



**PRN**

Promise  
Resource  
Network

## 2022/2023 Impact Statement

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

# A Note From Our CEO



*Together with the Lisbon Institute of Global Mental Health, PRN is advancing the power of peer support through the lens of lived experience in making recovery possible for people around the world!*

**A**s I reflect upon this year, I am humbled and amazed by PRN's expansion and impact locally, nationally, federally, and internationally. It serves as a reminder that our investment in resilience and recovery doesn't only apply to people and communities, but also to organizations that have at their foundation a commitment to transforming lives and fueling hope. Thank you for supporting PRN to continue to flourish and create systemic change in the face of unprecedented struggles.

The past year was filled with opportunities for PRN to multiply our reach and impact because of increased financial investment. We were awarded federal funding to build North Carolina's statewide organizing efforts, to influence mental health policy, and practice change by mobilizing individuals throughout the state that have been directly impacted by mental health and substance use challenges by establishing. We also received federal funding as we launched as a Recovery Community Organization (RCO) with an expansion of our commitment to harm reduction, distribution of NARCAN and fentanyl strips, and education to demystify substance use and harm reduction. PRN also expanded our substance use recovery efforts as we plan to establish a Recovery Café in NC!

Our international work was enhanced through partnership with Bebe Smith and Columbia University to bring Critical Time Intervention with peer support to Portugal. Together with the Lisbon Institute of Global Mental Health, PRN is advancing the power of peer support through the lens of lived experience in making recovery possible for people around the world!

PRN was excited to celebrate the launch of SAMHSA's first ever Office of Recovery in Washington, DC and will be working with the Greater Baltimore region on a feasibility study as they consider adding peer-run respite throughout their region. In NC, PRN's partnership with a community of peer leaders, providers and policy makers in Wake County to explore a peer-run respite in Raleigh.

I am also thankful for the collaborations with like-minded organizations and individuals that have expanded our reach and magnified our impact. By working together, we have created synergies that amplify the effectiveness of our initiatives. In particular, I would like to extend a special thank you to North Carolina Healthcare Quality Alliance (NCHQA) for their commitment to multiplying PRN's impact in the state through scaling peer-run respite and other peer-run programs such as our Recovery Hub. They have leveraged their own reputation and connections to expand ours and we are eternally grateful.

It is a blessing to be a part of this life changing organization. The dedication and unwavering commitment of our team at PRN is truly the driving force behind our success. While struggles can be difficult, healing is beautiful and I am inspired for each member of our team who instills hope every day.

Looking ahead, we will continue to dream big, innovate fearlessly, and work together to create even more success. Our journey is far from over, and I am confident that with the passion and determination of this remarkable team, our partners, and your support, we will achieve even greater heights in the years to come.

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.

**9,665**

(Mecklenburg County Only)

## WARMLINE CALLS

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

**1,513** TELE-PEER SUPPORT

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

**85** 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.

**29** RESPITE GUESTS RETURNED

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

**122**

## 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!

**35** ONLINE CLASSES PER MONTH

Our Recovery Hub provided 35 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.

**32**

## 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.

**75** 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.

## 420 ANNUAL CLASSES

PRN provided over 420 online Recovery Classes in the last fiscal year.

## 77 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.

## 1,186 HARM REDUCTION ITEMS PROVIDED

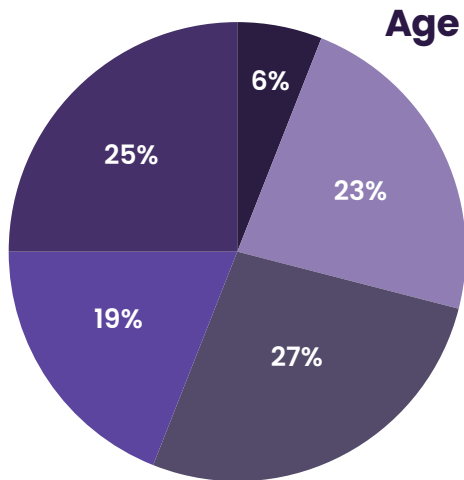
1,186 doses of narcan.

