



PRN

Promise
Resource
Network

2025/2026 Impact Statement

1401 East 7th Street
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704.390.7709
promiseresourcenetwork.org

A Note From Our CEO

2025–2026: Expanding Hope. Transforming Systems. Inspiring Change.

Throughout 2025 and into 2026, Promise Resource Network (PRN) continued to demonstrate that peer-led organizations can drive large-scale systems transformation while remaining deeply rooted in the communities they serve. Building on two decades of innovation, PRN expanded access to peer-led crisis alternatives and recovery supports across North Carolina, bringing hope, healing, and connection to thousands more individuals and families.

This period marked PRN's expansion into Wake County with the opening of three new programs. The first was **Retreat@ Fernwood**, our second 24/7 peer-run respite in North Carolina. Inspired by the success of **Retreat@ The Plaza** in Charlotte, Wake County, Alliance Health, and the North Carolina Department of Health and Human Services partnered to bring this innovative model to the Triangle. Their investment reflects North Carolina's growing commitment to voluntary, peer-led, non-carceral alternatives for people experiencing mental health and substance use crises. Since opening, Retreat@ Fernwood has consistently operated at capacity, providing a safe, welcoming environment where guests can find support, connection, and hope during times of significant distress.

In February 2026, PRN celebrated another milestone with the opening of the **Recovery Hub & Café** in Raleigh. Community members, partners, and leaders from across the state gathered for a ribbon-cutting celebration recognizing the importance of expanding open-access, peer-led recovery supports. Remarks from Kelly Crosbie of the North Carolina Department of Health and Human Services, First Lady Anna Stein, Alliance Health Chief Operating Officer Sean Schreiber, and Wake County leaders underscored a shared vision for strengthening recovery-oriented communities through lived experience leadership.

Soon afterward, PRN opened its third 24/7 peer-run respite, **Retreat@ The Cabin**, in Cabarrus County. Made possible through partnerships with Cabarrus County, the North Carolina Department of Health and Human Services, and Partners Health Management, this expansion extends PRN's reach beyond Mecklenburg County while remaining true to its mission of creating community-based alternatives to institutional care. Situated on 5½ acres in Davidson, North Carolina, Retreat@ The Cabin harnesses the healing power of nature to provide a peaceful, voluntary, trauma-informed setting for individuals experiencing emotional distress or crisis.

Together, these new programs reflect more than organizational growth—they represent a continued investment in reimagining behavioral health care. Across North Carolina, PRN is demonstrating that recovery flourishes when people are met with compassion instead of coercion, relationships instead of isolation, and hope instead of fear. By expanding peer-led alternatives that are grounded in lived experience, dignity, and choice, PRN continues to help shape a behavioral health system where healing happens in community and every person has the opportunity to recover and thrive.

I continue to be humbled and incredibly grateful throughout this journey.

Love is always the answer,
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.

69,797

WARMLINE CONTACTS

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

5,156 TELE-PEER SUPPORT

Virtual individual Tele-Peer Support benefited more than 5,000 North Carolinians.



259 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 three respites: Retreat @ The Plaza in Charlotte, The Retreat @ Fernwood in Raleigh, and The Retreat @ The Cabin in Davidson.

100+ CLASSES PER MONTH

Our Recovery Hubs provide 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.

Recovery Hubs are located in both Charlotte and Raleigh.

52 TRAINED IN PEER SUPPORT

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

89 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.

1700+ ANNUAL CLASSES

PRN provided over 1700 classes, support groups and connection opportunities in the last fiscal year across two Recovery Hubs.

191 RECEIVED EMPLOYMENT SUPPORT

PRN's Employment Specialists provide support to people as they explore their skills, interests, and career aspirations.

815 RECEIVED 1:1 TRAUMA-INFORMED PEER SUPPORT

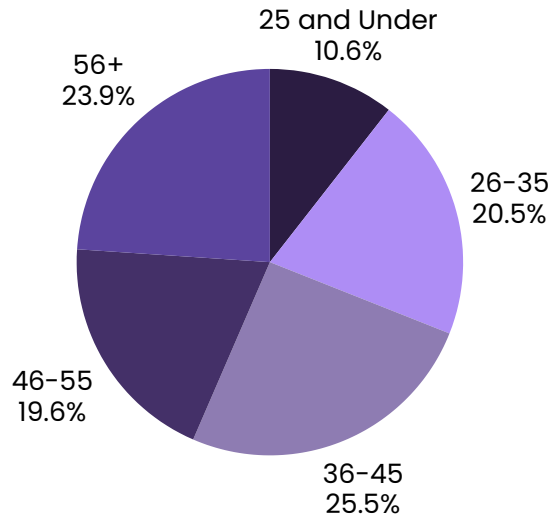
PRN's peer support team is available in person through one-on-one relationships. No time limits, no insurance is required, no assessments needed, you can self-refer, and it's free!

