



CUPS Program Outcomes

Year-End Report (2017-2018)

	Quarter 1 April 2017 to June 2017	Quarter 2 July 2017 to September 2017	Quarter 3 October 2017 to December 2017	Quarter 4 January 2018 to March 2018	YTD 2017-2018	Previous YTD 2016-2017	Increase from Previous YTD
Active Unique Participants in CUPS	8101	8148	9330	10758	11423	9250	23%
New Participants	2770	1535	1284	1102	6691	5056	32%
Active Participants between Quarters	5331	6613	8046	9656	n/a	n/a	n/a

Definitions: **Active** = Participants who are enrolled in one or more CUPS service at the time of the report cut-off date, **Unique** = Active Participants who are counted only once regardless of how many CUPS services they are enrolled in, at the time of the report cut-off date, **New** = Active Participants who accessed any CUPS service for the first time during the reporting Period. These are participants that have never accessed CUPS before.

Issue: Often individuals living in poverty face various barriers to education such as childcare costs, tuition, parking, and other challenges.

Outcome: 94% of applicants that requested funding from the Education Bursary Fund in order to access education successfully received funding.

Impact: Participants are financially stable enough to enter the education system and receive assistance in choosing a career path that is both enjoyable and in demand.

Issue: Many children entering One World at the beginning of the school year have a delay in one area of child development.

Outcome: 62% of children enrolled in One World improved in at least one area of child development.

Impact: One World is a core component of CUPS Developmental Resilience Domain, which aims to build and strengthen the brain architecture of children.

Issue: 29% of Canadians report having difficulties accessing health care.

Outcome: There were 40,416 patient visits to CUPS Health this year.

Impact: CUPS Primary Care Clinic is a low-barrier access to healthcare that ensures vulnerable individuals have a safe place to address their health needs.

Issue: Babies born to mothers who received no prenatal care are 3x more likely to be born at a low birth weight and five times more likely to die than those who received prenatal care.

Outcome: In total this year, CUPS had 715 pre-natal visits. Furthermore, there were 95 births with 79% born within the normal weight range

Impact: Newborns have the appropriate foundation for building healthy brain architecture.

Issue: Chronically homeless individuals are often the highest users of public systems (i.e. justice and health).

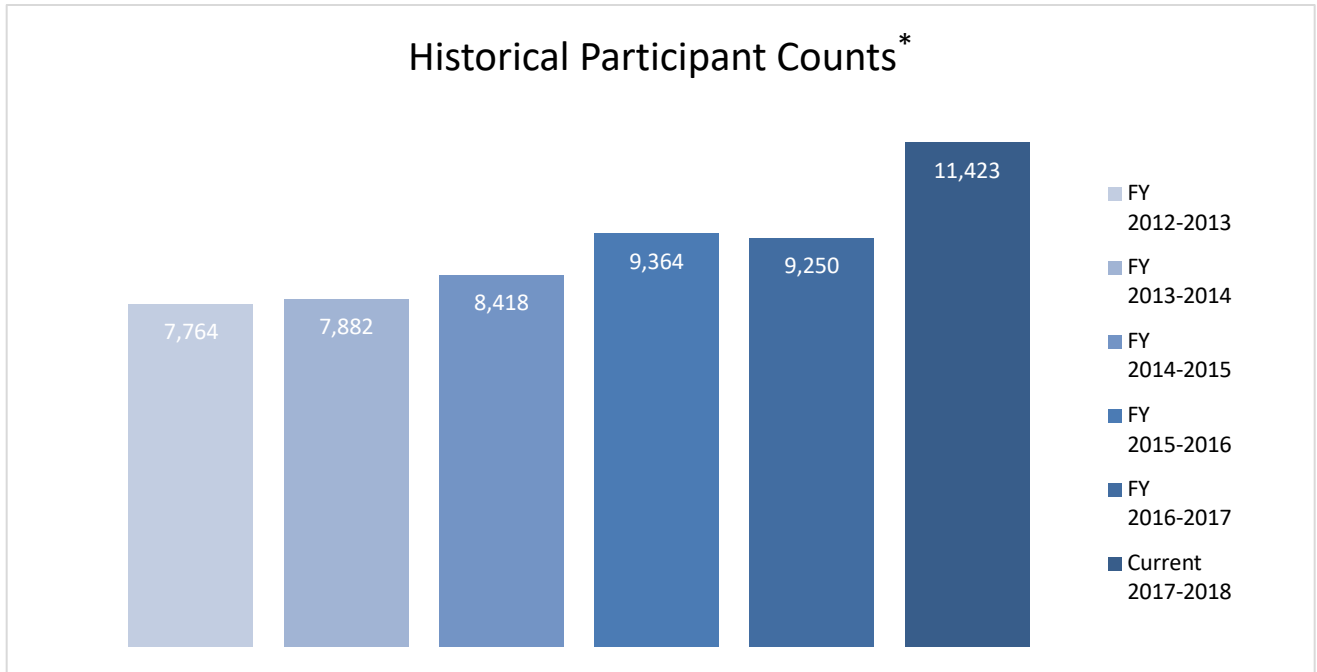
Outcome: Prior to entering CUPS housing program, 88% of participants reported that they came from chronic homelessness.

