



**Charlotte Family Housing**  
*2023-2024*



*helping families*

# REGROUP, RENEW & RELAUNCH

## **WHO WE HELP:**

Working families (single parent, two-parent, intergenerational, LGBTQ+) who are experiencing homelessness. Families most often come to us from extended-stay motels, doubled up with friends and family, or living in cars.

## **OUR INTERVENTIONS:**

- Temporary shelter (families always stay together!)
- Wrap-around support from a CFH social worker and our shelter & housing support teams
- Life skills training and mental health care
- Subsidized housing with trusted landlord partners
- Professional development opportunities

## **OUTCOME GOALS:**

After two years, families graduate our program with increased economic stability into unsubsidized affordable rentals or home ownership.



*Since 2011, we've been empowering working families experiencing homelessness to achieve life-long self-sufficiency through shelter, housing, supportive services, and advocacy.*



# WITHOUT STEPPING INTO OUR SHELTERS, YOU'VE MET SOMEONE WE SERVE

The security guard at your Uptown office, the teacher's aide at your children's school, the CNA at your doctor's office, the teammate on your son's football team. **We meet the needs of our city's unnoticed & hardworking homeless population**; parents and their children who face unrelenting financial pressures and lack the support and resources required to thrive in our community.



# STABLE HOUSING BUILDS *thriving families*

I am deeply humbled and amazed by all that we've accomplished together—and by all that you have made possible over the past year.

Because of you, we were able to reopen Hawthorne Place, providing shelter and stability for 15 additional families. Thanks to your generosity, we hosted 48 workshops, offering families the tools and knowledge they need to thrive. From staffing our Jubilee store to volunteering at our Family Empowerment Summit, you've been there every step of the way, making an incredible difference in the lives of those we serve.



Your investment in Charlotte Family Housing isn't just a donation—it's a catalyst for generational change. As someone who thrives on data, I'm driven by the outcomes we've achieved, but I know it is the people behind those numbers that truly embody the purpose of our work. The statistics and stories on the following pages showcase that impact this year.

What makes this year so special is not just what we've built, but how we've come together. Whether through volunteer work or sharing a meal with families, there was laughter, there was hope, and most importantly, there was connection. We piloted several successful new programs that are already changing lives, and we're excited to expand our workforce and career pathway opportunities in the year ahead. As our community grows and housing costs rise, the need for these programs has never been greater. We're committed to equipping families with the skills, credentials, and confidence they need to secure living-wage, career-path jobs that will keep up with the demands of our evolving economy.

We believe strongly in our model, and we know that you do too.

**THANK YOU** for your continued belief in our work and your unwavering support!

A handwritten signature in black ink that reads "Elizabeth Kurtz". The signature is fluid and cursive.

Elizabeth Kurtz | Executive Director

*last year*

**170** families received CFH services

*that means*

**365**  
children now live in safe, stable housing

+

**548**  
people now have somewhere to call home

*PLUS!*

**96%**

of families who graduated the program moved into sustainable and unsubsidized housing!

*& when they graduate:*

CFH families have saved an average of **\$2,518**

+

**10%** are enrolled in home ownership education with partners like Habitat for Humanity & DreamKey.

**YOU ARE HELPING  
BUILD A BETTER  
CHARLOTTE**

# IT'S ALWAYS BEEN ABOUT *more than housing*

Every day, when she shows up at work, Tabetha has to prove her value as a skilled professional while facing the demands of a high intensity career. It's estimated that less than 10% of crane operators working today are women. Being a woman in such a male-dominated industry requires confidence, determination, focus, self-belief, hard work, and attention to detail.

Tabetha honed these remarkable skills at home doing the highest intensity job of all: being a single mom to her seven children.

Like all devoted moms, it's her kids who inspire her most to work hard and keep going in every situation. "I just want to give them the best that I possibly can," she says.

"I know if I don't get up or if I don't make a way, then they don't have nobody else."

That spirit of love and resilience inspired her to take in her sister's three young children as her own a few years ago when they could no longer be in her sister's care. And it's that spirit that carries her through every daunting challenge she faces.

