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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: 1/2/2025 8:54:41 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	68	51	21	49
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Day Treatment -Adults	219	502	4	224
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	256	1,244	106	219
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	25	909	0	1,768
Addictions Supportive Housing -Long Term	311	2,891	0	1,672
Alcohol & Drug Info/Education Seminars	3	116	22	46
ASH Long-Term - Threshold - KW	282	2,608	0	1,580
Assertive Community Treatment Team	33	1,679	5	467
Community Psychiatry -Adult	361	1,380	24	133
Dialectical Behaviour Therapy	494	739	0	760
Eating Disorders Treatment -Adults	199	552	498	500
Eating Disorders Treatment -Children/Youth	69	689	623	641
Family Education & Supports	7	120	29	74
First Step Triage Services	0		0	3
Men's Day Treatment Program - Out Of Catchment	2	624		
Mental Health & Justice Services -Adult	0		0	4
Mental Health & Justice Services -Youth	0			
Mental Health Adult Intensive Services	205	564	52	177
Mental Health Counselling & Treatment -Adults	160	312	25	136
Mental Health Counselling & Treatment -Children/Youth	10	182	18	116
Mental Health Supportive Housing -Long Term	1,011	2,756	0	2,402
Mental Health Supportive Housing -Transitional	132	2,573	0	2,114
Peer Warmline	56	279		
Peers For Safer Living - Ideation Group	2	343	0	301
Problem Gambling Counselling & Treatment	3	47	28	58
Skills for Safer Living	0			
Skills for Safer Living - Past Attempt	156	257	0	235
Skills for Safer Living - No Attempts	59	273	0	217
Skills for Safer Living Youth 13 - 17	16	375	0	37
Women's Day Treatment Program - Out Of Catchment	3	269		
Youth Gambling Counselling & Treatment	0			
Grand Total	3,326	2,379	38	223

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