



FAMILY VIOLENCE SERVICES IMPACT REPORT

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Executive Summary

From 2022 to 2025, enCompass's Family Violence Prevention Center (FVPC) delivered 140,621 services to 6,597 individuals in Edmonton and surrounding areas, maintaining a 98% client satisfaction rate while meeting a growing community need.

This report synthesizes performance data from four integrated FVPC programs: Community Outreach, Furniture Program, Partner Safety Check, and the Domestic Violence Justice Response (DVJR) programs. It demonstrates how a coordinated, trauma-informed approach breaks cycles of violence, builds safety, and restores dignity for individuals and families.

The evidence is compelling:

- 979** families with children served; **2,848** children indirectly supported
- 94.5%** of clients reported improved understanding of how to keep themselves safe
- 373** formal safety plans developed collaboratively with clients
- 98%** of clients reported feeling supported and heard during their engagement
- 98%** of clients felt treated with respect and received effective services
- 91%** of clients successfully completed personalized SMART goals, achieving concrete milestones in housing, finance, and employment
- 49,718** client contacts made (averaging 16,573 annually)
- 2,812** clients took concrete steps to leave, or began planning to leave, abusive relationships after engaging with our services
- 97.8%** of stakeholders rated our services as effective; **94%** confirmed effective collaboration across our FVPC programs

As the need for domestic violence support becomes more complex, our collaborative continuum-of-services model demonstrates both the capacity to serve thousands and the commitment to ensure each client feels heard, supported, and empowered toward safety.

The Domestic Violence Landscape: A Community in Crisis

Domestic violence is a significant public health crisis in Alberta and Edmonton. Police-reported family violence rates in Alberta are among the highest in Canada^[1], with women aged 25 to 44 most affected by intimate partner violence^[13]. Indigenous and newcomer women face especially high risks and encounter systemic barriers to safety and support^[16].

Between 2014 and 2022, Statistics Canada reported a 163% increase in police-reported family violence and intimate partner violence across Canada^[1]. Family violence against children and youth increased by 38%, with rates highest among women and girls^[1]. In 2024, police-reported domestic violence against seniors was found to have increased by 49% since 2018^[3].

In Alberta, the 2023–2024 reporting year saw record levels of domestic violence. The Alberta Council of Women's Shelters reported that 31,248 individuals, 41% of whom were children, could not access shelter^[2]. This is the highest number in over a decade and highlights the urgent need for collaborative action.

enCompass and its community partners developed a coordinated response through four complementary programs focused on safety, legal navigation, housing stability, and partner accountability. The Community Outreach, Furniture Program, Partner Safety Check, and Domestic Violence Justice Response (DVJR) programs offer a continuum of support and services from community to court, helping individuals move toward safety. These programs have led to increased safety, reduced revictimization, improved system navigation, more families living free from violence, and safer participation in court proceedings through the option of remote testimony.

A Joint Initiative:

The Integrated Domestic Violence Response Team (IDVRT) is a collaborative pilot project designed to support high-risk domestic violence cases in Edmonton through an integrated approach. This partnership between the Edmonton Police Service, YWCA and enCompass addresses a critical service gap by providing safety planning, risk assessment, case management, court navigation, outreach, and mental health support. The pilot introduces a new case management model and IT solution, enabling partners to jointly access essential client information and coordinate support for high-risk cases.

Who We Serve: Exploring Age and Life Stages in Our Community

During the reporting period, our programs served **6,597** individuals. Partial-year data for 2024-25 already shows **2,269** clients, indicating continued high demand for our services. Understanding who they are helps us tailor our services and advocacy to their unique needs.

- **Age:** **69%** of clients are between 25 and 44, typically prime working and parenting years. An additional **9%** are aged 18 to 24.
- **Gender:** **92%** of clients are women, **7%** are men, and **1%** identify as gender-diverse. The proportion of gender-diverse clients is increasing.
- **Families with Children:** Families account for **6.2% (979)** of our direct caseload. Through family-centered services, we also indirectly supported **2,848** children, helping to break intergenerational cycles of trauma.
- **Indigenous Clients:** Each year, **13 to 20%** of our clients are Indigenous, significantly exceeding their proportion in the general population. This overrepresentation highlights a critical community need.
- **Newcomer and Immigrant Clients:** We served **192** newcomers (**2.9%** of our caseload) and provided multilingual support to accommodate diverse backgrounds. These clients often face language barriers, social isolation, and immigration-related concerns, and require culturally sensitive, trauma-informed care.

