



THE GEORGE HULL CENTRE
for Children and Families

THE GEORGE HULL CENTRE ANNUAL REPORT 2018-19





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CENTRE**
ANNUAL
REPORT
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The George Hull Centre for Children and Families is an accredited children's mental health centre with a range of prevention and clinical treatment programs for children from birth through age 18 and their families.

Our Mission

Through clinical excellence and a continuum of mental health services, our mission is to reduce suffering, provide hope and enhance the quality of life of infants, children, youth and families.

Helping Kids. Strengthening families. Changing lives.

It has been a productive year at The George Hull Centre. We continue to focus on ensuring that all of our clients receive the best possible treatment in the most timely way possible. Our waitlist is at an all time low, as you can read about in this report. Our staff teams routinely pursue training across a wide variety of treatment approaches so that children and families benefit from leading-edge thinking, innovative techniques and evidence-based methods to ensure the best treatment outcomes possible. A major area of focus continues to be childhood trauma and attachment. Our Dyadic Developmental Psychotherapy (DDP) Program and the development of an innovative trauma assessment tool, which are highlighted in this report, are examples of the exemplary work being carried out at The George Hull Centre.

It was no surprise to us that in March 2019, the Centre was awarded a four-year accreditation by the *Canadian Centre for Accreditation*, in recognition of achieving established standards for quality in governance, management, and child and youth mental health services. The Centre achieved 118 out of 118 standards and 459 of 459 indicators in organizational and child and youth mental health standards!

In 2018, The George Hull Centre was named one of the Top 100 Rated Charities in Canada by *Charity Intelligence Canada*, an external agency that rigorously analyzes and assesses not-for-profit organizations for transparency, accountability and reporting.

We couldn't be more proud of these achievements and external recognition of the Centre's excellence!



Paul Simonetta, CPA, CA
Board Chair



Susan Chamberlain, MSW, RSW
Executive Director

MENTAL HEALTH SERVICES

Our skilled and experienced team of mental health professionals work together to provide highly responsive, integrated care. Through innovative, evidence-based treatment and programs and an unwavering commitment to clinical excellence, we help infants, children, youth and families achieve mental wellness.

The Community Clinic

The Community Clinic provides mental health services to families with children from infancy through age 18, including assessment, family, individual and group treatment, and specialized consultation.

A strong program of evidence-based, treatment and psychoeducational groups offers opportunities for peer modeling, social interaction with peers and normalization of behaviour, while reducing social isolation and stigma.



100%

Youth showed improvement in impulse control, goal directed behaviour, emotion regulation strategies and emotional clarity and **83% improved in emotional awareness on the Difficulties in Emotion Regulation Scale**

DBT Teen Talk Group

The DBT Teen Talk Group continues to make a significant difference in the lives of adolescents with complex mental health issues, particularly youth for whom suicide risk is significant. Validated measures reveal the impact.

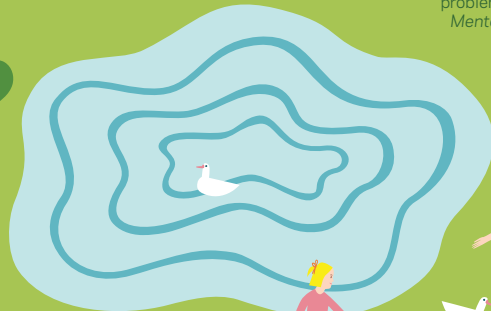


86%

Youth and **100%** of parents rated the DBT Teen Talk Group as good or excellent

83%

Youth improved in feeling useful and making up their own mind; **67%** improved in their ability to be close to others and deal well with problems on the *Edinburgh Mental Well-being Scale*



100%

Children surveyed agreed that **staff are friendly** and their workers listen to them

90%

Parents felt the Help I Have Teens Group improved their relationship with their teen

97%

Parents agreed that **staff understood their needs**



812

Children, youth and their families served in individual and family treatment

294

Children, youth and parents served in group programs in the Community Clinic this year

1,259

Children, youth and parents served in groups and workshops in local schools



Libby's Place & The Boys House

Libby's Place and The Boys House provide residential treatment to adolescents ages 12 through 18 with complex and longstanding difficulties. Working with their families and a skilled staff team, we address their issues with thoughtful, compassionate, effective strategies for change.



