

Annual REPORT



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Letter from the President

Dear friends, partners, and members of our Parentis community,



When I think about 2024, the first word that comes to mind is connection.

This was a year of listening more closely, showing up more intentionally, and learning to grow with—not just for—our community. Over 1,400 people have walked through our doors this year. Parents, teenagers, toddlers, grandparents. Each with a different story, each carrying something. And our hope? That they left with more than they came in with. A breath of relief. A sense of being seen. A tool to carry forward.

From mothers who found a safe space to rest and sip a coffee, to teenagers discovering they could lead with confidence, to elderly neighbors who began reconnecting after long stretches of isolation—this year reminded us again and again: real healing starts in relationships. And real change starts small. Over tea, through play, in the quiet warmth of being together.

We've always believed support should be accessible, kind, and grounded in the community. In 2024, we made that belief tangible. We opened our own community center, not just a place in a building—but a space shaped by those who enter it. A place where parents became group facilitators, where teens created their own programs, where Ukrainian families and local families sat side by side, not as guests and hosts, but as neighbors. It wasn't just inclusion. It was transformation.

We expanded mental health services, offered hundreds of individual and group therapy sessions, and created safer, softer spaces for people to simply be. For children to play and express. For mothers to exhale. For teenagers to take ownership. We adapted our tools, our language, our rhythms—to meet people where they were.

Of course, we had our hard days too. Moving offices, responding to evolving needs, supporting staff through emotional fatigue. But every challenge nudged us to listen deeper. To adjust, not react. To be sustainable, not just available. Your trust—whether as a participant, a partner, or a teammate—is what keeps us steady.

More than anything, 2024 taught us how powerful it is to co-create with our community. That teenage leadership blooms when it's rooted. That a whisper of "thank you" after a tough session can carry more weight than any metric. That joy and resilience are built moment by moment—in safe, connected spaces.

We strengthened partnerships, too. With schools, hospitals, community shelters, and local councils. And with every shared project, every joint training, we were reminded that none of us can—or should—do this alone.

So thank you. To every donor who placed their trust in our mission. To every partner who walked alongside us. To every team member who brought not only their skills, but their hearts. And above all, to every parent, every child, every teenager who let us walk part of the road with them. As we step into 2025, we carry your stories with us. Your feedback, your laughter, your ideas. Let's keep building a world where care is a shared promise, where families grow strong, and where community is more than a word—it's how we live.

With gratitude and hope,

Ionela Luciu
President of Parentis



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Who we are

Parentis is more than an organization — it's a community anchored in care, trust, and the belief that every family matters.

We started in Iași as a small initiative to support new mothers. Today, we are a team of psychologists, social workers, educators, and community builders, working side by side with families, children, youth, and partners from all sectors of society. Our work spans from trauma-informed therapy to parenting support, from advocacy for breastfeeding to integration programs for refugees.

Mission

Our mission is simple and strong: to support families through mental health and psychosocial services that are accessible, stigma-free, and grounded in human dignity. We focus especially on early childhood, maternal well-being, and vulnerable communities.

We believe in:

Non-discrimination: Everyone is welcome. Always.

Accountability and transparency: We listen, adjust, and grow alongside our community.

Professionalism with heart: We blend evidence-based practices with compassion.

Community empowerment: People are not passive recipients. They are co-creators.

At Parentis, care doesn't stop in the therapy room. It's also in the way we greet people at the door. In how we co-design programs with teens. In how we show up consistently—even on the hard days.

This is who we are. A local NGO with deep roots and wide arms, holding space for growth, resilience, and healing.

