



Another Chance
HOUSE OF REFUGE INC.

RESTORING HOPE, REBUILDING
LIVES

2025 ANNUAL IMPACT REPORT

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A MESSAGE FROM THE FOUNDER

SHAKIETA CEO / FOUNDER

Restoring Hope, Rebuilding Lives

Dear Friends, Partners, and Community Members,

As I reflect on 2025, the theme of this year's Impact Report "Restoring Hope, Rebuilding Lives" resonates more deeply than ever before. At Another Chance House of Refuge (ACHR), we have always believed that second chances are not just about opening doors; they are about building the foundation for a permanent, sustainable future. This year, we moved beyond simply managing crises to actively engineering solutions that break the cycles of incarceration and homelessness in Mecklenburg County.

The past twelve months brought unprecedented challenges. The demand for our services surged, with our **team fielding 4,505 calls for assistance** a stark reminder of the growing need in our community. Yet, in the face of this demand, ACHR did not waver; we evolved. We deepened our commitment to holistic care, understanding that a roof overhead is only secure if it is supported by physical health, financial stability, and nutritional security.

Our strategic pivot toward partnership and innovation produced our most significant outcomes to date. Recognizing that finding affordable units is a critical barrier, we launched a transformative partnership with **Housing Collab in July 2025**. The results were immediate and powerful: in just four months, we successfully **housed 40 individuals**. Furthermore, our collaboration with Amity Medical Group ensured our clients had direct access to vital healthcare services, from primary care to behavioral health.

We also looked inward to ensure our operations were as resilient as the people we serve. By integrating Artificial Intelligence and transitioning to a fully online application process, we eliminated bottlenecks and embraced a greener, more efficient workflow. Simultaneously, our in-house garden flourished, providing 55% of the food provided to our residents reducing costs while offering fresh, organic nutrition.



A MESSAGE FROM THE FOUNDER

But numbers only tell part of the story. The true measure of our success lies in the lives of men like Mr. Brice, who battled cancer and the challenges of reentry to secure his own home and independence. It lies in the determination of residents like Qualo, who is rewriting his narrative through education and employment after 15 years away. These stories remind us that with the right support, resilience can overcome almost any obstacle.

None of this would be possible without you. To our funders, including the United Way of Greater Charlotte, and to our dedicated volunteers: **thank you.**

Looking toward 2026, we are eager to expand our housing network and launch new initiatives in digital literacy and youth prevention. We are not just providing shelter; we are building a stronger community, one life at a time.

With gratitude and hope,

Shakieta Maloye
Chief Executive Officer / Founder
Another Chance House of Refuge, Inc.

ABOUT US AND OUR SERVICES

A vital force for stability in Mecklenburg County, Another Chance House of Refuge (ACHR) is the expert in transforming second chances into permanent foundations. We specialize in bridging the gap for justice-involved individuals and underserved families, guiding them from instability to independence.

Our model of integrated, holistic care empowers residents to navigate the complex barriers of reentry and homelessness. By combining secure housing with healthcare access, nutritional support, and financial training, we ensure our neighbors have the tools to rebuild their lives and reconnect with their community.

The result? In just the first four months of our latest housing partnership, we successfully transitioned 40 individuals into permanent homes actively breaking the cycle of recidivism and homelessness.

Transitional Housing

Permanent Housing Placement

Rental Subsidies

Integrated Healthcare Access

Nutritional Support

Employment Training & Education

Financial Stability Support

Holistic Case Management

Transportation Assistance

Financial Literacy Workshops

Tenant Rights Education

Mental Health Care



A YEAR IN REVIEW



CRISIS RESPONSE: SNAP DISRUPTION RELIEF

The Crisis

In late 2025, a federal government shutdown and subsequent funding shortfalls triggered a nationwide disruption in SNAP benefits. In November alone, millions of families faced a sudden 50% reduction in their expected food allotments. For our neighbors in Mecklenburg County, this wasn't just a budgeting error; it was a catastrophe that left fridges empty and forced parents to choose between paying rent or buying groceries.



The Solution: A Partnership for Dignity

We knew that traditional food drives wouldn't be fast enough. To meet this urgent need, ACHR partnered with Gift Card Bank, a national platform dedicated to distributing financial assistance with speed and dignity. Through this collaboration, we distributed \$22,800 in immediate aid, ensuring that assistance reached families when they needed it most not weeks later.