21

Youth served

100%

Parents surveyed after six months of treatment agreed that they had seen **positive changes** in their child and family

70%

Youth improved at discharge on the Child and Adolescent Functional Assessment Scale



Day Treatment Program

The Day Treatment Program provides a therapeutic academic program to help children and youth with mental health difficulties develop the cognitive, social and linguistic skills necessary for successful adjustment at home, school and in the community.

52

Children and youth served in our elementary and secondary classrooms



88%

Participants said the elementary Day Treatment program helped them understand their family differently

"For the first time, I'm excited to go to school."

—Grade 11 client



100%

Students said the Day Treatment program helped them meet their academic goals

PREVENTION & EARLY INTERVENTION SERVICES

A continuum of programs for children and families, ranging from universal family support to highly targeted or specialized services, including community development, health promotion, prevention, early intervention and consultation in one integrated service.



The EarlyON Child and Family Centre
Offers early learning and literacy activities, outreach services, parent training and early identification of children with special needs to families with children from birth to age six.

1,458

Children participated in programming

93%

Participants surveyed said they have used ideas learned in the program to support their child's development

1,253

Parents/ caregivers participated in programming



Early Abilities Preschool Speech & Language Services

Provides assessment, group and individual treatment for children up to Junior Kindergarten age and consultation, support and training for their parents and professionals.

87%

Agreed that their child's communication skills improved and their relationship with their child improved with treatment sessions

1,509

Children were served this year

The Toronto Family Group Conferencing Program

Helps families involved with child welfare work with their extended family to develop a plan that addresses risks identified by service providers and meets the child's needs for safety and well-being.

80%

Family members and professionals agreed that the plan protects the child's safety

126

Served



Every Child Belongs

Provides consultation to child care centres to support the inclusion of children with special needs from birth to age 12.

14

Workshops

82

Children served

19

Child care centres served



"Great team dynamics —everyone is united for a common goal!"

— Etobicoke Brighter Futures Coalition Member

The Etobicoke Brighter Futures Coalition

A collaborative group of community agencies that work together to plan, develop and deliver services to improve the health and well-being of children from birth to age six.



The Family Group Conferencing Ontario Provincial Resource

A quality assurance and training body which maintains a roster of coordinators qualified to facilitate Family Group Conferences and provides training and consultation across the province.

15

Mentors and 12 trainers

73

Registered coordinators

19

Coordinators in training



TEACHING & TRAINING

Through its formal affiliation with the University of Toronto and teaching centre status with a number of universities and colleges, the Centre embraces progressive trends, treatments, research and studies in children's mental health. We train students in psychiatry, medicine, nursing, social work, speech and language pathology, child and youth work, and early childhood education.

36 students participated in clinical placements this year.

798 professionals participated in presentations by George Hull Centre staff this year.

The Centre's Family Therapy Training Program is committed to the promotion of family therapy as a central and integral component of the treatment of children and adolescents. The program offers training in family therapy skills and strategies for new clinicians and seasoned professionals in the field of mental health, providing trainees with clinical experience, exposure to multidisciplinary input and an environment lively with clinical excellence and innovation.

SPOTLIGHT ON INNOVATION

In 2013, The George Hull Centre was awarded a \$100,000 grant from the Ontario Centre of Excellence for Child & Youth Mental Health to implement an evidence-informed program for children and youth with developmental trauma. Since then, the Centre has been unique in delivering Dyadic Developmental Psychotherapy, a state of the art model of treatment, developed by Dr. Dan Hughes, to address the long term sequelae of child abuse and neglect. DDP practice has been transformative for the Centre and our clients. We are able to offer effective treatment for our most vulnerable and complex cases through family and group delivery of this model.

Having trained over 25 clinicians in the model, the Centre is proud to have had three of those clinicians attain certification in the model and another three nearing certification, a process which requires an intensive 2-year practicum. The George Hull Centre is one of the leaders of the provincial Developmental Trauma Action Committee, with a goal of promoting greater understanding of developmental trauma and appropriate treatment. The Centre is now considered a thought leader in Toronto in the treatment of developmental trauma and has presented this work at numerous conferences since 2016.

