

2021
2022

ANNUAL REPORT

SHC SUPPORTIVE
HOUSING
COMMUNITIES



CEO MESSAGE

As I have reflected on the state of our country and the enormous amount of change that we have been through, I am so very proud of the continued service and reliable support that Supportive Housing Communities (SHC) has provided to our neighbors. At SHC, we refer to our clients as our neighbors to help them feel valued and supported. I am reminded each day how very blessed and proud I am to be a part of SHC, working to provide affordable housing and support services to our most vulnerable neighbors in Charlotte and across the metropolitan area. For nearly 30 years, we have collectively addressed the most pressing community issues and found innovative solutions to drive transformational change for our neighbors.

Today, we continue to face a nationwide threat to our health and economic stability, which we know will disproportionately impact the neighbors we serve. Each day is bringing significant challenges and pressures on the operations of our organization – and our leadership. We rise to challenges every day with ingenuity, compassion, resilience, fortitude, and integrity. In times like these, we stand shoulder-to-shoulder with our



partner organizations, and we encourage you to stand at our backs.

As we continue to dream for the future and reaching the day when homelessness is rare, brief, and a one-time only occurrence for households, I look to our community to continue to provide the support, time, talent, and treasure that ensures the most vulnerable neighbors receive basic human needs from giving, caring staff, volunteers, and community partners. I ask that you renew your commitment to stop human suffering and to find solutions to some of our communities most complex challenges in order to help those experiencing homelessness.

WHAT WE DO

We are continuing to serve clients by providing affordable housing and support services to help them accomplish their goals of independent living.

We are keeping clients stably housed at the rate of 96%.

We are limiting the use of the ER for non-emergent visits saving our community thousands of dollars in medical costs. 97% of residents with a mental illness did not have to use emergency services for a mental health crisis.

We are providing the needed support to help our neighbors in recovery. 93% of our residents in recovery did not relapse last year.

We are transforming lives by teaching independent living and providing residents with resources to improve their educational levels and earned income. Last year, 67% of our residents increased their income and improved themselves with educational opportunities.

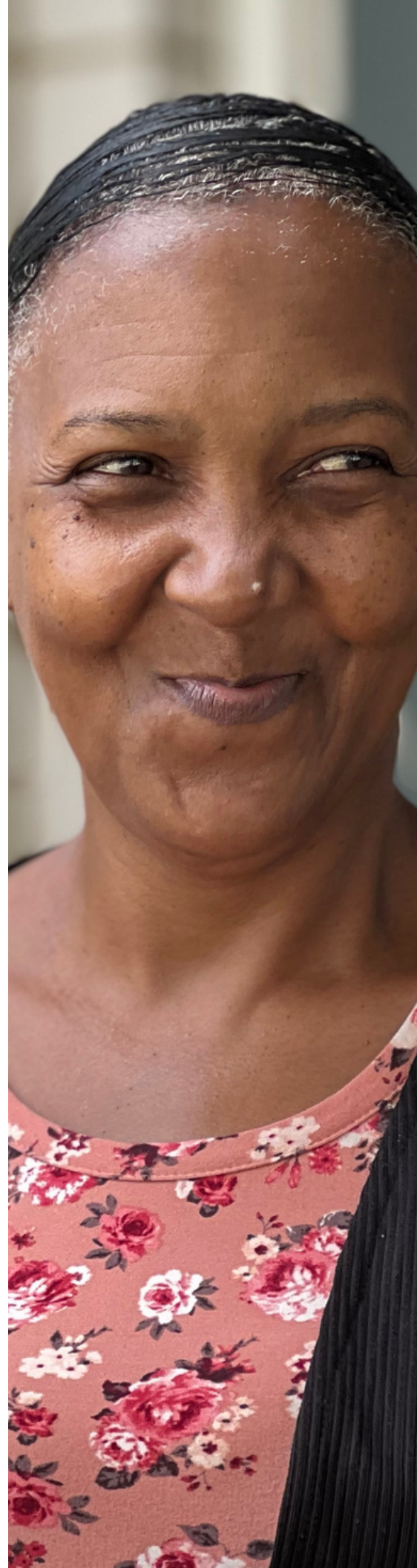
We are expanding our affordable housing properties by adding a new development that will be able to house over 400 households identified as chronically homeless.

