

[artil] *of my life* FACTS

Annual Report 2017-2018





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About

Hull

Services

Hull Services is a registered charitable organization that provides an integrated continuum of services including specialized therapy, counselling and education. Hull helps children, youth and families who experience emotional and psychological disorders, behavioural problems, learning disabilities, mental illness, developmental delay, neglect, abuse and trauma.

Why We Exist

We aim to create the conditions in society where children and their families are free from behavioural and mental health challenges. We've been working toward this goal in Calgary for more than 50 years.

We work with children who have often experienced chaotic, trouble filled lives. Hull offers them and their families an opportunity to seek health and happiness with a focus on mental health.

What guides our work every day is a belief in the dignity, wellness and worth of all. This combined with a commitment to integrity, collaboration, trust and accountability. Simply put, we care. And we want you to care too.

Our founder, and continuing inspiration, William Roper Hull, was an entrepreneur, visionary and philanthropist. His contributions to Calgary, the province of Alberta and Western Canada left a blueprint of good citizenship for legions of others to emulate. In 1883 he said of Calgary, "There will be a city of at least 25,000. I see houses, schools, shops and churches and everything one needs for a happy life and I will help to build it."

Mr. Hull recognized that a good life requires a fabric of services, resources and relationships. Because of William Roper Hull's generosity, thousands of children and their families are helped each year through Hull Services. In 2018 we continue to strive toward the highest of ideals and remain steadfast in our belief that every child, every family, matters.



Message from
Kerry
Dyte

It is my honour to present Hull Services' 2018 Annual Report.

Hull Services has been meeting the needs of Calgary's children and their families since 1962. Today this dynamic organization is at the forefront of transforming the approach to children's mental health by providing innovative services and programs often not found anywhere else.

2018 has been a year of change for Hull Services from a governance perspective. After 22 years as the Executive Director of Hull Services, George Ghitan advised the Board of Governors in September of

2017 of his interest in retirement in mid-2018. Following a nation-wide search conducted by the Board of Governors, Ms. Julie Kerr, BA, MSc was appointed the Executive Director of Hull Services effective September 5, 2018.

The Hull Board of Governors congratulates Ms. Kerr on her appointment and expresses its appreciation to Mr. Ghitan for his significant service during his tenure. The Board is confident that, under Ms. Kerr's leadership, Hull Services will continue to be a key provider of leading edge behavioural and mental health services for thousands of children and families in Calgary and beyond.

Hull's 600 plus employees, 550 volunteers and more than 60 mentors are at the heart of this success. The work is carried out through 27 proven programs and services with one goal in mind: to have a positive and lasting impact on the children and families we serve.

It is now well understood that mental health is not an issue only for those living on the margins of society. Mental health challenges impact every Canadian family. One in five children will be confronted with a significant mental health struggle. Without support and intervention at this critical period in life, those childhood struggles can devolve into protracted periods of pain and suffering.

Hull responds to this troubling context by reaching out to the children and families in our community at the highest risk. This is why it's so important that we have your support. We can't solve these problems alone.

I urge you to stand side-by-side with us so Calgary children and their families—with Hull Services expert care, support, and kindness—can achieve the same opportunities we all strive for while pursuing healthy and productive lives.

A handwritten signature in black ink, appearing to read "Kerry DYTE".

Kerry Dyte, Chair

On behalf of the Hull Services Board of Governors



Message from
Julie
Kerr

As the recently appointed Executive Director of Hull Services, I am pleased to present the 2018 Hull Services Annual Report.

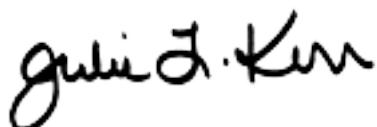
I know you'll want to read it from front cover to back. Titled, [arti]FACTS of My Life, this is the account of an adult who has experienced a traumatic and tumultuous childhood, yet his life does not transpire as many would surmise.

At the core of this story are memories that surround a modest collection of objects this individual has kept since childhood. In many ways these serve as his life's artifacts and elicit a range of emotions, from deep sorrow to joy. The annual report takes this unique form so that we can provide our supporters a glimpse into the circumstances confronted by many of the children and youth we encounter.

While reading this story and reflecting on the photographs, please keep in mind the thousands of children and families Hull Services supports on an annual basis (with your assistance) so they too can find a path to lead happy, healthy, and productive lives.

It reminds us that early trauma does not define the trajectory of an entire life, and that appropriate intervention can support better outcomes.

Sincerely,

A handwritten signature in black ink, appearing to read "Julie J. Kerr".

