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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: 12/2/2024 8:05:03 AM

\*\*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	70	51	21	49
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Day Treatment -Adults	211	474	4	224
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	247	1,215	108	228
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	26	874	0	1,768
Addictions Supportive Housing -Long Term	311	2,860	0	1,672
Alcohol & Drug Info/Education Seminars	8	85	22	46
ASH Long-Term - Threshold - KW	281	2,577	0	1,580
Assertive Community Treatment Team	33	1,645	6	496
Community Psychiatry -Adult	348	1,357	23	136
Dialectical Behaviour Therapy	516	745	0	747
Eating Disorders Treatment -Adults	206	530	498	499
Eating Disorders Treatment -Children/Youth	65	672	619	638
Family Education & Supports	4	227	29	74
First Step Triage Services	0		0	3
Men's Day Treatment Program - Out Of Catchment	2	593		
Mental Health & Justice Services -Adult	0		0	4
Mental Health & Justice Services -Youth	0			
Mental Health Adult Intensive Services	180	585	55	184
Mental Health Counselling & Treatment -Adults	168	281	25	138
Mental Health Counselling & Treatment -Children/Youth	10	151	19	121
Mental Health Supportive Housing -Long Term	1,003	2,725	0	2,402
Mental Health Supportive Housing -Transitional	131	2,550	0	2,114
Peer Warmline	56	256		
Peers For Safer Living - Ideation Group	2	312	0	301
Problem Gambling Counselling & Treatment	3	27	27	59
Skills for Safer Living	0			
Skills for Safer Living - Past Attempt	136	250	0	230
Skills for Safer Living - No Attempts	55	244	0	217
Skills for Safer Living Youth 13 - 17	15	344	0	25
Women's Day Treatment Program - Out Of Catchment	3	238		
Youth Gambling Counselling & Treatment	0			
<b>Grand Total</b>	<b>3,292</b>	<b>2,376</b>	<b>39</b>	<b>226</b>

**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