Indigenous people experienced domestic violence at rates 2–3 times higher than non-Indigenous populations and are substantially overrepresented in intimate partner homicide victims

[13].

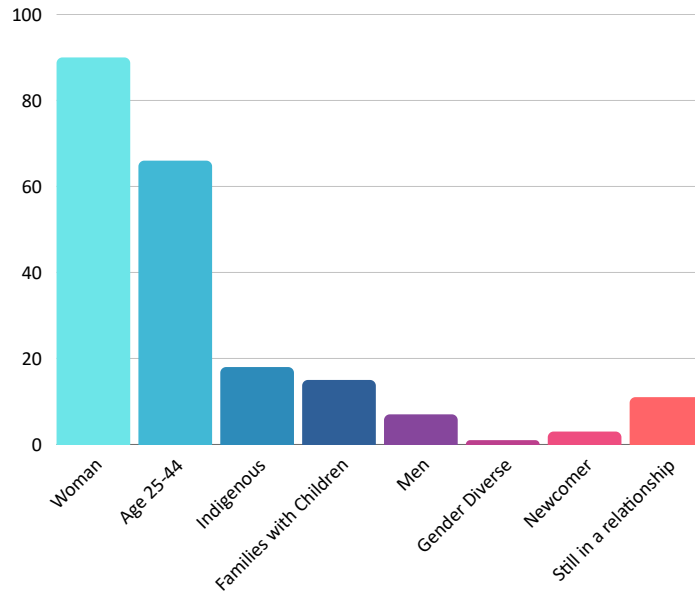
In 2025, we entered into an agreement with Multicultural Health Brokers (MCHB) to have two of their staff work at our site. This collaboration supports program integration and enables us to provide tailored, wrap-around support for Newcomer and Immigrant Clients.

Of clients who reported their relationship status, **68.5%** had left or were leaving an abusive relationship. This demonstrates their readiness for change and underscores our role in supporting their transition to safety.

Most clients identified as women, with the highest need among adults aged 25 to 44. This highlights the impact of domestic violence on workforce stability, parenting, and community participation. The strong representation of Indigenous clients demonstrates that our services are effectively reaching high-need populations. By consistently serving vulnerable groups, including newcomers facing isolation, language challenges, and immigration-related concerns, we ensure accessibility for all, especially marginalized communities and those with cultural barriers.

Client Age and Demographic Distribution

Age Group	Numbers Served	%
18-24	536	8.9%
25-34	1,942	33%
35-44	1,909	32.7%
45-54	763	12.7%
55-64	220	3.7%
65+	72	1.2%



A Window for Early Intervention

Nearly 9% of our clients are young adults aged 18–24, indicating that abuse patterns often form early. Our targeted outreach to this group demonstrates our commitment to prevention by breaking domestic violence cycles before they deepen.

Notable Trend

The number of clients identifying as gender-diverse increased from 6 to 49 between 2022 and 2024. This reflects broader societal recognition of diverse identities and our commitment to creating safe, inclusive spaces for all survivors.

Our Commitment in Action: The Services we Delivered

During the reporting period, our FVPC programs provided consistent, intensive support, making 49,718 client contacts and delivering 140,621 domestic violence services. Clients received an average of 7 to 8 supportive contacts per enrollment, ensuring trusting relationships, positive engagement, and consistent guidance. A trauma-informed, strength-based approach is embedded across all enCompass services. FVPC programs are CARF-accredited and provide ongoing staff training in cultural consciousness, Indigenous awareness, crisis intervention, and family violence dynamics.

Service Delivery Volume: Consistent, Individualized Support

Metric	Total (2022-2025)	Annual Average
Client Contacts	49,718	16,573
Services Delivered	140,621	46,874
Referrals Provided	5,652	1,884
Collateral Contacts	6,012	2,005

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"Before finding this program, I felt completely trapped and alone. My Case Worker didn't just help me make a safety plan—she helped me believe I deserved one. She connected me to legal aid, furniture for my new apartment, and a support group. For the first time in years, I now feel like I have a future, not just an escape route." – Program Participant

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Data Sources and Methodology

This impact report synthesizes data from four family violence programs serving Edmonton:

Community Outreach: Provides intensive case management, safety planning, and access through multiple service streams. **Furniture Program:** Collaborates with Housing First and FIND to deliver material support for housing. **Domestic Violence Justice Response (DVJR):** Nalah Centre and DVCAP offer court-focused support for individuals affected by domestic violence. **Partner Check:** Offers voluntary support and risk monitoring for partners of individuals in mandated treatment programs.