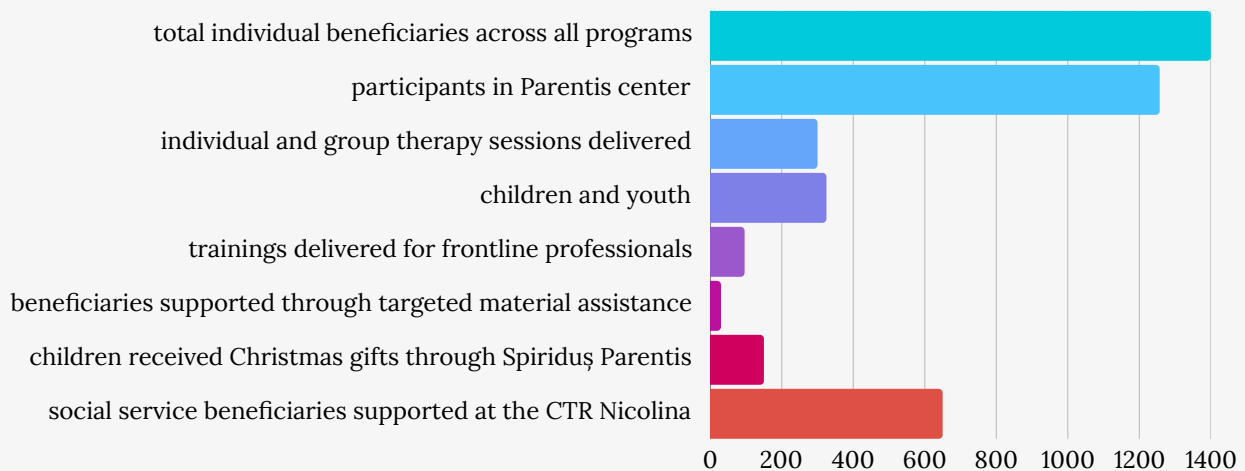
Welcome to our world of care.



Highlights of 2024

2024 was a year of expansion, co-creation, and deepened community trust. Here's a snapshot of what we achieved together:

- 1,400+ total individual beneficiaries across all programs
- 1257 people supported through Parentis center
- 300+ individual and group therapy sessions delivered
- 700+ children and youth
- 8 trainings delivered to frontline professionals: teachers, social workers, and NGO staff
- 30+ beneficiaries supported through targeted material assistance (voucher support)
- 150 children received Christmas gifts through Spiriduș Parentis
- 600+ social service beneficiaries supported at the CTR Nicolina center before transition



We also:

Launched our new community center, creating a shared, accessible space for therapy, learning, and connection.

Co-created activities with teens and mothers, from peer support circles to youth-led projects.

Strengthened our partnerships with local schools, health institutions, shelters, and government actors.

Raised awareness on mental health through campaigns, flyers, and one-on-one outreach.

Adapted our programs based on real-time feedback and lived experience.

These numbers matter. But what matters more are the stories behind them: a teenager leading their first workshop. A mother saying "I feel safe here." A child laughing freely after months of silence.

Each highlight is a step closer to the world we're building — one rooted in care, resilience, and shared hope.





Our Work in 2024

1. Mental Health & Psychosocial Support

In 2024, our center became a safe harbor for over 300 individuals who took part in therapy sessions — some for the first time, others returning to continue their journey toward healing. Through personalized one-on-one counseling and group sessions, we addressed trauma, loss, anxiety, and the everyday stress of rebuilding life in a new environment.

We also piloted and expanded the use of the Outcome Rating Scale (ORS) and Session Rating Scale (SRS) to monitor progress and improve service quality. These tools helped us ensure that every session reflected the participant's voice and evolving needs. For children, we used adapted visual feedback methods, allowing them to express feelings in accessible, age-appropriate ways.

This year also saw a shift: more mixed sessions between Ukrainian refugees and the local Romanian community. The results were beautiful — shared stories, mutual support, and a growing sense of unity. Our therapeutic spaces became more than interventions — they became connection points.

2. Community-Based Programs

Beyond therapy, healing happened in community. Our center welcomed over 1,250 participants in 2024 — children playing together, mothers sharing tea and stories, teens organizing peer-led projects. A total of 141 guided activities took place in our space, and 35 more unfolded in parks, schools, and community hubs across Iași.

We saw micro-communities take root: game evening led by teenagers, cultural outings sparking cross-cultural conversations, and parenting groups blending emotional support with practical tips. These programs weren't only for the community — they were shaped by the community.

By putting trust in our participants, we saw deeper ownership, stronger retention, and greater impact. Our community space became what it was always meant to be: a second home.



