Ending Violence
ASSOCIATION OF BC

STV Waitlists and Waitlist Management

In 2025, EVA BC surveyed Stopping the Violence (STV) counsellors across BC to gain insight into how they deliver the program. The purpose of this infographic is to highlight information provided by STV counsellors about waitlists and waitlist management strategies used in their programs.



Do STVC programs have waitlists?

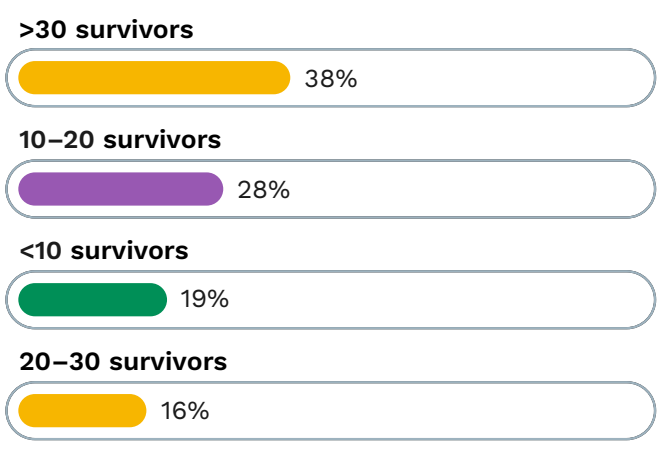
Most STVC programs report having an active waitlist.

76% Yes

24% No

How large are STVC waitlists?

Most programs report waitlists of more than 10 survivors, with over one-third reporting waitlists exceeding 30 survivors.

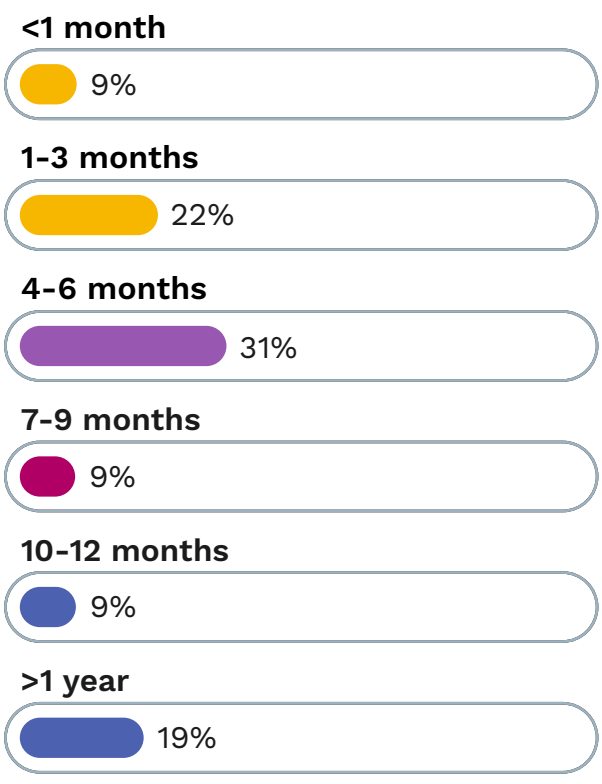


Six respondents reported exceptionally large waitlists, ranging from 80 to 200 survivors.

How long do survivors wait for STVC services?

Most survivors wait between 1 and 6 months, though nearly one-fifth wait longer than one year.





How do programs manage waitlists?

Programs report using multiple strategies to manage demand and maintain service access.

1. Providing resources and referrals
2. Screening and safety planning
3. Sharing eligibility criteria
4. Appointment reminders to reduce no-shows
5. Adhering to the program mandate and eligibility criteria
6. Triage based on urgency
7. Check-ins with survivors on the waitlist

What challenges do programs face in managing waitlists?

Programs identify capacity and service demand as ongoing challenges.

- Counsellor retention and capacity
- Demand exceeding available service hours
- Limited alternative services in the area
- Loss of contact with survivors on the waitlist

What factors influence service priority?

Priority decisions are influenced by urgency, need, and program criteria.

- Time on waitlist
- Urgency and safety considerations
- Complexity of needs
- Parental status
- Fit with program mandate
- Barriers to accessing other services
- Ongoing engagement with the program
- Geographic proximity
- Score on standardized prioritization tools

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