

Survey Overview

The 2025 HOPE Membership Survey was open to members from **December 2025 through February 20, 2026**.

The survey included **29 questions** exploring members' experiences across several key areas:

- Satisfaction with HOPE's supports
- Accessibility of resources and services
- Learning opportunities and skill-building
- Effectiveness of HOPE Central communications
- Overall perceptions of HOPE's strengths, challenges, and future opportunities

A total of **54 members** completed the survey.

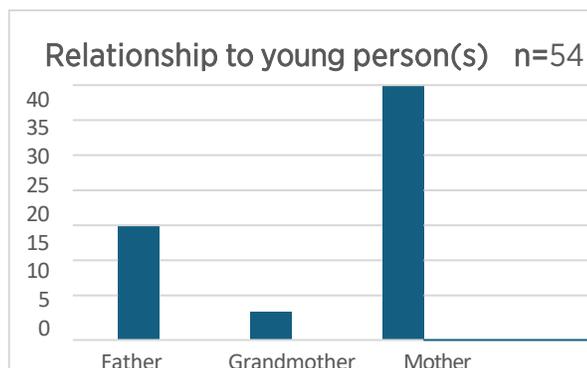
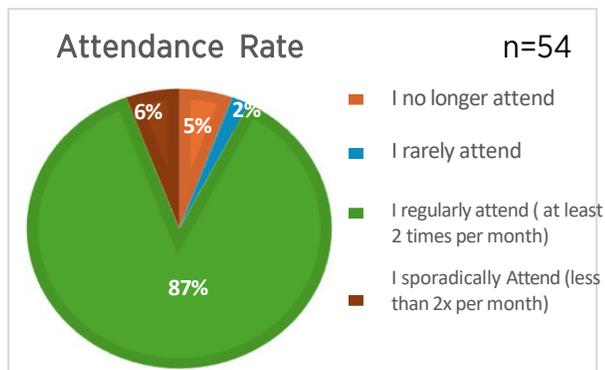
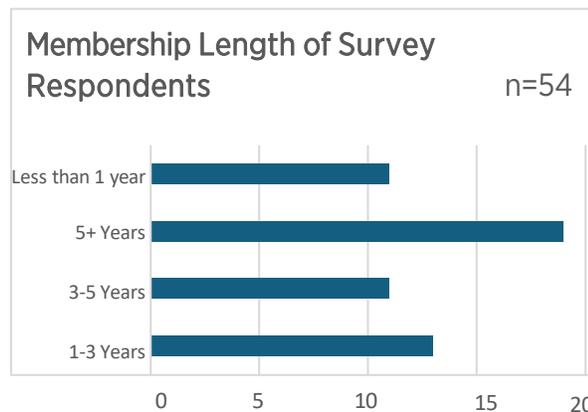
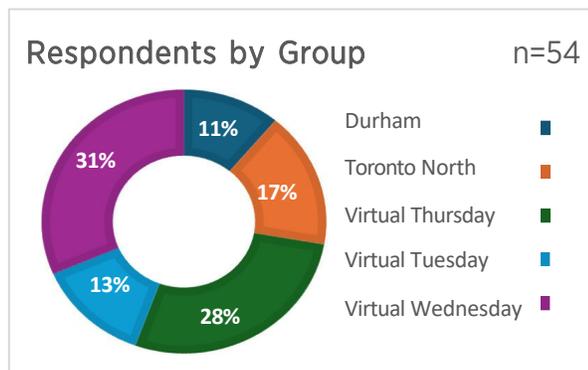
Across all responses, one message came through with unmistakable clarity: **HOPE is a lifeline**.

