

Clinical Services Year End Report 2024-2025



The following year end report is a summary of the trends in our clinical data over the last 6 years from 2019-2025. The report includes information about referrals, number of visits, client hours provided, clients served and waiting time. If you are viewing this in PowerBi, you can display one or multiple years at once using the filters.

Referrals

Referral trend leveling and return to pre-pandemic levels. The referrals distribution across the counties we serve remain consistent with about 50% in Middlesex county followed by Grey/Bruce, Oxford and Huron/Perth in the range of 10-16%.

Filter

Select all

2019-2020

2020-2021

2021-2022

2022-2023

2023-2024

2024-2025

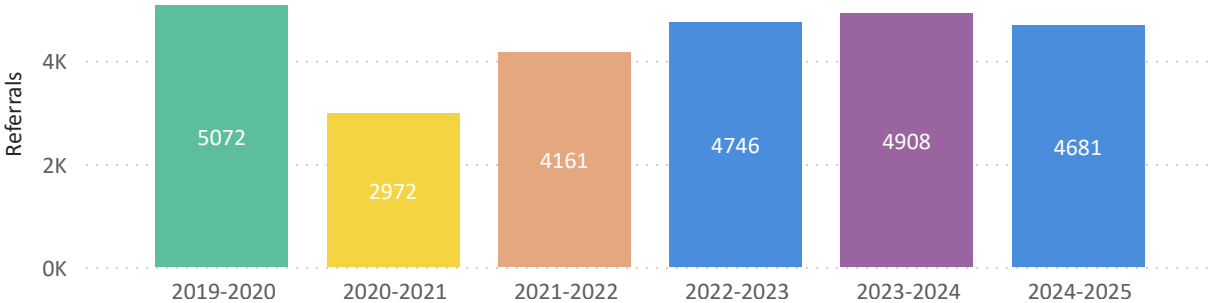


Referrals

4681

2024-2025

Referrals by Year



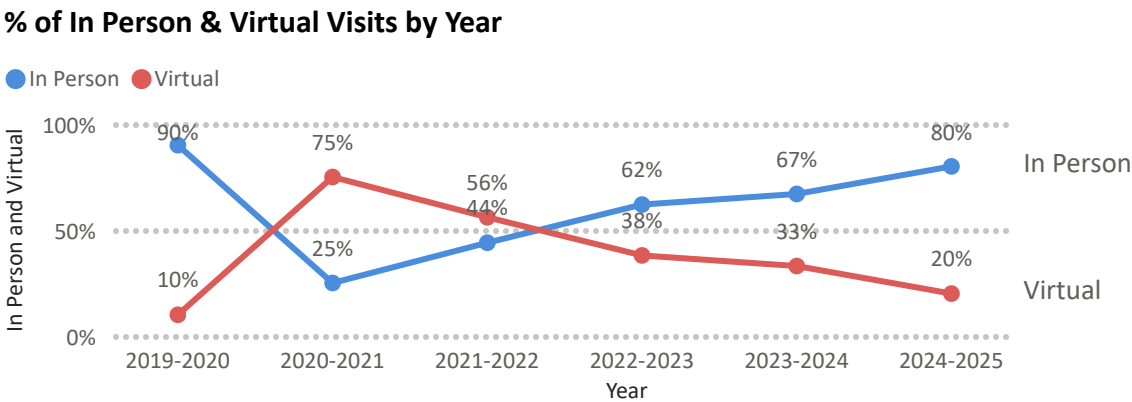
Referrals by County

Year	Middlesex	Grey/Bruce	Oxford	Elgin	Essex	Huron/Perth	Lambton	Chatham-Kent	Other Area
2024-2025	49%	16%	12%	8%	2%	10%	1%	1%	1%
2023-2024	51%	15%	12%	8%	1%	10%	1%	1%	1%
2022-2023	50%	15%	12%	8%	2%	10%	1%	1%	2%
2021-2022	50%	16%	11%	8%	2%	10%	1%	1%	1%
2020-2021	49%	16%	11%	8%	2%	11%	1%	1%	1%
2019-2020	48%	15%	15%	7%	1%	11%	1%	1%	1%

