

Year in Review 2025-26



Executive Summary



The 2025/2026 fiscal year marked the Western Alberta Regional Victim Serving Society's first full year of operations, with a clear focus on strengthening support for victims of crime and tragedy across the region.



Guided by a commitment to access, advocacy, and trauma-informed care, the organization enhanced community engagement, expanded partnerships, and improved service delivery. Key initiatives included public awareness campaigns, RCMP outreach, staff development, and the introduction of data dashboards to support operational effectiveness.



Board Contributions/Highlights



- Supported the organization through it's full first year of operations



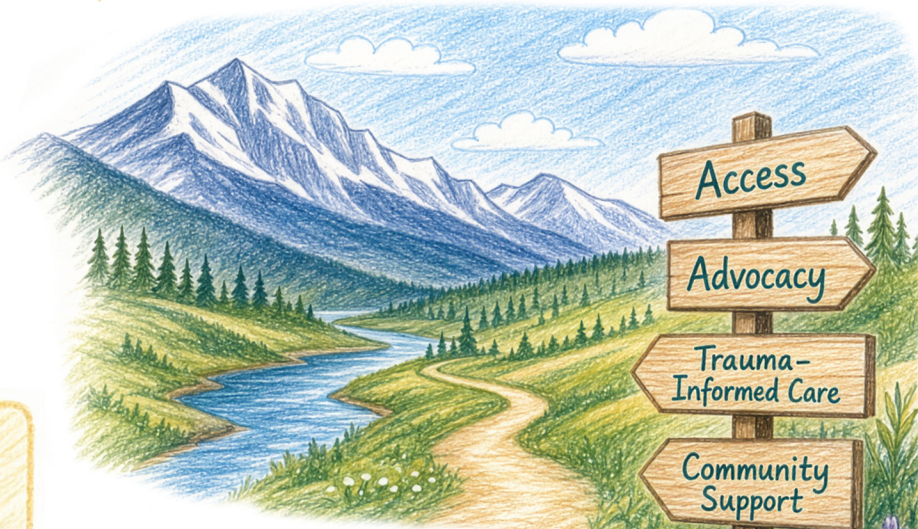
- Provided strategic guidance on growth and service delivery



- Strengthened governance policies and oversight practices



- Supported leadership in advancing key priorities such as engagement and accessibility



WARVSS' Focus Four Elements

- Engagement
- Accessibility
- Role Enhancements
- Dashboards



3,787

WARVSS supported 3,787 referrals this year.



WARVSS remains dedicated to ensuring victims' rights are upheld while providing compassionate, responsive services that promote safety, empowerment, and wellbeing.

Through its Enhancing Access and Engagement strategy, WARVSS initiated relationship-building efforts and enhanced public education initiatives.

47

Events Attended



1,576

Approximate total number of direct engagements

Social media campaigns to increase public awareness and expand WARVSS' reach

- Raise awareness of our services
- Engage more community members
- Grow our reach and impact



RCMP Outreach

WARVSS conducted roadshows at all RCMP detachments in the district to provide education about Victim Services.

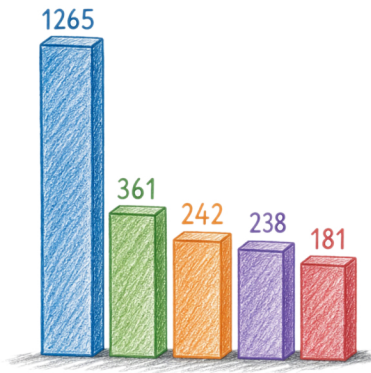
Referral Impact

Although this outreach was expected to generate a more significant increase in referrals, only a slight increase was observed. During the year WARVSS received 3,787 referrals of which 77% were Crime type A.



Top 5 Detachments for Referrals

| | |
|--|------|
|  Grande Prairie | 1265 |
|  Peace River | 361 |
|  Drayton Valley | 242 |
|  Whitecourt | 238 |
|  Mayerthorpe | 181 |



After-Hours Crisis Response

WARVSS continued to strengthen the After-Hours Crisis Response program. Although in-person support could not be provided for every call, the organization expanded and improved its virtual support services. In all, **155** crisis response calls were received.



Role Enhancements

WARVSS implemented Peer Champion roles to support hands-on training and strengthen staff development. Over the year, the program expanded to include formalized in-person Core Training and a four-week assessment period. These were developed in alignment with Standard Operating Procedures and the competency matrix, ensuring consistency and measurable skill development.





Dashboards

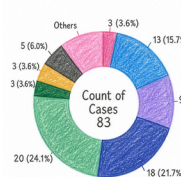
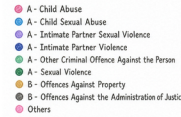
WARVSS prioritized the development of dashboards within the Case Management system to better inform operations and identify opportunities for continuous improvement.



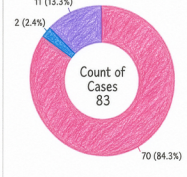
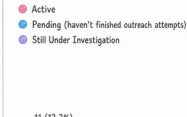
The Navigator Dashboard provides insight into individual Navigator performance, progress, and workload. The dashboard enables us to better collaborate with Navigators by reviewing their activity, monitoring active tasks, and identifying areas where additional support or process improvements may be beneficial.



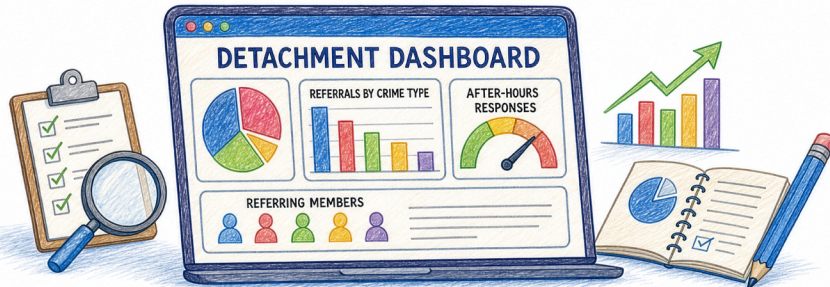
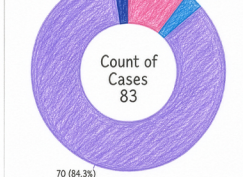
Cases by Primary File ...



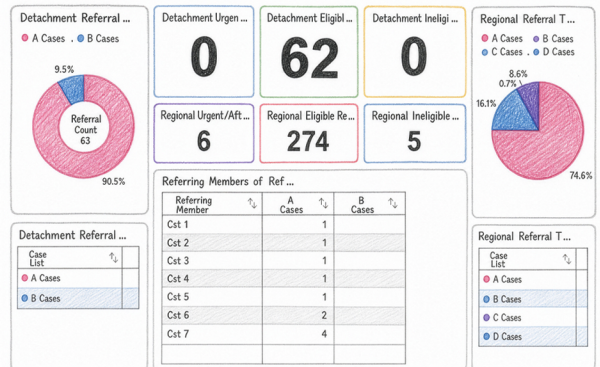
Cases by St...



Detach...



The Detachment Dashboard provides WARVSS with a snapshot view of each detachment. It captures key metrics like referrals by crime type, after-hours responses, and referring members. The dashboard has proven to be a valuable tool during meetings with detachment commanders, supporting discussions by allowing comparisons and helping identify areas for performance improvement.



In the aftermath of tragedy, or through the criminal justice process
Empathy Compassion Respect & Dignity