Members consistently described HOPE as a place of emotional safety, deep understanding, and practical, lived-experience wisdom. The most valued aspects of HOPE include:

- The sense of community and belonging
- The structure and predictability of meetings
- The guidance of skilled, compassionate facilitators
- The shared wisdom that comes from parents supporting parents

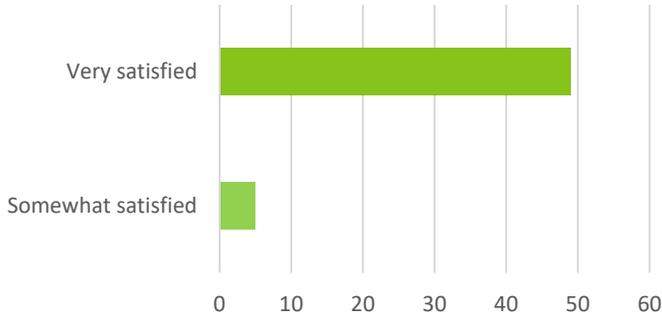
At the same time, members offered thoughtful, constructive suggestions for how HOPE can continue to grow — from clearer communication and more training, to expanded learning opportunities and easier access to resources.

These insights reflect a community that believes deeply in HOPE's mission and wants to strengthen it for everyone.



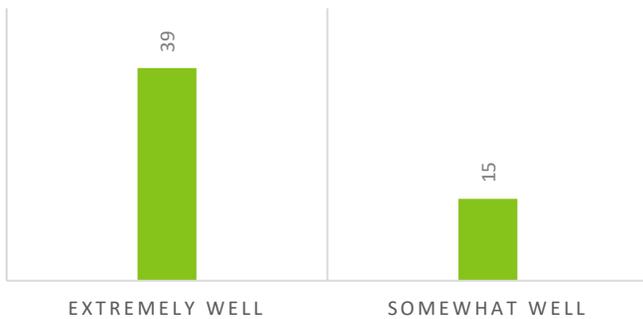
Overall Satisfaction with HOPE Membership

Overall satisfaction with experience as a HOPE member n=54



Ninety-one percent (91%) of respondents shared that they were *very satisfied* with their experience as a HOPE Member, while the remaining nine percent (9%) reported being *somewhat satisfied*.

How well does HOPE meet parent/family needs n=54



Seventy-two percent (72%) of respondents shared that HOPE met their needs *extremely well*, while twenty-eight percent (28%) reported being *somewhat well*.

“The approach works, it works on me and the relationship I have with my son and it provides me with support from people with lived experience.”

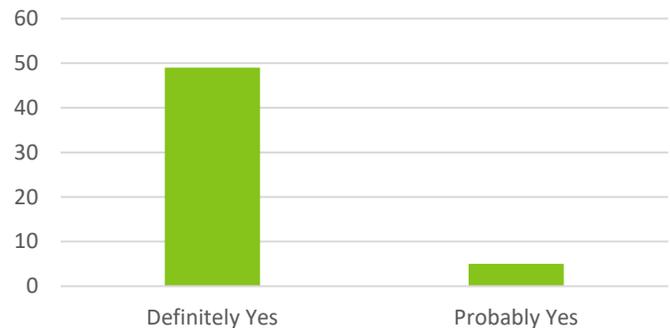
What do you value most about being a HOPE Member? N=53



When asked what members most valued about being part of HOPE, 40% responded peer support.

Members consistently describe HOPE as the only place where they feel understood, supported, and equipped with tools that genuinely improve their relationship with their young person.

Would you recommend HOPE membership to others? n=54



Ninety-one percent (91%) of respondents shared that they would *definitely* recommend HOPE membership, while the remaining nine percent (9%) indicated they would probably recommend membership.

