

TOWARD INTEGRATED CARE

2020 ANNUAL REPORT TO THE COMMUNITY

Every person has a different story

A pregnant teen is lost and alone.

A single man struggling to find a home.

A young adult with custody of a sibling.

A mom of two young girls, recently moved to Calgary from Brazil.

Their stories are unique, personal and complex, requiring different supports, some found at CUPS and some elsewhere in the community.

"In what has been an unprecedented year for us all, we are deeply grateful for the support of those who choose to walk with us alongside our city's most vulnerable citizens."

CARLENE DONNELLY, EXECUTIVE DIRECTOR &
MICHAEL LANG, CHAIRMAN OF THE BOARD



OUR COMMUNITY IS STRONGER, TOGETHER.

A staggering 1 in 10 Calgarians are living in poverty and across Canada, the number reaches nearly five million.

Strong, supportive and inclusive communities are essential for building resilience and creating lasting change in our neighbourhoods – and that is something that requires each and every one of us to be involved.

- 1,085 volunteers
- \$2 million donated funds
- 9,293 active clients
- 155 staff

At CUPS, we blend the expertise of a multidisciplinary team of care-coordinators, clinicians, specialists, educators and counsellors and engage with our external partners to create a custom care plan that is suited specifically for the complex needs of that person's story.

This is Integrated Care. And it means working together as a community to address the big picture of building resilience so we can improve outcomes for Calgarians for generations to come.



MAKINGANIMPACT.CA

contributing to research

9,220

resiliency assessments completed to-date, helping us to identify the supports that clients need

148

expectant moms visited the Women's Health Clinic

100%

of CUPS services remain accessible during COVID

153

caregivers increased or improved their parenting skills through classes and one-on-one supports

aligning our services

an innovative tool

100%

of our Kindergarten grads were set up for success in Grade 1

171

children accessed childcare services and 64 children were enrolled at the Child Development Centre

49%

of active clients are engaged across Health & Human Services programs and supports

485

individuals and families accessed housing supports

understanding the brain

30,386

visits to CUPS Health Services

9,293

active clients - a 15% increase over last year