Why This Model Matters

- **The Gift of Choice:** Unlike a pre-packed food box, the Gift Card Bank model empowers parents to shop for their own families. Recipients could buy exactly what their children needed whether that was fresh produce, specific dietary staples, or baby formula.
- **Rapid Deployment:** By leveraging Gift Card Bank's digital distribution platform, we bypassed logistical bottlenecks. We successfully placed purchasing power directly into the hands of 140+ families within days of the federal cuts.
- **Preventing Displacement:** By covering these unexpected grocery gaps, we protected our clients' rent funds. This \$22,800 investment didn't just feed people; it actively prevented a secondary wave of evictions during the holiday season.

"This partnership proved that aid can be both fast and humane. With Gift Card Bank, we didn't just hand out food; we handed back autonomy during a moment of crisis."

SERVING OUR NEIGHBORS IN TRANSITION: MEN'S HOUSING

More Than a Shelter A Foundation for Life
Currently, Another Chance House of Refuge (ACHR) serves as the primary residence for 9 men who are navigating the critical transition from incarceration or homelessness back into the community. We do not simply provide a bed; we assume responsibility for the daily realities of rebuilding a life, allowing our residents to focus entirely on their rehabilitation and future.



A Stabilizing Force

For these 9 men, ACHR is the difference between surviving on the street and thriving in a home. By handling the logistics of food, health, and shelter, we provide the stability necessary for them to transition into permanent housing and employment.

Managing Daily Necessities

We recognize that stability starts with basic needs. Our team manages the day-to-day logistics that often become barriers to reentry:

- **Nutritional Management:** We take charge of food security for all residents. By integrating our sustainable in-house garden into our daily operations, we now source 55% of all resident meals directly from our own soil, ensuring access to fresh, organic nutrition that promotes physical health and lowers operational costs.
- **Operational Support:** Beyond food, we manage the essential "daily stuff" required for independence. This includes coordinating transportation for job interviews, managing appointments for primary and behavioral healthcare through Amity Medical Group, and facilitating daily financial literacy training.

PREVENTING DISPLACEMENT:

RENTAL SUBSIDIES

Bridging the Gap

In 2025, we deepened our commitment to holistic care by recognizing a simple truth: the most effective way to end homelessness is to prevent it from happening in the first place. Rising housing costs often mean that a single unexpected expense—a medical bill or a car repair—can push a family onto the street.

Direct Impact

To combat this, ACHR expanded its focus to include comprehensive rental subsidies.

- **Keeping Families Housed:** We provided direct rental assistance to over 20 families this year.
- **Immediate Stabilization:** These subsidies acted as a critical safety net, bridging the financial gap between income and rent. By intervening early, we stabilized these households, ensuring that a temporary financial struggle did not turn into a permanent loss of housing.



A Strategic Investment

This initiative is a core part of our "prevention first" strategy. By securing tenure for these families, we reduce the trauma of displacement and the significantly higher societal costs associated with emergency sheltering and re-housing.



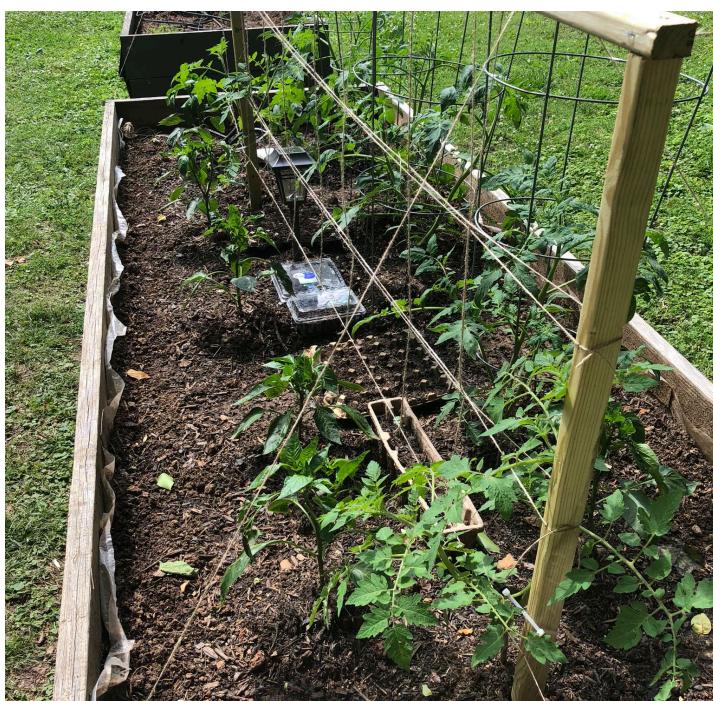
SUSTAINABLE NUTRITION: OUR IN- HOUSE GARDEN Growing Resilience