Client Visits

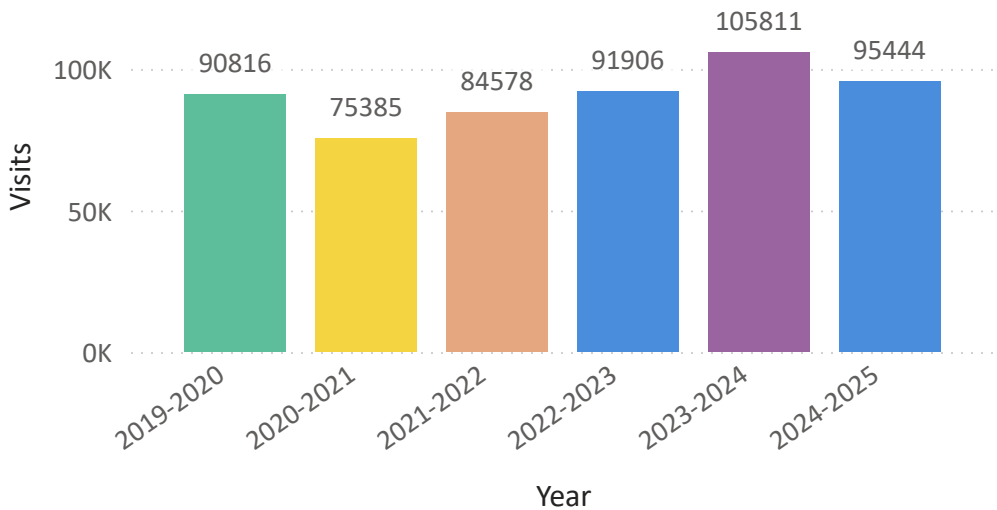


Visits have increased to primarily in person with 80% being in person and 20% virtual. Our visits remain above pre-pandemic levels and in range to reflect the increase of in person visits. The opening of 745 Fanshawe Rd in London has increased the % of regional visits.



- Filter**
- Select all
 - 2019-2020
 - 2020-2021
 - 2021-2022
 - 2022-2023
 - 2023-2024
 - 2024-2025

Visits by Year



Visits by Location

Year	School or Daycare	779 Base Line Rd	Regional	Hospital	Home	Community	Virtual
2024-2025	26%	23%	21%	1%	5%	4%	20%
2023-2024	25%	21%	8%	6%	5%	2%	33%
2022-2023	27%	17%	7%	6%	4%	1%	38%
2021-2022	13%	15%	6%	6%	3%	1%	56%
2020-2021	6%	8%	2%	7%	1%	1%	75%
2019-2020	21%	26%	18%	8%	10%	7%	10%

Volume of Service



In 2024-2025, TVCC remains stable at providing over 180,000 hours of service a year. The number of clients served remains in a consistent range between 10,000 to 12,000 clients.

