

2024-25
**ANNUAL
REPORT**



At SHC, we call those we serve our **neighbors** because that is who they are — members of our community who deserve safety, dignity, and the chance to rebuild their lives. This year, that truth feels more urgent than ever. Every day, I see the courage of our neighbors and the commitment of a team working to ensure no one in Charlotte is left without a home or a path forward.

But we enter the coming year facing challenges unlike any before. Federal budget changes now place **more than 185 housed neighbors at risk of losing the stability they have worked so hard to achieve.** Losing their housing would be devastating and would undo years of progress for our community.

In times like these, your partnership is not just meaningful; **it is mission-critical.**

Because of your generosity, SHC has met rising needs with compassion, innovation, and resolve. You have helped strengthen housing stability, expand supportive services, and ensure that when systems shift, our neighbors are not left behind. But the reality is this: **private support is now the most powerful safeguard our neighbors have.**

Your investment:

- Keeps people housed when public dollars fall short
- Fills critical service gaps created by changing government rules
- Ensures continuity for vulnerable neighbors during times of uncertainty
- Allows SHC to advocate, innovate, and respond swiftly to emerging needs

As we look ahead, we need our community to stand stronger than ever. I'm asking you — our partners, donors, volunteers, and advocates — to renew your commitment and help protect the stability so many have fought to gain.

Our vision remains clear: a Charlotte where homelessness is **rare, brief, and nonrecurring.** Achieving that vision requires all of us.

Thank you for being part of this mission. Together, we can ensure that hope, housing, and dignity remain within reach for every neighbor.

A handwritten signature in cursive script that reads "Laura Caldwell".

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*).

Charlotte’s housing and homelessness crisis remains urgent.

As of August 31, 2025, 2,586 people are experiencing homelessness, including 731 who are chronically homeless. The median wait time for housing is now 436 days.

Rising costs are pushing more residents into instability. Rentals under \$800 dropped from 45 percent in 2011 to just 8 percent in 2023, even as the county grew 23 percent. Renters need to earn \$35.08 an hour to afford a two-bedroom home, but the average renter earns \$27.81, leaving more than half cost-burdened.

**NLIHC Out of Reach 2025 Report*

SHC serves those most at risk — individuals and families living at or below 30 percent of AMI and facing chronic homelessness and disabling conditions.

We provide supportive housing that combines affordable homes with wraparound services. Residents pay up to 30 percent of their income, with SHC covering the rest. Each household partners with a case manager to access healthcare, counseling, employment, benefits, transportation, and Life Skills training in budgeting, cooking, home care, and parenting.

OUR WHY



MCCREESH PLACE

McCreesh Place opened in 2003 and is Charlotte's first permanent supportive housing complex. Located in the Villa Heights community, McCreesh 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.

SCATTERED SITES / RAPID REHOUSING

Developed in 2013, SHC's Scattered Sites housing program places neighbors in privately owned 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 McCreesh 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.

HEALTHCARE 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.

LIFE SKILLS

SHC's Life Skills program equips residents with the tools they need to achieve stability, employment readiness, and long-term housing success. Through case management, workforce partnerships, and practical training, residents gain access to education, job supports, essential services, and resources that strengthen independence.



1,117

volunteers

\$80,204

savings in personnel costs
utilizing volunteers

2,305

hours served

\$332,626

in-kind donations received

THANK YOU TO OUR PARTNERS

Ally Financial
Albemarle Foundation
Aprio Foundation
Atrium Health
Bank of America
Caldwell Presbyterian Church
Canopy Housing Foundation
Central Piedmont Community College
Charlotte Mecklenburg Community Foundation
Charlotte Rescue Mission
City of Charlotte
Covenant Presbyterian Church
Crosland Foundation
Elevation Church
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Homeless Relief Ministry
Hood Hargett & Associates
Housing Collaborative
Local Initiatives Support Corporation
Lotus Campaign
Lowe's Companies
Mecklenburg Community Church
Mecklenburg County
Mecklenburg County ABC Board
Murphy Family Foundation

Myers Park Presbyterian Church
Myers Park United Methodist Church
NC Housing Opportunity Foundation
Novant Health
Park National Bank
Piedmont Natural Gas
Provident Benevolent Foundation
Publix Super Markets Charities
Roof Above
RoundPoint Mortgage
Sisters of Mercy of NC
SouthState Bank
St. Matthew Catholic Church
St. Peter Catholic Church
St. Peter's Episcopal Church
St. Peter's Hospital Foundation
TD Charitable Foundation
The 2326 Group
The Leon Levine Foundation
The Merancas Foundation
Trinity Presbyterian Church
Truliant Federal Credit Union
United Way of Central Carolinas
Wayne Brothers, Inc.
Wells Fargo

492

of Neighbors Served

264

of Households Served

201

of Children Served

291

of Adults Served

90

of Neighbor
Move-ins

30

of Jobs Secured

93%

of Neighbors who
did not use
emergency services

94%

of McCreesh Place
Neighbors who did
not relapse





With a 94% 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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supportivehousingcommunities.org

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LEARN MORE
ABOUT SHC



DONATE TO
OUR MISSION