Data Period: April 2022 to August 2025, including some partial-year data for 2025.

Outcome Definitions: Client outcomes are self-reported through anonymous surveys at the end of services. Stakeholder outcomes are collected through an annual survey. Efficiency targets are set according to each program's logic model.

Data Quality: All programs are CARF-accredited and follow Alberta Health and Social Services standards for collecting, entering, and maintaining data quality.

Community Safety and Risk Intervention

- **2,851** Safety Risk Management services delivered, including formal risk assessments and ongoing monitoring
- **373** Safety Plans developed collaboratively with clients, providing tailored safety strategies
- **11,787** Emotional Support services provided, offering trauma-informed counselling during critical periods

Support Overcoming Barriers to Safety

- **229** families received furniture and household essentials through the Furniture Program, reducing economic pressure to return to unsafe environments
- **866** Systems Navigation services assisted clients with housing applications, benefits enrollment, legal aid, and employment support
- **5,652** referrals provided, connecting clients to specialized community partners

Core Service Areas

Legal Navigation and Court Support

- **10,861** Court Support services provided, including court preparation, accompaniment, process explanation, and Victim Impact Statement support
- Referrals from Edmonton Police Services are coordinated to ensure complainants are contacted within 48 to 72 business hours and receive specialized court support at the trial stage.
- **489** Advocacy services (2024 to 2025), representing clients in interactions with the community, employers, and government agencies
- Since 2024 our remote testimony room enables individuals experiencing domestic violence to safely participate in court proceedings through the option of remote testimony

Tools for Rebuilding: Knowledge, Skills, and Empowerment

- **1,557** self-identified SMART Goals developed and reviewed with clients, creating actionable plans for housing, finance, employment, and personal development
- **547** Comprehensive Needs Assessments conducted to identify barriers and develop strategies to address individual obstacles
- **2,387** instances of providing information on family violence dynamics, trauma impacts, healthy relationships, and age-appropriate strategies

Outcomes and Impact

Individual Safety and Well-being

We measure success by tangible improvements in safety, stability, and self-determination reported by those we serve. Our data and client experiences demonstrate the journey from crisis to confidence. Below is an example of how our programs support individuals experiencing domestic violence or abuse.

Anna's Story: Clients Taking Definitive Steps Toward Safety

Anna first contacted our services, feeling fearful and uncertain about how to protect herself and her two young children from ongoing abuse. Through months of integrated support, including safety planning, risk awareness, emotional safety, courtroom accompaniment, and community resource connections, she developed and implemented her first formal safety plan. This was one of **373** plans created with clients during this period. Anna's progress reflected broader outcomes: **94.5%** of clients reported a clearer understanding of how to keep themselves safe, and an internal data analysis has shown that **40%** of clients who used our services were more likely to take decisive action to leave an abusive relationship. For Anna, this meant leaving the abusive home to begin life afresh in a 1-bedroom apartment with her two children, the same as **2,812 (68.5%)** others who had left or were actively leaving their abusive homes. There were **11,787** instances of emotional support, **98%** of clients felt heard and supported, and **91%** achieved SMART goals in housing, employment, and finances. These outcomes have remained consistent over time, with **91–93%** of them successfully completing the programs [Table 3].

Our services significantly benefited families. Of those we supported, **979** had dependent children, resulting in **2,848** children benefiting from our programs and helping to break intergenerational cycles. **84%** of clients gained a better understanding of how domestic violence affects children. These families, like Anna's, received direct services, creating safer home environments. **95%** of clients developed new skills, **91%** overcame barriers to safety, and **95%** improved self-advocacy. As a result, many families moved from experiencing abuse to becoming empowered, contributing community members, with **95%** reporting increased awareness of available community resources [Table 3]. Stakeholders confirmed this impact, with **98%** rating programs effective and **94%** noting strong collaboration [Table 3]. Throughout their journeys, **98%** of clients felt treated with respect and dignity, which is critical to rebuilding self-worth after experiencing abuse.

