



PRN

Promise
Resource
Network

2023/2024 Impact Statement

1401 East 7th Street
Charlotte, NC 28204
704.390.7709
promiseresourcenetwork.org

A Note From Our CEO



From launching our 24/7 peer warm line statewide and working on the start up of our new peer respite and hub in Raleigh, to expansion of our programs in Mecklenburg County, and work around the country, I reflect on the nearly 20 years of PRN's history, and how what began with an idea and a passion, has culminated in a movement.

PRN's unwavering commitment to making a difference has manifested in tangible results that extend far beyond numbers and statistics. It's about the actual lives we've touched, the communities that have found their voices, and the meaningful connections we've fostered. It is our vision that every person will find the hope, inspiration and support to move through challenges, discover their strengths, live their dreams and find meaningful purpose in their lives. And we continue to make this a reality for individuals in Mecklenburg County, North Carolina, the United States and beyond.

PRN's Recovery Hub is the heart of our organization where individuals can connect with a recovery and healing community. We outgrew our space in Plaza Midwood and purchased an ideal building in the neighborhood adjacent to CPCC. PRN welcomed the community at our Open House and celebrated with local officials, staff, and the folks we serve.

PRN also became a part of the national Recovery Café Network (RCN) and launched Mecklenburg County's first Recovery Café in our new Hub. It serves people who have experienced trauma and the results of trauma including housing insecurity, substance use and mental health challenges using the Recovery Café model. In November, PRN served as the host organization for the national Crisis Conference 2024, welcoming over 600 attendees as well as the USDHHS's Assistant Secretary for Mental Health and Substance use, Dr. Miriam Delphin-Rittmon, to Charlotte. While here, 100 guests toured our Retreat@The Plaza peer-run respite and peer respite leaders from around the country made history in the first national convening of the peer respite leadership retreat.

PRN's commitment to de-institutionalization was advanced through a partnership with Alliance Health to support others with mental health diagnoses to leave institutional settings and live in a home, in a neighborhood,

in a community, some for the first time in decades. This commitment brought PRN to host and facilitate roundtables, policy discussions, and presentations on non-carceral options, decriminalizing mental health, ending forced treatment, and advancing mental health reform based on principles of recovery, resilience, wellness, and lived experience.

In 2023, multiple news stories reported young people and families being harmed through the process of involuntary treatment, emergency department, transport, and hospitalization. PRN partnered with Disability Rights NC to mobilize a group to fight for the rights of those affected by these injustices.

PRN also represented our state and community on several federal expert committees to advance national standards for peer support, recovery policy and practices, peer-run warm lines and peer respites. We were honored to join the Biden Administration as we continue to support federal efforts to end the overdose epidemic and promote mental health.

While programs are critical to our work, so too are PRN's partnerships and reach. Throughout 2023, PRN incubated and launched two new peer-run wellness centers as we paid it forward. After a six-month intensive partnership with the Baltimore region and TBD solutions, PRN co-authored a feasibility study as the region considers peer-run respites to address the mental health struggles within their community.

In addition to building our existing programs in Mecklenburg County, PRN has expanded our 24/7 peer warmline statewide and is now serving people in all 100 counties. Our warm-line ribbon cutting commemorated our partnership with NCDHHS and the official launch occurred in February. Another exciting expansion also occurred as PRN purchased our peer respite house in Raleigh and will be officially opening later in 2004. Our

new Wake County Recovery Hub opening will soon follow.

From launching our 24/7 peer warm line statewide and working on the start up of our new peer respite and hub in Raleigh, to expansion of our programs in Mecklenburg County, and work around the country, I reflect on the nearly 20 years of PRN's history, and how what began with an idea and a passion, has culminated in a movement. I remain humbled and grateful for the opportunities PRN has received and created in our community, around the country and internationally and the numerous partners, allies, and team members that have contributed to our mission throughout the years.

We are thankful for your continued support as we strive to make recovery possible for every individual.

In gratitude,

Cherene

Cherene Allen-Caraco

Chief Executive Officer,
Promise Resource Network



PRN is a grassroots non-profit agency established in 2006 to ignite social change, inspire hope and serve as a catalyst for personal greatness.

Peer Support serves as the foundation for all initiatives. Our goal is to help people to RE-IMAGINE their lives, transcend labels and build a life and identity that goes beyond surviving to thriving.

It utilizes the voice, experience and resilience of people in recovery from trauma, mental health and substance use, to help others discover their unique path to wellness.



