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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 2019-03-31



20,027

Requests For Service

of admissions for anonymous and known unique individuals



62,347

Calls Received

of calls received



67.86%

Call Answer Rate

average % of time calls are answered live




11,918

Residents Served

of known unique individuals served

Anonymous Requests



7,991

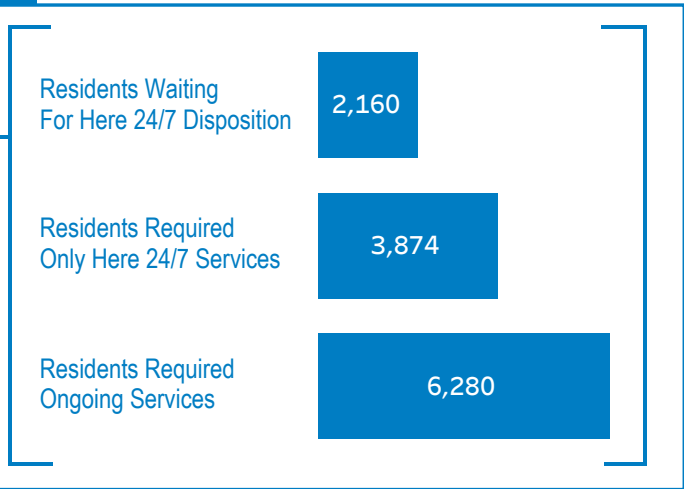
Anonymous Requests Accessing Only Here 24/7
of anonymous admissions accessing only Here 24/7 services

Unique Known Individuals



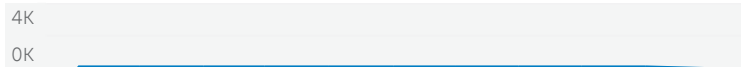
12,036

Admissions For Known Residents
of new admissions for known unique individuals



Top Visits By Type

1,168 **Crisis Assessments**
of crisis assessments completed



3,025 **Assessments**
of assessments completed



17,013 **Monitoring & Support**
of visits offering monitoring & support



34,091 **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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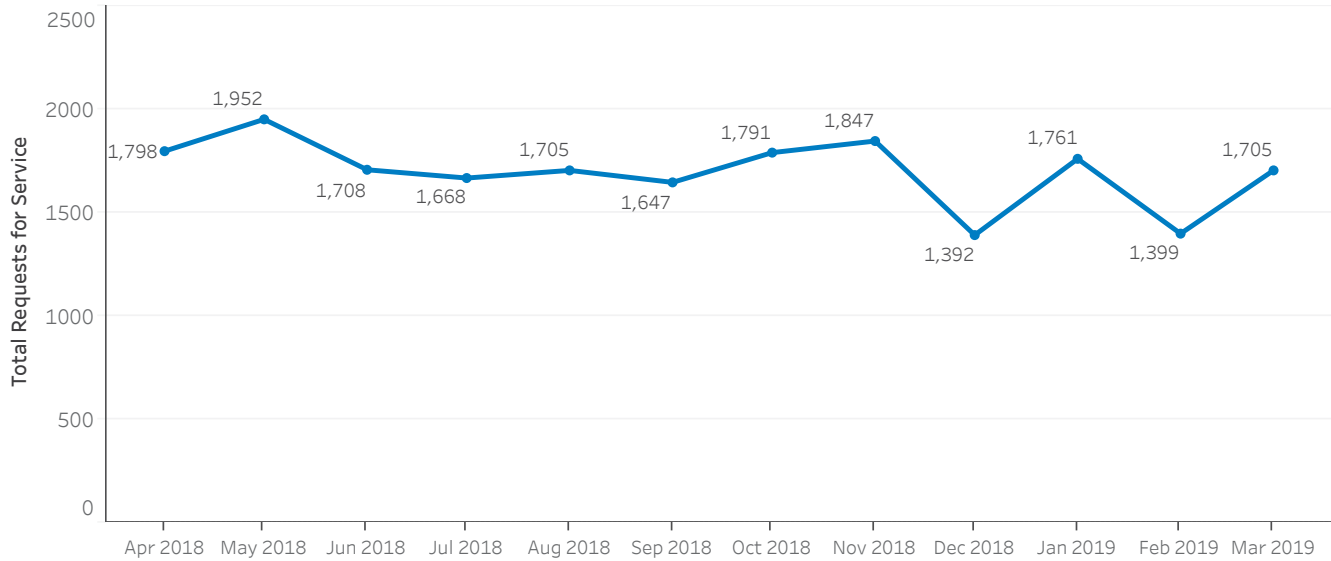
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Here 24/7 Service Volumes Overview

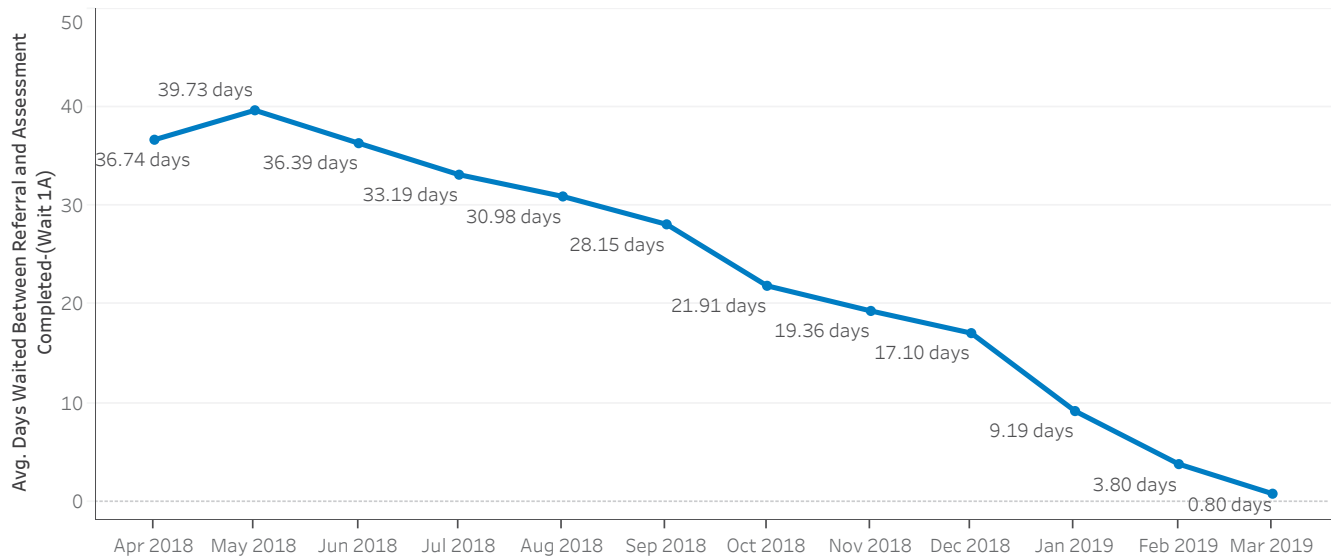
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-03-31