In 2025, we looked inward to ensure our operations were as resilient as the people we serve. We recognized that true holistic care includes physical health, and that starts with what is on the plate.

From Soil to Table

Our in-house garden is no longer just a project; it is a primary food source.

- **55% of Resident Meals:** By integrating this sustainable resource into our daily operations, we now source over half of all resident meals directly from our own soil.
- **Health & Cost Efficiency:** This initiative allows us to provide fresh, organic nutrition that improves resident health while simultaneously significantly reducing our grocery and operational costs.
- **Therapeutic Value:** Beyond the harvest, the garden serves as a therapeutic space for residents, like Mr. Brice, to reconnect with nature and contribute to the community during their transition.



SCALING IMPACT: PARTNERSHIP WITH HOUSING COLLAB

Overcoming the Inventory Barrier

One of the most persistent challenges in ending homelessness is simply finding available, affordable units. In 2025, we determined that we could not solve this alone.

A Transformative Alliance

In July 2025, ACHR launched a strategic partnership with Housing Collab to break through the housing inventory bottleneck. This collaboration was designed to streamline the connection between our clients and a network of landlords willing to provide second chances.

Immediate Results

The impact was instantaneous and powerful.

- **Rapid Placement:** In just the first four months of this partnership, we successfully transitioned 40 individuals into permanent homes.
- **Breaking Cycles:** By securing these units, we actively broke the cycle of recidivism and homelessness for dozens of neighbors, proving that strategic partnership is the key to scaling housing solutions effectively.

HOLISTIC CASE MANAGEMENT: THE ENGINE OF CHANGE

Navigating the Path Forward

At ACHR, we understand that homelessness is rarely just about housing; it is often a complex web of systemic barriers, health challenges, and economic instability. Our Case Management Services are the compass that helps our neighbors navigate this terrain.



A Partnership, Not a Process



We don't just "manage cases"; we partner with people. Every individual who enters our program is paired with a dedicated Care Coordinator who works with them to build a personalized roadmap to independence.

- **Assessment & Planning:** We start by identifying specific barriers—whether legal, medical, or financial—and setting achievable, short-term goals.
- **Service Linkage:** Our case managers act as the central hub, connecting clients to our network of partners. This includes direct referrals to Amity Medical Group for physical and behavioral health, and Housing Collab for permanent placement.
- **Advocacy:** We stand in the gap for our clients, advocating for them with landlords, legal aid, and social service agencies to ensure they receive the dignity and resources they deserve.

The "Wrap-Around" Difference

- Our model surrounds the individual with support, ensuring no area of life is left unstable.



"Our case managers are the difference between a temporary fix and a permanent solution. They are the mentors, advocates, and strategists who empower our residents to reclaim their lives."



MEET MR. BRICE

Mr. Brice arrived at Another Chance House of Refuge (ACRH) in March 2025, facing the daunting reality of rebuilding his life after serving more than five years in prison. Without a stable foundation, the path of reentry is often paved with instability, but Mr. Brice was fighting a battle on two fronts: navigating his return to the community while simultaneously facing a terrifying lung cancer diagnosis.

At a time when he was most vulnerable, ACRH provided more than just shelter; we provided a sanctuary for healing. Our team immediately wrapped him in holistic support, connecting him to critical medical care and helping him navigate the complex application for disability benefits which he secured in just three months.

Despite the physical toll of his illness, Mr. Brice chose to be a light within our home. He became a vital member of the Transitional Men's House, finding therapeutic purpose in tending to our community garden and cooking meals for his fellow residents. He nurtured others even as he fought for his own health.

