

A photograph of a woman with glasses and a young girl playing with wooden blocks. The woman is on the left, smiling and looking at the blocks. The girl is on the right, wearing a red Adidas shirt, and is reaching out to place a block on top of a stack. The stack consists of several wooden blocks, some with letters and numbers, and some with colored faces (green, purple, blue). The background is a blurred outdoor setting with greenery.

# 30 YEARS OF BUILDING RESILIENCE

March 31, 2019 – CUPS Annual Report to the Community



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# MARKING A MILESTONE

Since 1989, CUPS has built resilient lives for Calgarians facing the challenges of poverty and trauma.

For 30 years, CUPS has worked to improve the lives of these vulnerable Calgarians. Like the city we serve, our organization has grown and changed. CUPS has evolved from a conventional charity to a new kind of organization: a trailblazing, science-based social agency capable of improving outcomes for Calgarians for generations to come.

## Vision 2021

Our strategic plan is a roadmap for CUPS. It guides us through the process of delivering integrated, trauma-informed, evidence-based programs and services. It ensures that the best knowledge we have about building resilience is put into practice, and it aligns us as a team and with our partners. Most of all, it helps our clients achieve the best possible outcomes.





# MEASURING OUR IMPACT

**8,084**

active clients  
at CUPS \*



**90%**

clients scored  
“vulnerable” at Intake on  
their resiliency score

**2,633**

Resiliency Matrices  
were completed  
(Intake + follow-up)

**44,029**

patient visits to  
CUPS Primary  
Health Services

**5**

is the average ACE score  
of a CUPS client (people  
with 4 or more ACEs are  
at higher risk for health  
problems later in life)



**340**

adults and children  
accessed oral health care  
at CUPS Dental Clinic

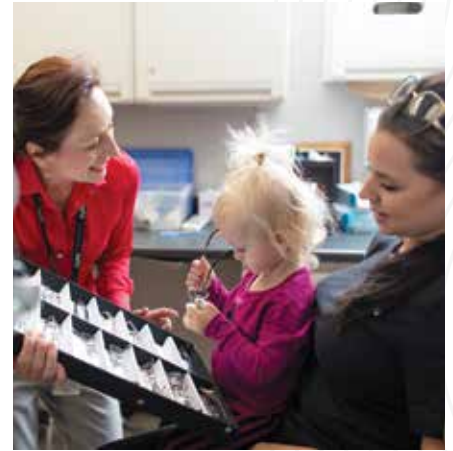
\* Our client count has gone from over 11,000 last year to 8,084 this year. The reason is complicated, and it's also positive. We have changed the way we count our clients because we've changed the way we serve them: we focus on those who are actively involved in their care. As we continue to move toward evidence-based practice, the data we collect helps us better understand our clients and develop care plans tailored to each individual. This change mirrors our shift towards integrated care, rooted in the science of building healthy brains and resilience.

**1,092**

people received  
housing services  
and support

**64**

men were enrolled  
in parenting classes  
designed just for fathers  
and father figures



**64**

preschool children  
were enrolled in our  
Child Development Centre

**65%**

of our preschoolers  
who had a severe disability  
or delay achieved normal  
social-emotional skills

**52**

caregivers attended  
classes to improve their  
parenting skills

### **Resilience is the key to lasting change**

Science tells us that with the right support, everyone can become more resilient and more capable of managing life's challenges.

By providing this type of evidence-based support, CUPS goes beyond addressing basic needs. We give our clients the foundation for a healthy future by teaching them to manage and thrive in the face of adverse experiences.



**793**

children and adults  
were seen at CUPS  
Mental Health Services

**60%**

of clients in  
Connect2Care  
found a family doctor

## CATHERINE'S STORY



### From eviction to stability

When Catherine got evicted, she came to CUPS for help. But there was much more to her story than her eviction, and it turned out CUPS had much more to offer than an apartment placement.

Pregnant and isolated, coping with an abusive and unstable ex-partner, Catherine needed ongoing support not just with housing, but with her health, social and emotional wellness and finances. CUPS listened to Catherine's story and formed an integrated support plan. Within 10 days, CUPS had moved Catherine out of her apartment and placed her in a safe, affordable home, enrolling her in the Graduated Rent Subsidy Program for ongoing financial aid. "If I didn't have that subsidy I wouldn't be able to eat properly," Catherine says.

Her housing situation was secure, but Catherine was still facing adversity. Her difficult situation with her ex resulted in Catherine's four-day-old son being

taken from her. "It was the most horrible experience I've ever been through, but CUPS was there right beside me," Catherine says. CUPS acted as her support system and advocate as she pursued custody. In 45 days (an unusually fast time frame), mother and son were reunited.

Since then, the CUPS Nurturing Parenting Program has helped Catherine to become the kind of parent she wants to be, and she plans to enroll her son, now a toddler, in the CUPS Child Development Centre for Kindergarten. CUPS has also helped Catherine get a birth certificate, file her taxes and attend hockey games and other events with her son.

