Parents Helping Parents

2017-18 Annual Report

Our Mission:

“Empowering parents to nurture children and build stronger families.”
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A Letter From Our Executive Director

Dear Friends of PHP,

Parents Helping Parents (PHP) is one of the smallest social services agencies in Massachusetts. We operate 24-hours-a-day, 7-days-a-week at a cost of approximately $103 an hour to run our overall operations and signature programs -- the Parental Stress Line and Parent Support Groups.

I became executive director of PHP in July 2018, and it continues to amaze me how candid our parent members are in sharing their initial stories of struggle, and the story of how their lives have been changed by PHP. PHP formed its own non-profit in 1979 in response to a child abuse crisis, and served as an invitation for parents to address their issues and find mutual support among their peers. For parents who were not mobile, or who had an immediate crisis the Parental Stress Line went live with PHP in 2005.

When I was a new young mother, I recall reading in the local newspaper that a baby less than 6-months-old died from physical trauma at the hands of her parent in Boston. I became distraught as a feeling of sadness came over me. I was perplexed because I did not know this child or family condition and yet I could not fathom how anyone could harm a child because I had an overabundance of maternal instincts toward my own child. So, I cut out the article and mailed it along with a sizeable check to the funeral home to help with burial expenses as an anonymous donor. For some altruistic reason it felt good to be able to help and do something that would make a difference. I believe this is the moment I became a true philanthropist. However, images continued to play in my mind about the identity and journey of the parent and a succession of “what ifs” ensued: What if the parent had employment, a roof over their head, food, clothing and basic necessities, a loving caring extended family, a baby-proofed environment, education and instruction? Would the outcome have been different or would this child still be alive? I would like to believe so, but I realize it’s not always easy to ask for help. More so, what if the parent had known about PHP?

Parenting can be challenging, and PHP is breaking the cycle of child abuse, and offers much needed support to parents and caregivers. The magic of the PHP support model is that it builds resilience, character and confidence that enables parenting success in a safe and caring environment. All anyone has to do is ASK. We have a committed staff and trained volunteers waiting to assist you.

Enclosed, I would like to share with you our Annual Report which does a fine job of translating PHP’s measures and successes, how we connect with parents, grow giving capacity, and engage our stakeholders.

Thank you,

Aisha Saunders-Jackson, ED
**Parent Support Groups**

PHP parent support groups create a safe place for parents to talk about the challenges they face raising their children. Groups are co-led by trained facilitators and parent leaders. Parents share their difficulties and successes and learn from each other. All PHP groups are confidential, anonymous, and free.

In FY 2018, PHP offered a total of 43 groups: 26 community-based groups and 17 prison & shelter-based groups.

### Number of Parents Attending a Group

![Bar chart showing number of parents attending groups from FY 2014 to FY 2018.]

- **Total Groups**
- **Community Groups**
- **In-House Groups**

The bar chart illustrates the number of parents attending groups each fiscal year from FY 2014 to FY 2018.
Who Comes to PHP Groups?

<table>
<thead>
<tr>
<th></th>
<th>Community</th>
<th>Prison</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>81%</td>
<td>28%</td>
<td>48%</td>
</tr>
<tr>
<td>Single parents</td>
<td>73%</td>
<td>92%</td>
<td>85%</td>
</tr>
<tr>
<td>Minority</td>
<td>46%</td>
<td>45%</td>
<td>45%</td>
</tr>
<tr>
<td>Open DCF Case</td>
<td>17%</td>
<td>3%</td>
<td>9%</td>
</tr>
</tbody>
</table>

“I feel good about the help I received from group members and know that I am not alone.”

-Parent Group Member

Impact of Group:

Before group I felt:
• Emotionally Unstable
• Discouraged
• Alone

Today I feel:
• Better
• Hopeful
• Supported and Comfortable

“Talking in a group gives me better ideas about being a parent in the future”

Nearly all of the time: 50%
Most of the time: 37.5%
Some of the time: 12%

91% would recommend PHP to other parents
Parent/Grandparent Support Groups and Collaborating Partners

Every PHP support group has a collaborating partner that provides meeting space and publicizes the group in their community, shelter, or prison. Our groups would not exist without our collaborating partners. Thank you.

Community and Shelter Groups:

- **Attleboro**
  - Attleboro YMCA

- **Boston**
  - Bridge Over Troubled Waters

- **Brighton**
  - Brighton YMCA

- **Dedham**
  - Riverside Out-Patient Mental Health

- **Dorchester**
  - Family Nurturing Center/Up Academy

- **Fall River**
  - South Coast

- **Fitchburg**
  - Perceptions Psychotherapy

- **Greenfield-Amherst**
  - Meadowbrook Apartments

- **Framingham**
  - Family Resource Center

- **Gloucester**
  - Pathways for Youth

- **Greenfield-Grandparents**
  - Baystate Franklin Medical Center

- **Hyannis-Grandparents**
  - Family Resource Center

- **Lawrence-Spanish**
  - Family Resource Center

- **Leominster**
  - Families & Communities Together

- **Lowell**
  - Community Teamwork Inc.