In 2023, Tabetha and her family were forced to abruptly leave their home. Without a financial safety net or a reliable support network to lean on, they had no place to land. She felt overwhelmed and guilty having to split up her children as she hurried to find a solution.



***I needed CFH. It brought togetherness for me and my family. It actually brought us closer. I recommend the program to anybody now, because whatever you put in, you're going to get out of it.***

"At first, I'm not gonna lie, I was so embarrassed and humiliated," she recalls. "It was a very embarrassing and shameful moment for me to go through."

By chance, she overheard a social worker talking about Charlotte Family Housing. Learning that the program allowed her to keep her family together and provided more support than a typical shelter, she quickly applied.

She moved her family of eight into Plaza Place shelter where the tight quarters fostered a newfound closeness.

"I never thought that I could work and be able to manage all of us in one room like that," she recalls. "I found out that I'm stronger than I thought."

With the immediate threat of homelessness behind her, Tabettha found space to breathe and reflect. She embraced therapy and the emotional support offered by the compassionate CFH shelter staff, embarking on a journey of self-discovery and healing.

"I found out that I am more worthy than I thought I was. That I'm strong and that I can. And I learned to love myself a lot more too."

— “ —

***I've learned to love myself a lot more and been able to put some time into me. Charlotte Family Housing let me see that I'm constantly putting in to other people but I wasn't taking the time to care about me.***

Now, a year into the program, her family is back in their own space with lots of room to live and play together.

In between her shifts at work, she's attending all the CFH workshops that she can, budgeting to consistently save money and taking classes through DreamKey Partners to prepare for homeownership. Her kids are doing soccer, football, and cheerleading, and making friends in their new neighborhood.

When she looks to the future, Tabettha feels confident that she'll finish the CFH program with the skills she needs for a life of financial independence and ongoing stability for her whole family. She aspires to build a legacy of determination and resilience for her children and to show them what it looks like to believe in themselves.

"Success in the program all depends on people's determination," she says. "For me, I'm determined to get to my finish line."



# AS CHARLOTTE EVOLVES, *we're evolving*



## FOCUSING ON CAREER DEVELOPMENT

As the economic demands of our city increase, we're giving our families more tools to succeed financially. This year, we began a partnership with Change Please Coffee. Moms in our program participated in their barista & hospitality workforce development program, opening doors to more sustainable and profitable career paths.

LAST YEAR, FAMILIES INCREASED THEIR INCOME BY AN AVERAGE OF **24%**



## MAKING ROOM FOR MORE & MORE FAMILIES

Our secondary shelter site, Hawthorne Place, reopened this year after closing its doors during the pandemic. Volunteers rallied to clean and decorate, creating a welcoming space for up to 15 additional families.



# CREATING A SAFE & HEALING SHELTER SPACE

Thanks to an amazing partnership with A Lotta Love Charlotte, our main shelter underwent a major renovation. The shared living room is where families gather for workshops, house meetings, and to rest and relax together after a long day of work. Our focus on trauma-informed care touches every part of the CFH program, including the interior design of our shelters.

**"IT'S SO HARD CLIMBING OUT OF THE NEGATIVE. TO COME IN AND START OVER AND SEE THIS...THIS IS A PLACE WE CAN CALL A REFUGE."**