Julie Kerr

Executive Director, Hull Services

[arti] FACTS *of my life*

I'm going to get something out of the way from the very get go. I really don't like surprises and I especially don't like drama. So here it goes: I had a lousy childhood and I'm still successful.

I know what you're thinking. That doesn't make any sense. Well, in fact lots of people, probably some of your best friends, had lousy childhoods too. Came from "troubled homes" - maybe they were left in the car outside of a casino while their parents were blowing the rent money, or maybe mom and dad had an extended cocktail hour followed by fisticuffs. Take your pick. It happens in every neighbourhood. No one escapes childhood without a few scratches. Unfortunately for some of us those scratches are followed by open and deep wounds.

Guess what? Once in a while you get a break; someone actually cares, pays attention, and even demonstrates tolerance, patience and kindness.

Do you know the Hans Selye quote? It's something like, "Never befriend a mad dog." Ignore that. Befriend that dog. That dog needs a friend.

I'm not looking for any pity here, so please save it. I mean it. I appreciate any concern you might have but don't waste it on me. I'm doing just fine. I have a nice house. I drive a nice car. I have a great wife, kids and job. You get the idea: great, nice. The only reason I'm writing this is because I was asked to by an organization that helped me out along the way. And maybe, just maybe, someone will read this and have a—what do they call it?—an "aha" moment?

When I was asked to do this I told them thanks but no thanks. But the more I thought about it I realized it was kind of a gift that I could deliver to those people, who during my early years, reached out to me, even as I was resisting them with every fibre of my body.

TIBS



I thought what I would do is walk you through my childhood by showing you some of my most prized possessions; a kind of treasure trove. You'll laugh when you see what I'm talking about. It amounts to a small collection of junk that I just can't throw away. I keep it tucked in the back corner of the spare bedroom closet. I don't look at this stuff very often, but I know it's there.

I might as well start at the beginning, or at least what I can remember: a cardboard box full of junk. There's the stuffed bear missing an eye named Tibby or Tibs

for short. He was my favourite. I used to sleep with him and sometimes I still have the urge. There are also photos; one is of my sister. NOT a success story. Opioid addict. She's "graduated" from rehab so many times she should have a doctorate. She's living in grinding poverty in some run-down party house the last I ever heard. If it seems like I'm being kind of cold about her, you're right. It's not easy having a dead sister who's alive. Please don't insert any clichés here. It's her story. I respect it and you should too. I still love her. I always will.







“Real” Moms

This makeshift collection was the extent of my worldly possessions when I arrived at my first foster home. Before then I had a couple of stopovers with one of my grandmothers and another with a distant cousin. That was until they realized taking care of a little kid with a big attitude got tired - fast. I don't want to spend much time here describing foster care to you. I had five homes. Five moms and a few dads sprinkled in for good measure. Let's face it - it's a thankless job. They take care of kids who are wards of the government while the “real” moms and dads try to get their shit together; or if that doesn't happen in a couple of years they try to figure out what to do with you. Lots of kids go back home and things turn out ok. That wasn't in the cards for me. I could go into all the gritty details but is that really going to help? Let's just say I had two biological parents who were incapable of even looking after themselves. For me, the anger—at least most of it—is gone. I

hope they're fine but I'm not losing any sleep over them.

Eventually I was placed in a mental health treatment centre for little kids. Whenever I mention my background I often get strange reactions. Like somehow kids don't feel things. Let's clear up any misconceptions right now. Like me, for all kids, when bad things happen, it hurts. Anyway, they helped me to the point where rage wasn't my only feeling, or option.

This brings me to mom number six. She's a beautiful spirit coupled with an immutable belief that all living things matter. I get embarrassed by her sometimes. One time she dropped by my office unexpectedly and brought me lunch preceded by hugs and kisses. She adopted me when I was eight. I still can't tell you why. I was the poster child for angry kids.



Sunny-Side Up

Here's a good moment for another story. This might help you understand. This is a photo of me in my Hulk costume just before we go out one Halloween evening. So we're out trick-or-treating for about an hour and mom says it's time to go back home. I pull my best Incredible Hulk freak out and tell her she's "the stupidest fu_ _ing bi_ _ I've ever had." That was on the doorstep of one of our neighbours. I'm still in awe of my eight-year-old self. She doesn't react. She repeats her command one more time, points

to our house and somehow I find my feet moving in that direction. When we get back home I'm starting to blank out I'm so mad. I go to my room and start throwing my plastic dinosaurs all over their Jurassic park. By the time I'm done my room looks like a scale five Fujiyama tornado has blown through it. After I exhaust myself I go to bed and wake up 10 hours later with mom asking me if I want breakfast. Yes, please. Eggs - sunny-side up. That's love with staying power!



