental Health & Justice Services -Youth	4	10	286	94
Mental Health Counselling & Treatment -Adults	625	11	116	43
Mental Health Counselling & Treatment -Children/Youth	13	6	39	26
Mental Health Support Coordination	542	20	582	79
Mental Health Supportive Housing -Long Term	811	21	1,159	119
Mental Health Supportive Housing -Transitional	89	37	93	63
Problem Gambling Counselling & Treatment	0	10	17	29
Skills for Safer Living	175	17	379	173
Grand Total	3,092	14	208	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 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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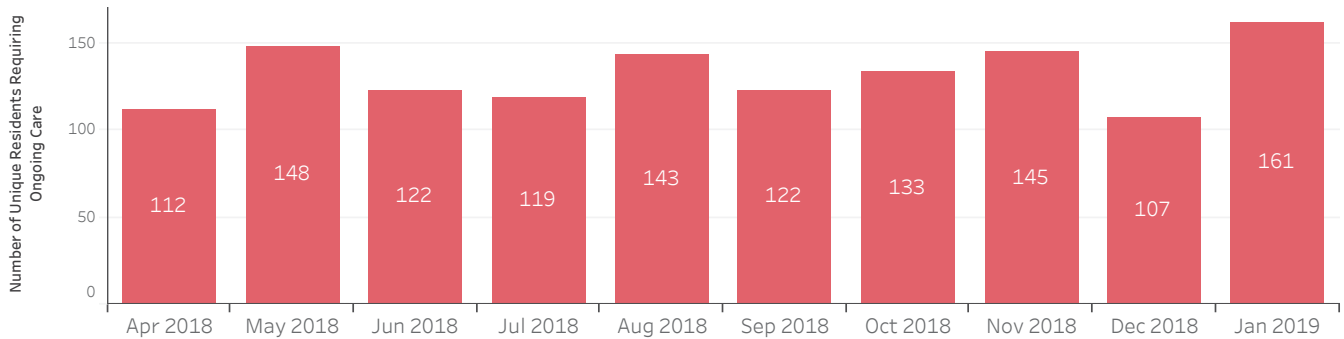
Cambridge-North Dumfries Wait Times Detail

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

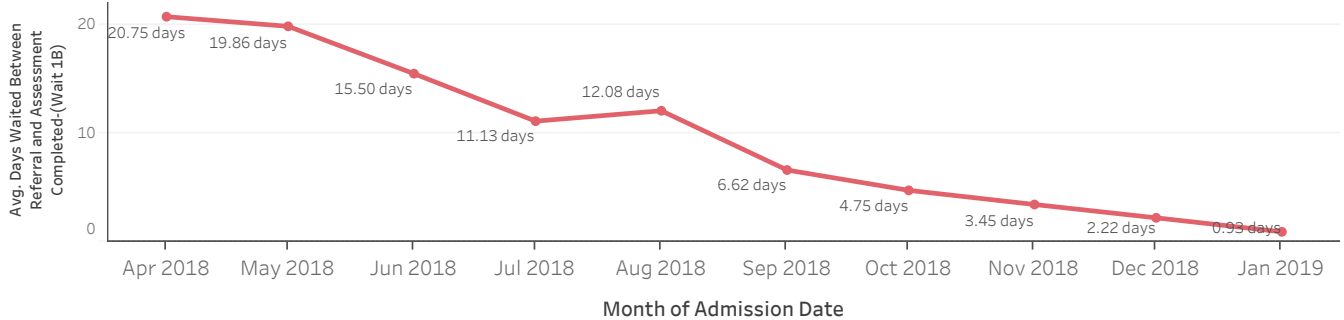
Reporting Period: 2018-04-01 to 2019-01-31