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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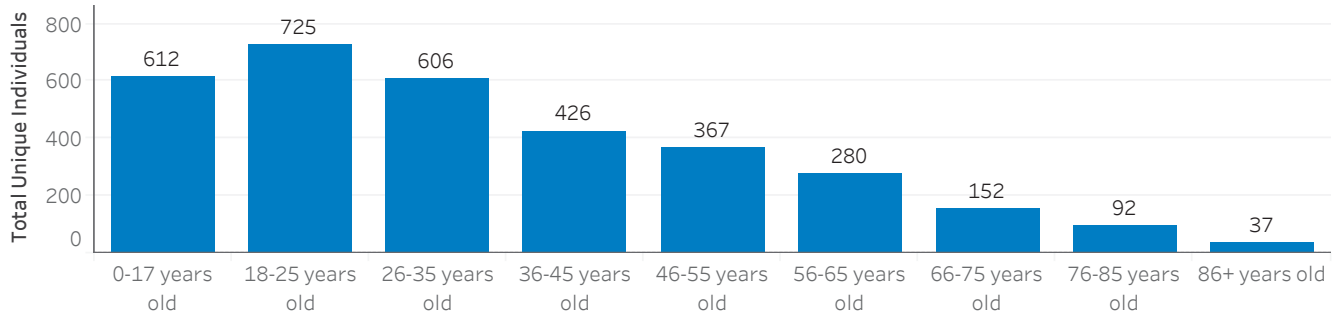
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Here 24/7 Service Volumes Overview

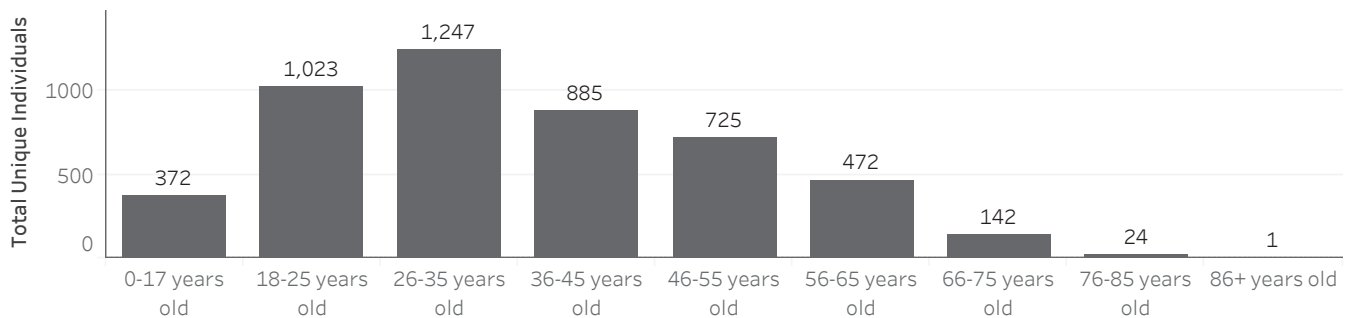
Here 24/7 service volumes Year To Date

Reporting Period: 2018-04-01 to 2019-03-31

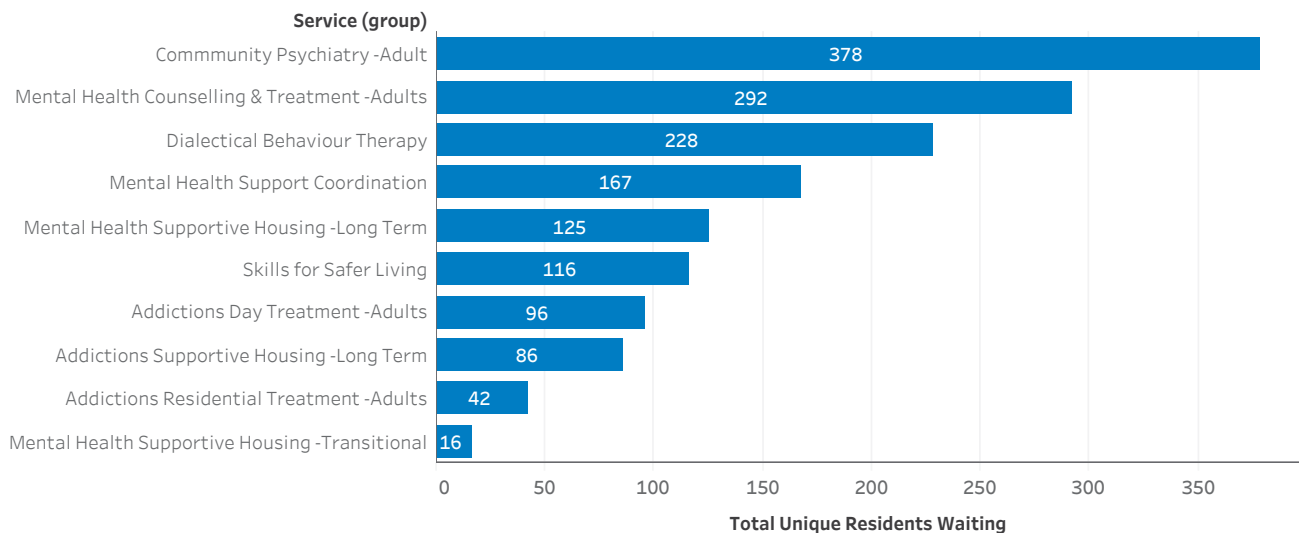
Age of Known Residents Who Required Only Here 24/7 Services



