



PARENTS
HELPING
PARENTS

ANNUAL REPORT 2022-2023

Empowering parents to
nurture children and build
stronger families.

Parents Helping Parents

108 Water Street, Watertown, MA 02742

info@parentshelpingparents.org

www.parentshelpingparents.org

617-926-5008

OVERVIEW

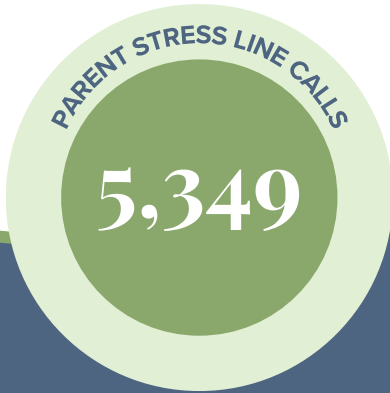
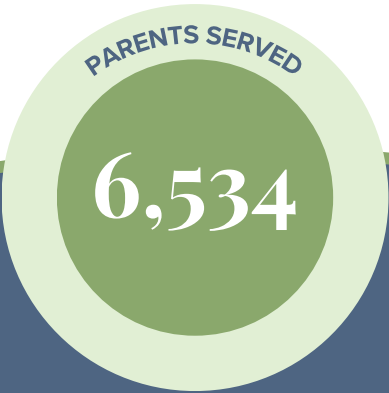
Parents Helping Parents

Parents Helping Parents (PHP) is the leader in high-quality, strengths-based, and trauma-informed emotional support services for parents in Massachusetts.

Since 1979, our programs have built stronger families by providing free, confidential, and immediate evidence-based services that significantly improve parent and child mental health. We are an integral part of the social safety net that parents can turn to in times of stress and overwhelm.

Caregivers who use our Parent Stress Line and Parent Support Groups are able to connect with other parents, explore different parenting approaches, and identify how their feelings impact their parenting choices.

In FY 2023, PHP embraced the shift to modern technology for data management and program delivery by utilizing platforms such as iCarol, Zoom and Qgiv. Using these tools, PHP expanded support groups, reached more parents, and increased fundraising.



IMPACT

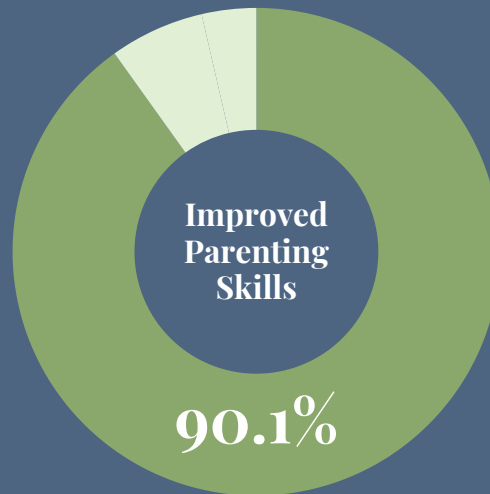
What We Do

Parents Helping Parents is filling the gap in support for parents who seek mental health services but have yet to meet with a mental health professional. PHP's Parent Stress Line and mutual aid support groups are free and immediately accessible.

We are the only program in the Commonwealth of Massachusetts that provides a free and immediately accessible evidence-based model of support to parents that significantly reduces parent stress and thus, adverse experiences for their children.

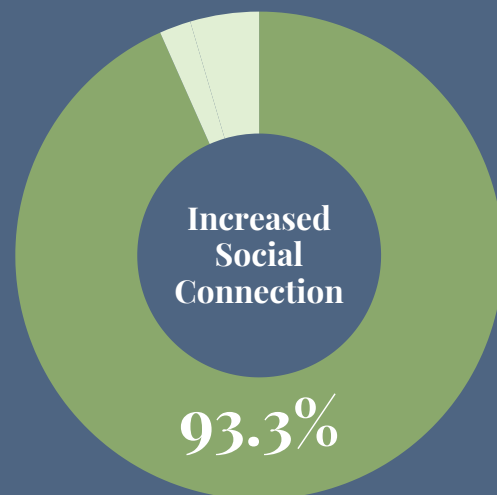
Our target impact areas are:

- Increasing social connection
- Improving self-awareness about the connection between emotions and behavior
- Improving parenting skills



Post-Group Survey Responses

- Percentage of Participants Who Answered **Yes**
- Percentage of Participants Who Answered **No/Unsure**



DATA & INNOVATION

In 2023, PHP took the leap from spreadsheets to the cloud to manage our programs. Generous donations allowed us to access three robust platforms:

- **iCarol** - a contact management software for call centers - has revolutionized our ability to schedule shifts, track calls, and gather data in real time.
- **Q-Giv** - a fundraising platform - has made donating easier for our supporters and improved our ability to track our fundraising efforts.
- **Zoom** - a virtual meeting platform - increasing accessibility for parents while creating flexible scheduling, gathering attendance data, and collecting immediate feedback from participants.