## 1,193 IN-PERSON PEER SUPPORT

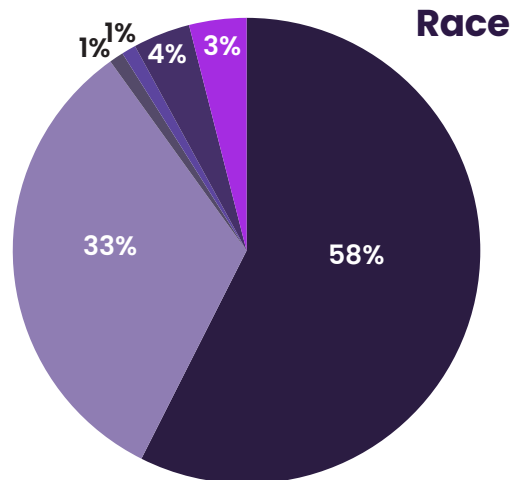
### THE TOP 3 REASONS DRIVING INDIVIDUALS TO SEEK SUPPORT FROM PRN

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

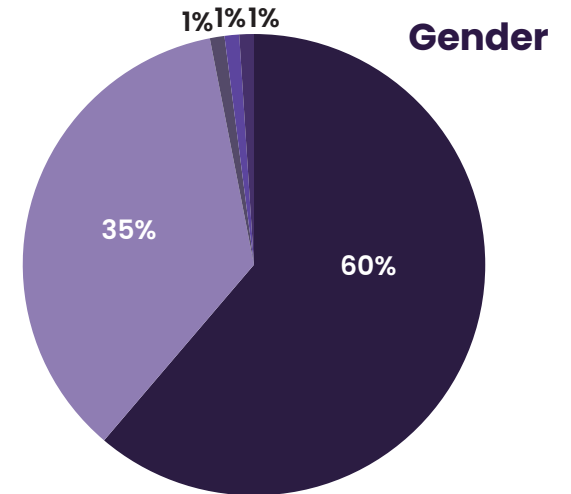
# The Community We Serve



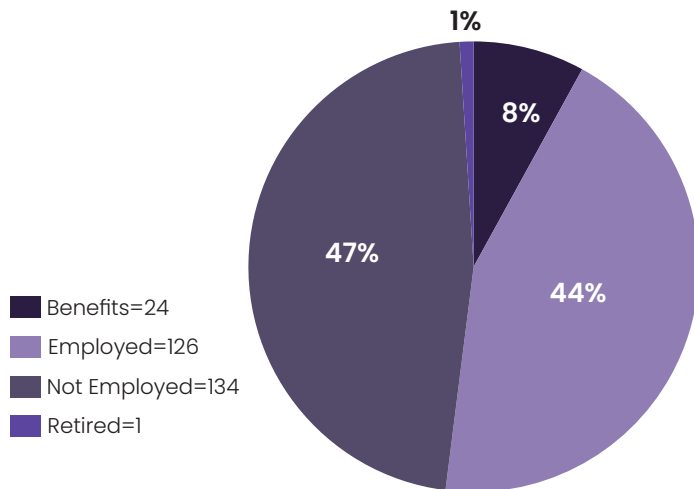
>25 =18  
 26-35=71  
 36-45=83  
 46-55=60  
 56+=78



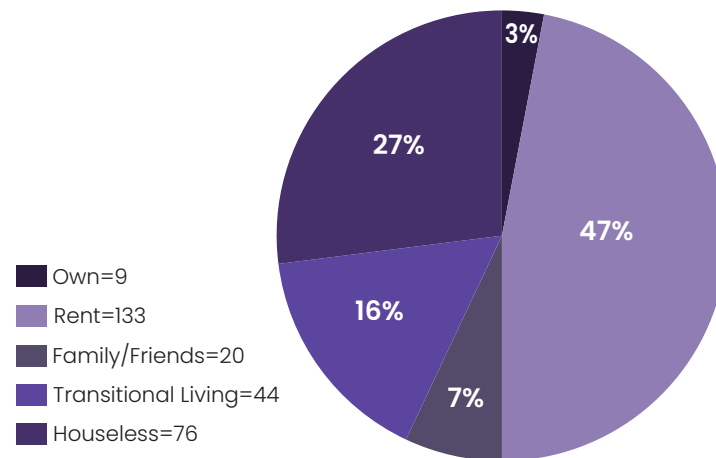
African American=181  
 Caucasian=103  
 American Indian or Alaska Native=2  
 Asian=1  
 Hispanic=13  
 More than 1 Racial Heritage=10



Male=186  
 Female=117  
 Trans Male=2  
 Trans Female=1  
 Other=4



Benefits=24  
 Employed=126  
 Not Employed=134  
 Retired=1



Own=9  
 Rent=133  
 Family/Friends=20  
 Transitional Living=44  
 Houseless=76





# Stories of Inspiration:

## Porter and Sharon

**M**y name is Porter Garner Jr., and my path began at a young age. At the tender age of 6, I was diagnosed with depression. However, there was a memory I couldn't connect the dots on: the time I was sexually assaulted by my uncle from ages 6 to 8, and I kept it a secret.

I blamed myself and believed that speaking up would lead to punishment. My silence became my shield. I expressed my feelings through art, finding it to be a form of healing. It was a way for me to feel free.

I've battled lupus since the age of 7 and have survived cancer six times.

I refuse to be defined by my past; instead, I see it as a part of my journey. I've never felt seen or heard, not even by my own family. I'm deeply thankful for the parts of my life I once felt ashamed of. Now, I understand that many of the issues I faced were just symptoms of a deeper, invisible pain within my family lineage.

Mental health has always been a taboo subject in my family and community, with many holding misguided views on its importance. At 41, I've come to realize that mental health is just as crucial as physical health. Through group therapy at Behavioral Health, I was introduced to group therapy but didn't find much value in the HIV group due to its restrictive nature. However, one day, we had a guest speaker, Princess, and seeing her made me feel seen for the first time.

She described Promise Network Network and I instantly felt a connection. Upon my initial arrival at PRN, I was met with a sense of genuine appreciation rather than mere tolerance. However, it wasn't until I participated in a class titled "Keeping Your Power", led by someone whom I consider a mentor, (Sharon), that I truly felt empowered.

My previous reliance on silence as a means of self-protection was no longer necessary. Instead, I discovered and utilized my voice, utilizing my personal experiences - both positive and negative - to assist others. My past no longer serves to define me; rather, it has redefined who I am today.

### About Peer Support

PRN utilizes the power of lived experience through peer support to make recovery possible for individuals with mental health and substance use challenges. Peer support specialists provide support, guidance, and mentoring to those who are working toward their recovery. Our vision is that every individual will find the hope, inspiration and support to move through challenges, discover their strengths, live their dreams, and find meaningful purpose in their lives.

Peer support through the lens of lived experience makes recovery not only possible, but probable!



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

## Board of Directors–Roster 2022–2023

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

**Stephanie Adelman**  
Board Chair

**John Giampaolo**  
Board Member

**Deborah Hendren**  
Board Chair

**Erin Patel**  
Board Member

**Scott Rosenzweig**  
Board Member

**Alba Sanchez**  
Board Chair

**Ken Schuesselin, Jr.**  
Board Member

**Robbie Taylor**  
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