Our Work in 2024

3. Stakeholder Capacity Building



In 2024, we delivered eight training sessions, equipping 96 frontline professionals — from educators to maternity staff — with tools to support mental health, manage stress, and care for vulnerable populations.

Topics ranged from Psychological First Aid and trauma-informed approaches, to burnout prevention and infant care standards. These trainings didn't just build skills — they strengthened the entire ecosystem of care.

We continued investing in our own team's development too, identifying professional needs and exploring pathways toward sustainable, high-quality service delivery.

4. Integration & Inclusion

Inclusion remained a foundational value at Parentis. This year, we reached over 30 families through targeted material support (food and non-food vouchers), each case carefully evaluated through social inquiry by our trained staff.

Our psychoeducation work covered legal rights, access to education, and employment navigation. We also produced and distributed hundreds of printed materials to combat mental health stigma and normalize help-seeking.

Inclusion also meant making sure activities were accessible across language, age, and ability. We hosted bilingual events, created visual resources for younger children, and supported elderly participants facing isolation. Whether someone needed information, emotional support, or a warm cup of tea — they found it here.



Our Work in 2024



Publications that Made an Impact

In 2024, we didn't just offer care face to face — we put it into words, stories, and pages that could travel further. We wrote, we researched, we translated, and we shared. Because sometimes, the right message at the right moment can hold someone steady.

These are the materials we published this year, each born from our daily work with families, each meant to accompany someone on their way to feeling a little more understood.

1. Maternal Mental Health

This guide was created for the mothers who often carry everything, quietly. It begins with Ana's story — a story that many parents told us felt like their own — and gently unfolds to explore the emotional waves of pregnancy, postpartum, and early parenting. With exercises, explanations, and reminders that asking for help is a strength, not a flaw, it offers space to breathe and begin again.

It's a tool for mothers, and also for their partners, their families, and the professionals who walk beside them.

2. Mental Health and Self-Care

This beautifully illustrated booklet was made for anyone who has ever felt anxious, overwhelmed, or unsure of how to keep going. It breaks down what anxiety and depression can feel like, lists early signs to watch for, and offers grounding tools you can try right now — from breathwork to mindful movement.

We translated it into Ukrainian so that more families in our community could find their reflection in its pages. And we've seen it become a gentle companion to many — a quiet reminder that care is for everyone.



Our Work in 2024

3. Adolescence: Emotional Health Challenges and Solutions

Parenting a teenager can feel like crossing a bridge in the fog. This booklet is a handrail. Written for parents, it explains how to spot signs of emotional struggle in adolescents and how to respond with empathy instead of urgency. It includes techniques, personal stories, and practical ways to stay close — even when your child seems far away.

It's a guide, but also an invitation: to listen, to open up, and to walk through this season with softness and strength.

And it's already made a difference. One parent shared, "I thought I was losing her. Then I read your guide, and just listened — and it changed everything." Moments like this remind us why we write: to help parents and teens reconnect, even in the quietest ways.

4. Study on Stigma in Mental Health

This research project gave structure to something we hear so often, quietly: "I wanted help, but I was afraid to be judged." Through 60 detailed questionnaires and in-depth interviews, we mapped how stigma continues to shape — and sometimes limit — the way people access mental health care.

We listened to stories from both Romanians and Ukrainians, from mothers and professionals, from people who needed help and weren't sure if they were allowed to ask. The study showed how stigma intersects with economic hardship, culture, gender, and location — and how online options and familiar community support can help lower the barrier.

The data helped us advocate more effectively. But the real power of this study lies in the voices behind it — voices that asked for a world where care doesn't come with shame. And we're here to build that world, one shift at a time.

The findings helped us advocate smarter, design better, and share more clearly. And they reminded us that even small shifts — a new flyer, a different phrase, a welcoming smile — can open doors.





Events & campaigns

Throughout 2024, our community came together not only for support, but to celebrate, learn, and share. Our events and awareness campaigns were more than dates on a calendar — they were moments of joy, reflection, and connection that left a lasting impact.

World Breastfeeding Week

2024 – 13th Edition



Now in its 13th year, World Breastfeeding Week in Iași brought together parents, healthcare professionals, lactation consultants, and advocates for a dynamic week of learning and support. With over 100 attendees we explored the balance between breastfeeding and work, emotional well-being, and the role of supportive networks.