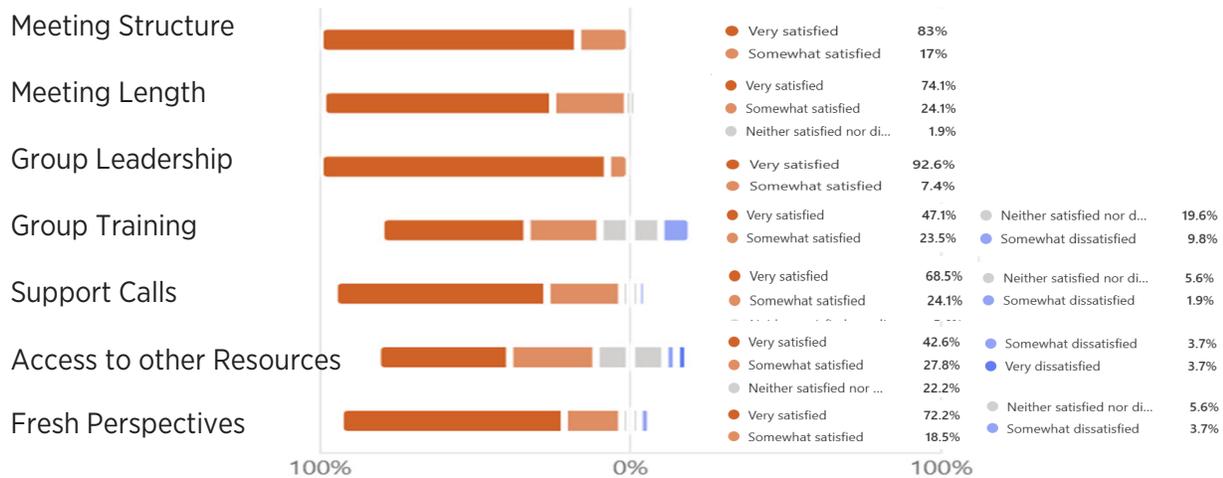
Feedback on Areas for Improvement

N=42

Category	Count	Samples of Member Feedback
Binder, Curriculum & Educational Materials	14	Update binder, add new chapters, expert videos, recommended reading lists, more educational content, improved lessons, avoid repetition.
Orientation, Guidelines & Member Expectations	12	Clearer group guidelines, better orientation, expectations for attendance/participation, clarity on roles, etiquette, new-member scripts.
Training for Facilitators & Volunteers	10	More frequent training, better guidance, role clarity, volunteer retention, support for new facilitators.
Group Structure, Time Management & Meeting Flow	10	Time limits for work, fewer people in breakout rooms, balance between lessons and discussion, managing repeat work, improving meeting flow.
In-Person Connection & Social Opportunities	8	More in-person events, opportunities to meet outside meetings, desire for physical connection.
Website, Resource Centre & Access to Materials	7	Better website, central resource hub, downloadable materials, improved online access to chapters.
Group Expansion, Accessibility & Scheduling	7	More groups, weekend groups, wider variety of parents, improved accessibility, consistency across groups.
Member Retention & Follow-Up	6	Understanding why people leave, exit surveys, checking on members who disappear, retention strategies.
Community Awareness & Outreach	4	Spread the word about HOPE, increase visibility, attract new long-term members.
Emotional Support & Specialized Topics	4	Support for grief, coping strategies, personal development, couples engagement.
Virtual Group Challenges	3	Harder to connect virtually, need clearer support between meetings.
Meeting Content Balance (Workshop vs. Discussion)	3	Preference for workshop model, desire for more structured learning.
Group Size & Comfort Levels	2	Smaller breakout rooms, comfort with sharing.
Fees & Membership Structure	1	Annual fee could be higher.
No Improvements Needed / Satisfied	2	“At this point, I am satisfied,” “couldn’t be better.”

Feedback on Meetings

n=49



Across all categories, the message is clear:

HOPE meetings are a deeply positive experience for members.

The strongest areas are:

- **Group leadership**
- **Meeting structure**
- **Meeting length**
- **Support calls**

These elements reflect HOPE’s commitment to emotional safety, consistency, and lived-experience wisdom.

The areas with the most opportunity for growth are:

- **Facilitator training**
- **Access to resources**
- **Fresh Perspectives updates**

These themes appear consistently across both quantitative and qualitative feedback, reinforcing their importance.