Table 3: Client and Stakeholder Outcomes: 2022–2025

Aggregate Performance

Outcome Domain	2022–23	2023–24	2024–25	2025 YTD	Avg.
Client Experience					
Treated with Respect	99.40%	97.00%	97.00%	98.00%	97.80%
Felt Supported	99.70%	97.30%	97.30%	98.10%	98.10%
Felt Heard	99.70%	97.80%	95.30%	98.30%	97.80%
Reduced Court Anxiety	97%	84%	42%	96%	80%
Better understanding of Court Process	96.50%	94.50%	78.00%		89.67%
Increased understanding Victim Impact Statements	87.00%	76.00%	86.00%		83.00%
Safety Understanding					
Improved Safety	85.70%	87.00%	80.30%	85.40%	84.60%
Better Understanding to Stay Safe	94.50%	100.00%	100.00%	83.30%	94.50%
Skills & Resources					
Improved Life Skills	91.00%	98.30%	90.00%	70.40%	87.40%
Completed SMART Goals	91.00%	93.00%	92.00%	88.40%	91.10%
Improved understanding of Options/Resources	94.50%	100.00%	100.00%	83.30%	94.50%
Overcome Barriers	81.50%	100.00%	100.00%	83.30%	91.20%
Stakeholder Confidence					
Program Effectiveness	97.00%	100.00%	94.30%	100.00%	97.80%
Effective Collaboration	92.00%	100.00%	84.00%	100.00%	94.00%
Culturally Appropriate Services	87.80%	88.20%	73.00%	94.40%	85.90%

Client and Stakeholder Outcomes: 2022–2025 Aggregate Performance (cont'd)

Key Analysis

Domestic violence court cases are becoming more complex, and judicial processes continue to evolve. Research shows that court updates and notifications are often insufficient, inconsistent, and overly technical^[6]. Survivors may make decisions with long-term consequences due to injuries or the immediate emotional effects of abuse, including fear, depression, and anger^[7]. Limited access to timely information, understanding of the criminal justice system, and support services increases the risk of uninformed decisions with lasting impacts for survivors^[7].

Court-Related Anxiety

Research shows that the criminal court process is often anxiety-inducing and confusing^[5]. Individuals experiencing domestic violence report negative emotional impacts and secondary victimization during court proceedings^[6]. As a result, the complexity of the justice system may discourage full participation by those experiencing intimate partner violence^[6].

Impact on the Broader Community

Our investment in domestic violence services generates significant economic, social, and institutional value that extends beyond individual clients.

Healthcare Savings

Individuals experiencing domestic violence incur healthcare costs about **60%** higher than those not affected, including emergency care, mental health treatment, and ongoing medical support^[15]. The effects extend to women, children, and families, resulting in anxiety, PTSD, developmental delays in children, social difficulties, and school performance issues^[4]. By serving **6,597** individuals over four years, we have:

- Avoided an estimated **\$2.5–4 million** in healthcare costs annually^[9]
- Reduced demand on emergency departments and crisis mental health services^[8]
- Lowered long-term treatment costs for trauma-related physical and mental health conditions

Justice System Savings

Domestic violence was estimated to cost the Canadian justice system over \$500 million in a single year in police, court, and corrections expenses^[10]. In Alberta alone, an estimated \$120 million is spent per year directly attributable to domestic violence^[11]. These estimates could be significantly higher in 2025. By supporting 2,812 clients leaving abusive situations, we have:

- Potentially prevented \$56 million in justice system costs^[14]
- Helped reduce repeat violence and re-victimization
- Improved court efficiency through coordinated case management

Impact on the Broader Community (cont'd)

Workforce Stability and Economic Participation

In Canada, 78% of individuals experiencing domestic violence reported that it interfered with their work performance^[12]. By serving 4,539 working-age adults (25–54), our services:

- Support employment stability and workplace productivity.
- Help families maintain income and financial security
- Reduce reliance on social assistance while contributing to community economic development

Housing Stability

Our Furniture Program provided essential household items to 229 families.

- 97% reported an increased sense of stability and potentially offsetting shelter costs
- 94% stated that furniture access reduced the likelihood of returning to abuse

Strengthening our Community

Our services supported families and children, helping to break intergenerational cycles.

Benefits include:

- Created a multi-generational impact that will benefit our community for decades
- Indirectly contributed to child development, school engagement, and long-term mental health outcomes.