Age of Known Residents Who Requested/Required Ongoing Services



Top 10 Services Residents 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

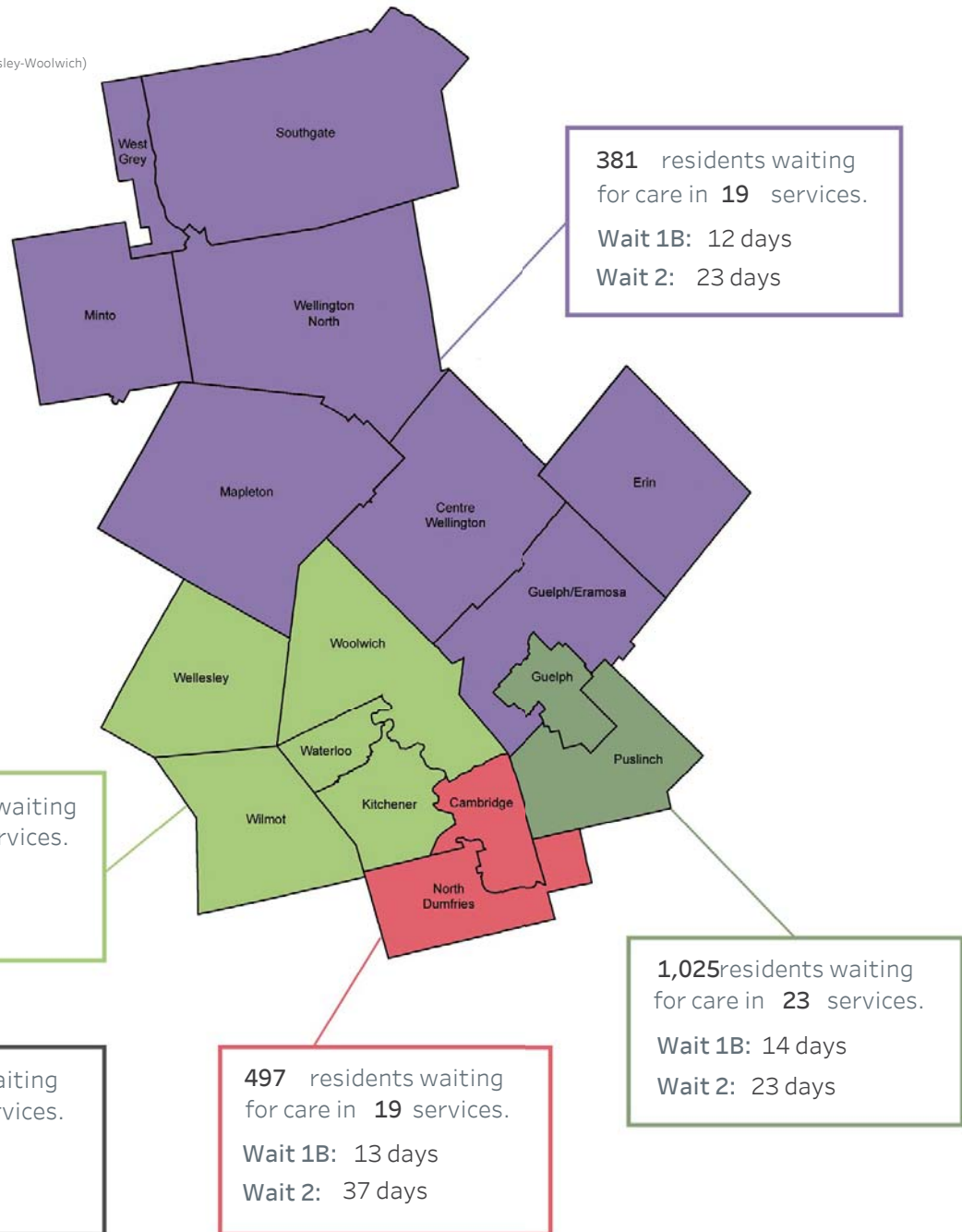
Reporting Period: 2018-04-01 to 2019-03-31

Sub-Region Geographies

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

3,265

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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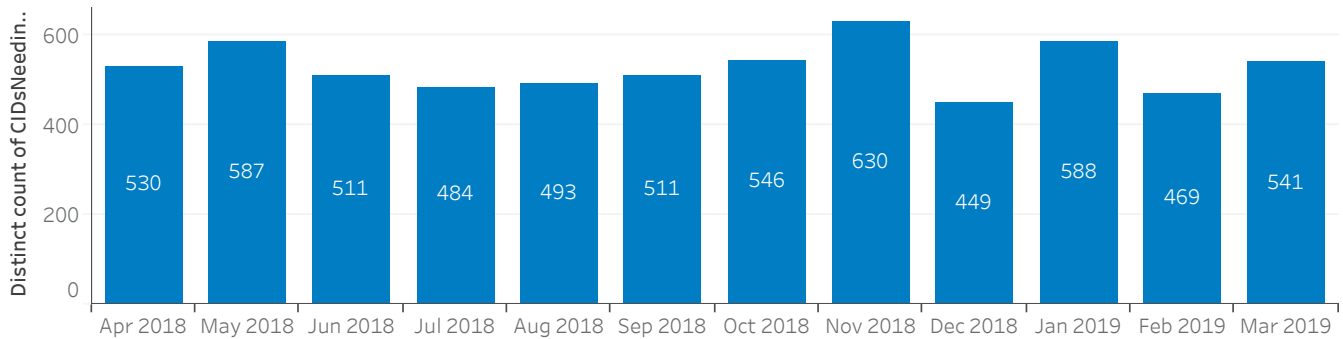
WWLHIN Wait Times Detail

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

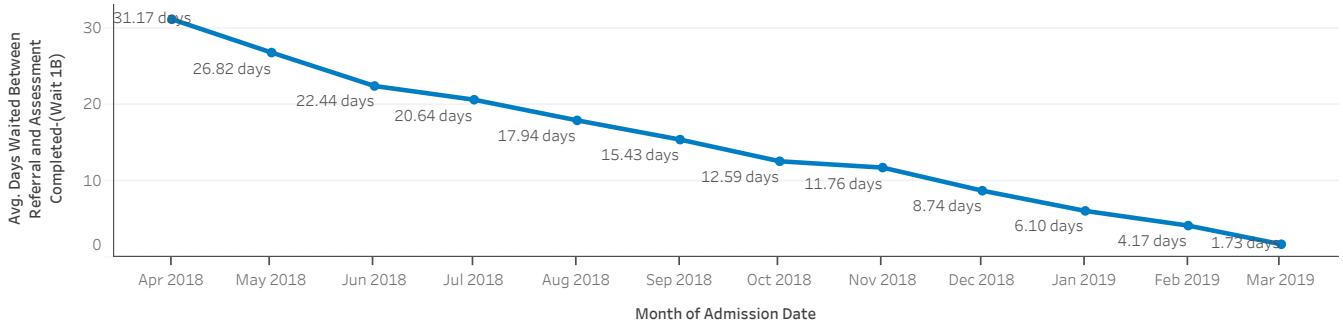
Reporting Period: 2018-04-01 to 2019-03-31