Filter

Select all

2019-2020

2020-2021

2021-2022

2022-2023

2023-2024

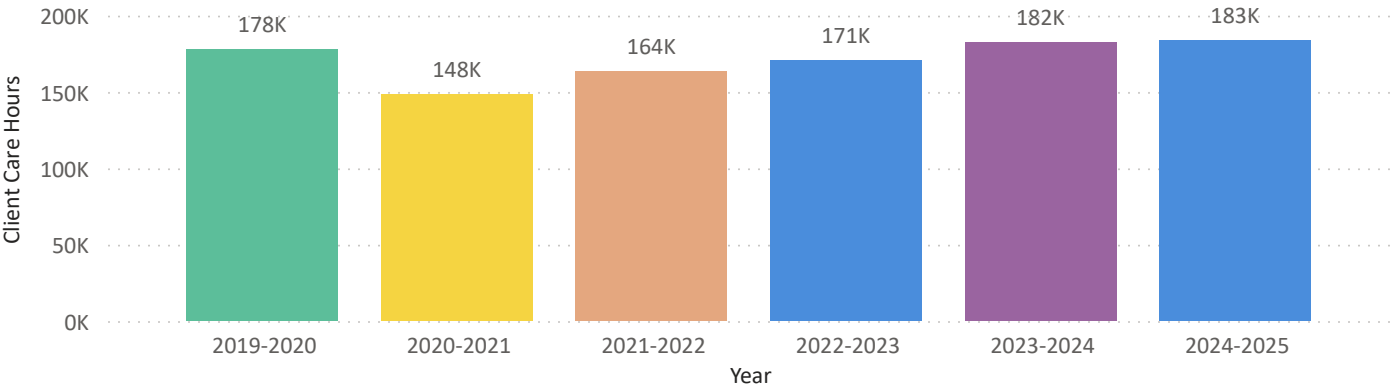
2024-2025

Client Care Hours

183489

2024-2025

Client Care Hours by Year

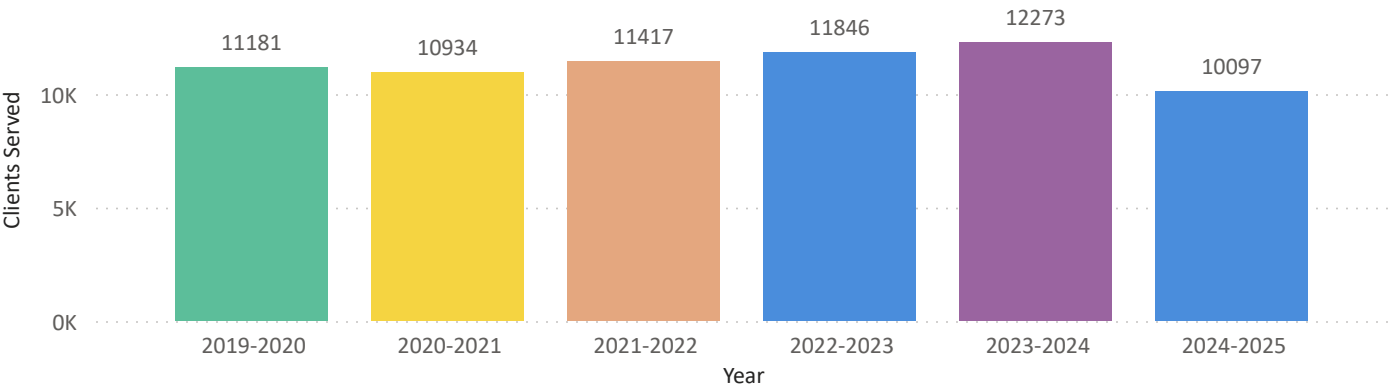


Clients Served

10097

2024-2025

Individuals Served by Year



Client Waiting for Assessment and Services (as of end of March)



Clients Waiting for Assessment

6250

2024-2025

Clients Waiting for Assessment

The chart below summarizes the number of services that clients are waiting for an assessment as of **March 31 2025**. This is not a unique count of clients because clients could be active in other services and/or waiting for other assessments.

Clients Waiting for Assessment by Discipline

Year	OAP	Occupational Therapy	Physiotherapy	Social Work	Speech Pathology	Therapeutic Recreation	Total
2023-2024	5	2479	761	80	3006	45	6376
2024-2025	19	2109	903	16	2984	219	6250

Clients Waiting for Service

1546

2024-2025

Clients Waiting for Service

The chart below summarizes the number of services that clients are waiting for service to start as of **March 31 2025**. This is not an unique count of clients because clients could be active in other services and/or waiting for other assessments.

Clients Waiting for Service by Discipline

Year	OAP	Occupational Therapy	Physiotherapy	Social Work	Speech Pathology	Therapeutic Recreation	Total
2023-2024	101	218	465	7	456	18	1265
2024-2025	35	637	166	23	656	29	1546

