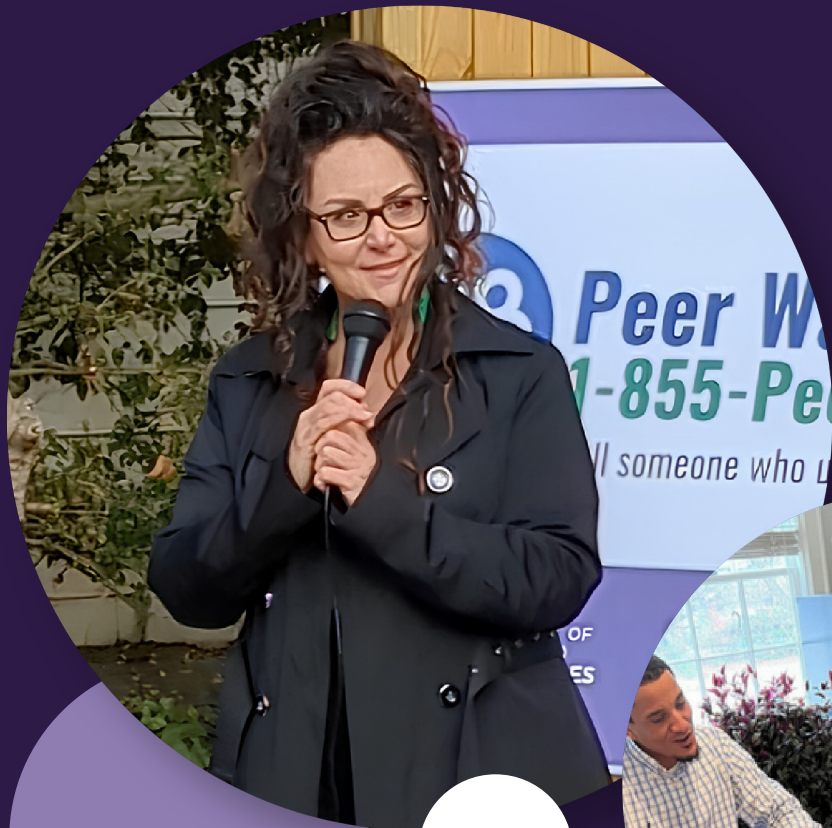




**PRN**

Promise  
Resource  
Network

## 2024/2025 Impact Statement

1401 East 7th Street  
Charlotte, NC 28204  
704.390.7709  
[promiseresourcenetwork.org](http://promiseresourcenetwork.org)

# A Note From Our CEO

In 2024, Promise Resource Network (PRN) reached a defining moment in its history. The national Bazelon Center for Mental Health Law recognized PRN as a leading example of how peer-led crisis alternatives improve outcomes for people experiencing mental health crises while reducing reliance on coercive interventions.

That recognition was reflected in one of PRN's most significant accomplishments to date—the launch of North Carolina's first statewide, 24/7 Peer Warmline. What began during the COVID-19 pandemic as PRN's commitment to ensure that people in Mecklenburg County had access to compassionate peer support quickly expanded as calls came from every region of the state. With support from the North Carolina Department of Health and Human Services, the Peer Warmline now provides immediate emotional support, shared lived experience, problem-solving, and connection to resources for anyone across North Carolina's 100 counties.

The response has been extraordinary. In just the last year alone, the Warmline answered nearly **64,000** calls, demonstrating both the tremendous need for peer support and its growing role as a trusted component of North Carolina's behavioral health crisis continuum.



*Through innovation, strong partnerships, an extraordinary team, and the leadership of people with lived experience, PRN strengthened communities, expanded access to hope, and continued to shape the future of mental health and substance use services across North Carolina.*

Every call represents an opportunity to provide hope, prevent crises from escalating, reduce unnecessary emergency service utilization, and remind someone that they are not alone.

At the end of 2024, PRN began the work on our next peer respite in Raleigh, NC which will be opened in 2025. Our second respite will continue our commitment to peer support during crisis situations in non-carceral settings. Both of these milestones demonstrate that lived experience is not simply valuable—it is essential to building compassionate, effective, and equitable systems of support. By centering healing, human connection, shared experience, and the belief that recovery is possible, PRN expanded access to affirming services that honor dignity, choice, and belonging.

Through innovation, strong partnerships, an extraordinary team, and the leadership of people with lived experience, PRN strengthened communities, expanded access to hope, and continued to shape the future of mental health and substance use services across North Carolina.

As the organization approaches its twentieth anniversary, 2024 stands as a powerful reminder that lasting systems change is possible when those closest to the challenges are empowered to lead the solutions.