1,300 Unique Residents Contacted Here 24/7 And Require Ongoing Care

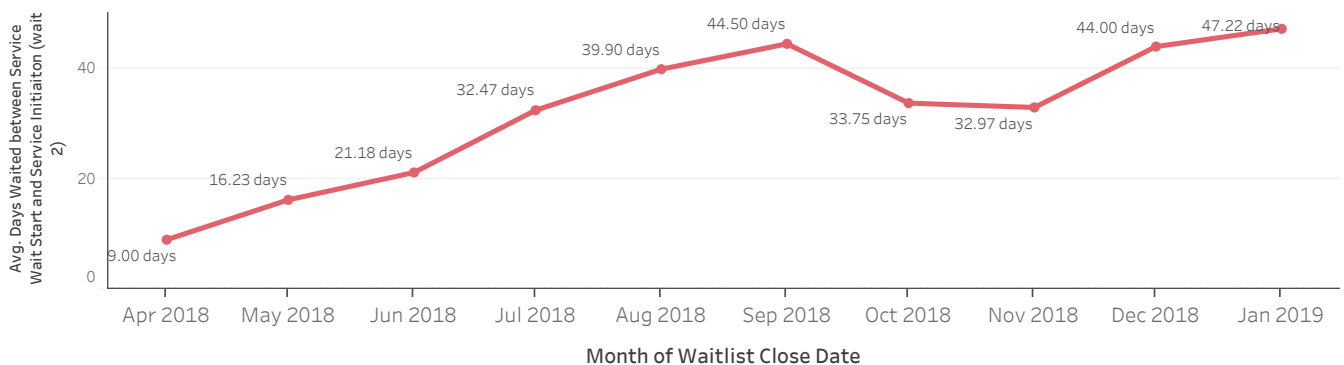
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-02-13 9:12:41 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	12	19	25	41
Addictions Day Treatment -Adults	24	3	166	87
Addictions Residential Treatment -Adults	11	14	52	56
Addictions Residential Treatment -Children/Youth	1			
Addictions Supportive Housing - Transitional	4	11	160	220
Addictions Supportive Housing -Long Term	57		1,210	
Alcohol & Drug Info/Education Seminars	3	10	24	37
Assertive Community Treatment Team	14	29	370	165
Community Psychiatry -Adult	70	11	55	54
Concerned Family/Significant Other Serv	0	0	3	3
Dialectical Behaviour Therapy	48	34	513	110
Eating Disorders Treatment -Adults	0	3	44	43
Eating Disorders Treatment -Children/Youth	0	5	23	26
Family Education & Supports	0			
Mental Health & Justice Services -Adult	1	5	16	23
Mental Health Counselling & Treatment -Adults	86	9	50	39
Mental Health Counselling & Treatment -Children/Youth	0			
Mental Health Support Coordination	65	27	456	178
Mental Health Supportive Housing -Long Term	137		1,548	
Mental Health Supportive Housing -Transitional	10		480	
Problem Gambling Counselling & Treatment	0	0	18	13
Skills for Safer Living	28	42	542	186
Grand Total	459	12	132	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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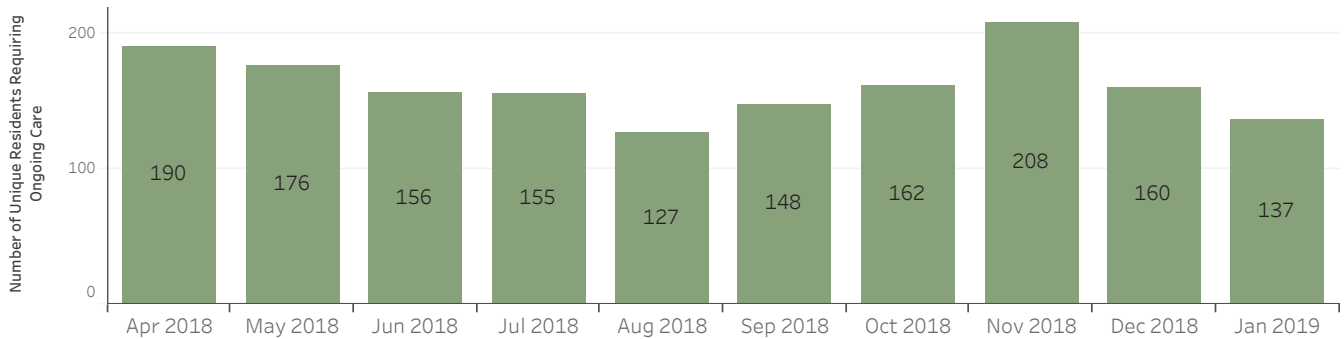
Guelph-Puslinch Wait Times Detail