Highlights included:

- Bilingual workshops with Q&A sessions
- A panel of professionals and mothers sharing lived experiences
- Interactive info corners hosted by volunteers and former beneficiaries

Parents left feeling more informed and less alone. Many told us it was the first time they felt both heard and supported in their feeding journey.

"I didn't expect to feel so understood. I came for the info, and left with confidence." – Participant, WBW 2024

"I came across your Maternal Mental Health booklet just when I needed it most." – Message via Instagram

Spiriduș Parentis

The Gift of Joy

Every December, our community turns into a workshop of kindness. This year, Spiriduș Parentis brought holiday magic to 150 children from vulnerable families. Volunteers wrapped each gift with care. Local businesses sponsored logistics. And some of the wish lists were filled by community members who had once received gifts themselves.

For many children, this was their only gift of the season. But beyond the toys and treats, what mattered most was the message: You are seen. You are loved.

"He hugged the toy and whispered, 'I didn't think I'd get what I asked for.' That's the magic." – Parentis volunteer



Partnerships & Collaborations

At Parentis, we know that meaningful change doesn't happen in isolation. That's why we've continued to cultivate strong partnerships with public institutions, grassroots groups, and fellow NGOs — creating a safety net that extends beyond our center.



CTR Nicolina Refugee Center

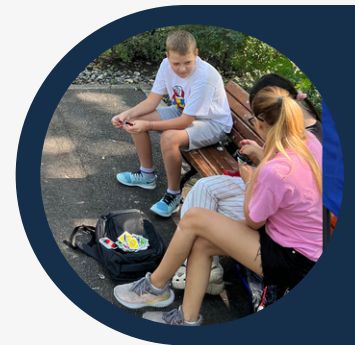
Together with three other NGOs, we co-managed the CTR Nicolina Refugee Center through the final months of its transition. In 2024, over 600 individuals received support there, ranging from food and hygiene packages to legal counseling, education access, and psychosocial care. Though the center shifted focus to short-term transit support, we continued to offer flexible MHPSS services for those passing through.

This partnership remains one of our most meaningful, showing what is possible when multiple actors align behind the same values: dignity, inclusion, and responsiveness.



Local Schools & Educational Partners

Through ongoing collaboration with the Iași County Educational Resource Center and schools like **Gh. Asachi High School**, we supported student well-being through mental health workshops, co-creation sessions, and adolescent engagement programs. We also reached vulnerable students in under-resourced middle schools — those facing dropout risk or exclusion — and offered them space for emotional expression and peer support.





Partnerships & Collaborations

Child Protection & Crisis Shelters



We worked closely with Child Protection Services in Iași and Bacău counties to support children in institutional care, including displaced Ukrainian orphans and Romanian children in crisis centers. Services included therapy, emotional literacy workshops, and integration into community events.

At the Casa Vieții crisis shelter for mothers and children, we offered tailored mental health support, parenting resources, and structured play activities — creating a healing-centered environment for survivors of domestic violence and trauma.

Maternal & Infant Support Services

Our partnership with **Cuza Vodă Maternity Hospital** deepened this year as we provided training to medical staff on breastfeeding support, psychosocial care, and burnout prevention. We also built stronger referral systems for at-risk mothers, ensuring continuity between hospital discharge and community-based support.



Learning, Challenges & Adaptation

2024 was a year of growth — not only in numbers, but in wisdom. Along the way, we encountered moments that challenged us to rethink, rework, and deepen our approach.



Moving to Our New Location

Our new community center brought light and energy, even if the space itself is more compact than before. What it gained, though, was its heart: it's now fully ours — a home dedicated entirely to Parentis, where every corner reflects our care. The move came with a new rhythm to learn. Some, especially our older visitors, needed more time to adjust. So we reached out, offered support, and welcomed them back with warmth. Because we know that being seen and feeling safe is what truly makes a place feel like home.

Adapting to Changing Demographics

The flow of new arrivals slowed, but the needs became more layered. We welcomed more elderly participants, children with disabilities, and single caregivers — each needing their own kind of care. We responded with smaller groups, more flexibility, and a softer, more personalized approach.