- **Malden**
  - Malden YMCA

- **Middlefield**
  - Middlefield Public Library

- **Newton**
  - Brigham House

- **Nantucket**
  - Nantucket Community School

- **Randolph**
  - Randolph Community Middle School

- **Roslindale**
  - Family Resource Center

- **Quincy**
  - Bay State Community Services (BSCS)

- **Salem**
  - North Shore Children’s Hospital

- **Springfield**
  - The Children’s Study Home

- **Steppingstone**

- **Victory Programs**

- **Waltham**
  - Brandeis University
  - Lemberg Children’s Center

- **Weymouth**
  - United Methodist Church

- **Worcester**
  - Family Resource Center

Prison Groups:

- **Bristol County**
  - House of Correction
  - Sheriff’s Office

- **Fitchburg Office of Community Corrections**

- **MCI Framingham**
  - Dept. of Corrections

- **MCI Norfolk**
  - Dept. of Corrections

- **Middlesex County**
  - House of Correction
  - Sheriff’s Office

- **Norfolk County**
  - House of Correction
  - Sheriff’s Office

- **Plymouth County**
  - House of Correction
  - Sheriff’s Office

- **Suffolk County**
  - House of Correction
  - Sheriff’s Office

- **Worcester County**
  - House of Correction
  - Sheriff’s Office
**Parental Stress Line**

The Parental Stress Line offers support, empathy, information, and crisis intervention support to parents and caregivers. In each call, trained volunteer counselors use a reflective listening model to support the caller’s emotional needs and ask open-ended questions to empower the caller to develop their own plan of action. Rather than providing callers with advice, we assist them in thinking through the steps that will help them move toward their identified goal.

### Impact of PSL Call

**How upset was the caller?**

- At beginning of call: 62%
- At end of call: 12%
- Improvement: +50%

91% of parents were satisfied or very satisfied with call and 71% planned to take at least one positive action to make things better.

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"You’re helping me know that it’s not my fault, I’m doing the best I can.”

- Parental Stress Line Caller

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#### Number of Parental Stress Line Calls

<table>
<thead>
<tr>
<th>Year</th>
<th>New Callers</th>
<th>Total Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 13</td>
<td>1,080</td>
<td>4,394</td>
</tr>
<tr>
<td>FY 14</td>
<td>1,140</td>
<td>5,361</td>
</tr>
<tr>
<td>FY 15</td>
<td>1,100</td>
<td>5,028</td>
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<tr>
<td>FY 16</td>
<td>1,080</td>
<td>4,608</td>
</tr>
<tr>
<td>FY 17</td>
<td>1,140</td>
<td>4,542</td>
</tr>
<tr>
<td>FY 18</td>
<td>1,372</td>
<td>3,684</td>
</tr>
</tbody>
</table>

* Data not available for previous years
Publications and Outreach Material

“You Are Not Alone: An Empowering Guide for Parents Whose Children are in DCF Custody”

What just happened to me?  
I can’t believe this! Where are my kids?  
Why did I lose my children?  
Who is taking care of them?  
When can they come home?

These are the questions that most parents ask when their children have been removed by DCF.

PHP’s unique 48-page guide was written by parents who have been there. It contains all the information they wish they’d known at the beginning of their involvement with DCF.

Outreach Materials

All posters, flyers, and brochures are provided free of charge. They can be ordered through the PHP web site at:

www.parentshelpingparents.org/material-request-form

Refrigerator magnet - new item
FY17-18 Revenue and Expenses

Revenue and Support

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Contract</td>
<td>$190,568</td>
</tr>
<tr>
<td>In-Kind Gifts</td>
<td>$472,737</td>
</tr>
<tr>
<td>Individual Gifts</td>
<td>$60,879</td>
</tr>
<tr>
<td>Grants</td>
<td>$99,326</td>
</tr>
<tr>
<td>Program Sales</td>
<td>$33,129</td>
</tr>
<tr>
<td>Investments/Misc.</td>
<td>$46,067</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$902,706</strong></td>
</tr>
</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent Support Group Program</td>
<td>$425,579</td>
</tr>
<tr>
<td>Parental Stress Line Program</td>
<td>$407,469</td>
</tr>
<tr>
<td>Admin and Fundraising</td>
<td>$71,879</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$904,927</strong></td>
</tr>
</tbody>
</table>

Surplus/Deficit

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets-beginning of year</td>
<td>$654,070</td>
</tr>
<tr>
<td>Net Assets-end of year</td>
<td>$651,289</td>
</tr>
<tr>
<td><strong>Surplus/Deficit</strong></td>
<td><strong>$(2,221)</strong></td>
</tr>
</tbody>
</table>
Foundation and Corporate Supporters

$25,000 and up
Cummings Foundation

$10,000 to $25,000
Chickering Foundation
John and Geraldine Weil Foundation
Eastern Bank - Target Grant

$5,000 to $10,000
Bushrod Campbell/Ada Hall Charity
Matty Eappen Foundation
Fred Harris Daniels Foundation

$2,500 to $5,000
Adelaid Breed Bayrd Foundation
Lassor and Fanny Agoos Fund
Boston Foundation
Phyllis McGillicuddy Trust
Frederick W. Weber Charities
Rebecca Pomroy Foundation
John Donnelly Trust/Eastern Bank
Remmer-Fox Fund

$1,000 to $2,500
AthenaHealth Volunteer Grant

Government Supporters

The Department of Children and Families provides PHP with almost $200,000 each year. DCF is by far our largest single funding source. We couldn’t do our work without them.

Funding for on-site groups is provided by the Sheriff’s Offices for Bristol County, Middlesex County, Norfolk County, Suffolk County, and Plymouth County.

The Department of Public Health includes information about the Parental Stress Line in the WIC mailing sent to all families in Massachusetts who have newborns during the year.

Higher Education Supporters

Wheelock College Social Work Department hosted our Annual Lecture in 2018 and assigned a student to do her field placement at PHP.
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Marge & Don Barrett
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Millie Bauer
Michael Berman
Denise Bilotta
Bella Birmarcker
Caroline Blair
Bill Blout
Bernadette Bullistrum
Mary Byrne
MaryAnn Calnan
Wendy Carter
Mary Clarity
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Parental Stress Line and Parent Support Groups

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