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

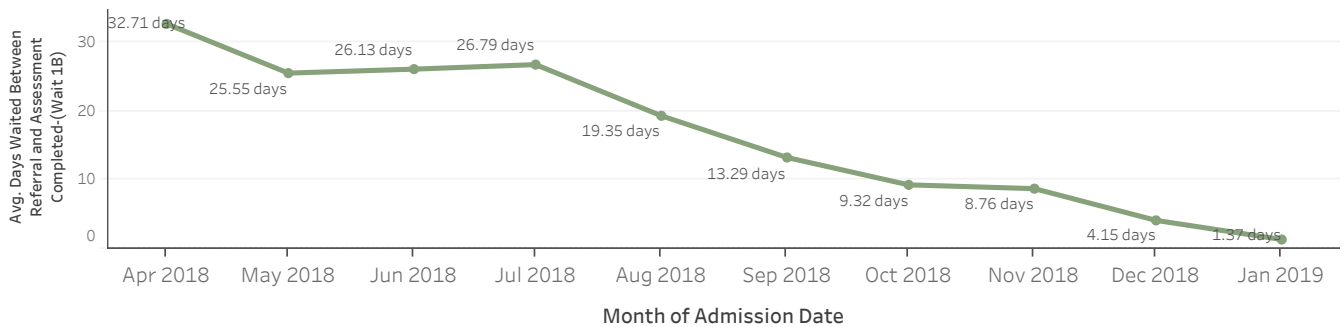
Reporting Period: 2018-04-01 to 2019-01-31

