

SUPPORTIVE HOUSING COMMUNITIES

**2023-24
ANNUAL
REPORT**





At SHC, we intentionally call those we serve our “neighbors” because that’s exactly who they are—valuable members of our community who deserve dignity, stability, and support. Every day, I am humbled by the privilege of working alongside a team deeply committed to ensuring that our most vulnerable neighbors in Charlotte have access to safe, affordable housing and the critical support services they need.

For more than three decades, we have stood together—residents, donors, volunteers, and advocates—tackling urgent community challenges with innovative solutions and an unwavering commitment to transformative change. But today, as we navigate economic instability, rising inflation, and shifts in government funding, our neighbors are

bearing the greatest burden. More than ever, they need us. And more than ever, we need you.

Because of your generosity, SHC has remained steadfast responding with ingenuity, compassion, and resilience. **But the reality is that private funding is essential to bridging the gaps left by shifting government policies.** It ensures that no matter what challenges arise, our vulnerable neighbors will always have a place to turn. You are a vital part of this mission. Your support—whether through time, expertise, or financial contributions— fuels the work that provides not just housing, but hope.

Our vision is clear: a future where homelessness is rare, brief, and nonrecurring. But we cannot do this alone. I invite you to renew your commitment to this vision, to stand with us in creating lasting solutions to housing instability, and to ensure that no one in our community is left without a home.

Together, we are building a future where every neighbor has the stability and dignity they deserve. Thank you for being part of this journey and for making hope a reality.

Laura Caldwell, CEO



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.

SHC is the largest organization in Mecklenburg County that helps chronically homeless individuals **and** families by combining a full continuum of financial support (so they can afford a place to live) **and** case management (so they can keep it).

We believe everyone deserves a safe place to call home.

Yet today in Charlotte, it’s increasingly more difficult to secure safe, affordable housing because of rising costs and a lack of inventory.*

Because of this, more people in our community are experiencing homelessness. As of December 2024, there were 3,238 people in Mecklenburg County actively experiencing homelessness, including 751 people experiencing chronic homelessness.

At SHC, our primary focus is serving the most vulnerable of these neighbors: those who are chronically homeless — individuals who have been homeless for at least one year and have a disabling condition, such as substance abuse, mental illness, or a chronic disease.

We are committed to finding ways to meet the growing need for our services and helping those who need it the most.

*More than 74% of the low-cost housing stock available in 2011 was lost by 2022. (2024 Charlotte-Mecklenburg State of Housing Instability and Homelessness Report (SoHIH))

OUR WHY



MCCREECH PLACE

McCreech Place opened in 2003 and is Charlotte’s first permanent supportive housing complex. Located in the Villa Heights community, McCreech Place is a sober-living community that serves 90 residents. 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

SHC acquired and renovated St. Johns Place in 2017 to mitigate the loss of affordable housing in Charlotte. SHC reserves more than half of the 31-unit apartment complex for vulnerable clients of partnering organizations such as Roof Above and Mecklenburg County Shelter Plus Care.

SCATTERED SITES / RAPID REHOUSING

Developed in 2013, SHC’s Scattered Sites program places neighbors in privatelyowned rental units “scattered” across Charlotte. Our Rapid Rehousing program, established in 2015, provides temporary housing and services designed to transition residents to permanent self-sufficiency within two years. These programs now house about five times as many residents as McCreech Place.

KEEPING FAMILIES TOGETHER

Since 2019, we have partnered with Mecklenburg County’s Division of Youth and Family Services (YFS) to support families at risk of separation due to housing insecurity. Through our Keeping Families Together (KFT) program, we help 50 families each year secure permanent, affordable housing and access vital services to strengthen household well-being.

HEALTH AND HOUSING

In 2023, SHC launched the Healthcare and Housing program to ensure that our neighbors not only have a place to heal but also receive the essential support services needed to rebuild their lives. This approach not only transforms lives—it saves taxpayers thousands.

971

volunteers

\$89,581

savings in personnel costs
utilizing volunteers

2,817

hours served

\$127,523

in kind donations received

THANK YOU TO OUR PARTNERS

- Ally Financial
- American Airlines
- Atrium Health
- Bank of America
- Burial Beer
- Caldwell Presbyterian Church
- Central Piedmont Community College
- Charlotte Rescue Mission
- City of Charlotte
- Coca-Cola Consolidated
- Covenant Presbyterian Church
- Crosland Foundation
- Elevation Church
- Foundation For The Carolinas
- HMSHost
- Homeless Relief Ministry
- Hood Hargett & Associates
- Housing Collaborative
- Impact Property Solutions
- Local Initiatives Support Corporation
- Lotus Campaign
- Lowe’s Companies
- Mecklenburg Community Church
- Mecklenburg County
- Murphy Family Foundation
- Myers Park Presbyterian Church

- Myers Park United Methodist Church
- National Christian Foundation Carolinas
- Novant Health
- Park National Bank
- Philip L. Van Every Foundation
- Piedmont Natural Gas
- Provident Benevolent Foundation
- Publix Super Markets Charities
- Roof Above
- RoundPoint Mortgage
- SouthState Bank
- St. Matthew Catholic Church
- St. Peter Catholic Church
- St. Peter’s Episcopal Church
- St. Peter’s Hospital Foundation
- Starbucks Foundation
- TD Charitable Foundation
- The Haynes Family Charitable Fund
- The Leon Levine Foundation
- The Merancas Foundation
- The Power of Giving Foundation
- The Vanguard Group
- Trinity Presbyterian Church
- United Way of Central Carolinas
- Wells Fargo

513
of Neighbors Served

277
of Households Served



214
of Children Served

299
of Adults Served

213
of Neighbor Move-ins

38
of Jobs Secured

93%
of Neighbors who did not use emergency services

94%
of McCreesh Place Neighbors who did not relapse



With a 93% success rate in maintaining stable housing for formerly chronically homeless neighbors, SHC is increasing opportunities and making a significant impact In Charlotte.

SUPPORTIVE HOUSING COMMUNITIES

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**LEARN MORE
ABOUT SHC**



**DONATE TO
OUR MISSION**