We are looking to expand “Beyond Housing” to ensure each neighbor we serve can address their goals and achieve them through the support we put in place with the help of our community.

We are ensuring that our neighbors have access to physical and mental healthcare.

We are improving the quality of life for our neighbors through exposure and community with our professional volunteer network.

As we look back on our Fiscal Year 2022, we want to thank you for your continued support in helping us stably house the neighbors in our community. Our impact would not reach far without your partnership.



OUR COMMITMENT

MISSION

To provide affordable housing to alleviate homelessness and human suffering.

VISION

To develop and operate permanent supportive housing for men, women, and families overcoming homelessness, especially veterans and those with mental illness, substance use, and medical or other disabling condition.

OUR PROGRAMS

MCCREESH PLACE

McCreesh Place opened in 2003 and is Charlotte's first permanent supportive housing complex. Located in the Villa Heights community, McCreesh Place can serve up to 90 individuals at any given time. Case managers provide supportive services to help the residents achieve self-determined personal goals related to finances, relationships, employment, recovery, and health.

ST. JOHN'S PLACE

St. John's Place is an apartment building and a rare instance of naturally occurring affordable housing in Charlotte. St. John's Place provides much-needed affordable housing for between 60 to 80 of Charlotte's most vulnerable citizens. We use the renovated units to provide affordable housing for clients in the Scattered Site programs of partnering organizations.

SCATTERED SITES / RAPID REHOUSING

Aligned with the Housing First model, SHC developed a Scattered site program in 2013. In this program, we place chronically homeless individuals and families in many different privately-owned rental units "scattered" throughout Charlotte. After many years of growth, Scattered Sites/ Rapid Rehousing now houses hundreds of residents each year.

KEEPING FAMILIES TOGETHER

In the Keeping Families Together (KFT) Initiative, SHC is partnering with Mecklenburg County's Division of Youth and Family Services (YFS) to serve 50 families who have open cases with its Child and Protective Services section to assist with family reunification.

OUR CHAMPIONS



OUR NEIGHBORS

“

Being placed in housing has given me the opportunity to explore ways to increase my income and independence while knowing I have a safe place for me and my daughter.

~Exavia (Keeping Families Together Client)

“

Stable housing was all I needed to save enough money and get back on my own. Today, I work full-time while pursuing a master's degree. I am happy to be able to give back as a volunteer.

~Lakeyshia (Former McCreesh Place Resident)

“

I am grateful for the staff and residents. They look out for us here. Leaving homelessness behind is a process – it doesn't happen overnight but I am determined to continue my sobriety and follow God's path under the McCreesh Place roof.

~Kenneth (McCreesh Place Resident)





OUR VOLUNTEERS

Alan Morrow
Ally Financial
Bank of America
Bob Bishop
Caldwell Presbyterian
Covenant Presbyterian Church
Covenant Presbyterian Young Adults
Elevation Church
Homeless Relief Ministries
John Bates
Lowe's Home Improvement
Myers Park Baptist Church
Myers Park Presbyterian Church
Myers Park United Methodist Church
St. Matthew Catholic Church
Trinity Presbyterian Church
Wells Fargo



of volunteers

610



of hours served

1,857



Savings in
personnel costs
utilizing
volunteers

\$51,308.91

OUR IMPACT



In-Kind donations **\$208,250**



of individuals served **573**



of households served **329**



of children served **211**



of adults served **362**



of move-ins **42**



% of residents who avoided emergency room related to mental illness **97%**



% of residents who remained in stable housing **96%**



% of residents in recovery who did not relapse **93%**



\$0.92 cents of every \$1 went back into programming





LOVE YOUR NEIGHBOR

SHC

Administration Offices
601 E. 5th Street, Suite 255
Charlotte, NC 28202

McCreesh Place
2120 N. Davidson Street
Charlotte, NC 28205

St. John's Place
2314 Saint Johns Church Rd.
Charlotte, NC 28215



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Ways To Help