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(HERE247)

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

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 2024-2025 Fiscal Year)

Service Wait Times As Of: 11/1/2024 1:36:09 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	Percentile (90) of Days Currently Waiting	Avg. Days Waited Between Waitlist Start Date and Service Initiation (Wait 2)	Avg. Days Waited Between Waitlist Start and End Date (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	71	52	19	50
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Day Treatment -Adults	199	447	6	206
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	239	1,229	111	236
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	22	865	0	1,768
Addictions Supportive Housing -Long Term	312	2,829	0	1,672
Alcohol & Drug Info/Education Seminars	6	58	22	46
ASH Long-Term - Threshold - KW	280	2,548	0	1,580
Assertive Community Treatment Team	38	1,598	8	412
Community Psychiatry -Adult	316	1,405	24	139
Dialectical Behaviour Therapy	503	727	0	738
Eating Disorders Treatment -Adults	205	514	497	499
Eating Disorders Treatment -Children/Youth	60	661	644	645
Family Education & Supports	3	224	28	76
First Step Triage Services	0		0	3
Men's Day Treatment Program - Out Of Catchment	2	563		
Mental Health & Justice Services -Adult	0		0	5
Mental Health & Justice Services -Youth	0			
Mental Health Adult Intensive Services	175	556	52	190
Mental Health Counselling & Treatment -Adults	169	302	24	139
Mental Health Counselling & Treatment -Children/Youth	10	125	19	130
Mental Health Supportive Housing -Long Term	995	2,696	0	2,402
Mental Health Supportive Housing -Transitional	131	2,520	0	2,114
Peer Warmline	60	250		
Peers For Safer Living - Ideation Group	2	282	0	301
Problem Gambling Counselling & Treatment	6	48	24	59
Skills for Safer Living	0			
Skills for Safer Living - Past Attempt	114	222	0	230
Skills for Safer Living - No Attempts	46	217	0	217
Skills for Safer Living Youth 13 - 17	14	314	0	25
Women's Day Treatment Program - Out Of Catchment	2	216		
Youth Gambling Counselling & Treatment	0			
Grand Total	3,199	2,369	38	232

Definitions:

Residents = Number of unique residents

90th Percentile of Current Wait Times - Average days between Waitlist Start Date and the End of reporting period for 90% of clients who are currently on waitlist

Wait 2 = Average days between Waitlist Start Date and Service Initiation (for residents requiring ongoing services during reporting period)

Total Wait = Average days between Waitlist Entry Added - Waitlist Entry Closed (resident attended appointment at receiving service) for residents removed from waitlists during reporting period