Through resilience, faith, and the stability of a safe home, Mr. Brice is now in remission. He didn't just recover; he thrived. He purchased his own vehicle to regain his mobility, and on July 23, 2025, he graduated from our program. Today, Mr. Brice is living independently in his own home, a testament to what is possible when health and housing work hand-in-hand.



MEET MR. QL

QL joined our program just one month ago after being released from prison, where he spent more than 15 years. Returning to the community after such a long period of incarceration can be overwhelming, but QL entered this new chapter with determination and a strong desire to rebuild his life with purpose and stability.

From the beginning, QL showed focus and commitment. He understood that creating a new future required discipline and consistent effort. Rather than slowing down, he immediately began taking steps to establish independence and regain control over his life. Within weeks of joining the program, QL achieved several important milestones.

He obtained his driver's license, enrolled in school, and began reconnecting with his passion for film writing. These accomplishments reflect not only progress, but also his willingness to invest in personal growth and long term goals. QL has also worked to restore meaningful relationships.

He reconnected with his family and secured employment, showing accountability and dedication to building a stable foundation. Balancing work, education, and personal development in such a short time highlights his resilience and strong work ethic. Looking ahead, QL is preparing to enter truck driving school as the next step toward a secure and independent future. His journey is still unfolding, but his progress so far demonstrates commitment, discipline, and a genuine determination to make the most of his second chance.



MEET C

C joined the Another Chance Program during a time when stability and support were urgently needed. From the beginning, the program provided the structure and guidance necessary to help C regain footing and move forward with purpose.

Through the support of Another Chance, C was able to secure employment and begin paying off existing debt. These steps reduced daily stress and created a sense of control and direction that had previously been missing.

One of the most meaningful changes for C has been the improvement in mental health.

Having consistent support, safe housing, and access to resources allowed space for healing, confidence building, and personal growth. The monthly meetings played a key role in this progress. They offered valuable information, accountability, and encouragement while fostering a strong sense of community and belonging.

C's journey highlights both the importance of supportive programs and the ongoing housing crisis faced by many working individuals. While affordable housing remains a broader challenge, programs like Another Chance provide critical stability and real opportunity for individuals to rebuild and move forward.

UNTOLD STORIES

Every story shared here represents courage, resilience, and the power of a second chance. While we are proud to highlight a few journeys, they are only a small reflection of the lives touched through our work.

There are many more individuals and families whose stories cannot be shared publicly. Some choose privacy as they heal, rebuild, and create new paths forward. Others are still in the early stages of their journey and deserve the space to grow without public attention.

Each unseen story carries the same strength, determination, and hope. Behind every door is a person working toward stability, dignity, and independence, often overcoming challenges that are deeply personal and complex.

Our commitment extends to every individual we serve, whether their story is told or remains private. What matters most is the progress being made, the lives being stabilized, and the futures being rebuilt.

These untold stories remind us that impact is not measured by visibility, but by transformation. And every day, more journeys of healing and renewal continue within our community.



IMPACT SNAPSHOT 2025

\$22,800

Distributed to families impacted by SNAP Disruption Relief.

20+



Families received direct rental assistance.

40



Individuals housed in just 4 months through the Housing Collab partnership (started July 2025).

 **4,505**

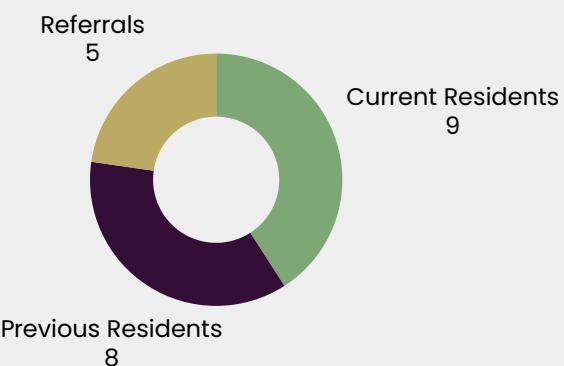
Total calls received for assistance.

55%

Of food provided came directly from our in-house garden.

KEY METRICS: MEN'S TRANSITIONAL HOUSING

- Current Residents: 9
- Previous Residents: 8
- Referrals: 5



OUR COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION

At Another Chance House of Refuge, we work to build a community where every resident, staff member, and partner feels valued and respected. Our mission is rooted in dignity and belonging. We serve individuals who have faced homelessness, reentry challenges, and crisis situations. This requires an environment where people feel safe to grow, rebuild, and reclaim stability.