Year In Review

24/7 WARMLINE

PRN's 24/7 peer-operated Warm-Line to support people through emotional distress, minimize isolation, and provide information and resources.

36,073

WARMLINE CALLS

Support offered through the peer-operated Warm-Line reduced emotional distress and substance use crises related to COVID-19.

1,164 TELE-PEER SUPPORT

Virtual individual Tele-Peer Support connections benefited 1,164 Charlotteans.

124 RESPITE GUESTS

Our peer-run respite, The Retreat @ The Plaza offers an alternative to going to an emergency department, in-patient mental health services, and/or involuntary commitment through a non-forced, voluntary and non-locked healing alternative in Charlotte. It offers peer support 24/7 and opportunities to explore recovery. Up to 3 guests at a time can stay at the respite for up to 10 days and can maintain their connections to family, community, and continue to go to work and school.

56 RESPITE GUESTS RETURNED

8 of our guests have had more than one stay and 97% said they would return.

194

RECEIVED 1:1 TRAUMA-INFORMED PEER SUPPORT

PRN's peer support team is available in person and virtually through one-on-one relationships for people that live in Mecklenburg County. No time limits, no insurance is required, no assessments needed, you can self-refer and it's free!

74 HYBRID CLASSES PER MONTH

Our Recovery Hub provided 74 monthly classes, support groups and opportunities balanced by the 8 Dimensions of Wellness, for people to focus on their Wellness and Recovery from home or in-person. Open access and no referral needed.

82

TRAINED IN PEER SUPPORT

PRN was awarded the 3-year SCN funding in 2019 to launch a NC statewide consumer/peer movement, Peer Voice NC. Peer specific training, secured and offered to 2,052 Peer Voice NC (PVNC) members. PVNC is a statewide mental health peer and "consumer" organization, funded by SAMHSA and designated to impact policies, practices and systems to facilitate recovery from mental health and/or co-occurring substance use disorders.

66 RECEIVED DTC COURT PEER SUPPORT

PRN's court-involved peer support team was previously incarcerated due to emotional distress, mental health and/or substance use. They are embedded within all legal and clinical staffing to introduce alternatives to incarceration, sanctioning, and traditional treatments.

889 ANNUAL CLASSES

PRN provided over 889 in-person/online Recovery Classes in the last fiscal year.

79 RECEIVED IPS-SUPPORTED EMPLOYMENT

One of the most direct pathways to recovery is through employment and education. IPS is an approach to employment and education that supports upward mobility, exploration of skills and interests, and supports career aspirations. 21 individuals supported by PRN Supported Employment program obtained and maintained employment.

1,306 HARM REDUCTION ITEMS PROVIDED

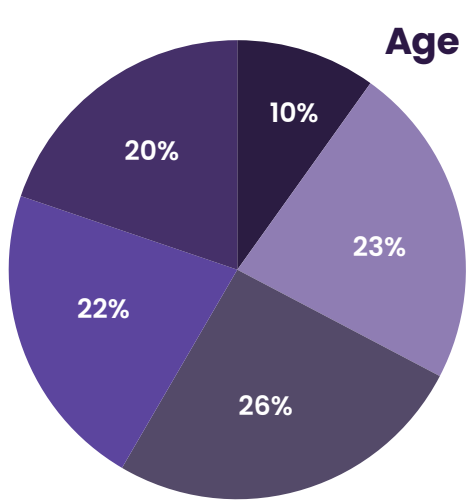
1,306 doses of narcan.

1,634 IN-PERSON PEER SUPPORT

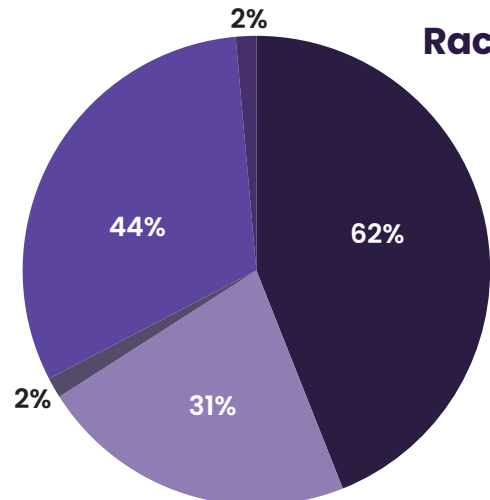
THE TOP 3 REASONS DRIVING INDIVIDUALS TO SEEK SUPPORT FROM PRN

1. Finding satisfaction in current and future financial situations.
2. Improve health by occupying pleasant, stimulating environments that support well-being.
3. Coping effectively with life and creating satisfying relationships.