Language & Cultural Inclusion

We created shared spaces where local and Ukrainian families could meet, talk, and grow together. And while those moments brought so much connection, they also reminded us that language can be both a bridge and a barrier. Some participants felt left out, unsure, or hesitant to speak up. So we adjusted — we made bilingual sessions clearly marked, explained the 'why' behind them from the start, and gently encouraged peer support. Slowly, we watched language become less of a wall, and more of a way to learn from one another.

Community Feedback

This year more than ever, our community shaped what we did. Feedback came in many forms — a WhatsApp message, a suggestion after a session, a quiet nod. People didn't just want to take part — they wanted to contribute. So we made space for that: activities co-led by parents, teens setting the agenda, and circles where ideas flowed freely.

Team Resilience

Our team carried a lot — emotions, logistics, stories. And some days were heavy. But we leaned on each other. We paused when needed. We celebrated wins, big and small. And through it all, we kept learning — not just how to serve better, but how to care for ourselves and one another.

2024 reminded us that the heart of this work isn't in perfection. It's in presence. And we're proud to keep showing up — side by side, moment by moment.. Alongside successes, we met challenges that helped refine and strengthen our approach.



Looking Ahead

As we step into 2025, our direction remains steady and true: to keep building a world where care feels close, mental health is no longer a taboo, and every family feels seen, heard, and supported.

Rooting deeper in our community

Our new Parentis Center may be modest in size, but it holds something precious — a space shaped entirely by the people who walk through its doors. In the year ahead, we'll continue to nurture this space as a home for healing, learning, and togetherness. We'll make more space — in our calendar, in our programs, and in our hearts — for families we haven't met yet. In 2025, we're setting aside more time to welcome parents of children with special needs, isolated seniors, and young people still searching for where they belong.

Laying Foundations for Tomorrow

Care shouldn't depend on chance. That's why we're exploring new ways to sustain our work — offering professional trainings, partnering with local businesses, and testing models that will help us remain steady for years to come. And even as we grow, our commitment stays the same: vulnerable families will never be left behind.

Equipping those who care for others

When professionals feel prepared, the whole system becomes safer. In 2025, we'll expand our training programs for teachers, doctors, and social workers. With new topics like trauma-informed care, GBV prevention, and maternal mental health, we'll help those on the front lines feel more confident and connected.

Advocating with care

We're ready to join the conversations that shape how care is understood and delivered. This year, Parentis will take a more visible role in regional and national spaces — especially when it comes to maternal mental health, early childhood, and the inclusion of vulnerable families in community life. Because what we see and learn every day should guide how support systems are built.

Honoring the heart of our work — our team

None of this happens without the people holding space, making phone calls, filling out reports, and sitting beside someone in silence. In 2025, we'll continue to invest in our team's well-being and growth — because when we care for each other, we care better for everyone else too.

Above all, we'll keep listening — to the quiet questions, the honest feedback, the unexpected laughter. That's how we'll grow. Not just as an organization, but as a community.

Here's to another year of walking gently, staying close, and creating spaces where care is more than a service — it's a shared way of being.

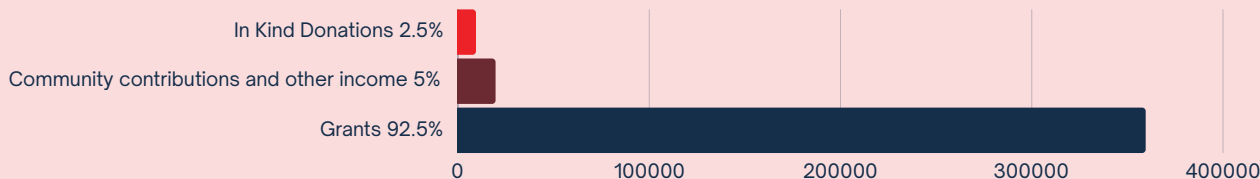
Financial Overview

Behind every counseling session, parenting circle, and community event in 2024 stood something essential: trust. Trust from our donors, our partners, and our community — that we would use every resource wisely, transparently, and with heart. Thanks to a blend of grants, in-kind donations, and community support, we were able to keep our doors open, our services running, and our commitment strong.

