



PRN Promise
Resource
Network

Advancing Healing and Recovery Alternatives

PRN utilizes the power of lived experience through peer support to advance recovery, promote healing, and uplift the influence of people labeled with mental health and substance use challenges in policy and practice change.



IMPACT SNAPSHOT

SOURCE: 2021 DATA

45,000

Calls to our 24/7 peer support line, reducing emotional distress and substance use crises related to COVID-19.

200+

Guests to our peer-run respite. An alternative to the ER, in-patient mental health services, and/or involuntary commitment through a non-forced, voluntary and non-locked healing alternative in Charlotte.

800+

Recovery classes.

2,500+

Trained in peer support.

Need to Talk?
We're Here to Listen.



Call our 24/7 confidential peer support line today.
833.390.7728

1401 East 7th Street
Charlotte, NC 28204
704.390.7709

info@promiseresourcenetwork.org
www.promiseresourcenetwork.org
@promiseresourcenetwork

24/7 Peer Support Line:
833.390.7728

OUR PROGRAMS

24/7 PEER SUPPORT LINE

- STATEWIDE PEER TALKLINE

Peer support is the foundation of PRN. Our 24/7 peer line is available to anyone in NC that is seeking support, connection, problem solving, experiencing distress or a crisis situation. We're Here. 24/7. (And we're good at listening.)

RECOVERY CAFÉ

A healing recovery communities committed to serving people who have experienced trauma and the results of trauma like houselessness, substance use and mental health challenges, incarceration, and loneliness, by using a membership model to promote community belonging.

RETREAT @ THE PLAZA RESPITE

- 24/7 MECKLENBURG COUNTY PEER RESPITE

Retreat@ The Plaza offers a safe, healing space to connect with others that have been through significant emotional distress and crisis situations. As a guest, you will have your own private bedroom, space to breathe, talk, create, and perhaps explore new ways of understanding your experiences without going to a locked facility or hospital.

Retreat@ The Plaza is free. You are welcomed to stay for a week and maintain connections to work, family, school, or other important things in your life or to take a break from those things and be surrounded by support, healing, creativity and love. Come for a tour or call us to learn more.

RECOVERY HUB

- PEER RUN WELLNESS CENTER

PRN's Recovery Hub offers over 55 in person, hybrid, and/or virtual classes, support groups, and activities each month spanning the 8 Dimensions of Wellness.

Whether you are interested in African Dance, substance use recovery, building your financial knowledge, writing for wellness, racial equity, healing from trauma, or to hear what's happening at PRN, we have classes for everyone.

Open access. No referral needed. Connect with a recovery and healing community!

Is harm reduction your path? Free and confidential Narcan, fentanyl strips and other safe use supplies available.

EMPLOYMENT SUPPORT

- INDIVIDUAL PLACEMENT & SUPPORT

One of the most direct pathways to recovery is through employment and education. The disability narrative has kept our community in poverty without access to quality healthcare, dependence on subsidies, and with limited opportunities to build a personally satisfying life.

Do you want to work? Do you want a job or career? Do you want an education or own your own business? All are possible. Let's talk.

✓ **INCUBATOR PROGRAMS**

✓ **ADVOCACY**

✓ **SOCIAL JUSTICE**

✓ **POLICY**

OUR PROGRAMS

TRAUMA-INFORMED PEER SUPPORT

As survivors of complex trauma, our peer support team is available to you on your journey. In person or virtual, we are here to heal together. No time limits, no insurance is required, no assessments needed, you can self-refer and it's free!

HOUSING SUPPORT

• STREET OUTREACH AND SHELTER SUPPORT

Are you living on the streets or staying at a shelter in Mecklenburg County? We have been unhoused too, and we're here for you.

Whether you want to connect with someone that understands, want to find housing, become a homeowner, or are seeking a community to connect with, we are here.

Peer support is available at the shelters, on the streets, and at our Recovery Hub.

INNOVATIONS IN PEER-RUN ALTERNATIVES

PRN Incubator: PRN's Founder and CEO knows the difficulties that accompany the start-up of a survivor-led organization or projects, and we support emerging leaders of people with lived experience through administrative support, shared health insurance, mentoring and or fiduciary support for grants and contracts.

COURT & DIVERSION SUPPORT

• PEER SUPPORT COURT TEAM

Our peer support team knows firsthand the experience of going through the court system and being incarcerated. That's why we are here for you to reimagine a life of recovery and healing while we introduce alternatives to incarceration, sanctioning, and traditional treatments into all legal and clinical staffings.

PRN provides training to treatment court teams, DA's, probation, parole, providers, and judges on peer support, trauma, culture, recovery and wellness. We build the forensic peer support workforce through training and mentoring.

We also provide re-entry support and resources for those released from jail

TRAINING, TA & POLICY

PRN provides technical assistance, mentoring and training to managed care organizations, service providers, and peer-run organizations as they seek effective, trauma informed, recovery-oriented systems, practice and organizational change.

PRN's Peer Academy has invested in the peer workforce for 16 years and its Recovery University has been training the provider workforce for nearly 20 years.

PRN is the incubator for NC's only consumer voice network, Peer Voice NC, which centers the earned wisdom of lived experience to influence policy change and social justice.

- ✓ INCUBATOR PROGRAMS
- ✓ ADVOCACY

- ✓ SOCIAL JUSTICE
- ✓ POLICY

TESTIMONIALS

INDIVIDUAL TESTIMONIAL

PRN has done more for me than I ever thought possible; more than I could have ever hoped for or imagined. They've become a huge part of my life. They support me and listen to me, and when I'm there, I feel like it's alright to be myself. They make me feel important and valid. I always have had trouble finding my voice, believing in myself, and believing I'm worthy of good. So many people here have helped me to see beyond that. Although I still struggle with it daily, hearing things like "there's nowhere I'd rather be than talking with you" or "you're a bright spot in my life", really holds power. It makes me doubt myself less. Even on particularly bad days, they're there for me. They always have time to hold your hand through whatever storm you may be facing. They've changed my life.



PARTNER TESTIMONIAL

The S.T.E.P. program depends on a myriad of partners, including Judges, Prosecutors, Defense Attorneys, Probation Officers, and treatment. We realized a key component we were missing was the voice of lived experience. Through our partnership with Promise Resource Network, the peer support voice is now an integral part of the team. Together, we strive to never lose sight of our mission to inspire and empower individuals on the pathway to recovery and mental wellness by bridging the gap between family, community resources, legal entities, and by advocating for and reducing the stigma of recovery in the criminal justice system.

-Janeane Gonzales
S.T.E.P. Program Manager
Mecklenburg County Criminal Justice Services