Waiting Time



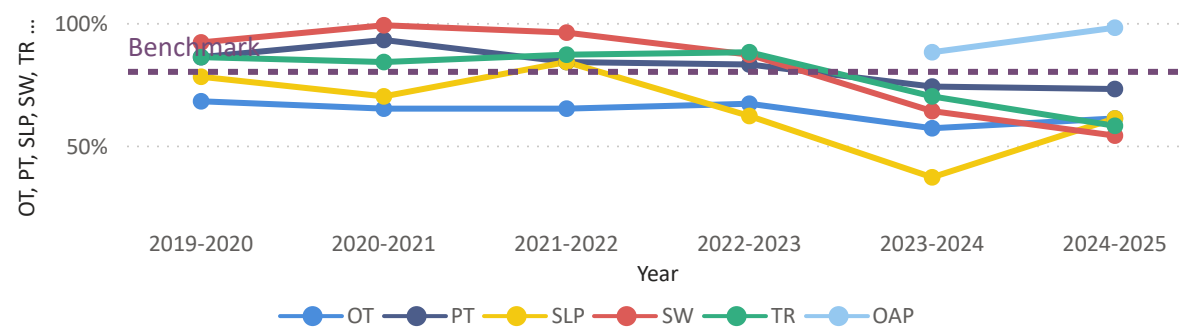
TVCC aims to have most clients (80% or more) wait no more than 90 days for an assessment and no more than 60 additional days to begin therapy. The following charts identify by discipline the % of clients who have waited less than 90 days for an assessment or less than 60 days to begin intervention/treatment. This information is only calculated once the client is no longer waiting.

Waiting for Assessments

This chart shows the percentage of clients who had that assessment within **90 days** of their referral. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. Most disciplines are about 60% and the average is improved by OAP.



% Waited Less than 90 Days for Assessment by Discipline

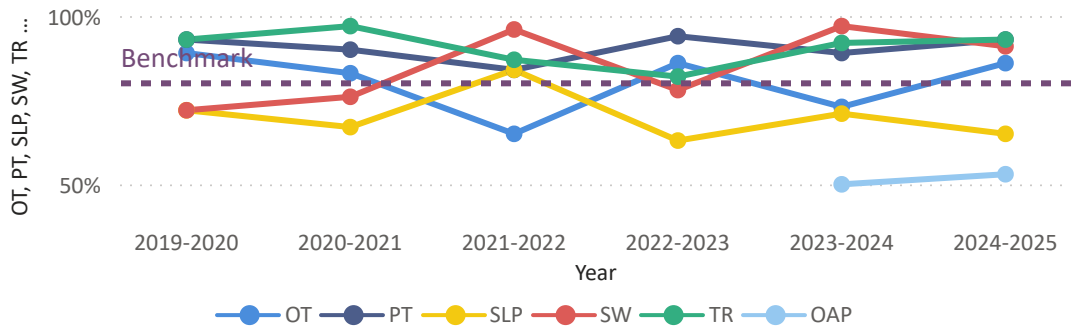


Waiting for Service Delivery

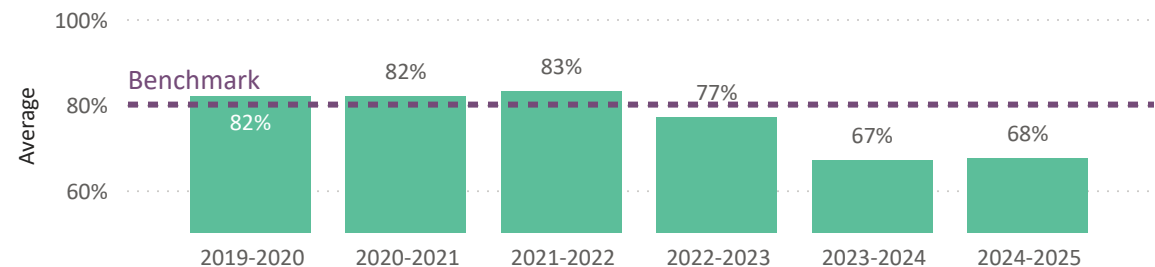
This chart shows the percentage of clients who started intervention/treatment within **60 days** of their initial assessment. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. OAP falls below the benchmark because of Entry to School program having set start dates in the year.



% Waited Less than 60 Days for Treatment by Discipline



% Waited Less than 90 Days for Assessment Overall



% Waited Less than 60 Days for Treatment Overall