Catherine is studying for her high school equivalent and feeling positive about the future. "I got more than what I was expecting at CUPS," Catherine says. "They've been amazing. I honestly don't know where I'd be without them. I didn't expect to find such good friends there."





### **Integrated care**

At CUPS, a multidisciplinary team of clinicians, specialists, and mental health counsellors collaborate to provide customized care that addresses underlying causes—not just symptoms.



# THE BRAIN STORY

**A body of scientific knowledge that makes lasting change possible.**

CUPS is built on the scientific foundation of the Brain Story, which explains how the experiences we have—good and bad—get built into our brains and bodies. It explains why our brain development, especially during childhood, affects our lifelong physical and mental health. Most importantly, it shows us how to build resilience that spans generations.

At CUPS, we apply this scientific knowledge to our vision, our practice and our programs and services. It shapes our Resiliency Matrix, the tool that helps us see the full picture of each client's circumstances, and it informs the integrated care plans we create.

The Brain Story shows us how to change the future. The more of us who understand it and put it into practice, the more resilient individuals, families, and communities will become.



## Changing the question

At CUPS, we don't ask clients  
"What's wrong with you?" Instead, we ask  
"What happened to you?"



# MEASURING TRAUMA

## What are Adverse Childhood Experiences?

At CUPS, clients can choose to take the Adverse Childhood Experiences (ACEs) Questionnaire. This 10-question survey measures stressful or traumatic events that happened in childhood (ACEs), such as neglect, abuse and chaotic environments. It assigns each client an ACE score based on how many of these types of experiences they have had.

Research shows that ACEs are extremely common, and are strongly related to an individual's future health. In fact, the more ACEs a person has, the more likely they are to develop health problems later in life, such as heart disease, diabetes, mental illness and addiction. Having four or more ACEs places an individual at a much higher risk for poor health outcomes.

The ACE Questionnaire helps CUPS to identify trauma and recommend integrated services, while educating and empowering clients as they work to build resilience.

# 65%

**of CUPS clients have an ACE score of 4+, compared to just 12% of the general population of Alberta.**





### **Toxic stress**

Severe, ongoing adversity, in the absence of positive supports, can cause prolonged stress that has negative effects on the brain and body.

## ELLEN'S STORY



### Addressing past trauma

In 2016, Ellen lost her 20-year-old daughter. Overcome by grief and struggling with a lifetime of unresolved trauma, Ellen began using opioids to cope. As her physical health deteriorated, Ellen decided to move from her home in Saddle Lake to Calgary to find help for her addiction. She brought her five children and her granddaughter, who is now in her custody, but they had very few resources.

When Ellen approached CUPS, it was to get birthday packages for her children. Which she received. After going through the Resiliency Matrix with CUPS, Ellen was also connected with medical care at the CUPS Family Health Clinic and trauma support through the Women's Trauma Group. Through these integrated services, Ellen has found the resilience to stop using opioids and begin to recover her health.

Ellen says she knew she needed medical care, but the trauma support she received at CUPS was unexpected. She had never connected her physical health with her personal history of trauma before. "I thought there were physical things wrong with me, but it was my trauma. Learning I have complex trauma has been a big help," Ellen says. "All my life I've been searching for help and I never got it. As soon as I got to CUPS I found the right path."

While Ellen is still grieving her daughter, she's found the Women's Trauma Group enormously helpful. Now that her trauma group has ended, she's staying connected to the other participants and plans to provide support for the next Women's Trauma Group. She says it feels good to know she can support others. "It's ongoing, my grief and my healing, but I'm a lot better than I was a year ago. CUPS helped me get back to being myself," Ellen says.





# CUPS RESILIENCY MATRIX

**A tool that helps CUPS  
engage with the full picture  
of human health.**

We developed this assessment tool based on the science of the Brain Story. Whenever an individual comes to CUPS, no matter what the reason, they go through this process with a care coordinator. It's a holistic discussion based on everything happening in that person's life, from their economic circumstances to their personal relationships. Based on the results, we collaborate with each client to assign a resiliency score based on their social, emotional, economic, health and developmental circumstances. This process is the first step in creating an integrated care plan tailored to that client's specific needs.

We continue to use our Resiliency Matrix to chart a client's progress as they engage with CUPS programs and services.



**CUPS is leading the way in  
Alberta as a social agency  
that engages with the large,  
complex picture of human  
health presented by the  
Brain Story.**

The Resiliency Matrix takes into account the complexity of each individual, assessing all areas of a client's life to create a complete picture of their circumstances and needs.





## MIKE'S STORY



### Becoming a nurturing parent

Mike came to CUPS for a Foodbank referral so that he could feed his four young children. At the time, he was separated from his partner but still living under the same roof. He suspected she was struggling with addiction and hiding it from him. He had empathy for his partner's situation, but he knew it wasn't a positive environment for the children.