MEASURABLE IMPACT

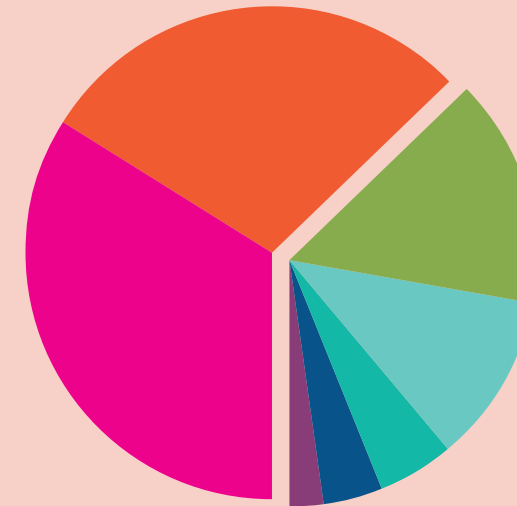
The Research and Program Evaluation Department supports the Centre in maintaining excellence in our services through program evaluation, quality assurance activities, training and consultation, ongoing empirical research and collaboration with other researchers.

We continually substantiate the delivery of high quality, effective service for children and families through a strong program of evaluation. 57 service evaluation reports were compiled last year and used to improve service.

The Centre is currently involved in several external research projects involving our clients and staff. The following are new this year:

- **Examining the impact of an early childhood intervention on individuals' wellbeing, education, and employment 20 years later**, a multi-site, longitudinal study led by Dr. Colleen Loomis, Wilfrid Laurier University, and Dr. Janette Pelletier, University of Toronto.
- **Inclusive Early Childhood Service System Project**, a multi-partner study led by Dr. Kathryn Underwood, Ryerson University. The study is examining the experience of families getting support for their children with disabilities, special needs and gifts.
- **Engaged Fatherhood in the Era of #MeToo: Perceptions, attitudes and behaviours of fathers**, led by Ian DeGeer, PhD candidate, Wilfrid Laurier University. The study is exploring how fathers are communicating with their children about the prevention of sexual violence, consent and healthy relationships.

OUR BUDGET



Mental Health (63%)

- Intensive Services (Residential, Day Treatment)
- Outpatient Services (Individual, Family, Group Treatment)

Prevention & Early Intervention Services (37%)

- Preschool Speech and Language
- EarlyON Centre
- Family Group Conferencing
- Etobicoke Brighter Futures Coalition
- Every Child Belongs

FINANCIAL SUMMARY 2018-2019

12 month period ending March 31, 2019*

Revenue (\$000's):

Ministry of Children, Community & Social Services	6,445
City of Toronto	2,759
Other Funding	586
Expense Recoveries	473
Donations	94

Total Revenue 10,357

Expenditures (\$000's):

Salaries and Benefits	7,805
Building Occupancy	1,276
Professional Services	679
Program and Client Expenses	229
Office and Administration	143
Transportation and Communication	134
Training and Recruitment	91

Total Expenditures 10,357

Funds Received & Managed on behalf of Etobicoke Brighter Futures Coalition (\$000's)

Public Health Agency of Canada	188
Dad Central Ontario	89
United Way Success by Six	77

*Pre-audit

OUR CLIENTS TOLD US...

What is the best thing about coming to The George Hull Centre?



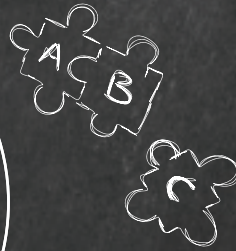
Environment—physically is welcoming, bright, comfortable and addresses the needs of my child and our family. Staff has been friendly, easygoing and instantly comfortable to engage with. I love how different services interact and complement one another.
—Parent

I play an active part in my treatment planning — I get to have a say in it all. Nothing is mandatory if it is too uncomfortable/triggering for me. I feel like I am being taken seriously and I feel heard!
— Youth