We are committed to cultivating a workplace and housing culture that reflects the communities we support. When people feel seen and included, they can reach their highest potential. As a social impact organization, we honor the humanity of every person we walk alongside and every staff member who carries this work forward.

ACHR's Diversity, Equity and Inclusion commitment is a shared effort across leadership, staff, case managers, volunteers, and community partners. Our focus remains on strengthening culture, expanding representation, improving access, and ensuring that every participant has the opportunity to thrive.



OUR COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION

LAST YEAR, WE:

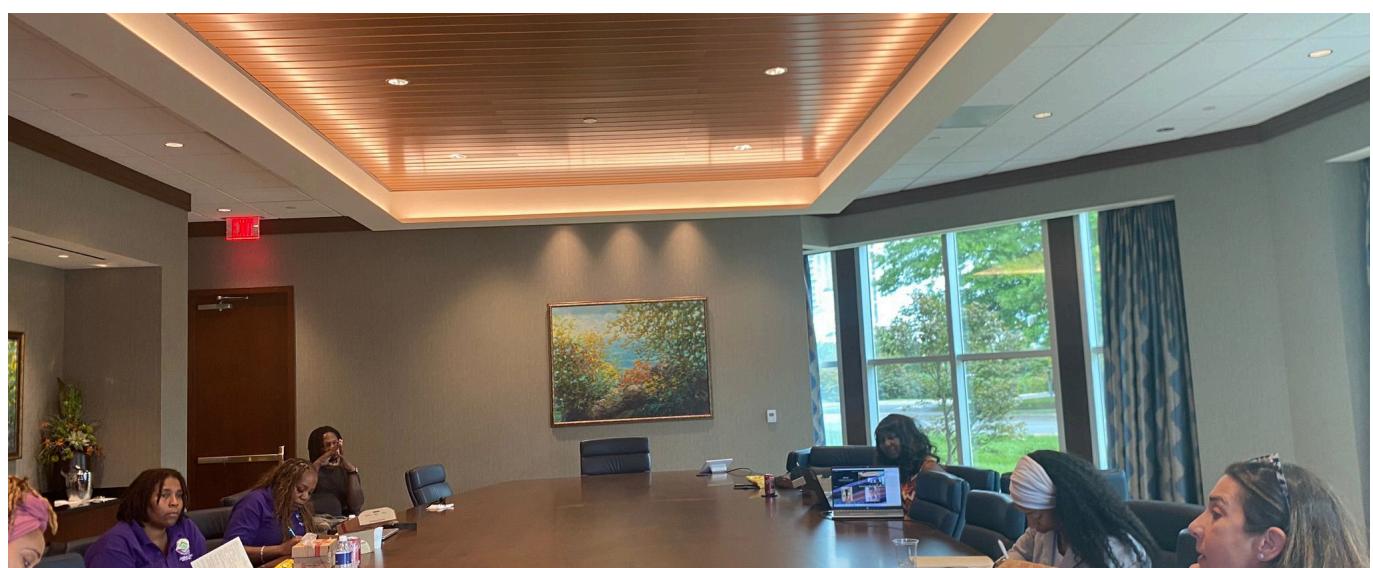
Established an agency wide DEI framework to guide how we serve residents, support staff, and engage partners. This framework centers on respect, cultural awareness, and equitable access to resources and opportunities.

Created trauma informed service standards to strengthen our response to residents experiencing homelessness, reentry challenges, and crisis. These standards help staff provide care that honors lived experiences and promotes healing.

Introduced transparent role and compensation practices to support equity, career growth, and fair development opportunities for all ACHR employees.

Expanded our recruitment and training efforts to attract a more diverse pool of staff and volunteers, including partnerships with local workforce development programs and community based organizations.