iCarol Topics

- 506 Stress
- 412 Overwhelm
- 412 Family Issues

iCarol Data

- 955 Shifts Logged
- 162 Referrals Made

Q-Giv

- 26 Online Donations

Zoom

- 513 Surveys Completed
- 840 Attendees
- 391 Groups Held



“I always thought I wouldn’t make the same mistakes my parents did, but when you come from an abusive background, you spend all your time repeating them. I felt like a pressure cooker, with no place to let the steam out. But then PHP became a safety valve. At PHP we give each other suggestions on ways to deal with things. Our discussion might be about 10 different ways to get your kid to go to bed. One of the best things about PHP is that I get a chance to give support to others - it makes me feel good to be able to help.” – Mary at Salem Group

Virtual Groups:

- Father’s Group
- Journey to Reunification
 - Groups specifically for families involved in DCF
- Meetup Monday
- Parenting in Recovery
- Parenting as a Person of Color
- Teens with Special Needs
- Single Parents
- Parenting Preschoolers
- Parenting Teenagers

Community Partner Groups: *(all in person)*

- MCI Norfolk
- Suffolk County House of Correction at South Bay
- Middlesex House of Correction

Recovery Programs:

- Victory Programs - Shephard House - (virtual & in person)
- Institute of Health & Recovery - Project Promise

Community Center Groups:

- Clinical and Support Options - Family Resource Center
- Lawrence Methuen Community Coalition
- Pathways for Children - Family Resource Center
- 18 Degrees - Family Resource Center

“Everyone was extremely supportive and this whole experience has been amazing. I’m hopeful for everyone and think the group is a great platform for building self-confidence.”

– Joel at Father’s Support Group



VOLUNTEERS

PHP employs a small administrative staff and relies on over 70 highly trained volunteers to deliver our direct services on the Parent Stress Line and in Parent Support Groups.

The reason for this is twofold.

First, we want to remain true to our grassroots origin as an all-volunteer program organized by parents for parents.

Second, we find that many of our volunteers take what they have learned with us back to their communities and become more informed advocates for children and families.

By the Numbers:

46

Parent Stress Line Volunteers

14

Virtual Support Group Facilitators

4

Prison & Jail Group Facilitators

6

Community Support Group Facilitators

2

Graduate Level Interns

5349

Calls Answered

741

Groups Held

18

Volunteer Trainings Completed

955

Parent Support Line Shifts Completed

“Parents come to talk about some of the most personal and difficult problems a family can face. They all help one another and in the process also help themselves. My job as a Facilitator is to make the group a safe place to talk about anything and of course to listen.” – Parent Support Group Facilitator

“I appreciate the accessibility of the 24/7 parenting support. I value our commitment to serving parents from diverse ethnic and socioeconomic backgrounds. Making a difference in parents' lives is crucial, and we achieve this by validating their experiences and offering emotional support and compassion. Parenting is undeniably one of the most challenging jobs, and I'm grateful that we can provide support whenever parents need us”. – Parent Stress Line Counselor



FUNDING SOURCES

Fiscal Year 2023 (July 1, 2022 to June 30, 2023)

Government Support

The Department of Children and Families (DCF) provides PHP with nearly \$250,000 each year.

Funding for on-site groups is provided by the Sheriff's Offices for Middlesex County and Suffolk County.

Individual Donors

During this fiscal year, we received contributions from nearly 150 individual donors, whose gifts have played a crucial role in supporting our work.

Foundation & Corporate Supporters

\$50,000

*\$500,000 over ten years
Cummings Foundation*

\$10,000

Chickering Foundation

\$5,000

*The Matty Eappen Foundation
The Bushrod H. Campbell and Adah F. Hall Charity Fund
The Beker Foundation*

\$1,000

Town Fair Tire Foundation



TESTIMONIALS

Fathers Group

I felt very connected being my first time joining and weight lifted off my shoulders that I'm not alone. I liked the positive feedback and advice. Everyone focused on uplifting and strengthening each other.

Parenting Teens with Special Needs

This group is like a second family. I always feel like I'm back in the right direction after the call. Thank you for creating a safe space to share, laugh, and cry.

Journey to Reunification

I like how the facilitator said we have to allow ourselves to have a bad day. Basically, don't beat yourself up about what you aren't able to do on a particular day. Not every day will be the same.

Parenting Teenagers

I signed up months ago and it was my first time joining. I am so glad I did. It's powerful being in a group and sharing our struggles and wins. It's very healing and not as lonely walking this journey alone. Thank you.

Single Parents

I look forward to this group each week. I feel like I'm in a community that can understand my experiences and that I'm learning strategies to work with my son in a constructive way.

Meetup Monday

I like the energy of the group and how everyone feels safe opening up about their problems and concerns.



LOOKING AHEAD

2024 and Beyond

In 2024, Parents Helping Parents (PHP) will incorporate advanced technologies to enhance fundraising campaigns and streamline the online donation process.

PHP plans to launch a new website that will reach a larger audience and enable us to grow our list of free online resources for parents and caregivers.

In addition, PHP aims to reach more volunteers and enhance training during this period.

Parenting is Hard. You Can Help.

Join us in creating safe spaces where parents can share their experiences no matter where they are on their parenting journey.

[VOLUNTEER](#)

Your generosity enables us to help build stronger families. Thank you for ensuring we continue to be there for those who need us most.

[DONATE](#)

QUESTIONS

Contact Us



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