NOTE FROM A PARENT

George Hull was my saviour and my son's saviour. He has Aspergers/ADHD and they took him in for just over a year in their residential house and into their classroom for two years...they saved us. The most caring teachers, counselors, youth workers. I truly would not have my son with me today if not for them. I miss them dearly. They care. They are compassionate. They work with you diligently, with love, and they do not give up. I needed them and I am so grateful to them. My son lived with them for over a year...he came out of there a different person. He will always have Aspergers/ADHD, but they taught him and I how to live with it. How to cope, how to fix, adapt, listen, work together. I always think of them at the house, the classroom, the offices. Thank you George Hull from the bottom of my heart.

It makes us look at things at a different perspective. It challenges us to do things we've never thought of doing before, with the intention that something good comes out of it.
— Child



Our counselor demonstrates great ability and skills to deal with our situation. Our child has been comfortable coming to sessions because she trusts our counselor and has developed a great connection with her. We also like the flexible schedule provided.
— Parent



Everyone here is extremely kind and welcoming. I have never felt uncomfortable at the George Hull Centre. I have been here for a year now and my life and mental health have improved **DRAMATICALLY**. I love this place! They really care about my needs and help me discover ways to better myself.
— Youth

We get to learn new things and we get to all have a good time together. We also get to know something different about each other and we make cool things. When I come here I feel better every time.
— Child



NOVEMBER 2018 STAFF SURVEY:



Agreed that there is an organization-wide commitment to improving the quality of services and operations.



Agreed that staff are encouraged to identify opportunities for innovation and improvement in the Centre's work.



Agreed that lessons from quality improvement initiatives and from evaluations are used to make improvements to programs, services and operations.



Agreed that they are given opportunities to exchange ideas and experiences, and to test new approaches in their work.



SPOTLIGHT ON

TRAUMA ASSESSMENT

Advances in neuroscience have proven the impact of traumatic stress on children and their developing brains. Children who attend children's mental health agencies have an over-representation of traumatic exposures and symptoms. Failure to identify trauma histories leads to inappropriate diagnoses and treatment. James Worling, Ph.D., C.Psych., an international scholar in the area of trauma, has developed a trauma screening tool specifically for The George Hull Centre, to accurately identify trauma exposures and symptoms in children and youth.

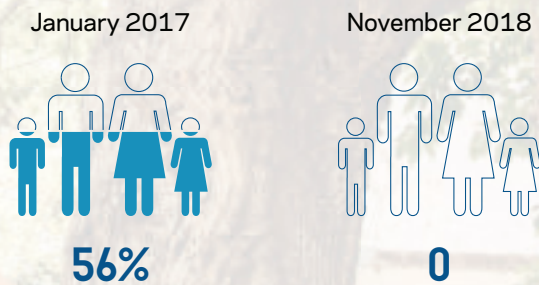
The Child and Adolescent Screener for Traumatic Events and Response (CASTER®) was piloted with more than 100 youth over the past year. The average number of adverse childhood experiences reported was four, a number associated with increased risk of mental health problems, substance abuse, and negative physical health outcomes, such as cardiac disease.

The CASTER® is now used with all clients who attend our outpatient and intensive services, ensuring they receive the most appropriate treatment, tailored to their unique needs, resulting in improved client outcomes and more efficient use of valuable treatment resources.

WAITING LIST

A lot of effort has gone into reducing the historically long wait list at The George Hull Centre. With funding support from donors at the 2018 LOL event, two new programs were developed to address wait times—the SOS Clinic, which offers single sessions to help families on the waitlist and those who have recently left treatment, and the Right Help, Right Now consultation service for families with infants and young children. See the results below.

Number of clients waiting between 4 and 12 months for service:



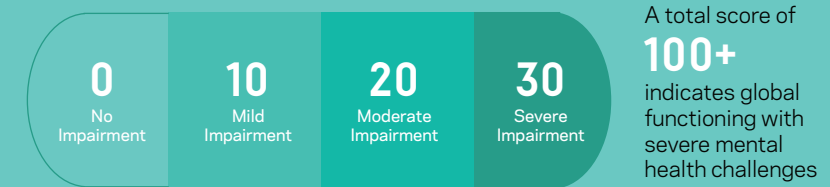
CAFAS® CHILD AND ADOLESCENT FUNCTIONAL ASSESSMENT SCALE

The CAFAS is used at the beginning and end of treatment to assess client functioning on a number of dimensions.

