



2025 HOPE Membership Survey — Summary Report

1. Survey Overview

The 2025 HOPE Membership Survey ran from December 2025 to February 20, 2026, gathering feedback from 54 members across all HOPE groups. The survey explored satisfaction, accessibility, learning supports, communication, and HOPE's strengths and opportunities for growth.

Across all responses, one message was unmistakable: **“HOPE is a lifeline.** Members described HOPE as *“a place of emotional safety, deep understanding, and practical, lived-experience wisdom.”*

Members most valued:

- Community and belonging
- Predictable, structured meetings
- Skilled, compassionate facilitators
- Shared wisdom from parents supporting parents.

2. Who Responded

Members represented a mix of in-person and virtual groups:

- 31% Toronto North
- 28% Virtual Wednesday
- 17% Virtual Thursday
- 13% Virtual Tuesday
- 11% Durham

Membership length varied:

- Under 1 year
- 1–3 years
- 3–5 years
- 5+ years

Most respondents were **mothers**, followed by fathers and grandparents.

3. Overall Satisfaction & Member Experience Satisfaction

- 91% of respondents were *very satisfied* with their HOPE experience.
- 72% said HOPE meets their needs *extremely well*.
- 91% would *definitely recommend* HOPE to others.

Members consistently said HOPE is the only place where they feel *“understood, supported, and equipped with tools that genuinely improve their relationship with their young person.”*

What Members Value Most

The most valued aspect of HOPE membership was peer support (40%). A Summary of comments highlighted:

- Belonging
- Shared wisdom
- Non-judgment
- Practical tools
- Skilled facilitators

“The approach works... it improves my relationship with my son and provides support from people with lived experience.”

4. Areas for Improvement

Members identified areas for improvement, with the most common themes:

Top Opportunities

1. Binder, curriculum & educational materials (14)
 - Requests for updated chapters, expert videos, recommended reading, and reduced repetition.
2. Orientation, guidelines & expectations (12)
 - Clearer roles, etiquette, attendance expectations, and new-member scripts.
3. Training for facilitators & volunteers (10)
 - More frequent training, clearer guidance, and better support for new facilitators.
4. Group structure & meeting flow (10)
 - Time management, smaller breakout rooms, balancing lessons and discussion.
5. In-person connection (8)
 - More opportunities to meet outside meetings.

5. Meeting Experience

Across all categories, HOPE meetings were described as deeply positive.

Strongest Areas

- Group leadership (92.6% very satisfied)
- Meeting structure (83% very satisfied)
- Meeting length (74.1% very satisfied)
- Support calls (68.5% very satisfied)

Opportunities

- Facilitator training
- Access to resources
- Fresh Perspectives updates

Members praised the peer-led model: “The strength of the organization lies in its peer-led model and the sense of understanding, safety, and belonging it creates.”

6. Access to Resources

Most Valued Supports

1. Meetings (by a wide margin)
2. Support Calls
3. Fresh Perspectives
4. Learning Events
5. Website
6. Resources
7. Other

Top Challenges

1. Not knowing what resources exist / hard to find
 - “Didn’t know resources existed, unclear where to find them.”
2. No challenges
3. Scheduling, fatigue, life demands
4. Difficulty knowing which supports are relevant.
5. Technology issues
6. Distance / in-person access!
7. Limited awareness of training
8. Desire for recorded events

Members want clearer pathways, more structure, and easier access — “not a different HOPE, but a more supported HOPE.”

7. Learning Supports Satisfaction

- Annual Conference: strongest performer
- Member Workshops: strong satisfaction
- Group Role Training: lowest satisfaction and highest dissatisfaction (10 somewhat dissatisfied)

Accessibility of Learning Supports

All learning supports were generally accessible, though Group Role Training again scored lowest.

Future Learning Topics Members Want

Top requested topics:

- Mental health & neurodiversity (14)
- Addiction & substance use (10)
- Legal/justice navigation (7)
- Communication & boundaries (7)
- HOPE philosophy refreshers (6)
- Leadership & facilitation training (6)

8. Communications

Most members were satisfied with HOPE Central communications. Key themes included:

- Strong desire for a quarterly, structured newsletter
- Clearer visibility into workshops
- Updated website content
- Reinforcement of HOPE Central messages through group leaders

“I think HOPE Central should update its website and provide more comprehensive information and frequently updated resources.”

9. HOPE’s Greatest Strengths

Members identified four core strengths:

A. HOPE’s People

Compassion, lived experience, non-judgment, and caring leaders.

“Skillful, ongoing group support facilitated by caring, effective leaders.”

B. Trusted Methodology

Structure, action-oriented approach, Fresh Perspectives, and consistency.

C. Transformative Impact

Repairing communication, rebuilding trust, understanding emotional dysregulation.

D. Community + Structure

Safe, supportive, practical, and transformative.

10. Member Challenges

Members identified several recurring challenges:

A. Group Dynamics

Dominant speakers, interruptions, meetings running long.

B. Emotional Fatigue

Feeling drained or unsure how to support others.

C. Volunteer Burnout

Too few people doing too much; difficulty recruiting for roles.

D. Difficulty with HOPE Principles

Accepting slow progress, focusing on their own behavior.

“Hard to accept we can only control ourselves.”

11. Gaps in Supports & Communications

Members highlighted needs for:

- Predictable updates (monthly/quarterly)
- Centralized communication hub

- More groups and regional expansion
- Better onboarding (buddy systems, early check-ins)
- More training for facilitators and volunteers
- Clearer visibility into workshops
- More in-person connection for GTA members

12. Opportunities for HOPE's Growth

Top opportunities identified by members:

- More expert-led learning.
- Expanded educational content (videos, role-play, workshops)
- Increased social connection.
- Outreach to schools, mental health, and justice systems
- Growth across Ontario and beyond
- Strengthening volunteer capacity
- Better support for new members
- Partnerships with external organizations
- Specialized supports (grief, siblings, system navigation)

“Maybe we should gather more often to celebrate our wins or the work that we do.”

Conclusion

The 2025 Membership Survey shows a community that is deeply committed to HOPE's mission. Members overwhelmingly value the peer-led model, the emotional safety of the groups, and the practical tools that help them transform their relationships with their young people.

At the same time, members are calling for:

- Clearer communication
- Stronger training
- More accessible resources
- Expanded learning opportunities.
- Better onboarding
- More connection

These insights offer a clear roadmap for strengthening HOPE's supports and expanding its impact across Ontario and beyond.