Impact: Ensuring individuals experiencing chronic homelessness are housed results in decreased systems usage and saves taxpayers' dollars.

Issue: Individuals with poor mental health are more susceptible to the three main factors that can lead to homelessness: poverty, disaffiliation, and personal vulnerability.

Outcome: On average, there were 111 psychiatric visits, per quarter, in the 2017/2018 fiscal year.

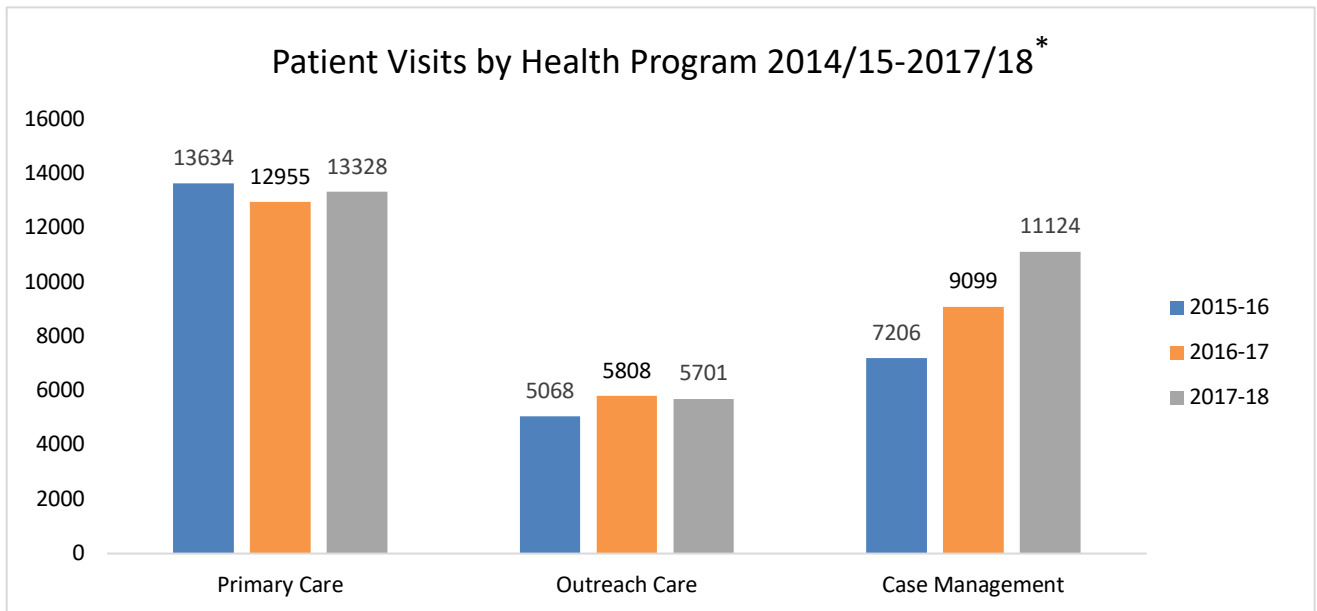
Impact: Homelessness and poverty can be reduced if people living with the challenges of mental illness have access to mental health supports.