Dimensions assessed:

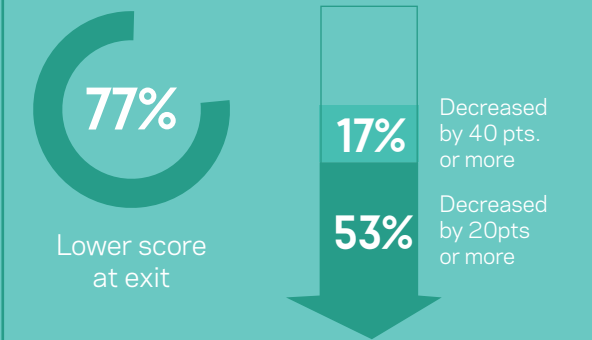
Youth			Caregiver
School	Moods	Behaviour Towards Others	Material Needs
Home	Self-harm		
Community	Substance Use	Rational Thinking	Social Support

Each dimension is rated as follows:

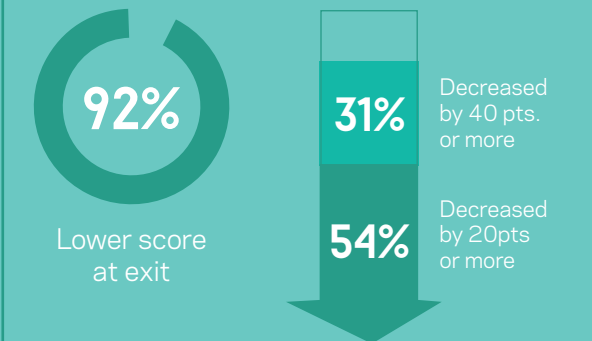


2018-19 CAFAS Scores for clients who completed treatment:

Community Clinic:



Intensive Services (Residential, Day Treatment):



STAFF AWARDS

Staff Awards of Excellence recognize exemplary performance by individuals who have consistently excelled in their positions and demonstrated a strong commitment to the mission and values of the Centre.



The Friend of the Centre Award

The Friend of the Centre Award recognizes the outstanding contributions of an external individual or corporation to the mission, goals and work of the Centre.

The winner of the 2019 Friend of the Centre Award is **Darlene Cade**, in recognition of her longstanding commitment to The George Hull Centre, using her talents, expertise, contacts and dynamic personality to ensure the sustainability of the Centre through a strong fundraising program. Her strategic perspective and commitment to governance and due diligence as a member of the Board and as a trustee of the George Hull Centre Foundation, have helped establish The George Hull Centre as a centre of excellence in every way.

Nyron's Above and Beyond Award

Nyron's Above and Beyond Award honours the passion and commitment of the late Nyron Sookraj to helping children, youth and families succeed. In his leadership roles with child welfare and in the years he spent at The George Hull Centre as an ardent proponent of Family Group Conferencing, Nyron valued the potential and uniqueness of all people and would do anything possible to empower and strengthen families.

The winner of the 2019 Above and Beyond Award is **Martha Nazar**, in recognition of her commitment and initiative in meeting the needs of clients and her attitude of support, cooperation and partnership with clients and staff. Her example of going above and beyond makes a difference in the lives of staff and clients alike.

The Libby Ridgely Award for Clinical Excellence

The Libby Ridgely Award for Clinical Excellence is named in honour of Elizabeth Ridgely, noted family therapist and former Executive Director of The George Hull Centre. Throughout her long career in children's mental health, Libby continually strived for excellence and innovation. She instilled a culture of continual professional development within the Centre which continues to this day and contributes significantly to the strength of the programs we offer.

The winner of the 2019 Award for Clinical Excellence is **Chris Kiez**, in recognition of his clinical excellence and demonstrated ability to use best practices, build on existing knowledge and experience to continually improve practice, learn new evidence-informed and evidence-based interventions, and share knowledge effectively.