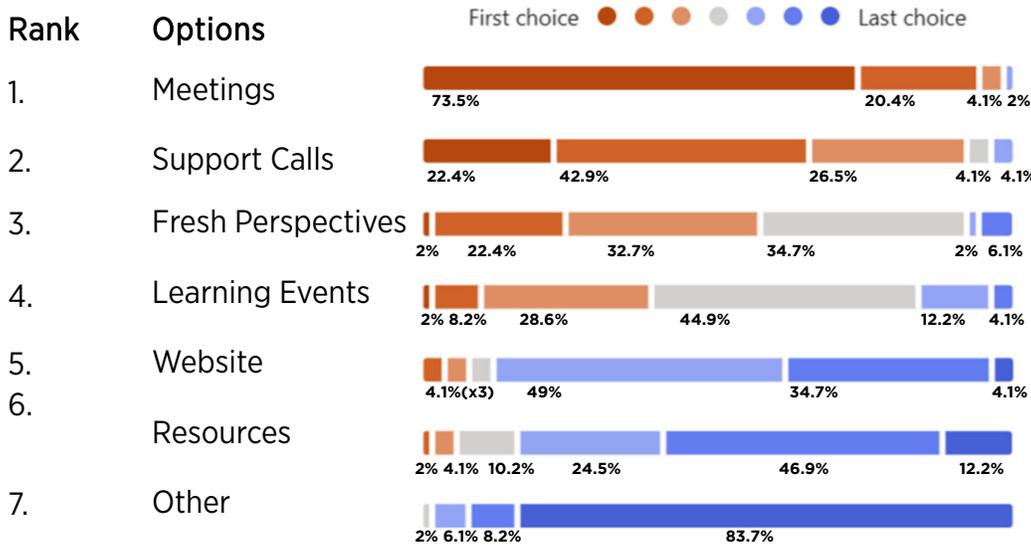
“HOPE has been an excellent source of support for me. The facilitators are effective and caring, and the group offers some social events to get together in person. Keep up the great work!”

“Overall, I have found HOPE’s resources and supports to be deeply meaningful and impactful. The strength of the organization lies in its peer-led model and the sense of understanding, safety, and belonging it creates for parents and caregivers.”

“Would love to see additional topics in Fresh Perspectives and I like the new educational sessions for parents.”

Satisfaction with Access to Resources

Ranking of most valued resources.



Meetings are the strongest support by a clear margin — nearly universal.

Support Calls and Fresh Perspectives are tied as the next most-valued supports.

Learning Events and Resources follow closely, showing strong appetite for structured learning.

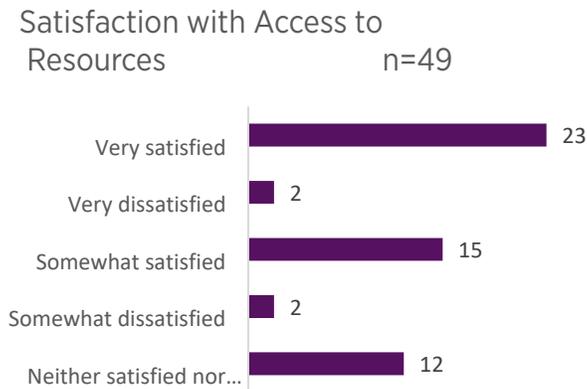
Website and Other are still widely used but slightly less central.

Challenges Members Face in Accessing HOPE Resources & Supports

n=40

Category	Examples of Member Feedback
1. Not Knowing What Resources Exist / Hard to Find	Didn't know resources existed, unclear where to find them, limited website resources, no centralized hub.
2. No Challenges / None Reported	"None," "No real challenges," "All good," "N/A."
3. Scheduling, Fatigue & Life Demands	Work schedule, caregiving responsibilities, being tired after long days, difficulty attending meetings.
4. Difficulty Knowing Which Supports Are Relevant	Hard to know which supports fit different stages of the journey; needs shift over time.
5. Technology or Computer Literacy Issues	Tech problems, not computer literate, early virtual-meeting challenges.
6. Distance / In-Person Access Challenges	Meetings far away, nighttime travel difficult.
7. Limited Training or Awareness of Training	Training limited or not offered; unaware of available training.
8. Desire for Recorded Events (e.g., Conference)	Missed conference due to travel; want recordings.
9. Feeling Different From Other Members / Unique Situations	Parenting situation differs from most members; feeling disconnected from larger organization.
10. Need for More Information on Specific Topics	Court system guidance, rules/expectations, specialized information.
11. Toronto-Centric Resources	Resources not relevant outside Toronto.
12. Emotional Barriers	Feeling discouraged, worries about not changing.
13. Need for Update Notifications	Want alerts when resources are updated.

Challenges with Access to Resources



The most common challenge reported was not knowing what resources exist or where to find them, followed by a large group reporting no challenges at all. The remaining issues cluster around accessibility, technology, training, and life demands — all solvable with clearer communication and a more centralized resource hub.