1,606 Unique Residents Contacted Here 24/7 And Require Ongoing Care

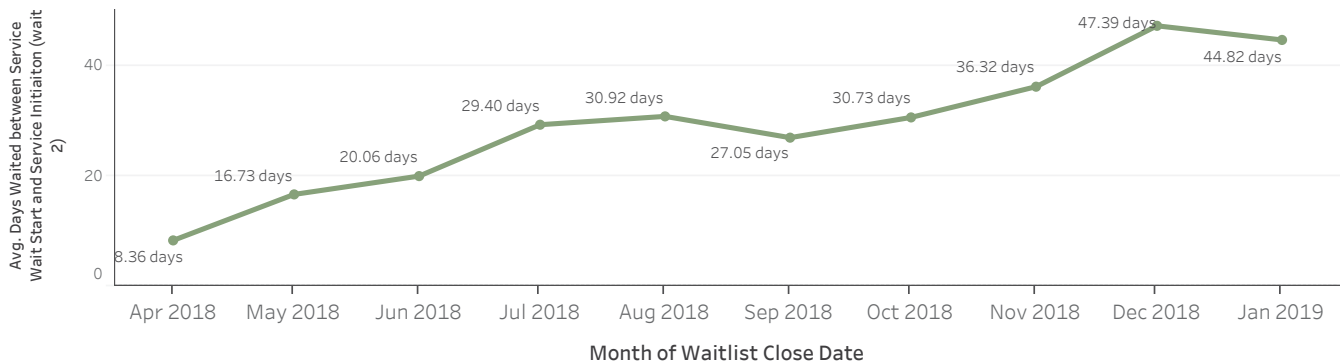
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-02-13 9:38:32 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	45	31	320	66
Addictions Community-Based Counselling & Treatment -Child..	0		332	
Addictions Counselling & Treatment -Adults	15	20	15	35
Addictions Counselling & Treatment -Children/Youth	0			
Addictions Day Treatment -Adults	13	34	191	156
Addictions Residential Treatment -Adults	10	42	73	94
Addictions Residential Treatment -Children/Youth	2	4	169	173
Addictions Supportive Housing - Transitional	20	22	110	99
Addictions Supportive Housing -Long Term	111	31	648	181
Adult Family Education	0	2	16	13
Alcohol & Drug Info/Education Seminars	0	0	23	23
Assertive Community Treatment Team	2		174	
Community Psychiatry -Adult	177	18	203	52
Dialectical Behaviour Therapy	126		617	
Eating Disorders Treatment -Adults	5	5	56	58
Eating Disorders Treatment -Children/Youth	1	29	35	60
Family Education & Supports	0			
Mental Health & Justice Services -Adult	10	14	94	85
Mental Health & Justice Services -Youth	3	10	286	94
Mental Health Counselling & Treatment -Adults	336	20	178	48
Mental Health Counselling & Treatment -Children/Youth	7	7	165	36
Mental Health Support Coordination	94	41	483	77
Mental Health Supportive Housing -Long Term	168	20	730	191
Mental Health Supportive Housing -Transitional	47	32	38	61
Problem Gambling Counselling & Treatment	0	6	14	20
Skills for Safer Living	33	33	532	205
Grand Total	942	19	208	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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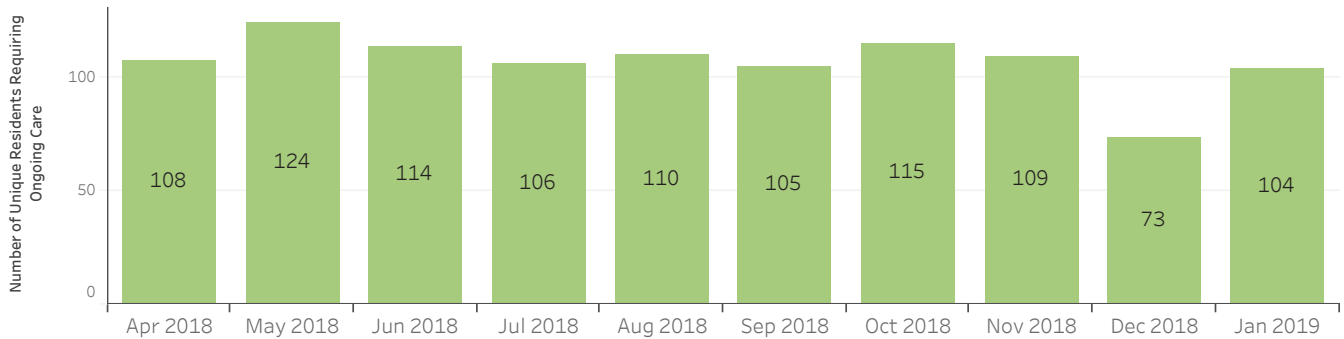
KW4 Wait Times Detail