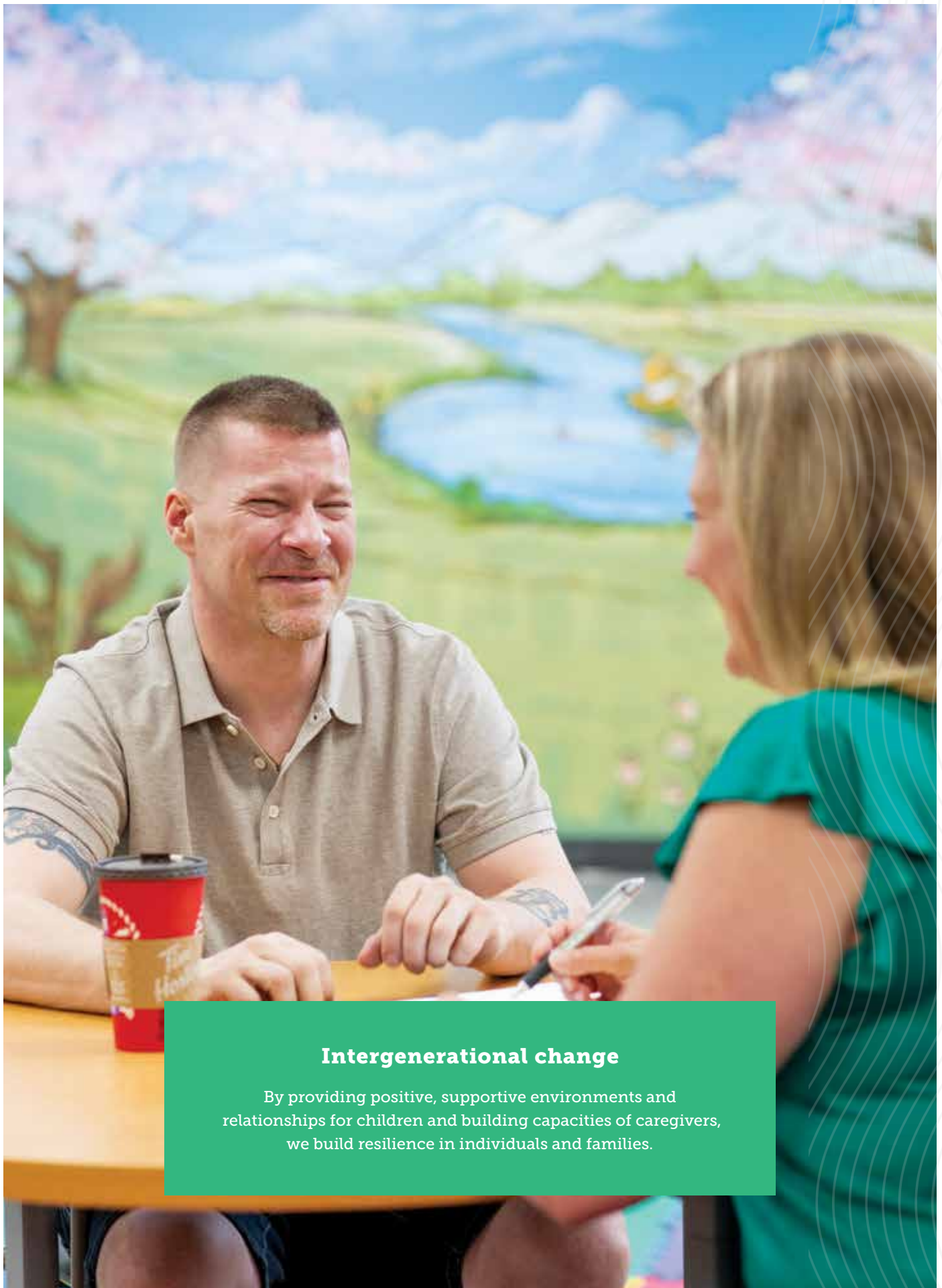
Mike received a Foodbank referral at CUPS, and he also received legal advice about how he could remove his young family from the home and get them into a stable situation. Meanwhile, a neighbour called Child and Family Services and the children were removed from their mother's care. Child and Family Services quickly realized that Mike was actively involved with his children and seeking support so he could provide for them. Soon, he had full custody of all four

children. The crisis was over, but Mike needed ongoing support.

Through CUPS, Mike found suitable housing and enrolled his three younger children in the CUPS Child Development Centre for preschool. He took the CUPS Nurturing Parenting Program to develop his skills and attended the support group for fathers. As the family stabilized, Mike fulfilled a long-held ambition to attend post-secondary school and enrolled at Athabasca University, studying at night and while the kids were in school. He's in his second year of a bachelor program and is already considering pursuing a master's degree.

Today, Mike is financially independent. Two of his children are in play therapy to develop self-regulation skills. They still love to visit CUPS. "The kids feel safe here," Mike says.





## **Intergenerational change**

By providing positive, supportive environments and relationships for children and building capacities of caregivers, we build resilience in individuals and families.



