



UPSTREAM
Ottawa

MENTAL HEALTH COMMUNITY SUPPORT

2024

EXECUTIVE
DIRECTOR
AGM REPORT



Innovation and Improvement: A Year in Review

Over the past year, we have implemented several innovations and improvements that enhance our services. This report highlights these developments, showcasing our commitment to continuous quality improvement and community engagement.

Client Services

Sarah Bell, our newest Intensive Case Manager (ICM), joined the team this year. Sarah has seamlessly integrated into our organization and is approaching a full client caseload. In addition to her ICM role, Sarah has supported our community partners by assisting the Mental Health Community Support Services (MHCSS) Intake and Assessment Worker at CMHA with intake reassessments. This secondment has strengthened our intake process and improved client management across the MHCSS continuum.

Kyla Groves, another dedicated ICM worker, began representing Upstream on the Suicide Prevention Ottawa network. Her involvement contributes to maintaining high-quality suicide prevention efforts and education both internally and externally.

Our innovative tripartite partnership with Woodroffe High School and Dr. Chantal Philips of Brightside Medical Clinic has enhanced accessibility to much-needed health promotion and primary care for the student body, with a focus on Black and racialized students. One of this year's crowning achievements was our ability to help racialized youth without primary care physicians access ongoing care at Brightside.

This accomplishment is particularly significant given that nearly 2.3 million people across the province, including 165,000 in Ottawa alone, lack access to primary care. We are very proud of this collaboration and its impact on addressing this critical healthcare gap.



12
Full-time staff

1st Connections gets a refresh

Program Coordination and Community Engagement

Kris Kochanowicz, the Director of Clinical Services, and Kyla Groves will lead the renewed First Connections luncheons program, set to restart in September exclusively for Upstream clients. These events, supported by volunteers from the church, will offer food and engaging activities in a secure and welcoming environment. Dorota Szkraba, alongside Sarah and Kyla, put significant effort into organizing our ever-popular monthly Women's Group, establishing a crucial and valuable peer support network for our female clients. Additionally, Bailey Newell, as the representative for Upstream Ottawa at Counselling Connect, has bolstered our harm reduction initiatives by providing free sexual hygiene products and Naloxone kits to our clients.

We are so fortunate to continue to have the support of the 1st United Church and their kind, dedicated and compassionate volunteers all these years



Community Partnerships and Events

We have implemented a new Memorandum of Understanding with the First United Church, reformatting our First Connections program and ensuring consistent and accessible space and volunteer support well into the future.

Our partnership with Ingenium, formally the National Museum of Science and Technology, has provided enriching experiences for our clients with free tickets to the Museum of Science and Technology, the Aviation Museum, and access to the Experimental Farm, saving us upwards of \$1,500.

Our innovative SAPACCY partnership with the Reach Centre, funded by a grant from Bell, offers Black youth a safe space to connect and discuss their mental health and substance use challenges, enjoy a meal together and network with each other.

A new event, Lunch and Paint, was a first for us this year and has been exceptionally popular and well-attended, prompting plans for another session later this year.

Clinical Metrics

2023-24 Upstream Ottawa Performance Metrics



We are constantly monitoring and evaluating the clinical needs of our clients to ensure that their recovery progresses in as timely a manner as

— *K Kochanowicz,*
Director

possible.



12

of ICM program graduates



100%

Client score re Cultural sensitivity of staff



1125**

of meals provided



172*

of Uber rides provided



5299

Total ICM/SAPACCY visits and phone calls



1621

of ICM/SAPACCY visits over 1hr in duration



156

of ICM/SAPACCY clients served by Case Management

Representation matters!

Upstream represents the interests of its clients, staff, Board and all our stakeholders at a variety of networks

12



of Networks tables Upstream participates on

Provincial

- SAPACCY Executive Table
- Addictions Mental Health Ontario
- Champlain Pathways to Better Care
- Ontario Health East Network Partnership
- OH-E Equity Working group

Local

- Mental Health Community Support Services Executive Table
- Ottawa Youth Justice Service Network
- Ottawa Youth Justice Service Network Planning Committee
- Counselling Connect
- Ottawa Suicide Prevention Network
- Ottawa Black Mental Health Coalition
- Ottawa Black Mental Health Coalition, Executive Committee

*Uber ride funds were donated by Bell Let's Talk

**includes; 1st Connections, Second Harvest, Monthly outings, Connections: A safe space for Black youth

Imminent growth potential

This year's advocacy efforts on behalf of Upstream and all the SAPACCY sites have been intensive and focused at ensuring this still unique and novel program is adequately resourced for future success. We are on the brink of receiving expanded 2024/25 funding, which is to include stabilization dollars for a 0.5 FTE management position and additional programming funds. Although the specifics of this funding are pending, I am actively engaged with our fellow site leads and our Provincial Lead to receive the anticipated SAPACCY investment funds announced in May of 2024.