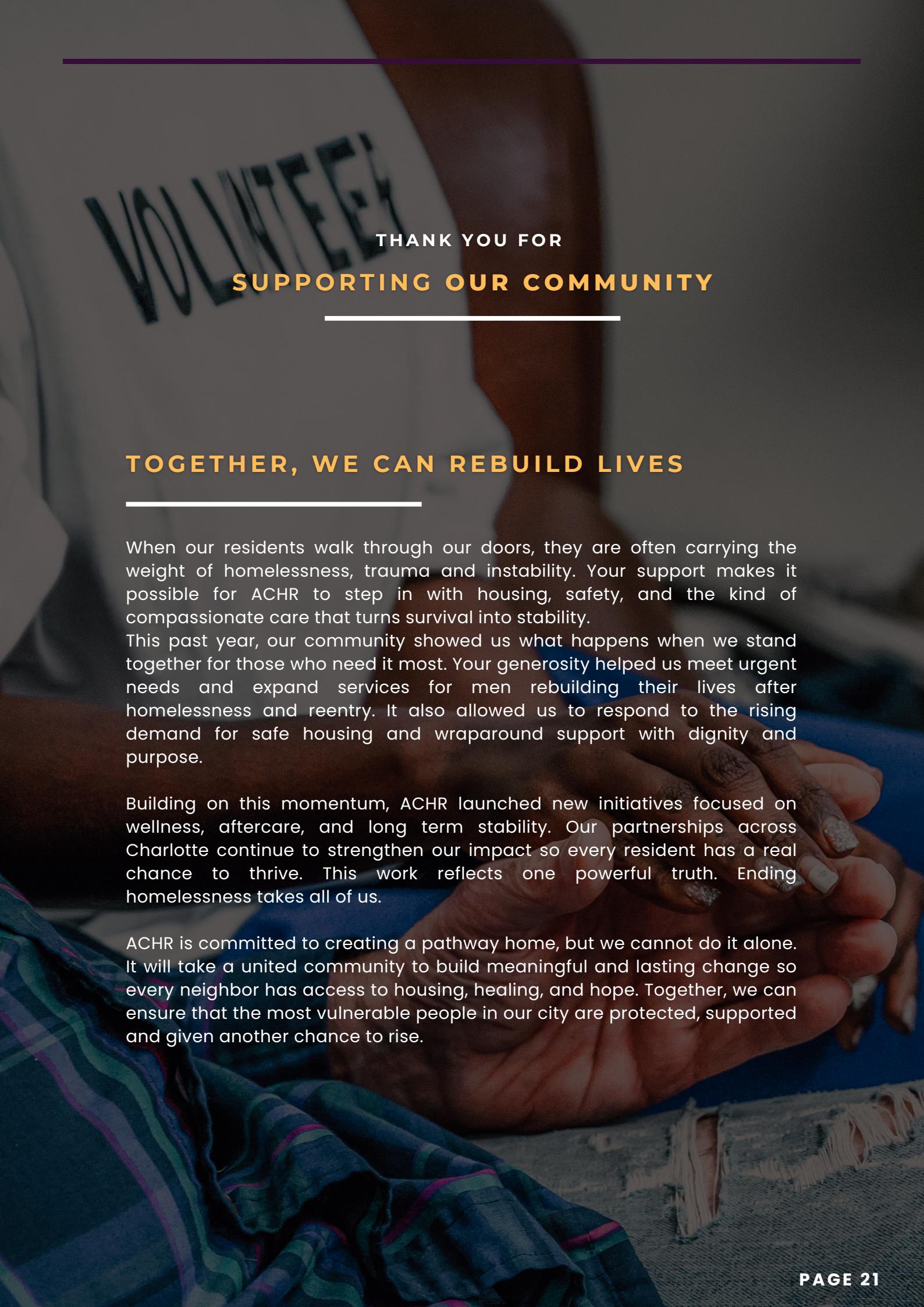
Built stronger community partnerships that reflect our Social Justice Values, allowing ACHR to respond with care during moments of community need and to ensure coordinated support for clients facing violence, discrimination, or systemic barriers.



PARTNER AND STAKEHOLDER

We extend our deepest gratitude to our partners who make this work possible:





THANK YOU FOR
SUPPORTING OUR COMMUNITY

TOGETHER, WE CAN REBUILD LIVES

When our residents walk through our doors, they are often carrying the weight of homelessness, trauma and instability. Your support makes it possible for ACHR to step in with housing, safety, and the kind of compassionate care that turns survival into stability.

This past year, our community showed us what happens when we stand together for those who need it most. Your generosity helped us meet urgent needs and expand services for men rebuilding their lives after homelessness and reentry. It also allowed us to respond to the rising demand for safe housing and wraparound support with dignity and purpose.