# A TOP IMPACT CHARITY

## Measuring results and achieving lasting change.

CUPS integrated programs and services are designed to support healthy brain development and build resilience in clients and their families. By focusing on building resilience, we lead clients toward positive, measurable outcomes that span generations.

Your contribution has a lasting impact. It helps Calgarians directly, by providing programs and services, and indirectly, by reducing the strain on our social services, health care, justice and education systems. When you support CUPS, you participate in the creation of a more resilient city.

### Contributing to research

Not only does CUPS use the Brain Story, we're helping to write it. By measuring our outcomes through our Resiliency Matrix, we're helping to document the impact of integrated care plans.



**Charity Intelligence named CUPS one of just 10 Top Impact Charities in Canada in 2017—and again in 2018.**

# A TOOL FOR TRACKING IMPACT

## The CUPS Resiliency Matrix is setting a new standard.

Three years ago, CUPS was searching for a tool that could measure the effect of brain science-based integrated care on vulnerable people. We couldn't find one that fit our needs, so we made our own. The Resiliency Matrix required:

- Two years of research (and counting).
- Ongoing feedback from researchers at the Faculty of Nursing at the University of Calgary.
- Consultation with a developmental evaluator.
- Statistical analysis from a post-doctoral fellow.
- Ongoing testing by CUPS front-line staff.

Extensive testing, refining and evaluation has resulted in a tool that has proven valid and reliable. CUPS now has the ability to measure resilience in vulnerable populations and to see the effects of our work over time. Soon, other social agencies will be able to put the Resiliency Matrix into practice too.

### **Toward Resilience**

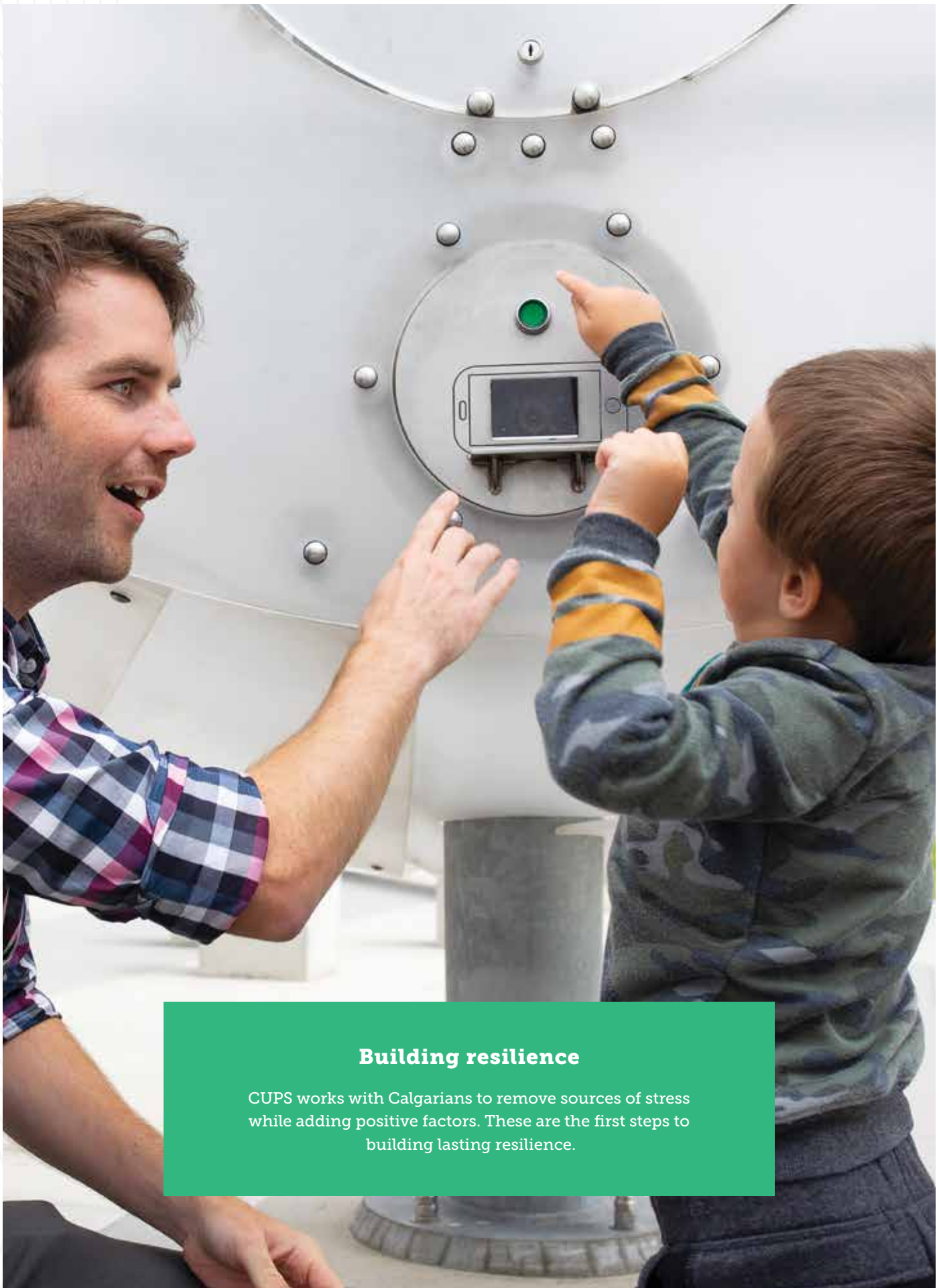
On average, clients who accessed CUPS programs and services moved from a Resiliency Matrix score of 2 (vulnerable) at Intake to a score of 3 (stable) at follow-up assessments.



