



# A Note From Our CEO



When people are experiencing trauma, thoughts of suicide, emotional distress and mental health related crisis, they are in need of healing, connection, and support.

As our lives continued to be impacted by the perfect storm of COVID-19 combined with social, racial and political unrest, this year brought new opportunities for Promise Resource Network to multiply our legacy of bringing into our community non-traditional ways that people heal from trauma, labels of mental illness and significant emotional distress. To do so, the emphasis this year has been on reclaiming the narrative that people labeled with mental health conditions do recover and in order to do so, we need to grow mental health crisis alternatives to emergency departments, involuntary confinement, and police response.

As PRN's 24/7 peer-run warm-line reached over 20,000 callers this year, we launched a 24/7 physical space for people to stay when experiencing mental health related crises. PRN was honored and humbled by the turnout of community members, police and sheriff, government and political representatives for the community's first peer-run respite, Retreat@The Plaza! Through the respite, we are demonstrating that when people are experiencing trauma, thoughts of suicide, emotional distress and mental health related crisis, they are in need of healing, connection, and support rather than confinement, restraint, and handcuffs. PRN's efforts have made national attention with an NBC Universal special, numerous newspaper and journal articles, opportunities to influence federal policy, and national award for 2021 Innovator of the Year from the Bazelon Center for Mental Health Law in Washington, DC.

Other new initiatives that PRN launched this year were in response to immediate crises occurring in our community. We started a Community Health Worker program to advance public health, ensuring that people had access to PPE, resources, and up to date information about COVID. PRN was also tasked to serve our peers that were relocated from tent communities to hotels, joining with other grassroots efforts to ensure people had access to support everyday as well as opportunities for employment and basic needs. As a result, PRN's role has expanded and now includes the vision to begin offering transitional housing next year.

This year has also been active for PRN with regard to community organizing, policy development and supporting emerging leaders that have been directly impacted by the social issues that they are working to solve. Based on our experience as an incubator of Emerald School of Excellence (ESE), NC's first recovery high school, PRN is now serving in the same capacity of mentoring, administrative support and business development of two additional peer-run organizations, Green Tree Peer Center and No Wrong Door.

Paying it forward through leadership and organizational development of grassroots agencies and movements ensures that innovation is led by community, with community and for community. There has been no greater example of that this year than PRN's incubation of the statewide mental health peer and recovery movement, Peer Voice NC (PVNC). PVNC has successfully organized

8 statewide coalitions that worked with legislators and allies to introduce 4 bi-partisan sponsored bills into legislative session aimed at transparent data collection and reporting on the use of involuntary commitment in NC, funding peer-run alternatives to jail and hospital confinement, and building non-police community response teams throughout the state.

As we come into this next year, we are reminded of the trust that our community has put into Promise Resource Network for the past 17 years and the thousands of people that allow us to be a part of their wellness journey. The gratitude that we have for our PRN family, supporters, partners and allies cannot adequately be expressed. We hope that you stay connected so we can continue to plant, seed, water and grow wellness and healing together.

Chief Executive Officer,  
Promise Resource Network

*Charme Allen-Carney*



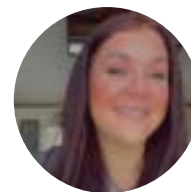
PRN is a grassroots non-profit agency established in 2006 to ignite social change, inspire hope and serve as a catalyst for personal greatness.

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.



For the third year, PRN is ranked nationally in the top 10 Best Non-Profits to Work For!



# Year In Review

**24/7** WARM-LINE

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

**20,000**

WARM-LINE CALLS

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

**4,674** TELE-PEER SUPPORT

Virtual individual Tele-Peer Support connections benefited 4,674 Charlotteans.

**105** 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.

**8** RESPITE GUESTS RETURNED

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

**71** RECEIVED 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!

**95** ONLINE CLASSES PER MONTH

Our Recovery Hub provided 95 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.

**2,052**

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.

**4** BIPARTISAN BILLS

4 bills with bipartisan sponsorship that were the result of PVNC Coalitions were presented to the NC Legislature.

## 800+ ANNUAL CLASSES

PRN provided over 800 in-person Recovery Classes in the last fiscal year.

## 21 OBTAINED AND MAINTAINED 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.

## 100% INDIVIDUALS MAINTAINED HOUSING

For individuals that have a SPC subsidy and are uninsured, PRN offers the "Plus Care" component with supports to identify landlords that will accept the subsidy, in their preferred community, with supports to choose their home, move in, keep their house, build their financial knowledge, and move from subsidized housing to their own home. 100% of the individuals supported by PRN maintained their home.

## 1/3 INDIVIDUALS OBTAINED HOUSING

PRN's team of peer supporters that have experienced homelessness in Charlotte offer street outreach, support people with Shelter Plus Care (SPC) subsidies and are co-located in the men and women's shelter. 1/3 of the individuals supported through the homeless/shelter programs have obtained housing.





# Stories of Inspiration

## Courtney Lushbaugh

Courtney's story is not only one of darkness, pain, and significant trauma, but of hope, inspiration, and recovery! Courtney experienced significant trauma at the very tender age of 5 years old. She grew up in a home with substance use challenges and domestic violence. Courtney's parents ultimately divorced, and as an only child, she felt like she had no supports. This lack of support in Courtney's life led her down a path of running away, sometimes for as long as one-month, harboring secrets, rebellious and risky behaviors that escalated, and ultimately landed her in Juvenile Hall. By the age of 20, Courtney was struggling with substances, charged with three DWI's, and incarcerated in jail. Courtney continued down this "revolving door of jail and on the streets". Eventually, Courtney found herself leaving an abusive relationship, involved with DSS and in First Court again. This time, however, would be different.

This was the first time that Courtney was introduced to PRN. She shared,

**"I met a wonderful Peer Support where I was able to be honest and raw for the first time in my life. I remember thinking, "there is some reason, other than me...I am here for a reason, I have something to offer, and I felt my worth". I became interested in becoming a Peer Support Specialist myself, if I can feel this way by talking to someone**

Courtney successfully graduated from First Court and began engaging more with PRN. Then, Courtney saw the Drug Court position open, and she thought, "let's do this!". For Courtney, Peer Support was the first real relationship where she could be vulnerable and share her stuff. She adores this place and the wonderful individuals she has met along the way, like Lisa K. and says,

**"it has given me a wonderful opportunity".**



## Board of Directors-Roster 2022-2023

**Stephanie Adelman**  
Board Chair

**Erin Patel**  
Board Chair

**Ken Schuesselin, Jr.**  
Board Chair

**John Giampaolo**  
Board Member

**Scott Rosenzweig**  
Board Member

**Robbie Taylor**  
Board Member

**Deborah Hendren**  
Board Member

**Alba Sanchez**  
Board Member

**Jon Weddell**  
Board Member

## Staff Executive Leadership

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

**Jane Clark**  
Chief Administrative Officer

**Kevin Garrison**  
Chief Financial Officer

**Denise Greene**  
Chief Operating Officer



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