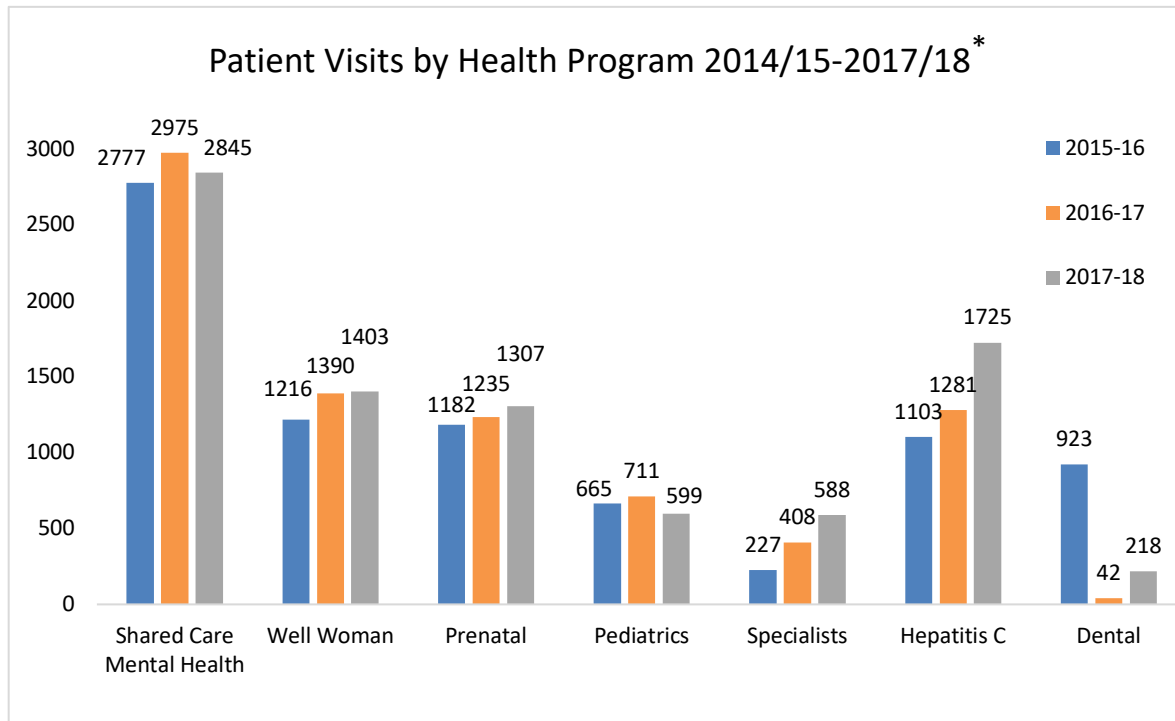
*Unique participants, NOT participant visits

- There has been a 46% increase in the number of unique participants served by CUPS from the 2012/2013 fiscal year to the 2017/2018 fiscal year.
- In the past six years, the number of unique participants served by CUPS has increased every year except the 2016/2017 fiscal year.