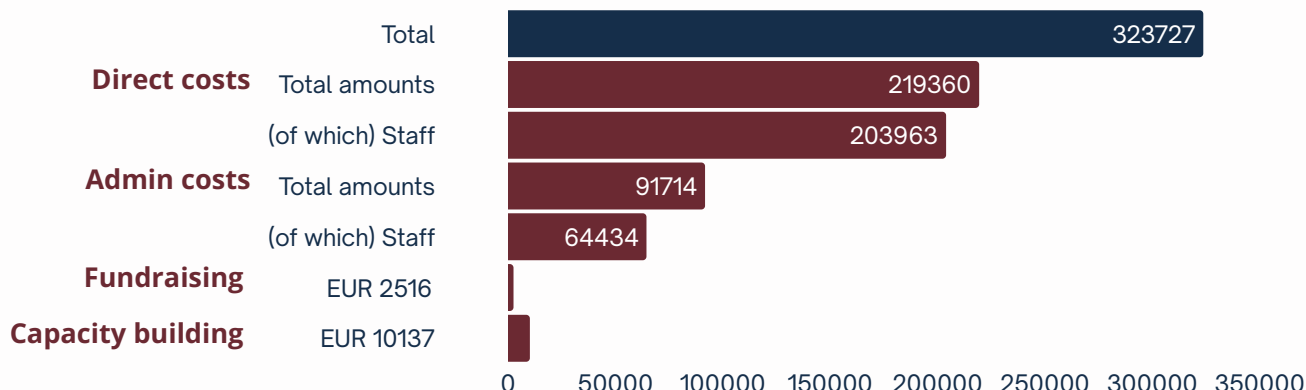


Gross Revenue

EUR 388 612

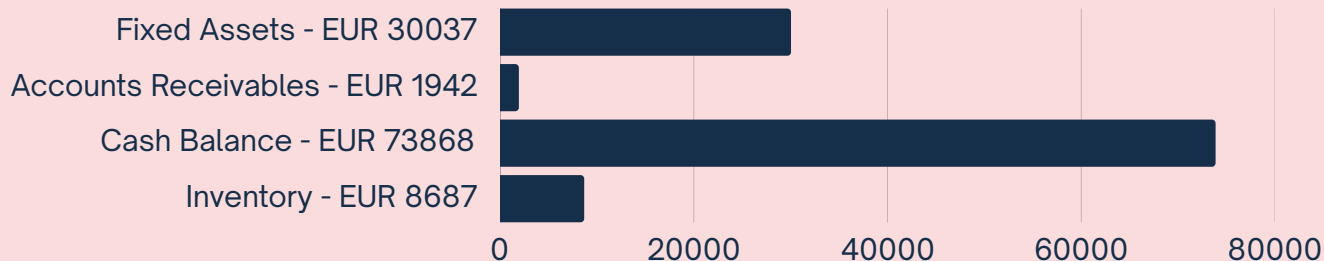


Breakdown of Expenses



Assets

EUR 114 534



Liabilities

Accounts Payable - EUR 23 142



Team

- Psychologist –
- Social worker –
- Interpreter/facilitator –
- Logistics –
- MEAL officer –
- Finance –
- Management –



Gender distribution



Acknowledgements

To every parent who trusted us, every child who laughed with us, every teenager who dared to take the mic — thank you.

To our partners in education, health, social services, and civil society — thank you for showing up with expertise, warmth, and solidarity.

To our donors — institutional, individual, and corporate — thank you for believing in the long game of community care. Your investment makes healing possible.

To our volunteers — the behind-the-scenes heroes who packed gifts, translated flyers, brewed coffee, and sat beside someone in silence — thank you for your heart.

To the Parentis team — the soul of our mission. You've shown up on rainy mornings, stayed late after heavy sessions, laughed, cried, and carried this work with grace. Your dedication is our foundation.

And to our broader community — those who shared a post, recommended our services, or walked through our doors unsure and left with a little more hope — thank you. You are why we do what we do.

Together, we are creating a culture of care. And it's working.

Here's to the next chapter.

With deepest gratitude,
Parentis Team



Thank You

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