6,280 Unique Residents Contacted Here 24/7 And Require(d) Ongoing Care

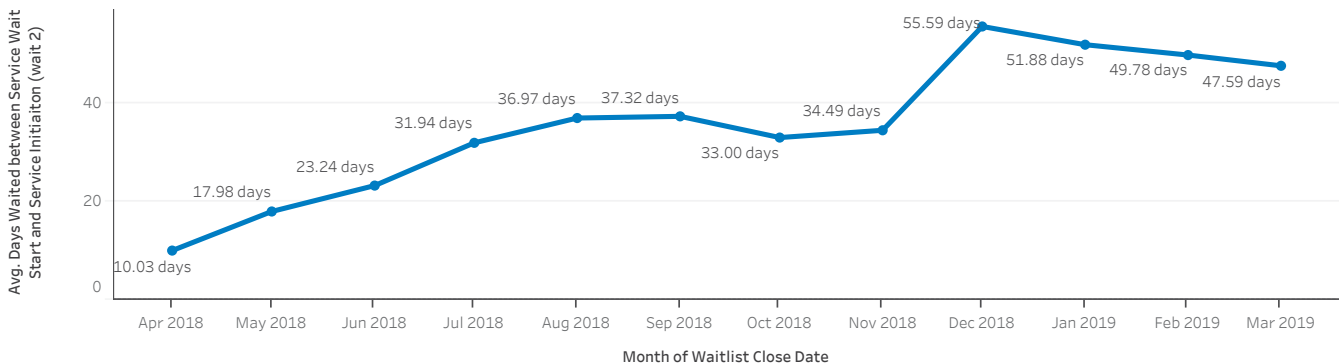
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-04-15 2:26:31 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	20	35	271	160
Addictions Community-Based Counselling & Treatment -Child..	0	0	276	167
Addictions Counselling & Treatment -Adults	34	22	21	42
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	140	17	149	118
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	74	23	64	69
Addictions Residential Treatment -Children/Youth	6	4	218	173
Addictions Supportive Housing - Transitional	61	25	137	128
Addictions Supportive Housing -Long Term	400	23	928	197
Adult Family Education	13	2	18	15
Alcohol & Drug Info/Education Seminars	4	17	26	44
AS Dialectical Behaviour Therapy	27			
Assertive Community Treatment Team	59	34	361	105
Community Psychiatry -Adult	508	15	128	56
Concerned Family/Significant Other Serv	0	5	19	24
Dialectical Behaviour Therapy	390	30	593	200
Eating Disorders Treatment -Adults	13	12	55	67
Eating Disorders Treatment -Children/Youth	3	14	36	45
Family Education & Supports	0			
Mental Health & Justice Services -Adult	22	19	56	63
Mental Health & Justice Services -Youth	4	10	286	94
Mental Health Counselling & Treatment -Adults	685	12	111	47
Mental Health Counselling & Treatment -Children/Youth	15	7	36	27
Mental Health Support Coordination	510	32	585	123
Mental Health Supportive Housing -Long Term	832	19	1,169	112
Mental Health Supportive Housing -Transitional	96	42	100	69
Problem Gambling Counselling & Treatment	2	7	16	24
Skills for Safer Living	213	25	364	173
Women's Aftercare	1	1	10	11
Grand Total	3,265	17	202	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 (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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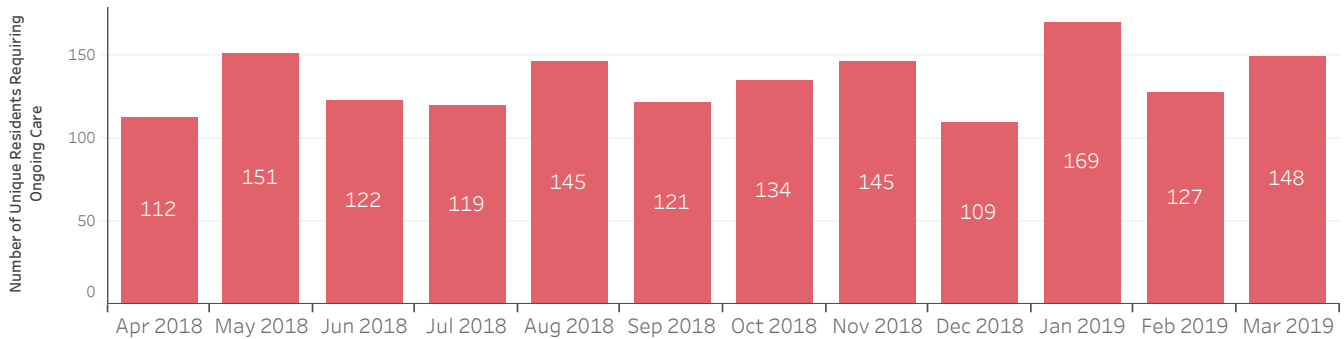
Cambridge-North Dumfries Wait Times Detail

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

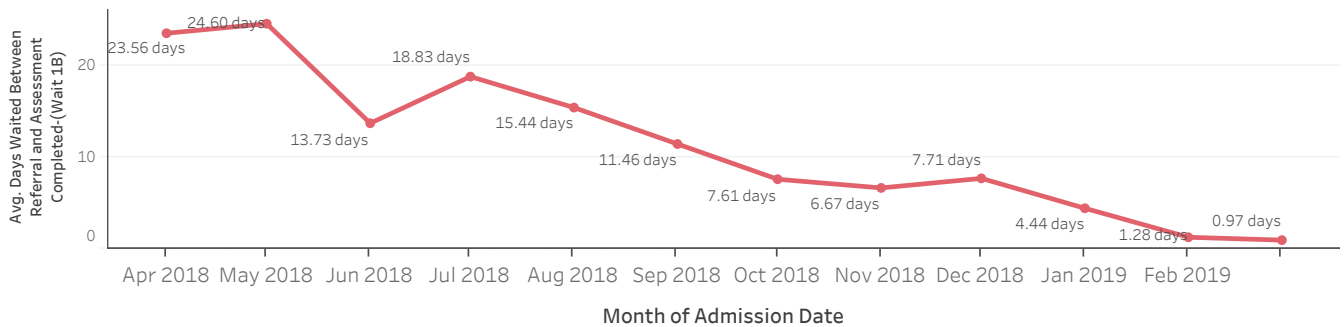
Reporting Period: 2018-04-01 to 2019-03-31