Health Outputs



*Patient visits, NOT unique patients



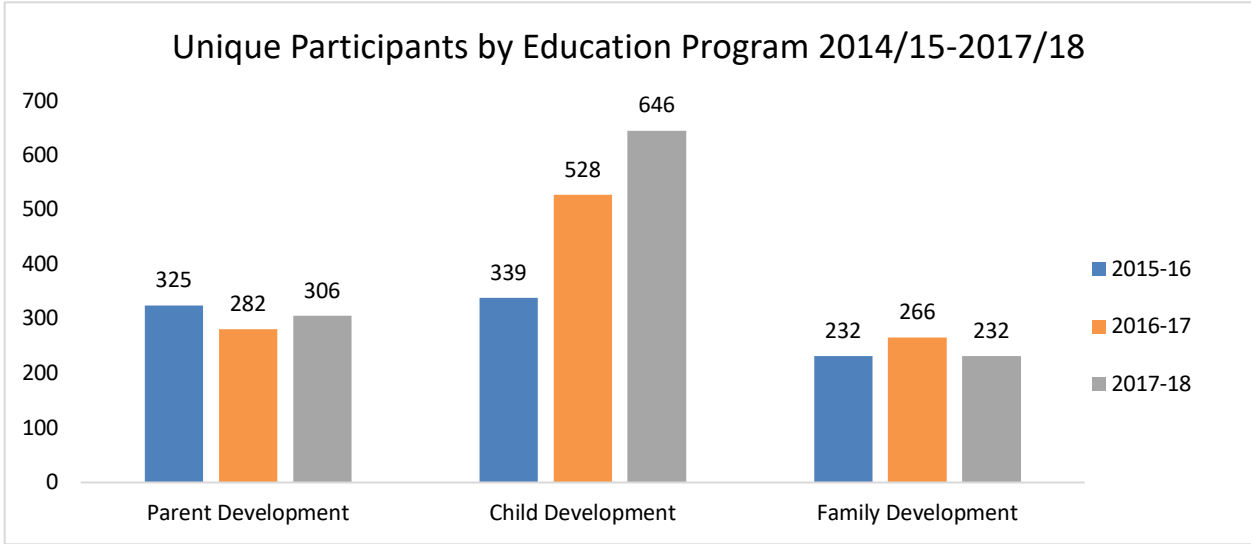
*Patient visits, NOT unique patients

- 2 graphs are shown to account for the varying differences in patient visits among the programs

Health Highlights

- Funding for CUPS' ADHD Group Program completed in March 2018. However, CUPS' mental health clinicians will continue to facilitate the group one day a week.
 - Overall, the ADHD group and Relaxation group had 29 unique participants attend 130 visits.
- The CUPS Dental Clinic has served 218 patient visits since re-opening on April 21, 2017.
- There was a total of 5701 outreach appointments including visits from registered nurses, doctors, nurse practitioners, and the Connect to Care Team.
- In June 2017, the Liver Clinic began a support group to help individuals impacted by liver disease.
- There were 11, 124 case management activities carried out by CUPS this year.
 - Case Management is defined as work done on behalf of the patient, in order to provide seamless care to complex patients who cannot be directly seen by a clinician. Activities may include phone calls with patients and pharmacy consultations.
- Connect to Care referrals continue to come from a variety of sources, including acute care referrals 74 (73%), 10 CUPS (10%) 14 Community (14%). Education sessions, presentations and increased presence in the hospitals have resulted in over half of the referrals to the program coming from inpatient units from both Foothills Medical Centre and other acute care sites.