**CUPS has completed 5,826 Resiliency Matrix assessments to date.**







### **Building resilience**

CUPS works with Calgarians to remove sources of stress while adding positive factors. These are the first steps to building lasting resilience.

## PETER'S STORY



### From struggle to stability

After a lifetime of alcohol addiction, Peter went into recovery in his 50s. At age 60, he was five years sober—but he wasn't thriving. The stable, fulfilling life he hoped for seemed out of reach. He was living on less than \$200 a month, stressed, isolated and barely sleeping.

Peter's medical benefits had been cut off and he couldn't afford medication for a serious heart condition. He wanted to advance his education but didn't know how to begin. He hoped to work with animals one day but it seemed like an impossible dream. Debt collectors were demanding payment for two ambulance bills.

When Peter's addiction recovery program folded, he was referred to CUPS, where he finally found the support he was seeking. "I told CUPS exactly what I needed to happen, and that afternoon they did three of these things," Peter says. "CUPS is a completely different ballgame."

CUPS helped Peter file his taxes, sort out his education transcripts and connect with the volunteer program at the Calgary Zoo. Within days his health benefits were restored, he was back on his heart medication and his ambulance bills were covered.

Six months after meeting CUPS, Peter is volunteering at the zoo and looking forward to pursuing a doctorate degree through distance learning at the University of Waterloo. Peter works as the caretaker at the harm-reduction building where he lives. His housing and income are stable, and he meets biweekly with a CUPS worker who helps him keep his goals on track.

"A year ago I was burning out," Peter says, "Now I'm relaxed, sleeping, eating, the rent's taken care of and I've got a bit of spare money. I know if I have a problem, I can call CUPS."



# RESEARCH & POLICY ADVOCACY

## Amplifying our impact.

Alongside our direct services, CUPS is working toward large-scale change. To achieve this, we work to:

- Partner with universities on research projects;
- Apply research to practice;
- Contribute to the broader knowledge base of brain science and resiliency;
- Advocate for policy and systems change.

By integrating practice, research and policy, CUPS is creating impactful positive change to the largest number of individuals and families, both in our community and beyond.

## **Evolving our understanding of progress**

CUPS is breaking new ground in our sector by applying the science of the Brain Story and the CUPS Resiliency Matrix to our practice. As we evolve as an evidence-based organization, the way we understand progress is also changing. Today, we measure our impact by how effective we are at creating long-term positive outcomes.





## A BRIEF HISTORY OF CUPS

For 30 years, CUPS has evolved along with the city.

### 1989

**CUPS begins:** This new social agency provides referral and medical services to Calgary's vulnerable populations, working with a budget of \$50K to \$100K.

### 1993

**CUPS finds a home:** A capital campaign raises \$640K, enough to buy our first building.

### 1994

**Family Development program introduced:** Designed to interrupt the intergenerational cycle of poverty, this program focuses on the social, emotional and cognitive development of children as well as the wellbeing of their caregivers.

### 1995

**Shared Care Mental Health launches:** This team was created to address mental health and addiction issues.

### 2002

**One World Child Development Centre opens:** A capital campaign raises \$2 million to open the centre, which offers early childhood intervention programs for children 3 to 6 years old.

### 2005

**Scholarship program:** CUPS announces post-secondary scholarships for all children at the One World Child Development Centre.

### 2007

**Rapid Exit Housing Program introduced:** CUPS adds this program based on the understanding that safe, secure housing helps people move forward with their lives.

### 2012

**CUPS Relocates:** CUPS raises \$20 million in a capital campaign and moves to 10 Ave. SW, growing from 18K to 52K sq.ft. and expanding services by 30%.

### 2013

**Family Resource Centre becomes Family Development Centre.**

### 2016

**Vision 2021:** CUPS launches a five-year strategic plan incorporating brain science and concerned not just with building resilience in

vulnerable people, but in examining the underlying needs that cause people to become vulnerable.

### 2017

**Resiliency Matrix:** CUPS develops and begins to apply this groundbreaking assessment tool based on the science of the Brain Story.

### 2018

**CUPS Annual operating budget hits \$16 million.**

### 2019

**CUPS re-brand:** We retire our old logo and name (Calgary Urban Project Society) and our legal name becomes CUPS Calgary Society, just in time to celebrate 30 years helping Calgarians build resilient lives.