1,583 Unique Residents Contacted Here 24/7 And Require Ongoing Care

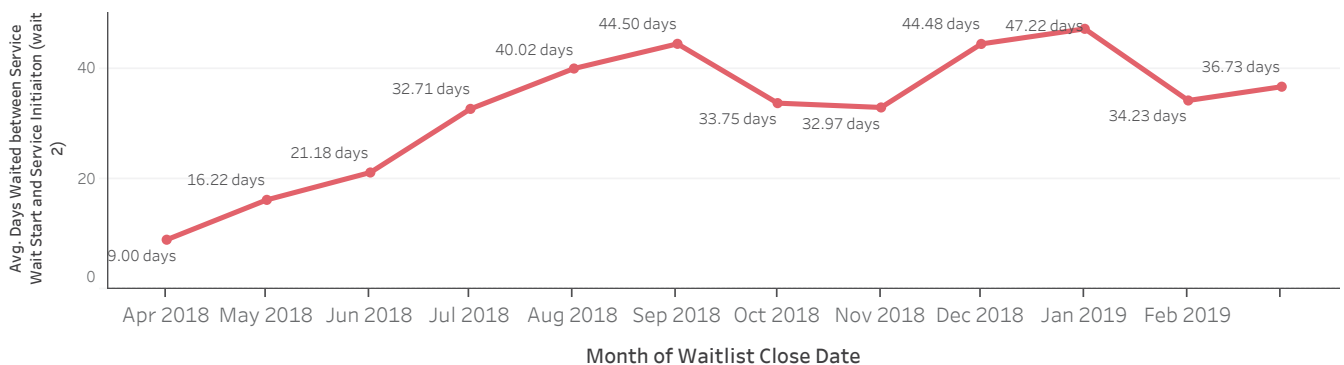
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-04-15 2:26:31 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	65	226	157
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Counselling & Treatment -Adults	5	20	24	42
Addictions Day Treatment -Adults	26	18	150	97
Addictions Residential Treatment -Adults	14	11	52	55
Addictions Residential Treatment -Children/Youth	1			
Addictions Supportive Housing - Transitional	4	7	132	217
Addictions Supportive Housing -Long Term	63	0	966	308
Alcohol & Drug Info/Education Seminars	1	21	27	51
AS Dialectical Behaviour Therapy	3			
Assertive Community Treatment Team	12	29	492	165
Community Psychiatry -Adult	103	13	54	55
Concerned Family/Significant Other Serv	0	0	7	7
Dialectical Behaviour Therapy	43	34	505	110
Eating Disorders Treatment -Adults	0	6	44	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	102	11	47	41
Mental Health Counselling & Treatment -Children/Youth	0			
Mental Health Support Coordination	62	28	510	165
Mental Health Supportive Housing -Long Term	144	8	1,532	44
Mental Health Supportive Housing -Transitional	11		480	
Problem Gambling Counselling & Treatment	1	0	17	13
Skills for Safer Living	38	42	517	186
Women's Aftercare	0	3	11	14
Grand Total	497	13	128	51

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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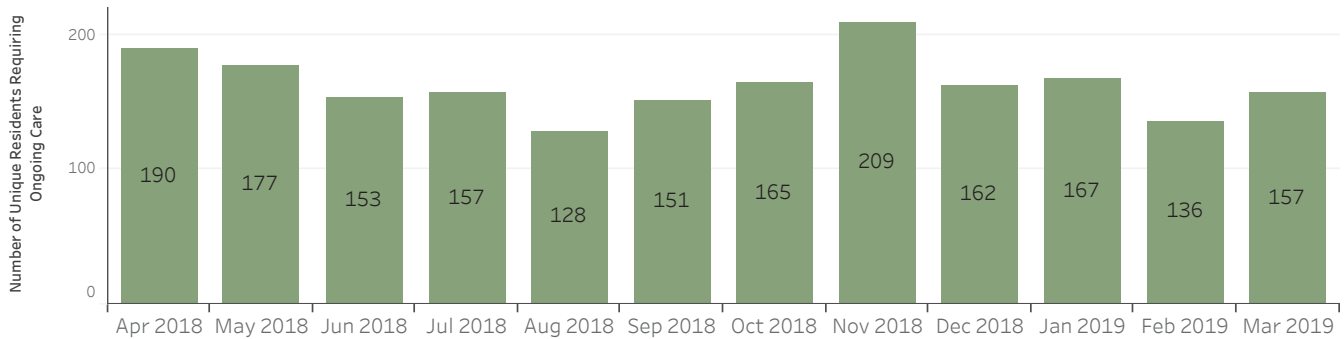
Guelph-Puslinch Wait Times Detail

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

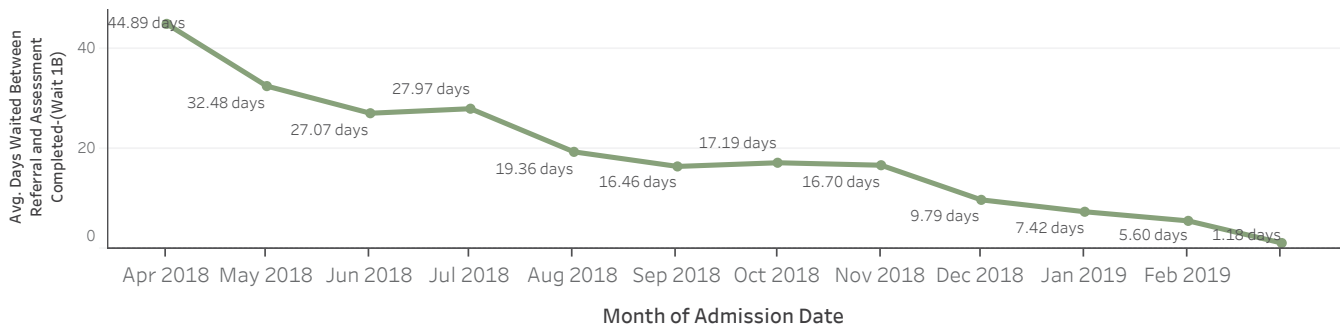
Reporting Period: 2018-04-01 to 2019-03-31