THE TOP 3 REASONS DRIVING INDIVIDUALS TO SEEK SUPPORT FROM PRN

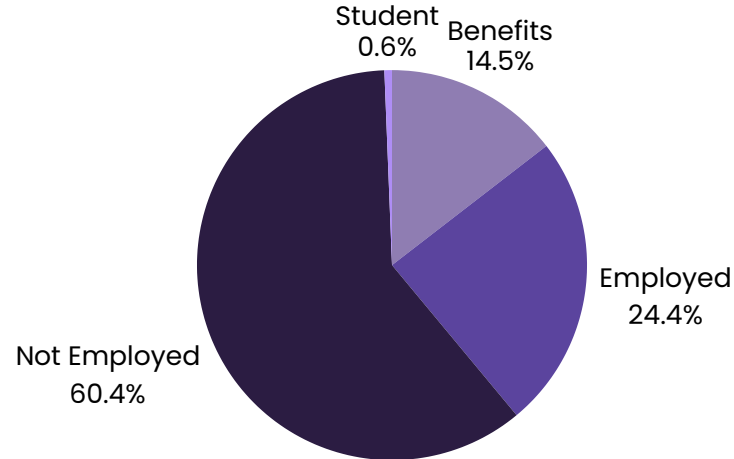
1. Finding satisfaction in current and future financial situations.
2. Improve health by occupying pleasant, stimulating environments that support well-being.
3. Coping effectively with life and creating satisfying relationships.

The Community We Serve

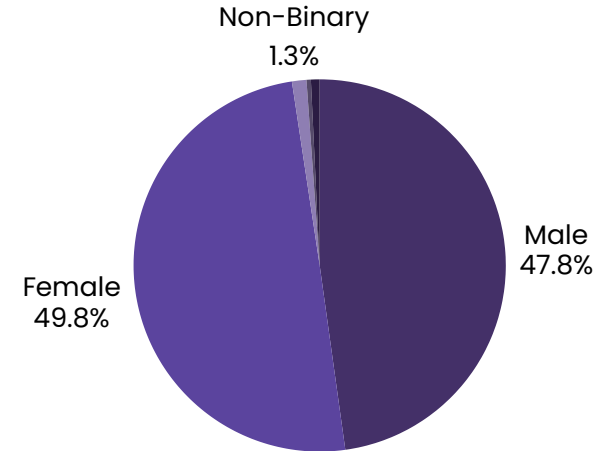
Age



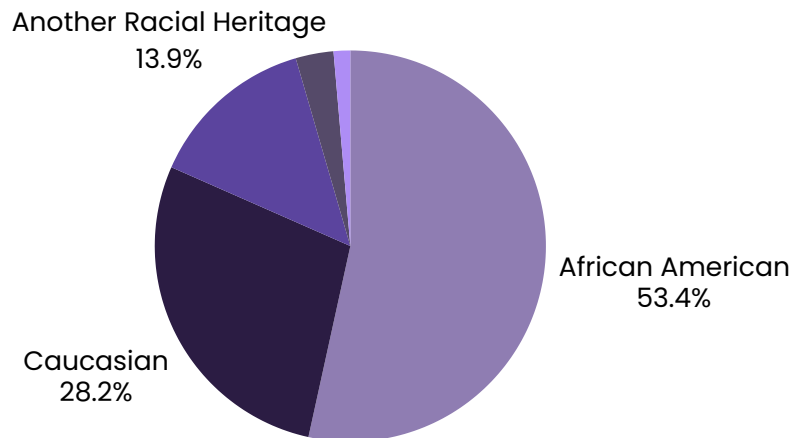
Employment Status



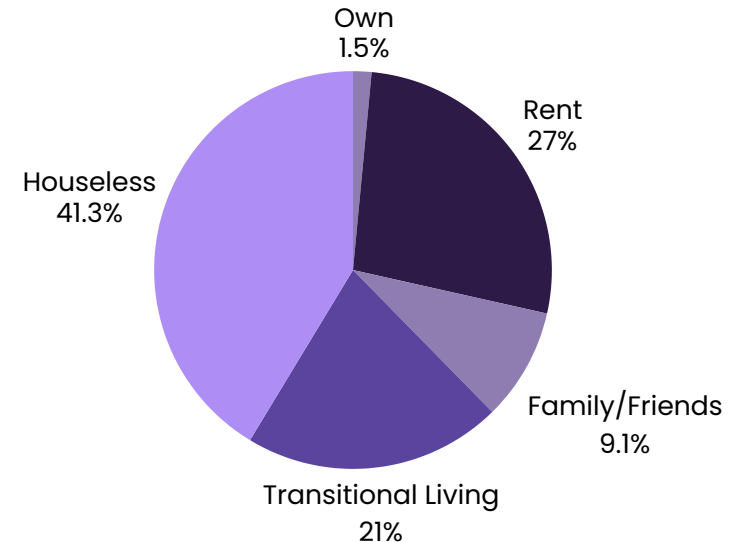
Gender



Race



Home Ownership/Living Situation





Stories of Inspiration:

The Opening of Our Raleigh Recovery Hub & Café

"The classes, the programs have really been a blessing to me... I'm glad I found a place where I can be happy and be me and not have to worry about my lifestyle."

– Fenton, a peer at the Raleigh Recovery Hub & Café

About Our Recovery Hub & Café

In February 2026, Promise Resource Network expanded its vision of community-based recovery by opening the Raleigh Recovery Hub & Café, a welcoming, peer-led space designed to support people navigating mental health challenges, substance use recovery, emotional distress, and life transitions. Located in downtown Raleigh, the Hub was created to fill a critical gap between clinical services and everyday life, offering a place where people can find connection, belonging, and support long before a crisis occurs.

The inspiration behind the Raleigh Recovery Hub & Café is rooted in a simple but powerful belief: recovery happens in community. While clinical treatment can be lifesaving, sustained wellness often depends on having meaningful relationships, opportunities for growth, and a place to belong. The Hub provides exactly that by being a space where individuals can walk in without a referral, connect with peers who have lived experience, participate in workshops and recovery groups, explore creativity, access resources, and build supportive relationships that strengthen long-term recovery.

The opening of the Hub reflects a growing movement across North Carolina to invest in community-based solutions that help people stay connected, supported, and well. By offering a welcoming alternative to isolation, emergency rooms, and crisis services, the Raleigh Recovery Hub & Café demonstrates the transformative power of peer support.



The Opening of **The Retreat @ The Cabin**

"This experience has been the best experience with people I have had since coming to Charlotte. I leave feeling hopeful about my future and I really felt a part of a community here."

– A former guest at The Retreat @ The Cabin

About The Retreat @ The Cabin

March 2026 marked an important milestone for Promise Resource Network with the opening of the Retreat @ The Cabin, our newest peer-run respite in Cabarrus County. Peer-run respites offer a compassionate alternative to traditional crisis services, providing voluntary, short-term support in a welcoming, home-like environment led by people with lived experience. Unlike emergency departments, crisis units, or psychiatric hospitals, the Retreat @ The Cabin is not clinical, restrictive, or coercive. Guests choose to be there, maintain their autonomy, and receive support from peers who understand firsthand what it means to navigate emotional distress, crisis, and recovery.

The opening of Retreat @ The Cabin reflects PRN's commitment to transforming how communities respond to mental health and substance use challenges. By creating safe, trauma-informed spaces centered on connection, dignity, and self-direction, we are helping people access support earlier, reducing reliance on costly and restrictive systems, and expanding pathways to healing that honor individual choice. Every stay is provided at no cost to guests, ensuring that support is accessible regardless of insurance status or financial circumstances.

As PRN continues to grow, we remain focused on filling critical gaps in the behavioral health continuum by expanding peer-delivered services, increasing access to crisis alternatives, and investing in innovative approaches that keep people connected to their communities. Retreat @ The Cabin is more than a new program. It represents our vision for a future where people experiencing crisis have meaningful options beyond hospitalization, where lived experience is recognized as expertise, and where everyone has access to support that promotes hope, recovery, and long-term wellness.



New Chat & Text Support for **PRN's NC Peer Warm Line**

Expanding Access, Strengthening Connection

This year, PRN expanded the NC Peer Warm Line by introducing live chat and text messaging services, creating more ways for individuals across North Carolina to access compassionate, peer-led support whenever they need it. Available 24/7 by phone, text, or live chat through our website, the Warm Line continues to provide a safe, confidential space where people can connect with someone who truly understands through lived experience.

The addition of chat and text support reflects our commitment to meeting people where they are and removing barriers to care. For many individuals experiencing stress, isolation, emotional distress, or uncertainty, reaching out by phone may not always feel possible. By offering multiple channels for connection, we are making support more accessible, responsive, and inclusive. These new options help ensure that more people can receive understanding, validation, and encouragement in the way that feels most comfortable to them, reinforcing our mission to strengthen recovery, resilience, and mental well-being through the power of peer support.

To connect with a Live Peer Supporter, NC residents can:

- **Call or text 1-855-PEERS NC (1-855-733-7762)**
- **Visit promiseresourcenetwork.org and click "Chat with us"**



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