I could not be more proud, humbled and honored to be a part of our community and continue to be a part of PRN's growth, evolution and impact.

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 continues to support people through emotional distress, minimize isolation, and provide information and resources.

## 63,974

### WARMLINE CALLS

Those experiencing stress, loneliness, or simply needing a supportive conversation were met with understanding, empathy, and connection.

## 4,962 TELE-PEER SUPPORT

Virtual individual Tele-Peer Support benefited 4,962 North Carolinians.



## 103 RESPITE GUESTS

Our peer-run respites offer 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. It offers peer support 24/7 and opportunities to explore recovery. Guests 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.

PRN currently operates two respites: The Retreat @The Plaza in Charlotte and The Retreat @ Fernwood in Raleigh.

## 90+ CLASSES PER MONTH

Our Recovery Hub provided classes, support groups and connection opportunities balanced by the 8 Dimensions of Wellness for people to focus on their Wellness and Recovery. Open access and no referral needed.

## 94 TRAINED IN PEER SUPPORT

94 peer supporters received comprehensive training in Promise Resource Network's premier peer support curriculum, Peer Academy.

## 66 RECEIVED DTC 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.

# 1100+ ANNUAL CLASSES

PRN provided over 1100 classes, support groups and connection opportunities in the last fiscal year.

# 92 RECEIVED EMPLOYMENT SUPPORT

PRN supported more than 90 people to explore their skills, interests and career aspirations.

# 378 RECEIVED 1:1 TRAUMA-INFORMED PEER SUPPORT

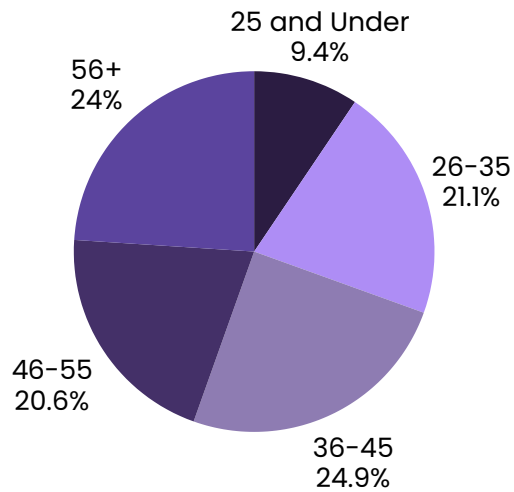
PRN's peer support team is available in person and virtually through one-on-one relationships for people that live in Mecklenburg County. No time limits, no insurance is required, no assessments needed, you can self-refer, and it's free!

## THE TOP 3 REASONS DRIVING INDIVIDUALS TO SEEK SUPPORT FROM PRN

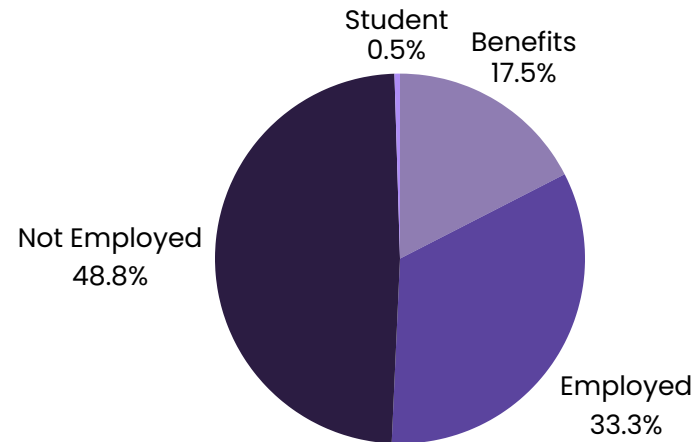
1. Finding satisfaction in current and future financial situations.
2. Improve health by occupying pleasant, stimulating environments that support well-being.
3. Coping effectively with life and creating satisfying relationships.