1,929 Unique Residents Contacted Here 24/7 And Require Ongoing Care

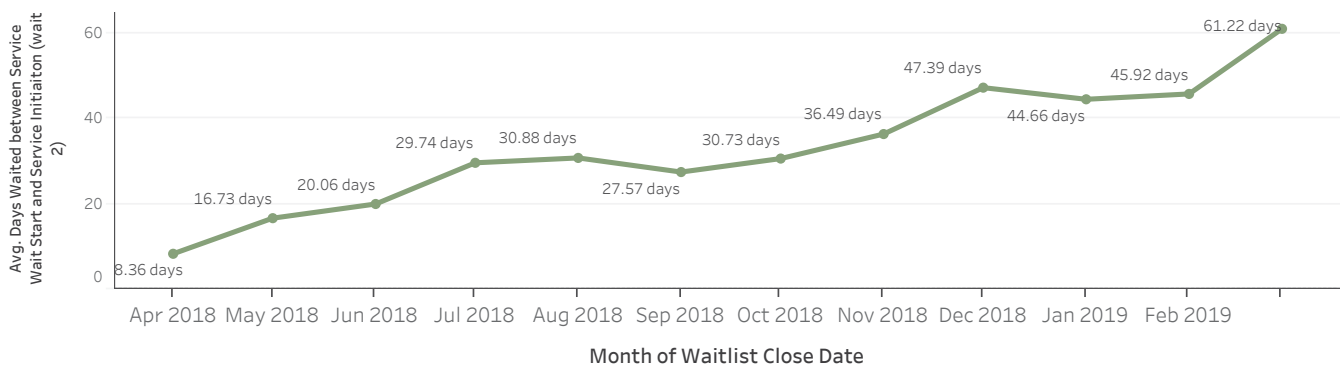
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-04-15 2:53:56 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	13	32	291	174
Addictions Community-Based Counselling & Treatment -Child..	0		332	
Addictions Counselling & Treatment -Adults	12	24	15	38
Addictions Counselling & Treatment -Children/Youth	0			
Addictions Day Treatment -Adults	26	31	183	141
Addictions Residential Treatment -Adults	12	46	69	96
Addictions Residential Treatment -Children/Youth	2	4	169	173
Addictions Supportive Housing - Transitional	26	33	112	112
Addictions Supportive Housing -Long Term	121	31	635	181
Adult Family Education	6	2	16	13
Alcohol & Drug Info/Education Seminars	0	0	23	23
AS Dialectical Behaviour Therapy	6			
Assertive Community Treatment Team	1	89	138	156
Community Psychiatry -Adult	232	18	188	54
Dialectical Behaviour Therapy	104	23	582	331
Eating Disorders Treatment -Adults	4	4	59	63
Eating Disorders Treatment -Children/Youth	1	32	37	66
Family Education & Supports	0			
Mental Health & Justice Services -Adult	14	14	93	87
Mental Health & Justice Services -Youth	3	10	286	94
Mental Health Counselling & Treatment -Adults	370	19	179	47
Mental Health Counselling & Treatment -Children/Youth	8	2	183	28
Mental Health Support Coordination	82	51	410	178
Mental Health Supportive Housing -Long Term	177	20	684	191
Mental Health Supportive Housing -Transitional	54	43	60	76
Problem Gambling Counselling & Treatment	0	3	17	20
Skills for Safer Living	39	33	520	205
Grand Total	1,025	22	198	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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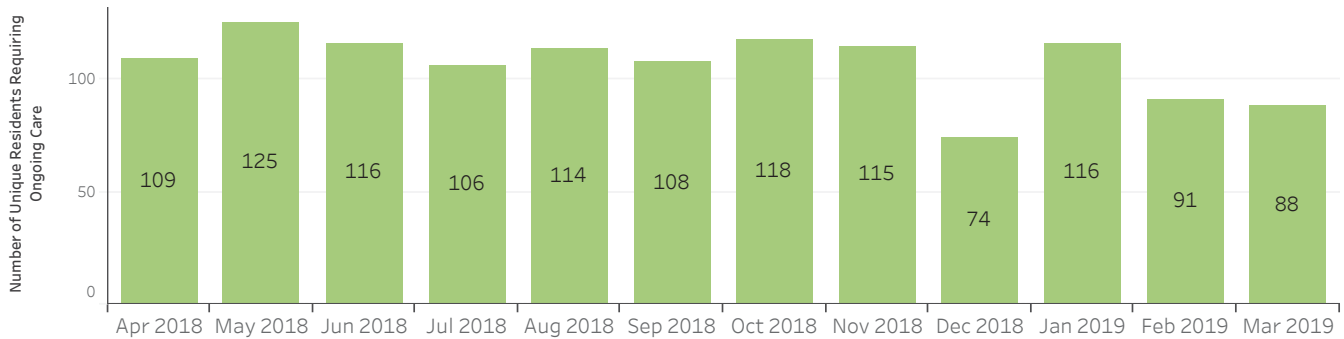
KW4 Wait Times Detail

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

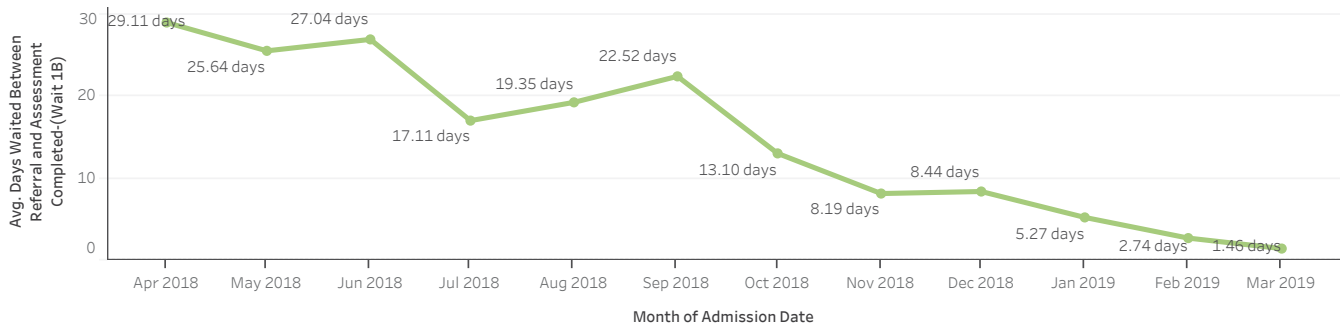
Reporting Period: 2018-04-01 to 2019-03-31