- PLAZA PLACE RESIDENT



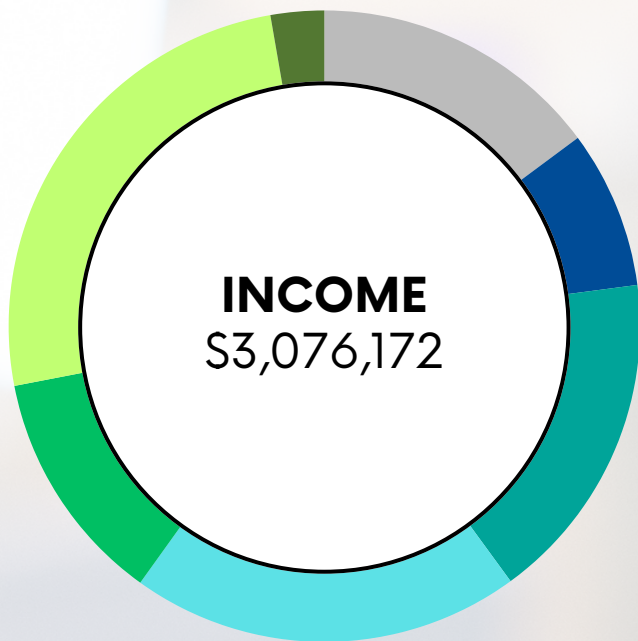
# EMPOWERING TWO GENERATIONS

We don't just serve parents, we serve families. We are focusing on the tools needed to create generational success. This year, we hosted the Family Empowerment Summit with programming and speakers geared toward all ages. We also started a teen mentor group, working with My Brother's Keeper, which provides support for our teens living in shelter.



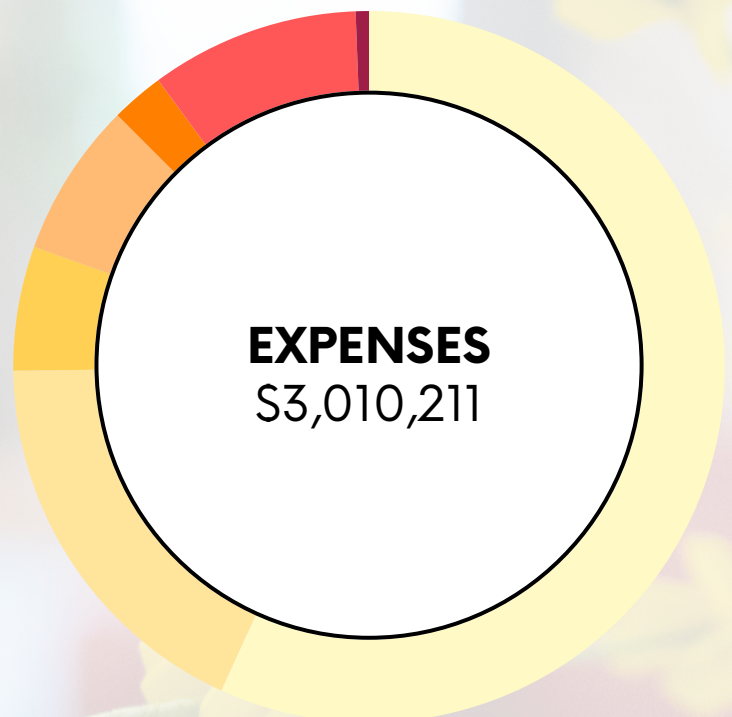
# *This is where our funding comes from...*

- Individuals 20%
- Faith partners 10.8%
- Corporations 22.8%
- Foundations 26.7%
- Special Events 16%
- Rental Reimbursements 25%
- Other 3.7%



# *& this is how we use it*

- Personnel 57%
- Family Subsidies 18%
- Family Support 6%
- Facility Expenses 7%
- Development 2.4%
- Professional Services 9.5%
- Other 0.6%



*In FY2023-24 we had 595 unique donors!*

OUR COMMUNITY IS COMMITTED  
TO BUILDING A CITY WHERE  
*every family* CAN THRIVE



1,198 VOLUNTEER HOURS



432 VOLUNTEERS



80 IN-KIND GIFTS

## Meet Abbie and Lily

This duo of young changemakers use their talents to make and sell artisan soaps in support of local nonprofits. In October 2023, they made a special yellow house-shaped CFH soap, giving all their profits to support our families & our mission.



*"We want to make a difference to organizations and give them the support that they need. We're here to help and make a positive change."*

WE'RE MOVING FORWARD

# hand-in-hand

WITH LOCAL & NATIONAL CORPORATE PARTNERS



LAST YEAR, WE TEAMED UP WITH **53 BUSINESSES** WHO ARE COMMITTED TO INVESTING IN OUR COMMUNITY



**23%** OF OUR FUNDING & **COUNTLESS** HOURS OF VOLUNTEERING ARE PROVIDED BY THESE DEDICATED PARTNERS



# *Thank you for believing in brighter futures!*

Impact the lives of hundreds  
more amazing families in  
Charlotte this year:

***volunteer  
or donate***