Our Forever Family





Steely Spine

I did my best to break the will of this woman with a heart of gold, but it turns out she also came equipped with a steely spine all wrapped up in schmaltzy affirmations about love and joy. It's true. Take a look at this photo. It's a shelf where mom (permanent mom) kept photos with the cringe-inducing words 'Our Forever Family' stenciled above it. You don't have to tell me I hit the jackpot. This beautiful individual, who could have easily proceeded happily through life without a kid full of rage in tow, adopted me. I can't tell you why. You'll have to ask her.



Snotty Nose

I'll show you a couple more photos but it's going to get boring now. I did my best to bring her to her knees but she wouldn't relent. She just kept coming back with more patience, empathy and understanding. She enrolled me in little league, put me in Scouts, taught me about gardening, wiped my snotty nose and packed string cheese snacks in my lunch. Once in a while you hear people say that love is not enough. I call bullshit.

At the time my world was my mom. She was love. She was everything. The simple truth is she was there for me every day—good, crappy and worse—along with—and this is important—a small legion of counselors, a therapist, or two, and a Boy Scout leader who taught me how to tie a knot and that throwing a tantrum didn't translate into more quality time singing Kumbaya around the campfire. You know who you are. Thank you. I'm tossing my mom the big bouquet here but there have been a lot of dedicated people who cared. I'm forever grateful.



Is Love enough?

Mom was there, still is. But it takes even more. Sometimes it means a mental health treatment program for little kids. A place that provided me with what I needed at a time when my adoptive mom knew she couldn't go it alone. It's all part of a calculus where this incredible group of humans I've mentioned were ready, willing and able to help me discover the potential buried deep inside an angry little kid.

That's my story. Thanks for taking the time to read this.

But please, do more than that.

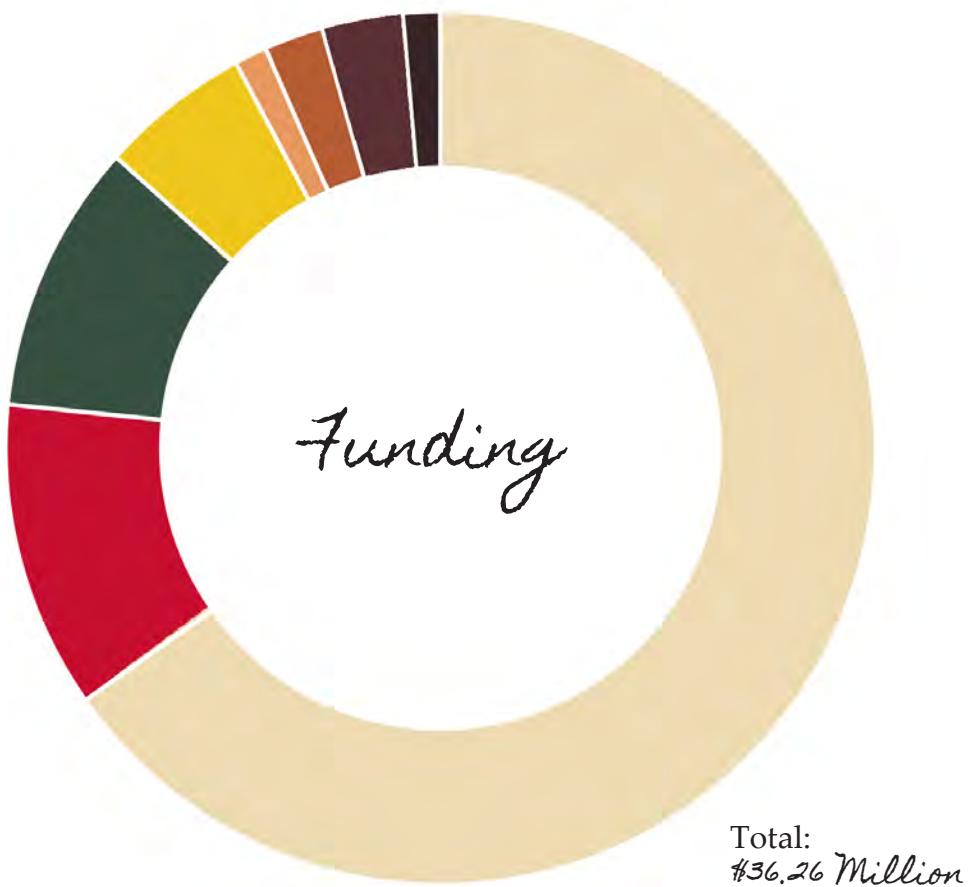
Think about making a donation or giving of your time. It's always appreciated and makes a difference.

