



UPSTREAM
Ottawa

MENTAL HEALTH COMMUNITY SUPPORT

2023
EXECUTIVE
DIRECTOR
AGM REPORT



A historic year of Growth

2022-23 was unprecedented in Upstream's history, as at no other time has our organization expanded its staff compliment by four full-time employees, or 36%, in a single year. This past year was made even more extraordinary by the full implementation of *SAPACCY, Ontario's first coordinated mental health and substance use health service for Black youth. I am happy to say that this new program has served to further entrench our long-standing philosophy of diversity, equity and inclusion; a philosophy that we have long exemplified and a philosophy that many organizations wish to emulate.

Our Intensive Case Management program continues to serve an increasingly complex clientele and there is little evidence that the demand for this service will abate anytime soon. In fact, the opposite is true. And as the wait time for intensive supports continue to grow in this post-pandemic world and rapidly expanding city, our sector will continue to advocate for the resources necessary to meet the mental health and substance use health needs of our population.

Despite these challenges, I am ever so grateful for the tenacity and dedication of our staff. As you read through this report, I ask that you contemplate just how much value their efforts and this organization offer our city and those it serves.



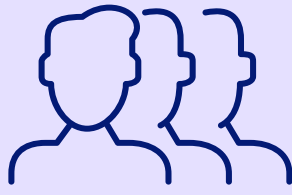
5

Funding grants submitted



3

of Radio interviews:
CBCx2, CFRA x 1



11

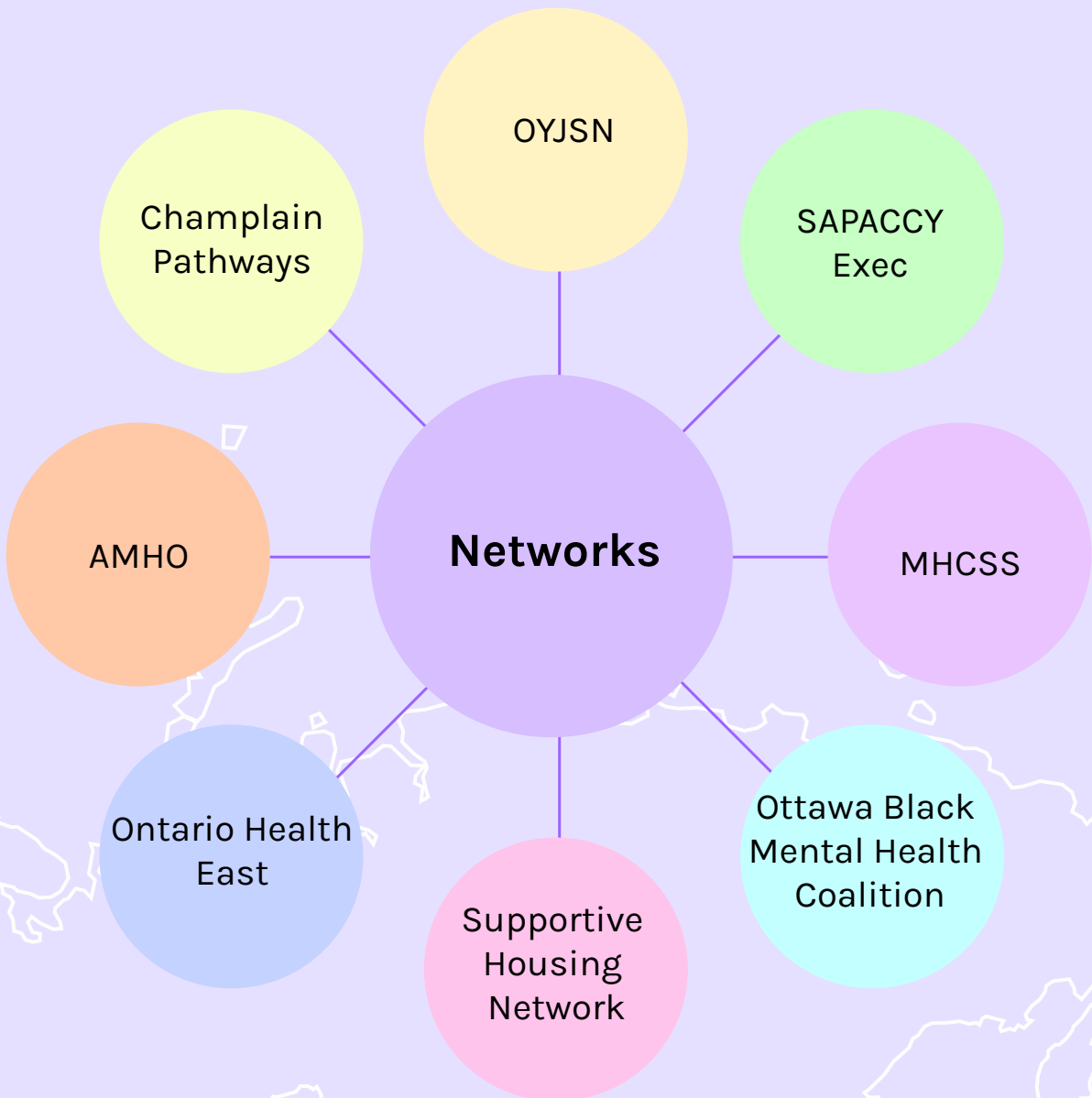
Full-time staff



8

of Networks tables
Upstream participates on

*SAPACCY - Substance Abuse Program for African Canadian and Caribbean Youth



A year of first's

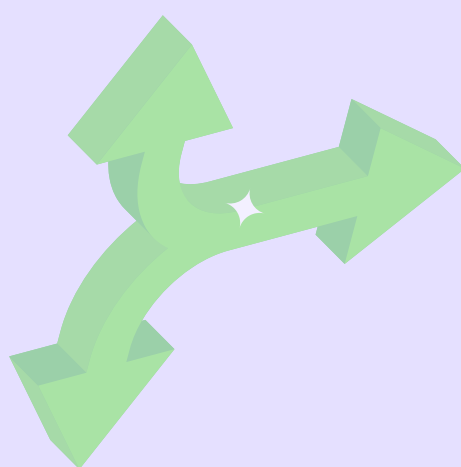
We secured the charity win via Algonquin College's 'Conquer the Current' campaign. We capitalized on this valuable opportunity from the College's Public Relations students and turned it into the successful campaign that it was, resulting in much social media activity and a Big cheque for \$5850



The legitimate interest of the students in supporting our work and their thirst for knowledge was invigorating and nothing short of **motivational.**

— B Turpin,
Executive Director

Other Firsts



- Conceptualized and successfully obtained 2 grants (City of Ottawa and Bell Let's Talk) in support of the successful 'AfriDay in the Bay' event
- Secured funding for an ACB Hockey night for inner-city youth during Black History Month
- Delivered over 300 lbs of food to clients around the city!



By the Numbers

2022-23 Upstream Ottawa Performance Metrics

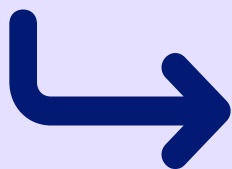


“ We are constantly monitoring and evaluating the clinical needs of our consumers to ensure that their recovery progresses in as timely a manner as possible.
— K Kochanowicz, Director



Ontario Perception of Care

Key qualitative indicators from this year's client satisfaction survey indicate that we are continuing to make progress in providing the support our consumers both want and need.



Key Indicators	2023 Avg	2019 Avg	change from 2019	Prov Avg	2023/Prov Change
6. I received enough information about the programs and services available to me.	3.27	3.07	0.20	3.38	0.11
9. Responses to my crises or urgent needs were provided when needed.	3.71	3.46	0.25	3.38	0.33
12. I was involved as much as I wanted to be in decisions about my treatment and support.	3.62	3.29	0.33	3.40	0.22
14. I was assured my personal information was kept confidential.	3.53	3.54	-0.01	3.58	-0.05
15. I felt comfortable asking questions about my treatment services and support, including medication.	3.71	3.36	0.35	3.48	0.23