When asked what additional supports members identified a want for deeper learning, clearer pathways, and easier access to resources — not a different HOPE, but a more supported HOPE. Members are asking for more structure, more expertise, and more accessible resources — all aligned with HOPE’s strengths and growth trajectory.

1. More Training (Roles, Leadership, Skills)
2. Expert-Led Learning (Speakers, Webinars, Professionals)
3. Expanded Educational Content (Topics, Binder Additions, Skill-Building)
4. Centralized Resource Hub / Better Access to Resources
5. Referrals to External Supports (Therapists, Services, Navigation)
6. More Opportunities for Connection & Community-Building
7. Orientation & Re-Orientation Supports
8. Sharing Knowledge Across Groups
9. Topic-Specific Sessions / Themed Workshops
10. Recordings or Access to Missed Events
11. Additional Resources for Parents & Young People
12. No Additional Supports Needed / Not Sure

“Maybe, we should gather more often to celebrate our wins or the work that we do and to connect with each others.”

“Guest speakers at the meetings and/or watching YouTube videos together and then discussing them afterwards.”

Satisfaction with HOPE Learning Supports

HOPE Learning Supports – Satisfaction by Activity

N=51

Satisfaction Level	Annual Conference	Member Workshops	Group Role Training
Very satisfied	20	17	10
Somewhat satisfied	10	10	8
Neither satisfied nor dissatisfied	4	7	4
Somewhat dissatisfied	3	4	10
Very dissatisfied	0	0	0
N/A	13	12	8

Annual Conference is the strongest performer.

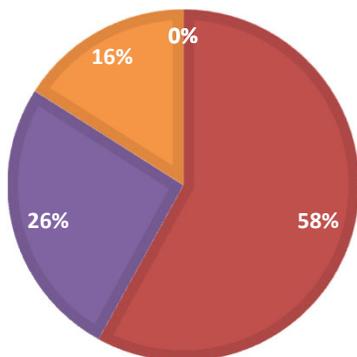
Group Role Training has the highest dissatisfaction and lowest “very satisfied,” signaling a clear improvement opportunity.

HOPE Learning Supports – Accessibility by Activity

Accessibility Level	Annual Conference	Member Workshops	Group Role Training
Very Accessible	44	43	36
Somewhat Accessible	13	12	14
Neither Accessible nor Inaccessible	18	20	20
Not Accessible	6	6	10

Confidence That HOPE Learning Opportunities Help Members Grow

- Extremely confident
- Somewhat confident
- Neutral
- Somewhat unconfident
- Not confident at all



“Ongoing refreshers on HOPE’s philosophy, group guidelines, and the peer-led model would be valuable, particularly for long-term members.”