Do something for the next angry kid. Please. He needs a story with a better ending too.



Hull Services

Operations 2017-2018



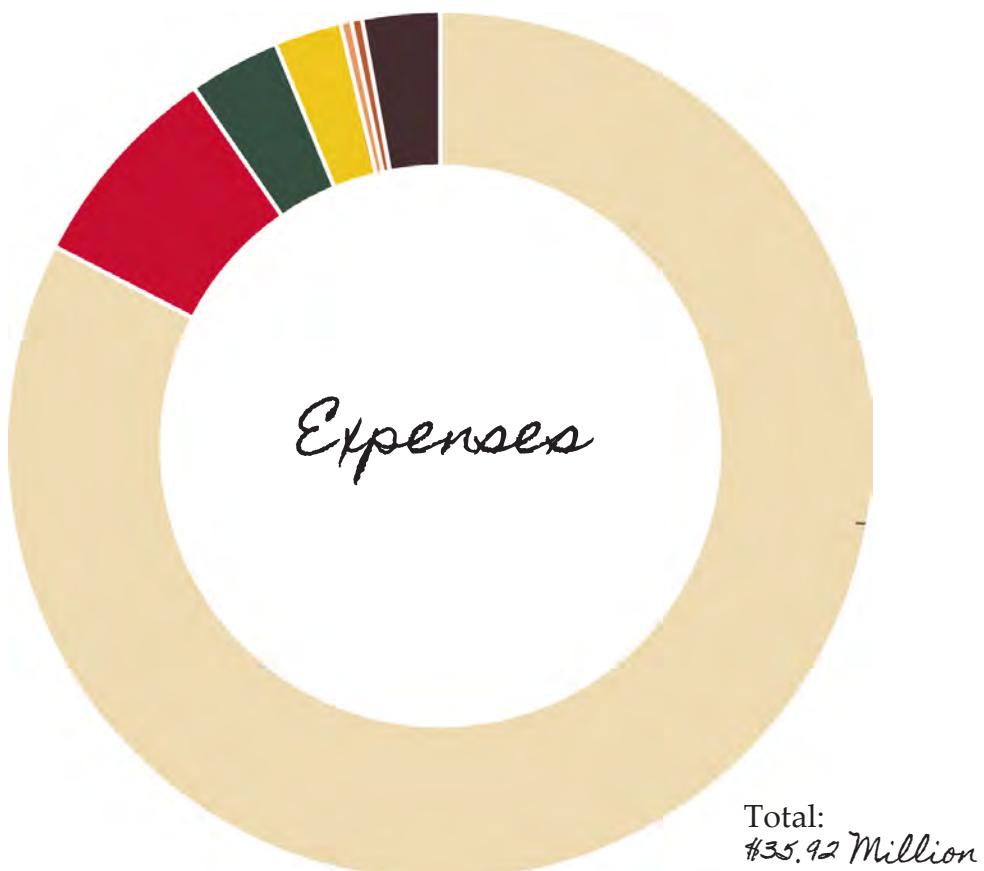
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|--------------|--|---|
| 65.2% | | Alberta Children's Services \$23.63M |
| 11.4% | | Alberta Health Services \$4.12M |
| 10.0% | | Calgary Board of Education \$3.64M |
| 5.6% | | Grants and Donations \$2.02M |

| | | |
|-------------|--|---|
| 1.2% | | Investments and Other Income \$0.45M |
| 2.2% | | United Way of Calgary and Area \$0.81M |
| 3.0% | | City of Calgary FCSS \$1.10M |
| 1.4% | | Hull Child and Family Foundation \$0.49M |

To read the fully audited financials please visit our website at: www.hullservices.ca/aboutus/annualreports

Hull Services

Operations 2017-2018



82.5% Salaries/Benefits
\$29.66M

7.8% Client Services
\$2.80M

3.4% Administrative
\$1.22M

2.5% Facility
\$0.88M

0.5% Transportation
\$169,178

0.4% Mortgage and Capital Lease Interest
\$143,774

2.9% Amortization and Unrealized Gains
\$1.05M



Hullservices.ca

Charitable Registration

#BN 13008 4858 RR0001