# The Community We Serve

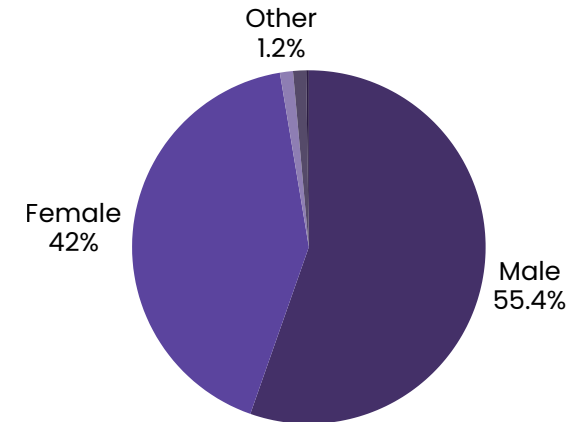
## Age



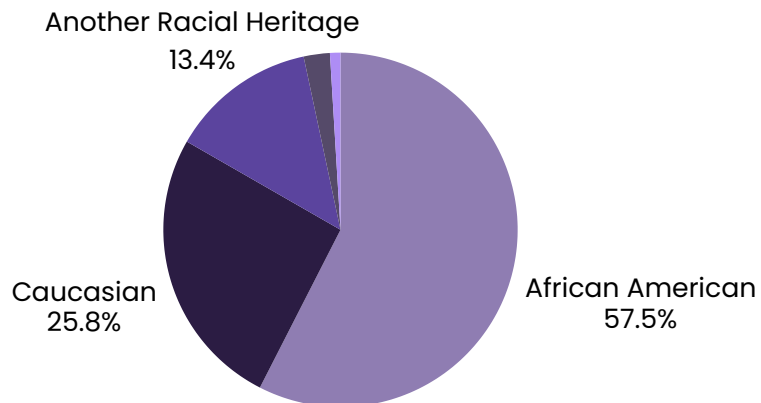
## Employment Status



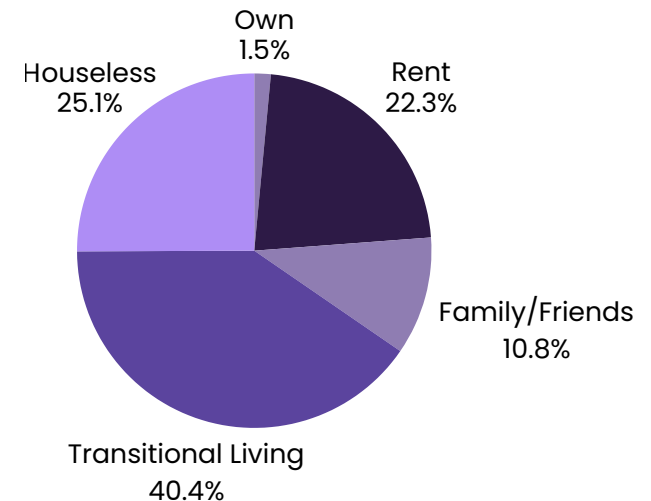
## Gender



## Race



## Home Ownership/Living Situation





# Stories of Inspiration:

## The Retreat @ Fernwood

*"I have never received anything like the care I have received at the PRN Fernwood and through PRN's Warm Line."*

*I cannot thank everyone who has put effort into this situation enough. It is helping me grow, learn and excel in my life."*

– Beth, a former guest at The Retreat @ Fernwood

### About Our Peer-Run Respites

Our Raleigh peer-run respite, The Retreat @ Fernwood, opened in December 2024 and has already welcomed many guests seeking a safe, supportive space during times of emotional distress. As the first peer-run respite in the Triangle and one of only a few in North Carolina, it represents an important step forward in expanding compassionate, community-based alternatives to traditional crisis care.

Grounded in PRN's peer-run model, The Retreat offers a voluntary, non-clinical alternative to emergency departments and hospitalization. Staffed entirely by individuals with lived experience, the program centers dignity, autonomy, and genuine human connection. There are no locks, no coercion, and no cost. Services are completely free and open to adults navigating crisis.

In a peaceful, home-like setting, guests can rest, reflect, and reconnect at their own pace by talking through challenges, engaging in creative activities, or simply taking time to breathe. Research shows that peer-run respites can reduce the need for higher levels of care, and The Retreat @ Fernwood is already playing a vital role in offering a more humane, trusted pathway through crisis.



1401 East 7th Street  
Charlotte, NC 28204  
704.390.7709  
[promiseresourcenetwork.org](http://promiseresourcenetwork.org)

## Board of Directors-Roster 2024-2025

**Kevin Garrison**  
Board Chair

**Nichole Wagner**  
Board Member

**Deborah Hendren**  
Board Member

**Robbie Taylor**  
Board Member

**Jon Weddell**  
Board Member

**Susan Crawford**  
Board Member

## Staff Executive Leadership

**Cherene Allen-Caraco**  
Chief Global Strategist & Executive Officer

**Lisa Shelton**  
Chief Administrative Officer

**Scott Woods**  
Chief Financial Officer

**Noah Swabe**  
Chief Strategy Advisor