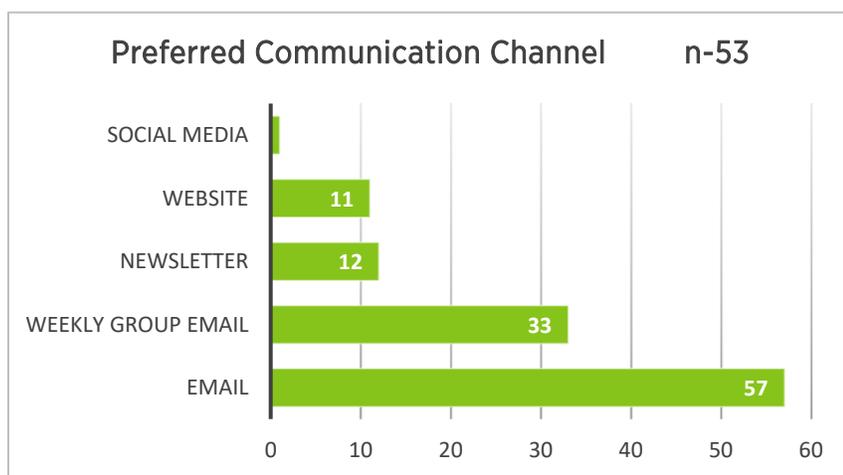
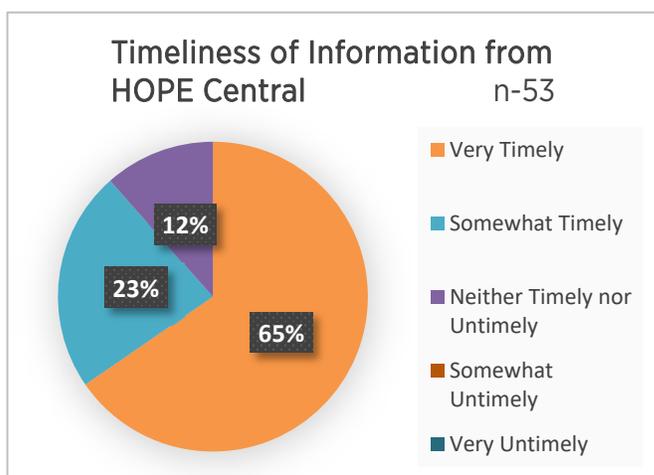
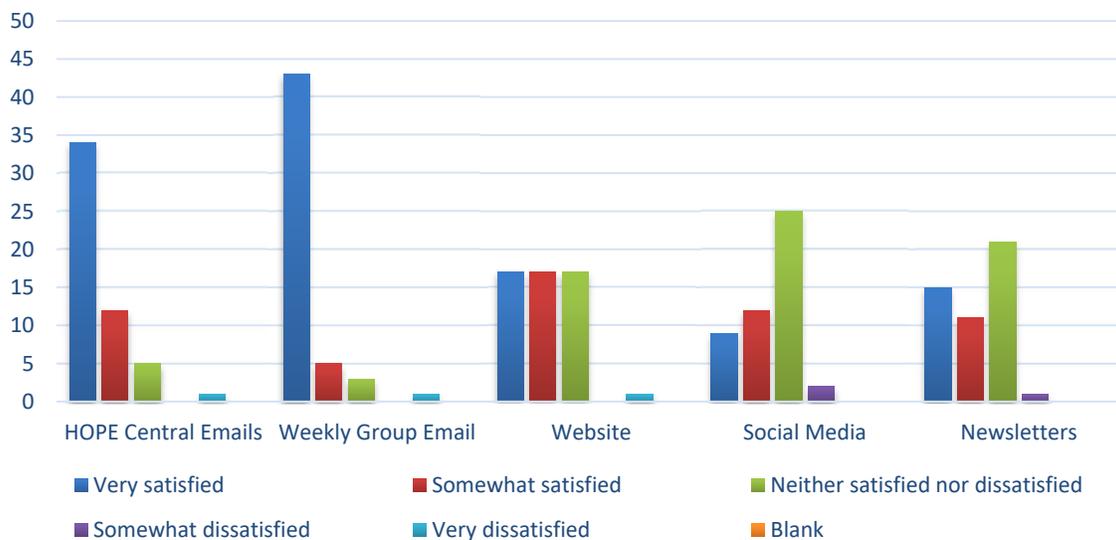
Future Learning Topics Members Want

Members want **deeper, more specialized content** — especially around mental health, addiction, communication, and system navigation.

Category	Count
Mental health conditions & neurodiversity	14
Addiction & substance use	10
Legal, police & justice system navigation	7
Communication, boundaries & difficult conversations	7
HOPE philosophy refreshers & guidelines	6
Facilitation, leadership & role training	6
Parent emotional regulation & personal growth	6
Education system navigation	3
Family dynamics & supporting loved ones	3
Fresh Perspectives expansion	3
External experts & professional input	3
Partnerships with other organizations	2

Satisfaction with HOPE Communications

n-53



When asked what improvements could be made to HOPE Central’s communication style or frequency, most members either had no suggestions or expressed appreciate for current communications.

Among those who did offer suggestions, the strongest theme is a desire for a quarterly, structured, easy-to-read newsletter that summarizes what’s happening without requiring members to search the website.

A smaller group highlighted the importance of clear, values-aligned messaging and better visibility into workshops. n=22

“I think HOPE Central should update its website and provide more comprehensive information and frequently updated resources for a variety of areas of parent concerns.”

“I find the amount of information is fair, short, precise, and not overwhelming.”

“Can’t say I remember what comes from Hope central vs the group. its nice when the group leader reinforces what is going on in HOPE central.”