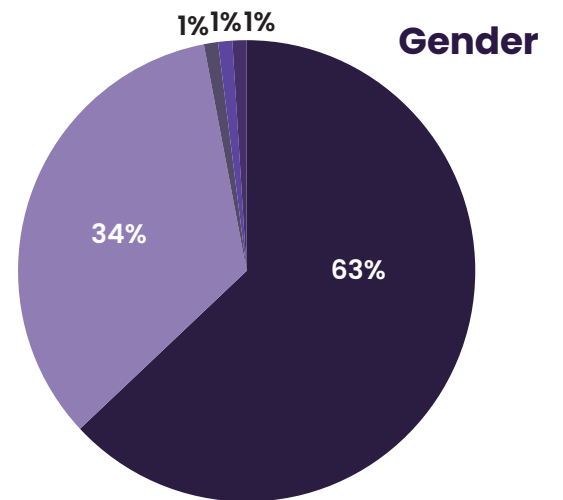
The Community We Serve



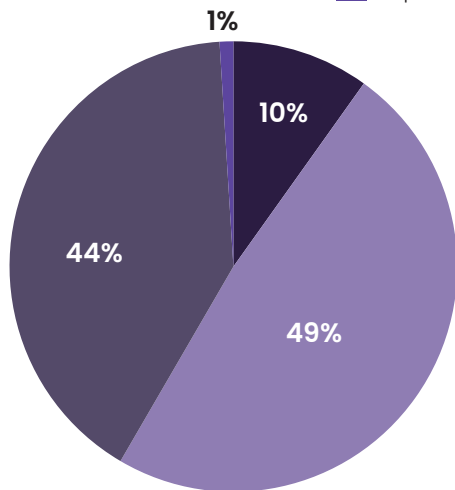
>25=22
 26-35=52
 36-45=58
 46-55=49
 56+=45



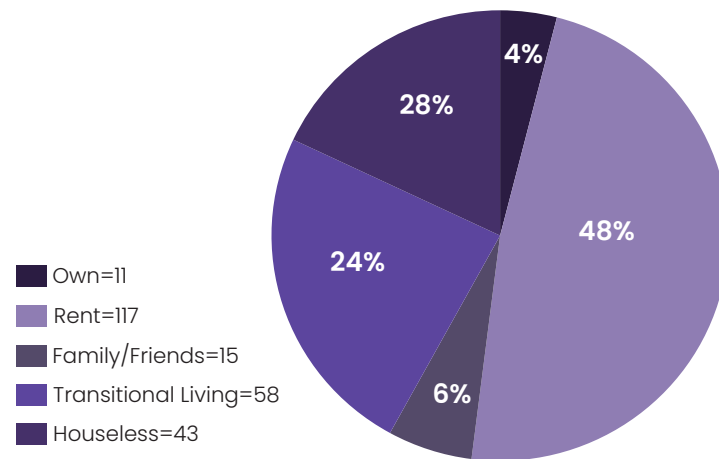
African American=140
 Caucasian=68
 American Indian or Alaska Native=4
 Hispanic=10
 More than 1 Racial Heritage=4



Male=162
 Female=88
 Trans Male=2
 Trans Female=2
 Other=2



Benefits=24
 Employed=119
 Not Employed=100
 Retired = 1



Own=11
 Rent=117
 Family/Friends=15
 Transitional Living=58
 Houseless=43

Employment Status

Home Ownership/Living Situation



Stories of Inspiration:

Mr. B and Cedric

Mr. B is part of our IPS-Supported Employment program, led by PRN Director Cedric Coit. He is a veteran and came to PRN through the Men's Shelter. Mr. B just completed his HVAC certification with NCIA!

Mr. B shared, **"I really appreciate all of the support you have provided. Cedric, you helped me refrain from giving up, because you continued to inspire hope, while encouraging me not to give up! I really appreciate PRN and the IPS-SE Team!"**

About IPS-Supported Employment

PRN's IPS-Supported Employment Program provides one-on-one employment resources and peer support to build fulfilling and meaningful lives.

Employment and education are two of the most direct pathways to recovery. Disability benefits equate to poverty, often resulting in little access to healthcare, safe neighborhoods to live, and opportunities to build a life that feels fulfilling and meaningful.

IPS is an approach to employment and education that supports upward mobility, exploration of the individual's skills and interests, and supports career aspirations. Together, we help people figure out what they do or do not want to do, find employment, keep, and even leave a position to go to another one.

IPS is a fidelity-based model, and it works!



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