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

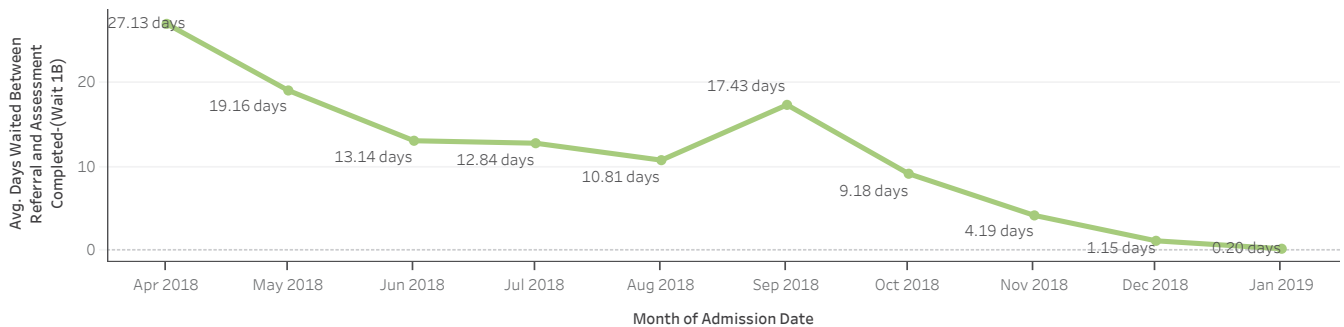
Reporting Period: 2018-04-01 to 2019-01-31

1,062 Unique Residents Contacted Here 24/7 And Require Ongoing Care

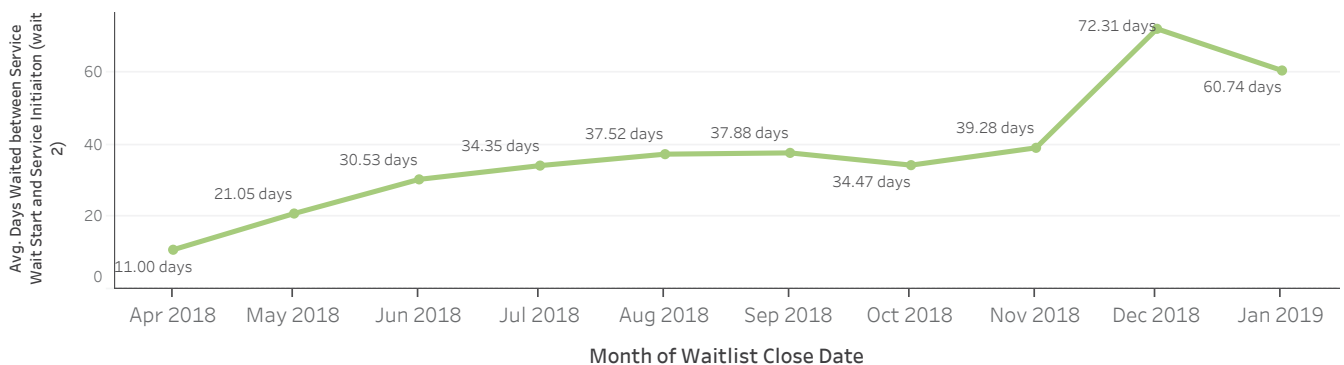
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-02-13 9:12:41 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	0	45	32
Addictions Community-Based Counselling & Treatment -Child..	0		329	
Addictions Counselling & Treatment -Adults	40	18	27	44
Addictions Day Treatment -Adults	64	16	142	126
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	21	28	68	68
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	30	0	105	49
Addictions Supportive Housing -Long Term	165		1,082	
Adult Family Education	0			
Alcohol & Drug Info/Education Seminars	12	7	27	35
Assertive Community Treatment Team	45	6	392	67
Community Psychiatry -Adult	16	11	92	48
Concerned Family/Significant Other Serv	3	0	23	23
Dialectical Behaviour Therapy	220	2	643	62
Eating Disorders Treatment -Adults	3	8	58	65
Eating Disorders Treatment -Children/Youth	2	4	23	27
Family Education & Supports	0			
Mental Health & Justice Services -Adult	2	23	29	58
Mental Health Counselling & Treatment -Adults	28	7	160	36
Mental Health Counselling & Treatment -Children/Youth	0	0	25	25
Mental Health Support Coordination	347	10	665	63
Mental Health Supportive Housing -Long Term	429	21	1,218	88
Mental Health Supportive Housing -Transitional	21		88	
Problem Gambling Counselling & Treatment	0	18	18	42
Skills for Safer Living	89	13	308	172
Grand Total	1,192	14	286	59