HOPE's Greatest Strengths Categorized & Counted

 <p>Peer Support & Shared Lived Experience</p> <p>22 "You're not alone."</p>	 <p>Variety of Perspectives & Diversity of Experience</p> <p>6 "Wide variety of perspectives."</p>
 <p>Non Judgmental, Safe, Compassionate Environment</p> <p>14 "Supportive nonjudgmental atmosphere."</p>	 <p>Availability & Accessibility of Support</p> <p>4 "Support is 24/7."</p>
 <p>Community, Connection & Camaraderie</p> <p>14 "Community of support."</p>	 <p>Learning Through Others' Experiences</p> <p>4 "Learning through lived experience."</p>
 <p>Structured Meetings & HOPE Methodology</p> <p>12 "Action-based methodology."</p>	 <p>Credibility & Evidence-Informed Approach</p> <p>2 "Growing body of research."</p>
 <p>Fresh Perspectives Binder & Learning Tools</p> <p>10 "FP is a great tool."</p>	 <p>Personal Growth & Transformation</p> <p>2 "Reshaping my life."</p>
 <p>Skilled, Caring, Effective Leaders</p> <p>10 "Strong group leadership."</p>	 <p>Positive Communication & Sharing</p> <p>2 "Sharing and communication."</p>

[HOPE] "Provides the opportunity to build a network, learning through others lived experiences."

"Skillful, ongoing group support facilitated by caring, effective leaders."

"HOPE's greatest strength is its peer-led model and the sense of understanding, safety, and belonging it creates for parents and caregivers. The consistency of group support and the lived experience within the community allow members to feel seen, heard, and less alone during incredibly challenging times. HOPE's commitment to compassion, non-judgment, and shared learning continues to be deeply impactful."

Insights into HOPE's Strengths

A. HOPE's core strength is its *people*

Members overwhelmingly value:

- Lived experience
- Compassion
- Non-judgment
- Community
- Leaders who care

This is the emotional engine of HOPE.

B. The HOPE methodology is deeply trusted

Members consistently praise:

- Structure
- Action-oriented approach
- Fresh Perspectives
- Consistency across meetings

This reinforces HOPE's identity as a **skills-based, peer-led model**.

C. HOPE helps parents transform their relationships

Many comments highlight:

- Repairing communication
- Rebuilding trust
- Understanding emotional dysregulation
- Becoming the parent their child needs

This is a powerful outcome

D. Community + structure = HOPE's unique value

Members repeatedly describe HOPE as:

- Safe
- Supportive
- Practical
- Transformative

Members were asked what challenges members face at HOPE.

n-42

Insights into member challenges

A. Group dynamics are the most common challenge

- Members struggle with:
- Dominant speakers
- Interruptions
- Meetings running long
- Strong personalities overshadowing others

This is a clear training and facilitation opportunity.

B. Emotional fatigue is real

Many members feel:

- Drained
- Unsure how to support others
- Too tired to participate fully

This reinforces the need for self-care messaging and rotating roles

C. Volunteer burnout and role succession are major pain points

Members repeatedly mention:

- Too few people doing too much
- Difficulty recruiting for roles
- Heavy expectations on experienced members

This is a strategic risk for HOPE's sustainability.

D. Some members struggle with HOPE's core principles

Especially:

- Accepting slow progress
- Focusing on their own behavior

This suggests opportunities for:

- More learning
- More reinforcement
- More compassion-based messaging

This underscores the importance of HOPE's emotional safety and peer support.

"Getting new members to understand the importance of taking on leads for key roles."