1,273 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: 2019-04-15 2:26:22 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	8	165	98
Addictions Community-Based Counselling & Treatment -Child..	0		329	
Addictions Counselling & Treatment -Adults	14	20	26	45
Addictions Day Treatment -Adults	78	14	133	117
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	28	33	68	78
Addictions Residential Treatment -Children/Youth	1			
Addictions Supportive Housing - Transitional	21	33	148	128
Addictions Supportive Housing -Long Term	165	34	945	226
Adult Family Education	0			
Alcohol & Drug Info/Education Seminars	3	16	26	43
AS Dialectical Behaviour Therapy	15			
Assertive Community Treatment Team	42	29	351	90
Community Psychiatry -Adult	21	11	85	49
Concerned Family/Significant Other Serv	0	6	21	27
Dialectical Behaviour Therapy	216	2	635	62
Eating Disorders Treatment -Adults	6	15	56	70
Eating Disorders Treatment -Children/Youth	2	4	29	35
Family Education & Supports	0			
Mental Health & Justice Services -Adult	2	24	26	55
Mental Health Counselling & Treatment -Adults	22	10	151	41
Mental Health Counselling & Treatment -Children/Youth	0	0	25	25
Mental Health Support Coordination	334	18	690	79
Mental Health Supportive Housing -Long Term	430	21	1,223	88
Mental Health Supportive Housing -Transitional	19	0	69	1
Problem Gambling Counselling & Treatment	0	15	17	36
Skills for Safer Living	108	22	296	171
Women's Aftercare	1	1	9	10
Grand Total	1,199	18	284	62

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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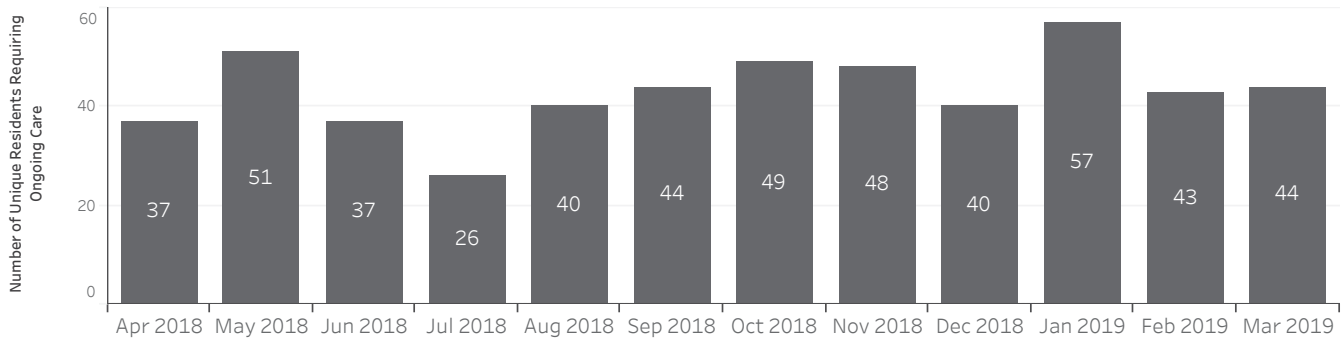
Non-WWLHIN/Unknown Wait Times Detail

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

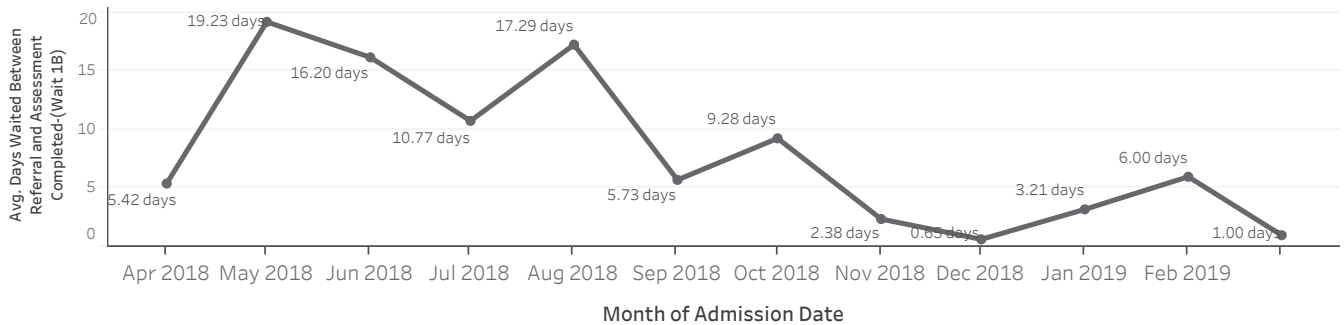
Reporting Period: 2018-04-01 to 2019-03-31

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

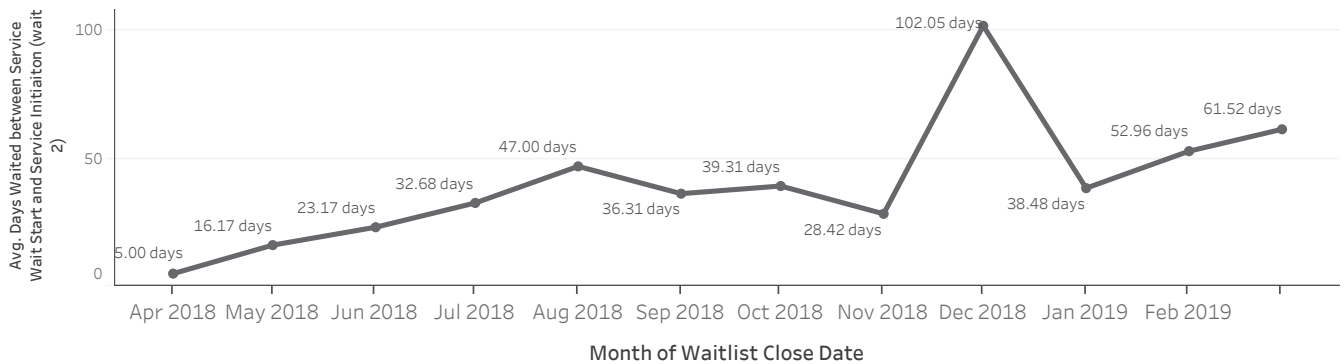
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-04-15 2:53:56 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	0		284	
Addictions Community-Based Counselling & Treatment -Child..	0	0	167	167
Addictions Counselling & Treatment -Adults	0	10	22	32
Addictions Day Treatment -Adults	4	2	180	128
Addictions Residential Treatment -Adults	17	7	58	51
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	9	17	157	132
Addictions Supportive Housing -Long Term	38	0	1,122	28
Adult Family Education	2	4	20	24
Alcohol & Drug Info/Education Seminars	0	0	25	25
AS Dialectical Behaviour Therapy	1			
Assertive Community Treatment Team	4	-7	76	69
Community Psychiatry -Adult	17	8	143	54
Concerned Family/Significant Other Serv	0	0	14	14
Dialectical Behaviour Therapy	8		544	
Eating Disorders Treatment -Adults	1	16	65	80
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	14	5	81	40
Mental Health Counselling & Treatment -Children/Youth	0	2	22	25
Mental Health Support Coordination	14		648	
Mental Health Supportive Housing -Long Term	49		865	
Mental Health Supportive Housing -Transitional	7	35	307	48
Problem Gambling Counselling & Treatment	1			
Skills for Safer Living	5	0	491	189
Grand Total	163	9	188	56