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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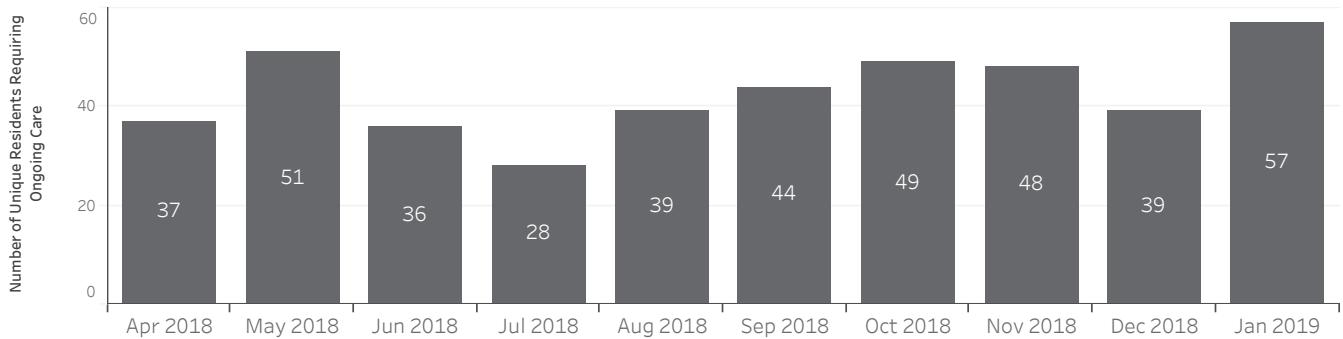
Non-WWLHIN/Unknown Wait Times Detail

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

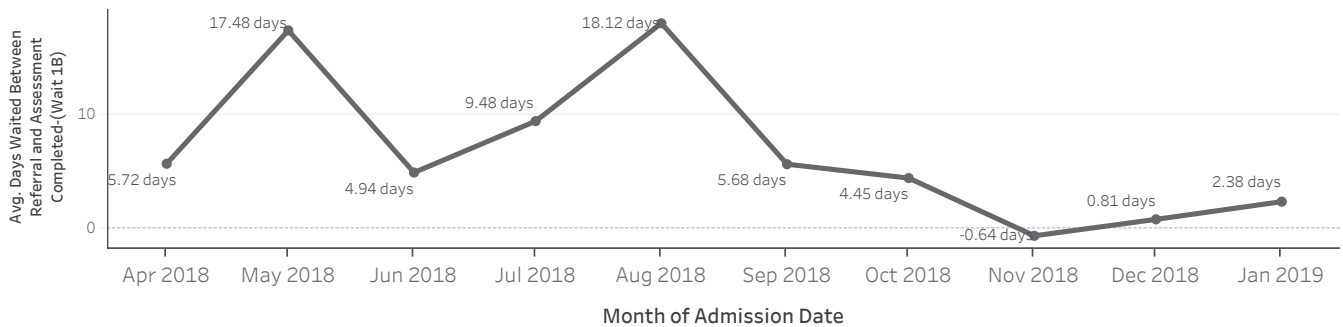
Reporting Period: 2018-04-01 to 2019-01-31