HOPE Member Challenges Categorized & Counted	
 <p>Group Dynamics Challenges (dominant speakers, interruptions, long meet)</p> <p>10 "Some not toto alone."</p>	 <p>Personal Family Circumstances (complex YP needs)</p> <p>6 "Out of control teen."</p>
 <p>Emotional Fatigue, Stress, or Difficulty Supporting Others</p> <p>8 "Emotionally draining."</p>	 <p>Group Format Not Always Inclusive</p> <p>2 "Less amenable to single parents."</p>
 <p>Difficulty Reaching Out for Support / Feeling Like a burden</p> <p>4 "I struggle with reaching"</p>	 <p>Difficulty Getting Spouse Involved</p> <p>2 "Hard to get spouse to participate."</p>
 <p>Role Burden, Succession Issues & Volunteer Fatigue</p> <p>7 "Hard to find parents for roles."</p>	 <p>Lack of Role Training / Need for More Training</p> <p>2 "Getting role training is hard."</p>
 <p>New Member Onboarding Challenges</p> <p>3 "Confusing at first."</p>	 <p>Limited Access to In Person Connection</p> <p>2 "Sad others live far."</p>
 <p>Difficulty Accepting HOPE Principles (e.g., only controlling your own behavi)</p> <p>2 "Hard to accept we can only control ourselves."</p>	 <p>Need for More Groups / Capacity Issues</p> <p>1 "Dennand Increasing – need more groups."</p>

"I struggle with reaching out when I need support. I don't know others work schedules, family commitments and feel like I am interrupting or imposing."

"People who aren't there to learn can be challenging. "Experts" who tell rather than listen. These have been few and far between, but when experienced make it hard to come back for help."

Members were asked to identify gaps in HOPE’s supports, or communications

n=30

This dataset reveals consistent themes across members, especially around communication clarity, training, and connection. HOPE members consistently highlight a need for clearer, more predictable communication, stronger training and guidance for both leaders and new participants, and safeguards against volunteer fatigue.

Members also express a desire for deeper connection—both virtual for remote members and in-person for those in the GTA—alongside increased access to expert input from mental health professionals and system navigators. Finally, members see structured onboarding as a high-impact opportunity, with simple supports like buddy systems and early check-ins helping new families feel grounded and confident from the start.

Gap Area	Description
Desire for Regular Updates	Members want predictable communication, such as monthly or quarterly newsletters.
Consistent, Centralized Communication	A unified system for sharing updates, resources, and changes.
Geographic Barriers / Limited In-Person Connection	Distance limits access to in-person gatherings, especially outside the GTA.
Balancing Virtual and In-Person Options	Remote members rely on virtual; GTA members prefer in-person.
Need for More Groups / GTA Expansion	Requests for more HOPE groups and broader regional coverage.
Volunteer Fatigue / Capacity Constraints	Concerns about burnout, sustainability, and limited volunteer support.
Better Onboarding & Early Support	Structured welcome, buddy systems, and early check-ins for new members.
Information About Workshops & Learning Opportunities	Members want clearer visibility into upcoming sessions and resources.
Need for More Training	Training for facilitators, volunteers, and leadership roles.
No Gaps Identified	Some members reported no concerns or were unsure.

Member-Identified Opportunities for HOPE's Growth n=34

Category	Samples of Member Comments
More Expert-Led Learning (professionals, specialists, guest speakers)	Invite professionals; social work students; psychiatrist partnership; professional workshops; expert-led webinars
Expanded Learning Opportunities (formal learning, videos, role-play, interactive workshops)	Formal learning opportunities; video lessons; role-playing workshops; watch videos together; more education resources
Increased Social Connection & Community-Building	More social events; coffee/lunch meetups; meet other parents; quarterly in-person gatherings
Outreach & Awareness Expansion (schools, mental health system, justice system)	Reach out to schools; mental health facilities; legal system; parent councils; better promotion
Growth & Expansion of HOPE (more groups, interprovincial, international)	Expand across Ontario; more groups; interprovincial/international; grow the network
Strengthening Volunteer Capacity & Leadership Pipeline	Need more facilitators; trained people to open new groups; knowledgeable leaders; volunteer sustainability
Better Support for New Members (buddy system, early check-ins)	Buddy system; follow-up check-ins; support early in HOPE experience
Partnerships With External Organizations	Family Navigation Project; Turning Point; partnerships for self-care
More In-Person Opportunities (hybrid model)	Quarterly in-person meetups; more in-person meetings; hybrid connection
Specialized Support Programs (grief, siblings, system navigation)	Sibling support groups; grief webinars; navigation support
Member Engagement & Voice Amplification	Amplify member voice; engagement pathways for outreach and peer support
Better Data & Feedback Collection	Collect feedback from members who left
Survey Process Improvements	Clearer upfront communication about survey scope
No Opportunities Identified / None	None; not at this time; no idea