16. If I had a serious concern, I would know how to make a formal complaint to this organization.	3.38	3.00	0.38	3.07	0.31
24. I was given private space when discussing personal issues with staff.	3.45	3.50	-0.05	3.57	-0.12
27. The services I have received have helped me deal more effectively with my lifes challenges.	3.87	3.71	0.16	3.43	0.44

*Uber ride funds were donated by Bell Let's Talk
**includes; 1st Connections, Second Harvest, Monthly outings, Afriday in the Bay

Substance Abuse Program for African Canadian and Caribbean Youth

I've put much effort into putting Upstream on the stage as a leader in mental health and substance-use health for adults, youth, and Black youth in particular. In all I have conducted over 41 individual outreach activities oriented at marketing our organization to the public and the various communities of practice to which we belong. The bulk of my outreach activities this year were aimed at engaging, educating and informing people of the importance of SAPACCY and what it means to the Black community and its youth.

On several occasions I've heard from SAPACCY clients, via their workers, that they would not have sought help for their mental health or substance use health issues had their clinicians not been from the Black community. On the one hand, this makes me wonder how many Black youth aren't reaching out for help until in crisis, and on the other it provides ample motivation to expand on our groundbreaking work. Work such as our affiliation with the Ottawa Carleton School Board in providing in-school supports to marginalized youth.

Due to its novelty, much of my outreach was centered around SAPACCY, with some exceptions. Those exceptions being, where there were opportunities to directly address to the ever-growing ICM wait list and its correlation to stagnant sector funding, as I did on CBC's 'All in a Day' with Allen Neil for example.



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This year we have positioned ourselves as an emerging leader in Black mental health and substance-use health services for youth in Ottawa and have thus seen a corresponding referral rate increase dramatically to the point where we are now less concerned about referral Pathways and who we are going to see and are more concerned about our capacity and how we are going to see them all.

– B Turpin,
Executive Director

In summary

The organization continues to function exceedingly well administratively, much of this is due to sound internal controls and processes which we have in place, and which have served us well over the years. All of which are expertly shepherded by Tarek our Corporate Support Officer, Tim McCooeye - our Bookkeeper and Nik our Treasurer.

Clinically, it's been noted that we are seeing an increase in the complexity of clients we are serving across the organization. As indicated previously, this is undoubtedly due to a large triage based waitlist where the most complex and at risk are prioritized. Even our SAPACCY program, which is geared for people with mild to moderate mental health and substance health is seeing a surprising number of referrals which are surprisingly intensive and complex in nature. Thankfully, we can pull on the experience of our ICM team and senior leadership to help manage the more intensive cases. The SAPACCY team have indicated a deep appreciation for the depth of knowledge and willingness of the Intensive Case Management team in supporting their work, and it is noteworthy to mention that I am most appreciative of the maturity and professionalism exhibited by all our staff and their genuine desire to help each other provide the highest quality care.



To thrive, we all need support and opportunity.

–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.