



UPSTREAM
Ottawa

MENTAL HEALTH COMMUNITY SUPPORT

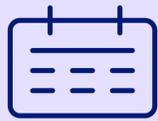
2022

EXECUTIVE
DIRECTOR
AGM REPORT



A Year of Opportunity

I would like to begin my report with some words of gratitude, for I am ever so grateful to work for such a dedicated and compassionate group of people. From the staff, to the Board of Directors and agency volunteers, our collective efforts make our community a better and safer place to live. We should all be exceptionally proud of where we are now, what we've accomplished and hopeful for our future.



12

Months of data



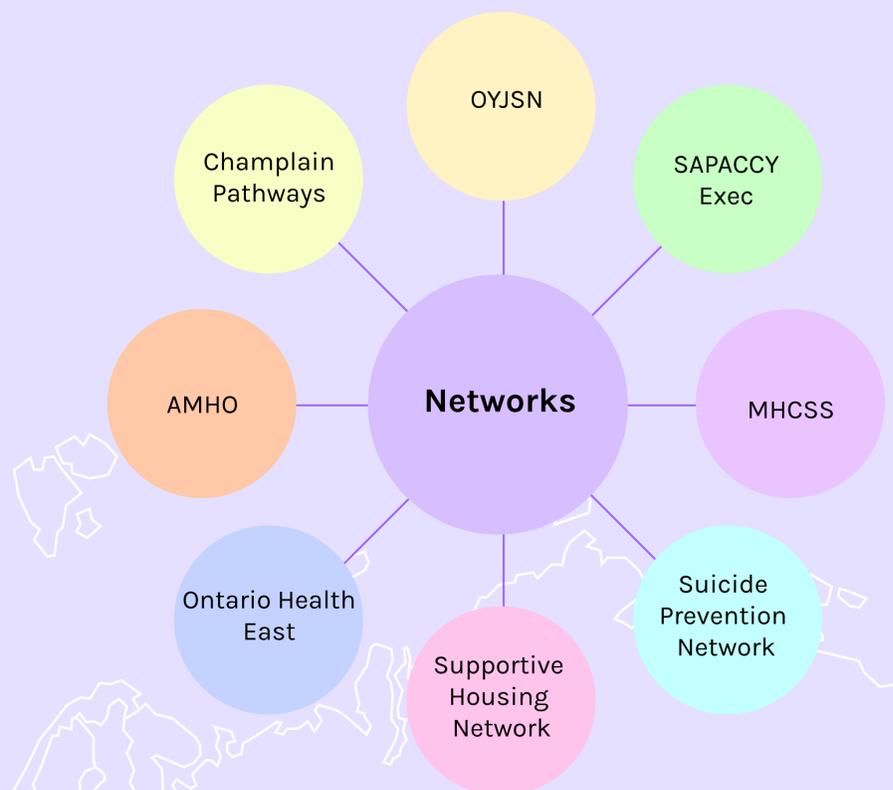
10

New Board members & Volunteers



8

of Networks tables Upstream participates on



Putting staff first

I have always fostered a 'staff first' philosophy and am happy to say that I feel supported by the Board of Directors in that approach. We've invested significant effort into ensuring their work on the front lines has strong back-office support by affording access to competitive health benefits, consistent and accurate payroll cycles, direct clinical supervision and a work environment which offers a work/life balance that is far above average for the sector.



“Their work is demanding, often times challenging and can take a personal toll in the form of vicarious trauma if left un-checked, which inevitably leads to **burnout.**”

— *B Turpin,*
Executive Director

From Left to Right:

Bo Turpin, Augustus Morkeh, Dorota Szkraba, Caroline Weyman, Tarek Durra, Kris Kochanowicz, Kyla Groves, Bola Osakwe, Bailey Newell, Eb Amponsah, Ose Omoregie

It's about the Clients

Client centeredness is our hallmark, and it is with this in mind that we craft our services. It goes without saying that the pandemic has forced us to modify virtually every aspect of our service. As this year, we move towards a full operational recovery, we do so with an eye on quality improvement and making our services more accessible.



With each client served, we are constantly evaluating their clinical needs to ensure that their recovery progresses in as timely a manner as possible, while being mindful of both allowing time for their recovery journey and the ever-present demand for our intensive services.

8
of ICM program graduates

Did you know that Upstream has played an active roll in helping to address system capacity issues by thinking creatively and demonstrating a willingness to contribute?

We have generously given time & expertise in helping to solve system capacity and resourcing problems. We've shared volunteer design resources with the Supportive Housing Network, helped manage a \$1.75M Supportive Housing provincial Covid Emergency Fund and have contributed much towards the provincial SAPACCY implementation.

By the Numbers

2021-22 Upstream Ottawa Performance Metrics

As you can see, we certainly were busy this year!



4

of new staff this reporting period



8

of new clients served



271*

of Uber rides given



4100**

of visits and phone calls



1419

of visits over 1hr in duration



71

of clients served

*Uber ride funds were donated by Bell Let's Talk in lieu of First Connections luncheon support

**Proof of the pandemic recovery is subtle, however if you consider that our average annual target visits is 4050, we've done a great job of connecting with our clients!

Substance Abuse Program for African Canadian and Caribbean Youth

A foreword

I had to struggle to find my place as a bi-racialized child and youth, and thus I fully appreciate the very real and tangible structural and systemic barriers to wellness that racialized youth continue to experience.

It's one of my life's privileges to be involved in building a program for Black youth. A service which both embraces Africentrism at its core and welcomes all the diaspora of Africa and the Caribbean. It is with similar personal histories that the staff of our SAPACCY program undertake this work, as each brings a rich and diverse combination of experience and skills to their practice.

We have worked tirelessly to ensure that the SAPACCY program and its staff have received the utmost care, attention and support in preparation for launching what is a first in Ontario. A provincially coordinated mental health and substance misuse program for Black youth.

Our organization has played a pivotal role in shaping SAPACCY. I was one of the only Executive Director level contributors that was able to bring a deep clinical perspective to the table. Without our input, the ability for SAPACCY to go live and offer a symposium in the timeframe that it did would have been suspect.

As we were one of the first agencies to fully staff its program, we were able to spend added time on training, in our case using an Intensive Case Management approach, and establishing our tools and pathways. For example, we are the only agency to offer a brochure which integrates a QR code and an online appointment feature to facilitate low-barrier assessments for youth and their families



This year, we moved from planning and program design to implementation!

– B Turpin,
Executive Director



Summary

It's no secret that mental health is the impoverished cousin of health services. This sad reality requires a paradigm shift, as overcrowding in our emergent care facilities across the province receive wide media attention and requests for urgent mental health support go unanswered. Part of this issue relates to stagnant funding and fractured system capacity emanating from the mental health sector. A sector that has been long ignored and which now finds itself unable to meet the tidal wave of demands for service arising from a global health crisis.

Nevertheless, we shall continue to do our part and help meet the seemingly monumental demand for services, while finding and leveraging every funding, donation and fundraising opportunity possible.

It may at times feel like an overwhelming task, akin to eating an elephant, but like I am known to say...



It all starts with the first bite.

*– 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.