SAPACCY continues to be a bright 'feather in the cap' of Upstream and builds on our tradition of serving a diverse population by being diverse ourselves. With a racially and gender diverse staff, collectively we speak Polish, Twi, French, English and Arabic. I am proud of the diverse group that we are and recognize its uniqueness and potential for growth.

Drawing on the strength of our elders

Teacher, Principal, Educator, Community Builder, Mother & Grandmother

Dr Augustine blazed the trail for us. It's up to us to pave the road that lays

ahead.

— B Turpin
Executive Director



Photo of Hon. Dr. Jean Augustine P.C., C.M., O.Ont., C.B.E.. Taken at this year's Indaba meeting.

Dr. Augustine is the first African-Canadian woman to be elected to the House of Commons.

Fundraising: Change is Good!

” The scariest part is the leap from none to one.

–Cathy Mann
CEO
The Fundraising Lab



This year, the Upstream Board of Directors made ‘the leap’, a strategic investment in the financial stability of the organization by releasing funds to hire a Development Officer. The Development Officer position, competently staffed by Catherine Armour, has driven significant progress across Upstream Ottawa's fundraising initiatives since August of 2023. Several high-quality grant applications were submitted to support existing and new programs. Meticulous planning has gone into ensuring the success of the upcoming 2024 Upstream Classic golf tournament; which is effectively sold out as you read this. Additionally, Catherine has put much effort into increasing public awareness, sponsors, prospective donors, and revenue. New and novel campaigns boosted donations, such as the Christmas campaign, with additional campaigns planned for FY 2024/25. Multiple major gifts were secured in FY 2023/24, and potential major donors have been identified for solicitation. Monthly donations remained stable, with a modest increase. Improvements to the data management system are ongoing, aligning with expectations. Board involvement is robust, with a Board of Directors Give/Get Program anticipated to get underway in the coming year. Several peer-to-peer fundraising opportunities materialized or were identified. The Development Officer's well defined and supported onboarding process and professional development activities contributed to her commendable performance in the first 7 months. We have seen a tremendous increase in our communications volume and correspondingly our social media presence has expanded our audience and reach. A development plan and Officer Guide is being finalized established to direct the approach for FY 2024/25 and beyond.

Fundraising Metrics

2023-24 Upstream Ottawa Fundriasing Metrics



8
of Grants submitted



16.7%
Grant success rate. ind strd is 10-30%



\$20,000
Bell grant



\$2000
The Lotus Project



\$25,705
Major GIFts raised



\$30,000
Golf tournament revenue



\$6,400
More than just a meal campaign



Where would we be without our Corporate Support Officer, Tarek Durra!?

“
With this investment, our only limit
—Bo Turpin,
Executive Director **is the sky.**

Conclusion

As I reflect on the achievements and challenges of the past year, it's clear that we have made remarkable strides in enhancing our services, expanding our reach, and strengthening our community partnerships. Our commitment to innovation and continuous improvement has yielded significant results across all areas of our organization.

The successful implementation of the Development Officer position has revolutionized our fundraising efforts, leading to increased donations, improved donor engagement, and a more strategic approach to resource acquisition. This flexibility afforded by fundraising revenue supports our unfunded wellness programs and strengthens our community partnerships and positions us well for future growth and impact.

Our staff's dedication to professional development and their active involvement in community initiatives have not only improved our service delivery but also elevated our standing as a trusted partner in mental health and substance use health services. The recognition of our SAPACCY program as innovative and highly invested speaks volumes about the quality of our work and the passion of our team.

As I look to the future, I am filled with optimism and excitement. The foundations we've laid this year from improved case management processes to expanded community partnerships and robust fundraising strategies provide a solid platform for further growth and innovation. We are poised to make an even greater impact in the coming year, continuing to address the evolving needs of our community with compassion, evidence, and dedication.

With a committed staff, engaged board, and supportive community partners, the future looks bright for Upstream Ottawa. We are ready to seize new opportunities, overcome challenges, and continue making a meaningful difference in the lives of those we serve.



If you think Upstream is amazing now, just wait and see what the next 40 years brings.

–B. Turpin
Executive Director



Thank you, to each and every one of you who have contributed to the success of Upstream Ottawa Mental Health Community Support.