STRATEGIC PLAN

The strategic plan is our roadmap to continue building a centre of excellence that delivers an accessible, flexible and responsive continuum of mental health services to our community.

As we enter the third year of the plan, we're pleased with the progress we have made on our four strategic priorities.



TECHNOLOGY

Goal: Implement digital technology to save space, optimize efficiencies and support clients.

Progress: Clinical and financial files are now paperless; human resource paperless files are in process. A digital reminder system has been implemented.



MARKETING

Goal: Create a targeted communication strategy.

Progress: New print and digital communications material will be rolled out in the fall of 2019 to increase capacity by attracting funding and building partnerships.



MEASURING OUTCOMES

Goal: Maintain our standing as a centre of excellence.

Progress: Standards of clinical excellence have been identified and a measurement process is being developed.



DIVERSITY

Goal: Better meet the needs of a diverse population.

Progress: An environmental scan was completed to identify barriers to service. A number of partnerships with agencies serving diverse populations have been developed and more are in the works. Internally, there has been an increased focus on diversity in hiring practices and staff training.



MAKING A DIFFERENCE

THANK YOU...

Thank you to all the sponsors, participants, volunteers and donors who supported our fundraising events—you are making a difference in the lives of vulnerable children and families.

28 VOLUNTEERS WORKING 1,696 HOURS

Discount® Car and Truck Rentals for the continuing donation of two new vehicles to our residential treatment programs.

Kids Up Front for supplying tickets to many cultural and sporting events that our clients would otherwise have been unable to attend.

Second Harvest for donating 21,965 pounds of food to our EarlyON-Highfield program, valued at \$57,109.



LAUGH OUT LOUD

A Night of Big Laughs for a Great Cause!

Our 12th annual Laugh Out Loud on May 8th at The Carlu was an inspiring night for children's mental health! A sold-out crowd enjoyed an evening of fun and laughter with a star-studded lineup of comedic talent including Hosts **Colin Mochrie** and **Debra McGrath**, Headliner **Gavin Crawford**, Opening Comedian **Nour Hadidi**, along with a special musical performance by award-winning singer-songwriter **Chantal Kreviazuk**. A round of thunderous applause to our caring and generous community who helped us raise funds to expand our Day Treatment School Program for Grades 6-8 and ensure we continue to bring laughter back into the lives of children and families struggling with mental health issues.



LOL 2019 WAS GENEROUSLY SPONSORED BY:

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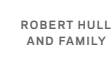
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EVENT PRODUCER





Thank you to our generous individual and corporate donors, sponsors and foundations—your donations have touched many lives.

TRIBUTE GIFTS

In Memory of...

Kieran Byrne

Josephine Byrne

Mary Chamberlain

Lisa Anderson
 Bibi Bacchus
 Andrew Bayley
 Anna Bayley and Larry Milosevic
 Chris Bayley
 Nicholas and Diane Bayley
 Jean Bayley
 Mark Bayley
 Paul Bayley
 Ferne Bretsen
 Kathleen Bruce-Robertson
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 Colin and Wilma Mason
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 Susan Chamberlain

Jeff Mock

Crawford Street Skin Care

David (Leah) Reynolds

Jill Schoolenberg

Carole Schmidt

Larry Milosevic

Harry Seymour

Gladys Massey

In Honour of...

Alison Chamberlain

Jessica Grant

Joy Daymond

Bruce and Anne Campbell

Kathleen

Roland Trott

Arnold D. Massey

Arnold C. Massey

Margaret McCain

Michael McCain

Miss Minou and Miss Nancy

Anonymous

Karen Rossetti

Julia Illanes

Paul Simonetta

Dentons Canada LLP

The University of Toronto Speech-Language Class

Anonymous

Ines Verdon

Lisa Anderson

Charley Zener

Anonymous

Beatrice's 6th Birthday

Erin Billowits
 Jodi Clare and Sean Stuart
 Lisa Mina
 M.K.
 Kara Fraser
 Tegan Elgner
 Kim and Mike Edmonds
 Katherine Crouse
 Thul Miles
 Andrea Oddy
 Avery Robertson
 Rosemary Hatnay
 Sarah Renaud
 Jennifer Macerollo
 Laura Powadiuk