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

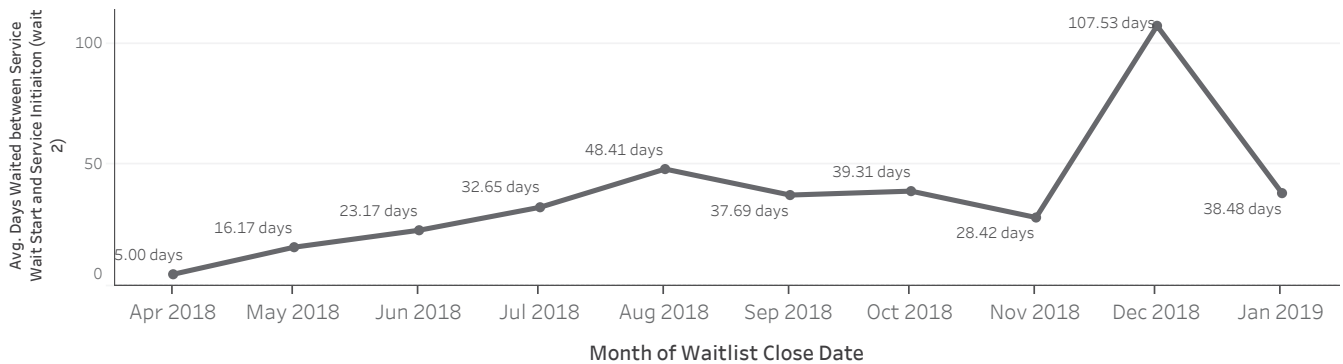
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-02-13 9:12:41 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	48	48
Addictions Community-Based Counselling & Treatment -Child..	0	0	167	167
Addictions Counselling & Treatment -Adults	2	9	23	36
Addictions Day Treatment -Adults	3	3	189	141
Addictions Residential Treatment -Adults	13	4	55	41
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	17	20	102	100
Addictions Supportive Housing -Long Term	37	0	1,122	28
Adult Family Education	1	5	8	12
Alcohol & Drug Info/Education Seminars	0	0	23	23
Assertive Community Treatment Team	2	-7	76	69
Community Psychiatry -Adult	10	5	162	50
Concerned Family/Significant Other Serv	0	0	14	14
Dialectical Behaviour Therapy	8		560	
Eating Disorders Treatment -Adults	1	18	64	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	82	35
Mental Health Counselling & Treatment -Children/Youth	0	4	21	26
Mental Health Support Coordination	15	0	728	48
Mental Health Supportive Housing -Long Term	45		865	
Mental Health Supportive Housing -Transitional	6	41	351	56
Problem Gambling Counselling & Treatment	0			
Skills for Safer Living	3	0	491	189
Grand Total	149	8	201	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 (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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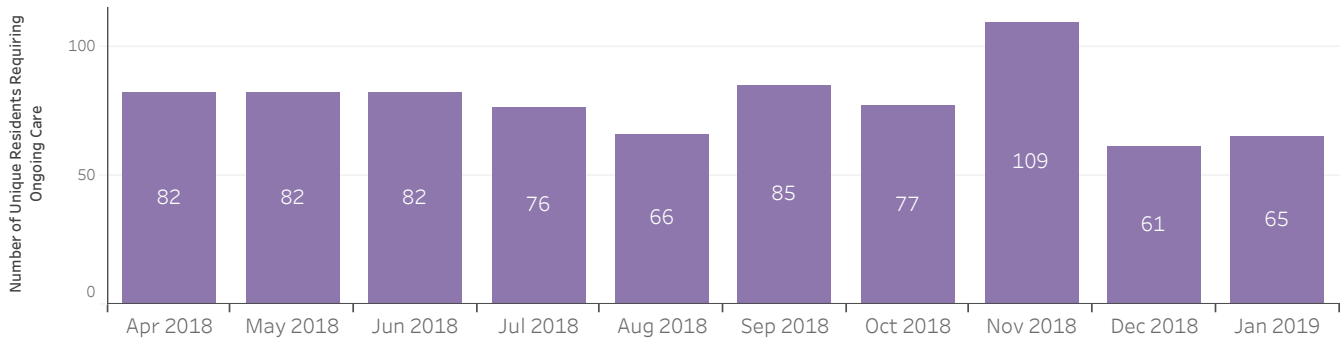
Wellington Wait Times Detail