## MESSAGE FROM THE CHAIRMAN OF THE BOARD AND EXECUTIVE DIRECTOR

To our partners and supporters,

It takes a community to build resilience, and we're grateful every day that ours is so energized and committed. As we mark our 30th anniversary, we thank you for being part of the CUPS community, and for supporting the work we do to build lasting change for Calgarians.

You have kept us learning, growing and evolving for three decades. This year alone, you helped 8,084 people access integrated care through CUPS, addressing the adversity of poverty and trauma, improving their wellness and building skills and capacities for the future.

As part of the CUPS community, you're not just helping vulnerable Calgarians—you're part of a trailblazing, science-based movement that is changing the way we think about vulnerability, resilience and social supports. You're also helping CUPS to collect data that is contributing to ongoing scientific research about brain development.

The more deeply CUPS integrates the Brain Story into our organization, the better we succeed in addressing the roots of adversity for individuals and families, and the more effective we become at creating long-term change. In fact, CUPS was named a Top Impact Charity by Charity Intelligence Canada in 2017 and again in 2018.

On behalf of our Board of Directors, our staff and our volunteers, thank you for being part of our community and helping us advance our work. Your commitment makes a difference every day and sets a strong, positive foundation for generations to come.



**Michael Lang,**  
Chairman of the Board



**Carlene Donnelly,**  
Executive Director

## BOARD OF DIRECTORS

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Stonebridge Capital Corp.  
*Strategic Initiatives Committee*

**Dr. Ed O'Brien**

Libin Cardiovascular Institute  
*Strategic Initiatives Committee*

### VICE CHAIRMAN

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SCF Partners  
*Fund Development Committee*

**Steve Vesuwalla**

Avison Young  
*Fund Development Committee*

### TREASURER

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Northern Silica  
*Programs Committee*  
*Finance Committee*

**Patricia Blocksom**

Dunphy Best Blocksom  
*Programs Committee*

**Julie D'Avignon**

Stikeman Elliott LLP  
*Governance & HR Committee*

### DIRECTORS

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Senior Advisor, Human Resources  
*Governance & HR Committee*  
*Fund Development Committee*

**Nancy McKenzie**

Yellow Raincoat  
*Fund Development Committee*

**Chris Goulard**

Bernelle Construction  
*Governance & HR Committee*

**Dale Berstad**

*Strategic Initiatives Committee*

**Per Humle**

CIBC Wood Gundy  
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**Tasha Brown**

RBC Canada

**Ian Young**

*Strategic Initiatives Committee*

**Jamey Fitzgibbon**

BluEarth Renewables  
*Strategic Initiatives Committee*





# OUR SUPPORTERS

CUPS has always relied on the support of committed, passionate individuals and organizations. Thank you for being an essential part of this life-changing work.

## 1 MILLION +

Calgary Homeless Foundation  
Alberta Health & Wellness  
United Way of Calgary and Area  
Government of Alberta  
Alberta Health Services

## \$500,000-\$999,999

The City of Calgary FCSS

## \$100,000-\$499,999

The Calgary Foundation  
University of Calgary  
The Carrera Foundation

Donations in Trust

## \$50,000-\$99,999

CIBC Children's Foundation  
The Greene Family  
Charitable Foundation  
RBC Foundation  
Calgary Shaw Charity  
Classic Foundation  
Dr. James Emmett and  
Dr. Josephine Wilson-Emmett  
Green Shield Canada  
Mount Royal  
University Foundation  
Cenovus Energy Inc  
ATB Financial  
Brad & Tanya Zumwalt  
Family Fund  
Merck Canada Inc.  
Norris Family Foundation  
The Flanagan Foundation  
The Auxilium Foundation  
MEG Energy  
Net Energy Exchange

## \$25,000-\$49,000

Michael Lang  
Karen Rostad  
Arthur J. E. Child Foundation  
Poelzer Family Foundation  
Frasnian Foundation  
Sanders and Ena Lee  
Aqueduct Foundation  
Great West Life  
Hopewell Capital Corporation  
N. Murray Edwards  
Charitable Foundation  
Sean Monaghan  
Viewpoint Foundation

## \$10,000–\$24,999

P.E.A.R.L. Foundation  
Sisters of Charity of St. Louis  
of Calgary  
Milan and Tasha Cacic  
Connemara Fund  
Investra Ltd.  
Larry and Brenda Moeller  
Cardinal Energy Ltd.  
The Tenaquip Foundation  
Kenneth & Pat Warren  
Lily Street Foundation  
CIBC Wood Gundy  
Dario Vigna  
Gary Lang  
J.B “Bernie” Quinn  
Family Foundation  
Ken M. Stephenson  
Meredith and Patrick Cashion  
Brian and Shannon Olson  
Calgary BMW  
Centron Group of Companies  
ConnectFirst Credit Union  
Derek Bullen  
Dick & Lois Haskayne Fund  
ESW IT Business Advisors  
Jarislowsky Fraser  
Partners Foundation  
MoonBeams Fund  
Painted Pony Petroleum Ltd  
Sobeys Safeway  
Telus Friendly Future Foundation  
Tervita  
The Prosser  
Charitable Foundation