Education Outputs

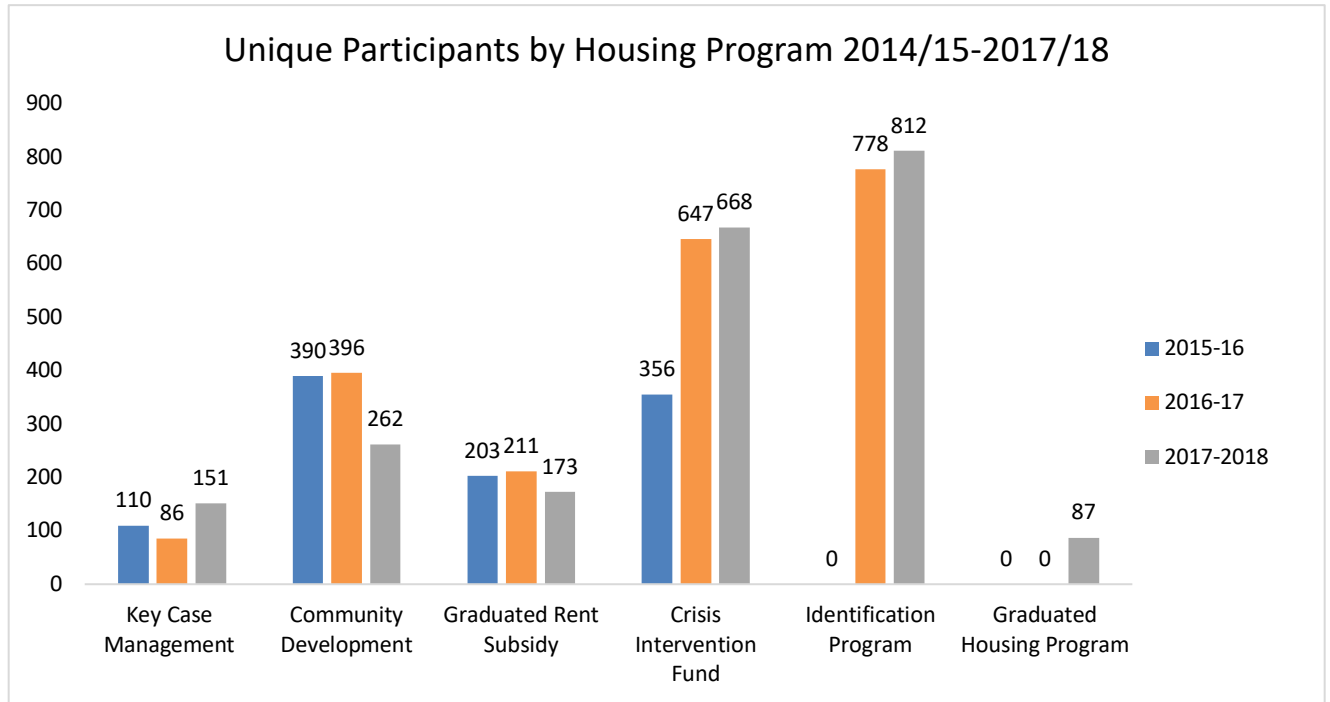


- Definitions:
 - Parent Development: 16-session and drop-in Nurturing Parenting Programs and other short-term programming.
 - Child Development: One World Child Development Centre and drop-in childcare.
 - Family Development: Home visits (including child development specialist), family support, and counselling.

Education Highlights

- 64 students were enrolled in the One World Child Development Centre.
- Children’s overall receptive language scores—defined as the ability to understand what is said or read to them— started off below the Canadian average (at the 44th percentile) and by the end of the school year, scores increased by 11 points, putting students slightly above average scores (at the 55th percentile). Receptive language speaks to school readiness.
- The FDC serves low-income families living in Calgary from various backgrounds. 31% of the individuals served by the FDC were Indigenous, 55% are female, 51% are male, and the rest chose not to answer.
 - From the previous year, there was a 45% increase in demand for the work done by the FDC.
- 67% of parents served in the Family Development Centre reported an increase in positive parent-child interactions.
- On average, 51% of parents reported an increase in their knowledge around child development
- 68% of parents increase their score regarding attitudes toward parent-child family roles (measured using AAPI - Section D).

Housing Outputs



Housing Highlights

- There were 673 active participants in long-term housing (Key Case Management, Community Development, Graduated Housing Program and Graduated Rent Subsidy Program).
- 668 individuals accessed and received emergency funding through the Crisis Intervention Fund.
- This was the third increase in the number of individuals served by the Crisis Intervention Fund in the past three years of operation.
- Crisis Intervention Fund:
 - 88% of individuals who applied for the CIF received funding in order to avert the immediate crisis.
 - On average, 98% of individuals available for follow-up had no additional requests for emergency funds.
- In total, 812 pieces of identification were provided.
- 88% of participants in Key Case Management Program reported that they came from chronic homelessness. The chronically homeless are individuals who have lived on the streets for a long period of time.

Client Impact

- **Education Bursary Fund** – Debbie* came to CUPS shortly after she had been accepted into a pharmacy technician program. In order to enter the program, Debbie required financial assistance for her tuition and fees as well as other costs associated with the program. Debbie applied and was approved to receive funding through the Education Bursary Fund, which enabled her to begin her program in good standing. As a result of the financial assistance she received, Debbie was able to overcome the barriers that prevented her from pursuing a meaningful education. When contacted for follow-up, Debbie reported that she has earned excellent grades and is continuing to work towards completing her program.
- **One World Child Development Centre** – Lucas* enrolled in CUPS One World Child Development Centre after being referred within the community. When Lucas entered kindergarten at One World, he had no prior experience in a preschool setting. Therefore, he initially struggled with the structure and routines of the day. At first, Lucas was quiet and often did not make eye contact or engage during circle time. His fine motor development was significantly delayed and during life book he was not able to draw a picture or form letters. At centre time he would play parallel next to other children and get angry easily when a conflict arose.

However, attendance at One World gave Lucas access to a multidisciplinary team of consultants and experts. Furthermore, his teacher created an individual program plan with goals for Lucas to achieve. Throughout the year, Lucas started to make gains in his ability to control his emotions and express ideas during circle time. He began to form letters and create beautifully detailed pictures in his life book. Throughout the year, the teachers commented on his increase in self-esteem and willingness to take risks.

During the last parent -teacher conference of the school year Lucas's mother cried happy tears because she was so pleased with Lucas's development. She also reported that Lucas is now able to write his name on his own.

* Names changed to maintain anonymity