Marc's 8th Birthday

Sarah Dabit
 Orchid Jahanshahi
 Tanja Milutinovic
 Genia Ionova
 Maya Shenoy Catsaros
 Olena Shtepura
 Shannon Puddister

Miles' Birthday

Vanessa Boon
 Farrah Bourre
 Nichole Cornacchia
 David Hains
 Christine Mitchell
 Bahar Seymen
 Marta Stangret
 Jane Stephens
 David Tinmouth
 Darcie Vujacic
 Lindsay Walker

Rory's 8th Birthday

Natasha Barrett
 Christine Bonnell

Jenn Carson
Sarah Duff
Marjan and Marcus Fonooni
Zoe Gavsie
Melissa Haw
Grant Henderson
Madeline Lowenborg-Frick
Tara Perrin
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Kathy Smith
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Kingsway-Lambton United
Church Women
St. Angela Merici School
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Daniel Janse van Rensburg
Courtney Krawec
Erica McClosky
Courtney Krawec

Sound Healing Meditation

Purenergy Wellness Lofts

St. James Gate

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Stanley Wartroba
Jane Waechter
Judy Webb, in memory of
Greg Edwards
Sim Mee Wong
Jurij Zurba

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Barbara Addie
Melanie Alexson
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Roddy Allan
Michael and Mary Anderson
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Viviane Amiel
Taylor Armstrong
Mary Batoff
Deirdre Baker
Jonathan Baritugo
Chetan Baweja

Anna Bayley
Diane Bayley
David Bell
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**"UNLESS
 SOMEONE LIKE
 YOU CARES A
 WHOLE AWFUL
 LOT, NOTHING
 IS GOING TO
 GET BETTER,
 IT'S NOT."
 -DR. SEUSS**



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WE ARE GEORGE YOUNG PROFESSIONALS GROUP

“Investing in children is one of the most prudent investments we can make in the future of our communities and our society. My grandfather, George Hull, was passionate about community and facilitating the success of our youth. By creating We Are George, we are engaging the next generation of volunteers for the Centre and breaking down the stigma surrounding mental health.” — *Nathalie Hull*

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15,000 CHILDREN UNDER 12 IN TORONTO ARE EXPERIENCING SERIOUS MENTAL HEALTH ISSUES. **70% OF MENTAL HEALTH PROBLEMS HAVE THEIR ONSET DURING CHILDHOOD OR ADOLESCENCE.** YOUNG PEOPLE AGED 15 TO 24 ARE MORE LIKELY TO EXPERIENCE MENTAL ILLNESS AND/OR SUBSTANCE USE DISORDERS THAN ANY OTHER AGE GROUP. **34% OF ONTARIO HIGH-SCHOOL STUDENTS INDICATE A MODERATE-TO-SERIOUS LEVEL OF PSYCHOLOGICAL DISTRESS (SYMPTOMS OF ANXIETY AND DEPRESSION).** 14% INDICATE A SERIOUS LEVEL OF PSYCHOLOGICAL DISTRESS. **AN ESTIMATED 75% OF CHILDREN WITH MENTAL DISORDERS DO NOT ACCESS SPECIALIZED TREATMENT SERVICES.** WAIT TIMES FOR COUNSELLING AND THERAPY CAN BE LONG, ESPECIALLY FOR CHILDREN AND YOUTH. **IN ONTARIO, WAIT TIMES OF SIX MONTHS TO ONE YEAR ARE COMMON.** AS MANY AS 1 IN 5 CHILDREN AND YOUTH IN ONTARIO WILL EXPERIENCE SOME FORM OF MENTAL HEALTH PROBLEM—5 OUT OF 6 OF THOSE KIDS WILL NOT RECEIVE THE TREATMENT THEY NEED. **ABOUT TWO-THIRDS (66%) OF CAREGIVERS REPORTED THAT THEIR FAMILY MEMBER'S MENTAL HEALTH HAD CAUSED THEM TO BECOME WORRIED, ANXIOUS OR DEPRESSED.** 



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