## \$5,000–\$9,999

Rotary Club Of Calgary  
Heritage Park  
Charles Douglas  
Steve Vesuwalla  
Kuen A. Chow  
Professional Corporation  
Avison Young  
Trent Foley – Contract  
Professional Canada Inc.  
Marc Bennett  
Acumen Capital Finance  
Partners Limited  
Brookfield Properties  
Chandos Construction Ltd.  
Rita M. Dahlke  
Rob P. Dawson  
Robert M. Feick  
Co-Op Community Foundation  
Jeff Smith  
Valentine Volvo  
Royal Bank of Canada  
J.N. Fyvie Family Fund  
Gary Nisson  
Per Humle  
Ruth Melchior  
Patricia Blocksom  
Christy See  
Annapolis Capital Limited  
Annie Freeze  
Badwi Family Foundation  
Benefaction Foundation  
Bruce Shultz  
Burnco Family Foundation  
Dr. Suzanne Perkins  
CBRE Limited  
Dale Berstad  
Dentons Canada LLP  
Essential Energy Services  
Gino DeMichele  
International Development  
and Relief Foundation

John Olser  
Kaiser Foss Foundation (Tom Foss)  
Ken Cheung  
Kenneth Lang  
LandSolutions LP  
Marilyn Letts  
MasterBuilt Hotels Ltd.  
Meteoros Fund  
Metropolis Facades Inc.  
Michael J. Tims  
Michael Saliken  
Professional Corporation  
Muslim Community Foundation  
of Calgary  
National Bank Private Banking  
Norman T. Lassu  
Norrep Foundation  
North American Resource  
Management Inc.  
Peter Williams  
Russ Lang  
Scott Ratushny  
Steve King  
Stream Asset  
Financial Management  
The Ardea Foundation  
The Maja Foundation  
The Welty Family Foundation  
Thomas R. Ambrose  
Trico Homes  
University Health Network  
Willow Park Wine & Spirits





# OUR VOLUNTEERS

With volunteers, anything is possible.

Volunteers are the lifeblood of CUPS. Each of our volunteers, from long-term contributors to first-timers and company teams, are invaluable contributors to a more resilient city and a brighter future.

**1,600**

volunteers

**8,000**

hours

**\$60,000**

donated by volunteers



## ARACELI'S STORY

### Finding a community

Each Friday, Araceli works as a dental assistant in the CUPS Dental Clinic, which provides free services to clients. Whenever Araceli is at the clinic, she's happy. "I love it," she says "It's awesome to be part of the team and be able to help others."

A single mother, Araceli came to CUPS seeking support more than a year ago. She was finding it difficult to maintain an income while parenting full time, and her lapsed dental assistant license made it almost impossible to find employment.

At CUPS, Araceli received counselling and financial assistance to upgrade her skills and earn back her license, but she still didn't have the capacity to pursue full-time work. CUPS found her the volunteer position at the clinic so she can keep practicing her skills. While she volunteers, her five-year-old daughter attends Kindergarten at the Child Development Centre. It's a situation that Araceli finds deeply rewarding, partly because she's helping people who otherwise can't afford dental care, and partly because CUPS has become a second home. "CUPS has become my community. Whatever I need, I know there's a person I can talk to here," she says.

When her daughter is older Araceli plans to pursue her profession for pay, but whatever the future holds, she plans to continue volunteering at CUPS. "To give back to the community is priceless," she says. "I've received so much and it's nice to give a little back."



# FINANCIAL HIGHLIGHTS

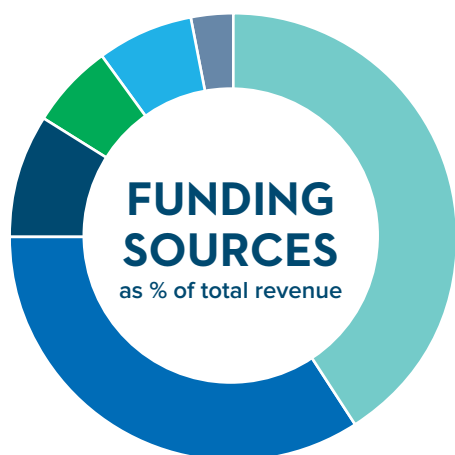
Revenue of  
\$16.7 Million –  
operational growth  
of 51%  
since 2013.

## STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31	2019	2018
<b>ASSETS</b>	\$	\$
Current assets		
Cash	4,163,829	3,264,211
Accounts receivable	128,762	119,902
Prepaid expenses	72,639	57,681
	4,365,230	3,441,794
Investments	1,039,799	1,024,237
Capital assets	15,105,536	15,307,839
	20,510,565	19,773,870
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	734,633	626,438
Current portion of obligations under capital lease	13,545	-
Designated contributions	1,950,295	1,415,488
	2,698,473	2,041,926
Obligations under capital lease	46,281	-
<b>FUND BALANCES</b>		
Investments in capital assets	14,122,823	14,554,973
Internally restricted	1,127,895	1,024,237
Unrestricted	2,515,093	2,152,734
	17,765,811	17,731,944
	20,510,565	19,773,870

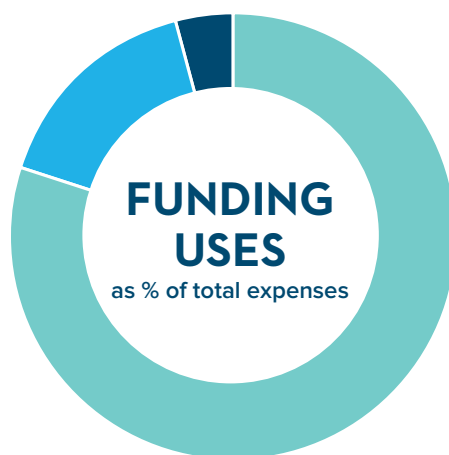
## STATEMENT OF OPERATIONS

YEAR ENDING MARCH 31	2019	2018
	\$	\$
Revenue	16,665,278	15,683,530
Operating expenses	16,084,551	14,665,005
Amortization	546,860	611,653
Income from operations	33,867	406,872



**41%** Government Agencies  
**34%** Community Partners Grants  
**9%**

**6%** Donations  
**7%** Fundraising  
**3%** Other



**80%** Service Delivery  
**16%** Administration  
**4%** Fundraising Costs

Supporting CUPS is a good investment in your community. For every \$1 given, there is a \$10 social return on investment.

For full audited financial statements, see [cupscalgary.com](http://cupscalgary.com).





# OUR STAFF

Integrated care takes  
an integrated team.

Our CUPS team helps vulnerable Calgarians every day—  
but that's just part of what we do. We work together to address  
the big picture of building resilience, and we contribute to  
ongoing research about brain development.

15

child educators

7

medical office assistants

7

family development  
coaches

6

mental health  
practitioners

2

bus drivers

1

amazing chef

18

people keeping  
people housed

10

physicians and nurse  
practitioners

and many more  
who support  
the work they do







# PROGRAMS & SERVICES

## Delivering integrated care

When a client comes to CUPS, we look at the whole picture of their health and circumstances. This holistic approach helps us to understand the full scope of a client's needs, and we need this understanding to create an integrated care plan that leads to long-term resilience.

## ALL SERVICES

### HEALTH SERVICES

CUPS provides free health care and mental wellness services for adults, children and families in Calgary.

#### Primary Health Services

Check-ups, diagnosis, treatment, screening and education.

#### Family Health Services

Free health programs for babies, children, women and caregivers.

#### Dental Services

Dental services including tooth extractions and dentures.

#### Eye Care

Eye exam and access to eyeglasses funding.

#### Lab Work

Flu shots, blood work, and other lab tests and services.



**Liver Clinic**

Treatment for Hepatitis C, Cirrhosis and liver disease.

**Specialist Care**

Access to experts in chronic pain, heart disease and other conditions.

**Diabetes Group**

Education sessions for people with diabetes and pre-diabetes.

**Opioid Agonist Treatment**

Treatment for opioid dependency.

**Outreach Partners**

Providing health care at six locations in Calgary.

**Mental Health Services**

Counseling, medication support and addictions counseling.

**ECONOMIC SUPPORTS**

CUPS offers crisis support, housing subsidies and other economic support services.

**Crisis Intervention Fund**

One-time funding to cover housing costs.

**Graduated Rent Program**

Ongoing rent assistance.

**Tax Clinics**

Help preparing tax returns.

**DEVELOPMENTAL RESOURCES**

CUPS offers free developmental support services for children and caregivers in Calgary.

**Child Development Centre**

Full-day preschool, kindergarten and developmental programs for children aged three to six.

**SOCIAL/EMOTIONAL SUPPORTS**

Community programs, activities and skill-building opportunities for adults and families.

**Community Development**

A community-building and rental assistance program.

**Family Development Centre**

Support and developmental resources for families.

**Parent Education & Nurturing Parenting Program**

Healthy parenting skill development and family events.



**174**

expectant moms  
visited our  
Family Health Clinic



**68%**

graduated Housing  
Program clients  
reported a positive  
change in social  
participation



**94%**

of dental patients  
experienced an  
improvement in overall  
health after their  
appointment





# HERE'S TO THE NEXT 30 YEARS



At CUPS, we'll continue to build our scientific foundation and expand our integrated approach for another 30 years —and beyond—helping generations of Calgarians to build lasting resilience.

When it comes to building resilience, we all have a role to play. What will yours be?

**CUPSCALGARY.COM**





#### CONNECT WITH CUPS



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