



## WHO WE ARE

Charlotte Family Housing is a shelter-to-housing program for families experiencing homelessness.

**Our mission is to empower families to achieve long-term self-sufficiency through shelter, housing, supportive services, and advocacy.**

## WHO WE SERVE

### **We serve families.**

Our clients are hardworking moms and dads who fill critical roles. They are the backbone of our economy, often suffering in silence under tremendous financial stress.

### **We serve the invisible.**

Compensated with low wages and often spending more than 50% of their income on rent, one crisis—a family breakup, an illness, an unexpected loss of an income, sends our families spiraling into homelessness.

## HOW WE DO IT

We employ an **empowerment-driven model** that is designed to produce deep, measurable, and lasting change.

We promote personal accountability and decreased dependency with a focus on dignity, self-esteem, and long-term success.

By implementing three key strategies that include providing **housing, partnership and counseling** and **empowering tools**, we are impacting our community, **one family at a time.**

# OUR STRATEGY



## HOUSING

We address the immediate need by sheltering working families experiencing homelessness in safe and comfortable housing. We help forge a path back to stability by providing wraparound support, housing coordination, and short-term rental assistance. Our families move into apartments and homes throughout Charlotte-Mecklenburg County.



## PARTNERSHIP AND COUNSELING

We work with families as partners on a path to upward economic mobility. Our Clinically Licensed Social Workers work one-on-one with families to address root causes of poverty and homelessness, facilitate life planning, and promote overall well-being with a focus on **trauma-informed care**. This partnership includes the development of a family stability plan that incorporates goal setting related to budgeting and financial literacy, career development, education, and health and wellness.

Our holistic approach is made possible through collaborations with various community partners including nonprofit organizations, corporations, faith-based organizations, and housing providers. We also strategically partner with volunteers to engage with our families to form intentional long-lasting relationships. Through our signature groups called Hope Teams, volunteers partner with client families, providing social capital, friendship, and encouragement.



## EMPOWERING TOOLS

We offer matched savings accounts, educational scholarships, access to discounted holiday shopping through our Jubilee store, and assistance with transportation needs.

We also implement a Two-Generational (2Gen) Approach to equip our parents and children with needed skills to achieve upward economic mobility. We provide youth enrichment programs and access to resources that build academic and life skills. With a focus on creating a cycle of generational success, our goal is to provide opportunity and inspiration to youth of all ages.





## OUR UNIQUE APPROACH

**Step by step we empower families to move from homelessness to self-sustainability.**

- PHASE 1** **The Shelter Phase** provides short-term housing that creates a stable, safe place to live. Working families move into one of our 3 shelters for an average of 60-90 days. During this phase, they work, save for a security deposit and 1st month's rent, and develop a plan for moving from shelter to the Housing Phase.
- PHASE 2** **The Housing Phase** moves families from shelter to their own apartment. CFH honors their efforts by providing a moderate rental subsidy, clinical trauma-informed counseling, financial literacy classes, matched savings plans, and discounted holiday gift purchases. We connect families with volunteer Hope Teams to help build a support network and increase social capital. Through a Two-Generation (2Gen) Approach, we focus on addressing the impact of trauma and breaking the cycle of poverty.
- PHASE 3** **The Outcomes Phase** allows us to survey our families to confirm they have remained housed, and maintained or increased their household income. This data allows us to evaluate our program and continuously make adjustments to ensure we help our clients achieve long-term upward economic mobility.

# OUR IMPACT & OUTCOMES

Since 2012,  
we have served



In Fiscal Year 2018,  
we served



## In Fiscal Year 2018,



**79 percent of families** exiting the program maintained or increased their household income.



**99 percent of families** exited the housing program into unsubsidized housing.



**98 percent of families** surveyed had maintained housing for at least two years after completing our program. \*

\*based on a client contact rate of 61%



**Charlotte Family Housing**

300 Hawthorne Lane, Charlotte, NC 28204

Tel 704.335.5488

[www.CharlotteFamilyHousing.org](http://www.CharlotteFamilyHousing.org)

[info@charlottefamilyhousing.org](mailto:info@charlottefamilyhousing.org)