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

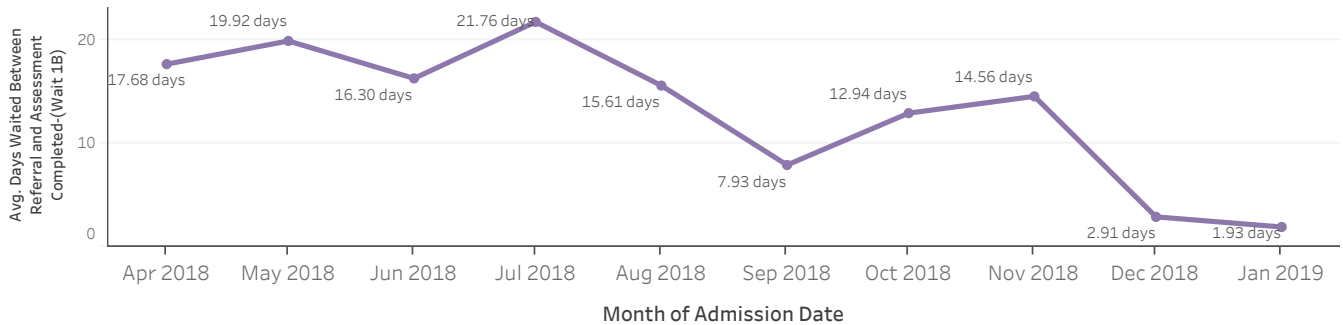
Reporting Period: 2018-04-01 to 2019-01-31

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

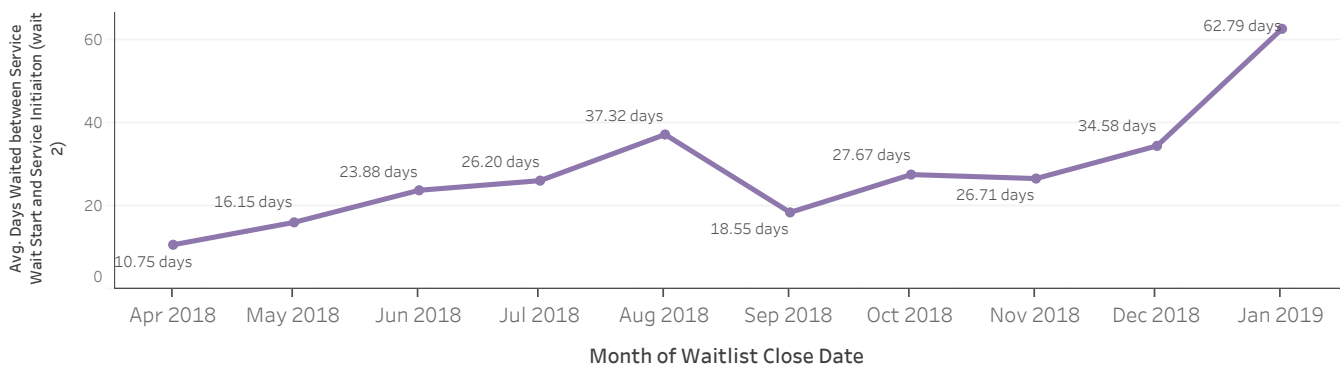
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-02-13 9:38:32 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	4		227	
Addictions Counselling & Treatment -Adults	6	18	16	32
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	6	1	188	146
Addictions Residential Treatment -Adults	4	11	43	53
Addictions Residential Treatment -Children/Youth	1		266	
Addictions Supportive Housing - Transitional	0		171	
Addictions Supportive Housing -Long Term	10			
Adult Family Education	0	1	24	19
Alcohol & Drug Info/Education Seminars	0			
Assertive Community Treatment Team	0			
Community Psychiatry -Adult	115	18	195	66
Dialectical Behaviour Therapy	27		616	
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	163	17	193	102
Mental Health Counselling & Treatment -Children/Youth	6	6	32	25
Mental Health Support Coordination	21	33	192	53
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	22	-3	149	129
Grand Total	350	15	139	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 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