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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: 2/3/2025 8:44:05 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	76	63	21	49
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Day Treatment -Adults	226	526	3	255
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	255	1,271	98	251
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	21	957	0	1,650
Addictions Supportive Housing -Long Term	311	2,922	0	1,672
Alcohol & Drug Info/Education Seminars	10	141	23	46
ASH Long-Term - Threshold - KW	281	2,639	0	1,634
Assertive Community Treatment Team	34	1,703	5	467
Community Psychiatry -Adult	365	1,370	24	130
Dialectical Behaviour Therapy	495	735	0	767
Eating Disorders Treatment -Adults	209	551	476	478
Eating Disorders Treatment -Children/Youth	52	684	615	615
Family Education & Supports	5	134	30	72
First Step Triage Services	0		0	3
Men's Day Treatment Program - Out Of Catchment	2	655		
Mental Health & Justice Services -Adult	1	2	0	4
Mental Health & Justice Services -Youth	0			
Mental Health Adult Intensive Services	206	563	48	167
Mental Health Counselling & Treatment -Adults	171	328	26	137
Mental Health Counselling & Treatment -Children/Youth	11	215	20	129
Mental Health Supportive Housing -Long Term	1,018	2,776	0	2,467
Mental Health Supportive Housing -Transitional	132	2,541	0	2,420
Peer Warmline	40	219	0	310
Peers For Safer Living - Ideation Group	2	374	0	301
Problem Gambling Counselling & Treatment	4	51	28	58
Skills for Safer Living	0			
Skills for Safer Living - Past Attempt	161	275	0	230
Skills for Safer Living - No Attempts	60	304	0	217
Skills for Safer Living Youth 13 - 17	15	406	0	37
Women's Day Treatment Program - Out Of Catchment	3	300		
Youth Gambling Counselling & Treatment	0			
Grand Total	3,360	2,396	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