Trends Across the Four Years: What Our Data Revealed

Over the past four years, our programs have consistently supported families escaping violence. Client contacts and caseloads have remained steady or increased in every service area, with referrals remaining strong even as the Domestic Violence Justice Response program reached record levels from Edmonton Police and court partners. What began as a coordinated response has become an essential resource, as families seek not only shelter but also deeper healing from trauma.

Our response has become more efficient: furniture referrals are now completed within days, court support enrolls clients more quickly, and outreach workers build trust through thorough assessments. Services are more comprehensive, with earlier safety planning, expanded emotional support, and increased guidance through complex systems such as housing, employment, and legal aid. We continue to support those often overlooked, including Indigenous families, newcomers overcoming language barriers with translation services, and gender-diverse individuals who benefit from tailored support. Clients and partners report feeling seen, respected, and supported. However, the legal system remains a significant challenge. Despite our guidance, families continue to experience fear and confusion as legal processes become more complex, highlighting the need to strengthen our support for access to justice.

To address this, our remote testimony room enables those experiencing domestic violence to safely participate in court proceedings through the option of remote testimony. Furthermore, since 2025, initiatives such as the Integrated Domestic Violence Response Team (IDVRT) have ensured that individuals involved in high-risk domestic violence cases receive adequate support. These efforts demonstrate that enCompass remains committed to improving services for individuals experiencing domestic violence.

Story of Aisha: How Four Programs Integrate into One System

Aisha and her 2-year-old son reached out to our Community Outreach program, where a trained Social Worker met them in their community. She received support to assess risks and implement a safety plan to keep herself and her son safe while police investigated the incident. The program serves 59 to 103 enrolled clients and 100 to 220 potential clients annually. The team developed personalized SMART goals for Aisha and delivered 10,711 services to enrolled clients and 1,835 to waitlist clients in 2024–25.

Aisha was referred to additional community services, including children’s and counseling services, and was advised to leave her abusive home with her son, who was at high risk. She secured an affordable, unfurnished basement. The Furniture Program furnished her new home by coordinating the delivery of a used couch, beds, and basic kitchen utensils. In 2024–25, the program coordinated 53 deliveries. Over four years, 229 family homes were furnished, with an average referral-to-contact time of 1.4 days. 97% of participants reported increased stability, and 94% said having furniture made returning to abuse less likely.

Police investigated Aisha’s case and charged her abusive partner. Following an Edmonton Police referral, the Nalah Centre contacted Aisha within 48 to 72 business hours through the Domestic Violence Justice Response (DVJR) program. She received guidance on her rights, support in navigating the Criminal Justice System, and timely court updates to inform her decisions. Aisha felt supported by her Case Worker and well represented in Early Case Conferences. She was one of 1,174 to 1,444 clients served by this program annually. As her case went to trial, a Domestic Violence Complainant Assistance Program (DVCAP) Case Worker accompanied her in court and represented her interests when she could not attend. Through DVCAP, Aisha felt heard in court and experienced less stress and anxiety related to testifying. In 2024–25, DVJR monitored client risk and safety 2,380 times and provided 14,397 court updates. This work resulted in 100% of stakeholders agreeing that our services make a valuable contribution to addressing justice needs in the community. Additionally, all Crown Prosecutors in our survey reported observing increased efficiency in Edmonton’s courtroom in cases where our programs were involved.

After the case concluded and her partner was charged, both continued to receive support through the Partner Safety Check program, which serves 49 to 108 partners annually. In 2024–25, 93% of clients valued these check-in calls, which connected them to additional community support programs. Together, our four programs provide a seamless response.

Conclusion: A Community in Transformation

From 2022 to 2025, we helped 6,597 individuals move from crisis to safety and delivered 140,621 services. We supported 979 families and 2,848 children. One in five clients was Indigenous, and nearly 200 newcomers found safety with us. Throughout this period, 98% of clients reported feeling supported and heard.

This report demonstrates what is possible when a community invests resources, expertise, and compassion to end domestic violence. Services alone are not enough. Our success depends on integrating safety planning, emotional support, legal navigation, and material aid.

Our data show sustained demand, strong outcomes, and the effectiveness of our collaborative model. The challenge lies not in our approach, but in securing the resources needed to meet demand. Future evaluation efforts will focus on the collection of longitudinal data to strengthen understanding of the sustained and long-term impacts of coordinated domestic violence services. Domestic violence is a public health and community development crisis. Investing in comprehensive, coordinated, trauma-informed services supports individual healing and strengthens our community.

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