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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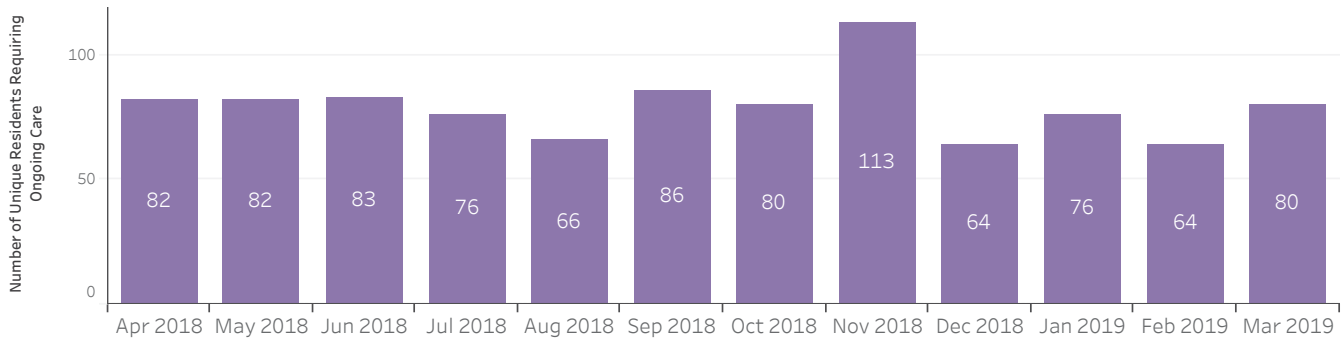
Wellington Wait Times Detail

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

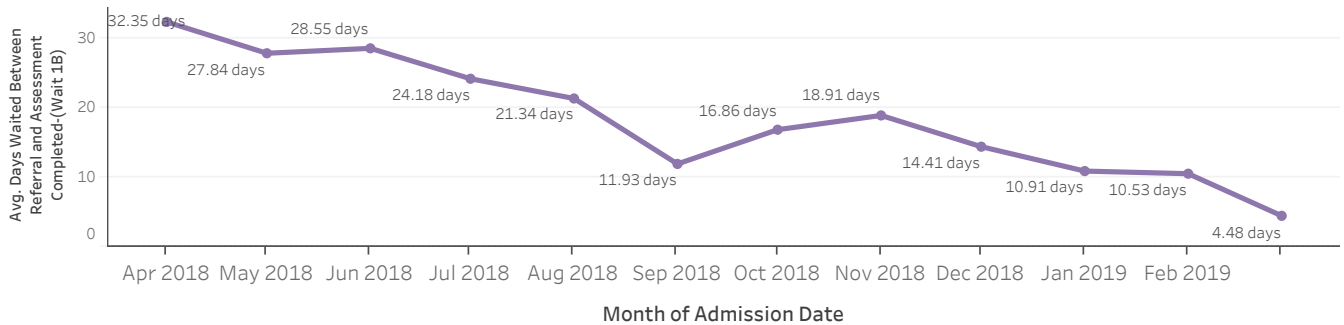
Reporting Period: 2018-04-01 to 2019-03-31

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

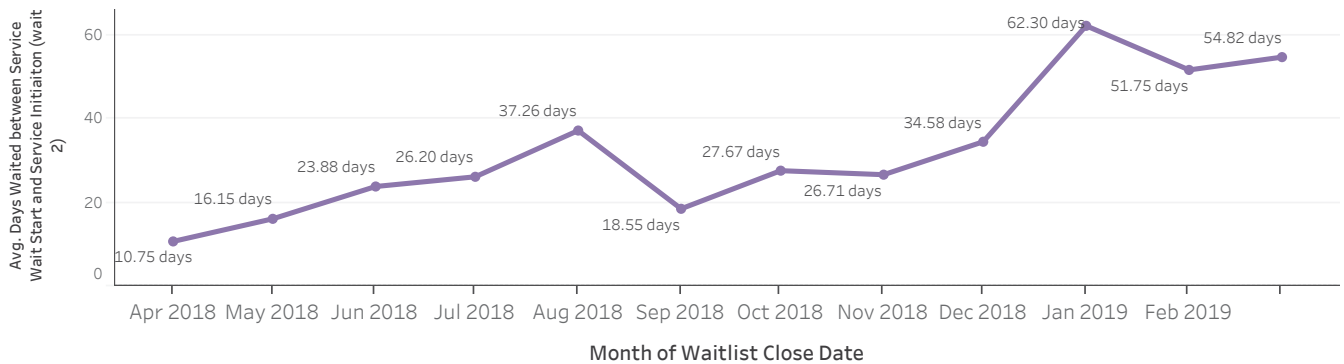
Total Known Residents Contacting Here 24/7 2018-2019 Fiscal Year Who Require Ongoing Services By Month of Contact



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: 2019-04-15 2:26:31 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	0	65	212	143
Addictions Counselling & Treatment -Adults	3	28	16	43
Addictions Counselling & Treatment -Children/Youth	0		10	
Addictions Day Treatment -Adults	6	5	155	93
Addictions Residential Treatment -Adults	3	43	67	115
Addictions Residential Treatment -Children/Youth	2		266	
Addictions Supportive Housing - Transitional	1		171	
Addictions Supportive Housing -Long Term	13			
Adult Family Education	5	1	24	19
Alcohol & Drug Info/Education Seminars	0			
AS Dialectical Behaviour Therapy	2			
Assertive Community Treatment Team	0			
Community Psychiatry -Adult	135	22	170	72
Dialectical Behaviour Therapy	19	99	595	221
Eating Disorders Treatment -Adults	2	16	55	72
Eating Disorders Treatment -Children/Youth	0	17	73	53
Mental Health & Justice Services -Adult	3	31	88	91
Mental Health & Justice Services -Youth	0			
Mental Health Counselling & Treatment -Adults	177	16	208	133
Mental Health Counselling & Treatment -Children/Youth	7	7	31	28
Mental Health Support Coordination	18	26	194	73
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	23	27	238	149
Grand Total	381	20	133	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