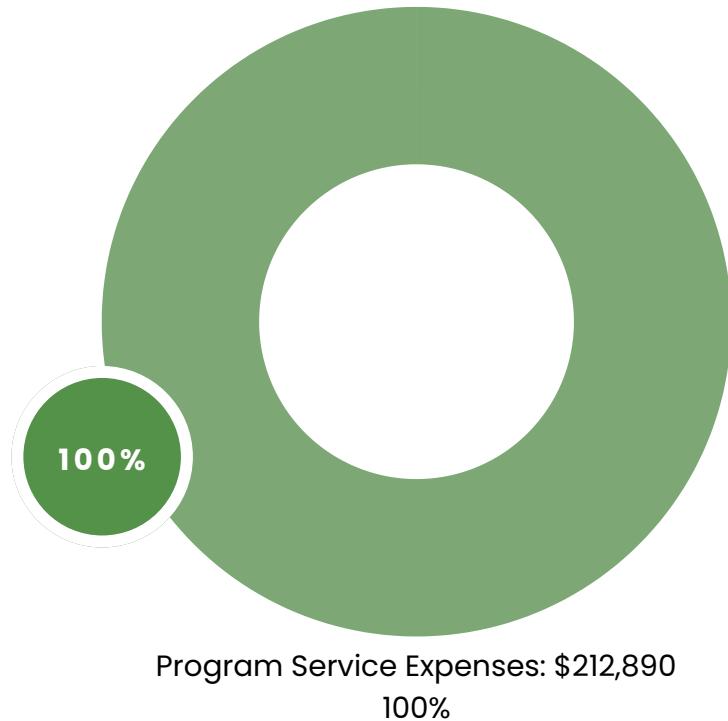
Building on this momentum, ACHR launched new initiatives focused on wellness, aftercare, and long term stability. Our partnerships across Charlotte continue to strengthen our impact so every resident has a real chance to thrive. This work reflects one powerful truth. Ending homelessness takes all of us.

ACHR is committed to creating a pathway home, but we cannot do it alone. It will take a united community to build meaningful and lasting change so every neighbor has access to housing, healing, and hope. Together, we can ensure that the most vulnerable people in our city are protected, supported and given another chance to rise.

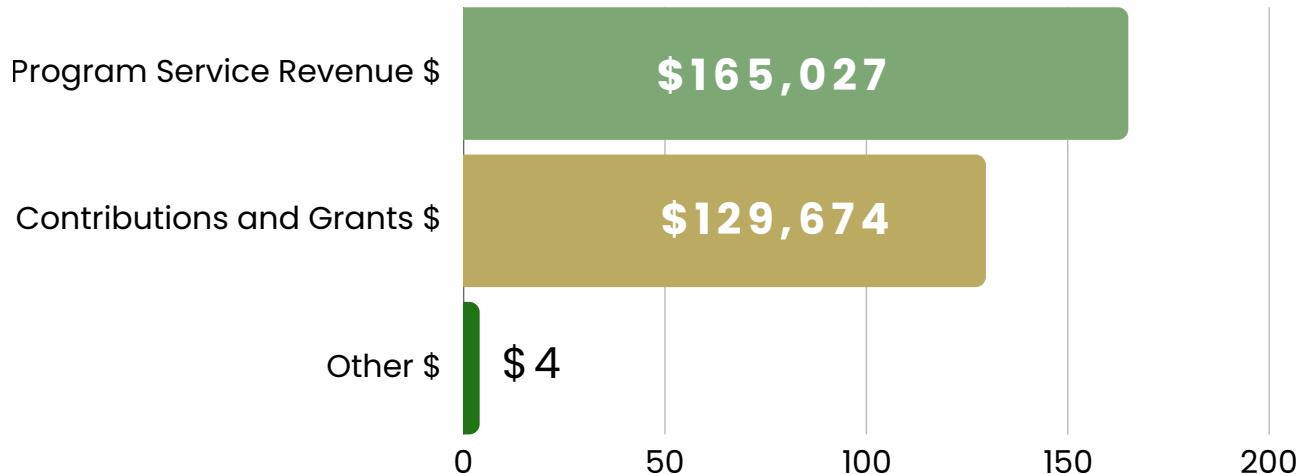
FINANCIAL SNAPSHOT

FY 2024 - 2025

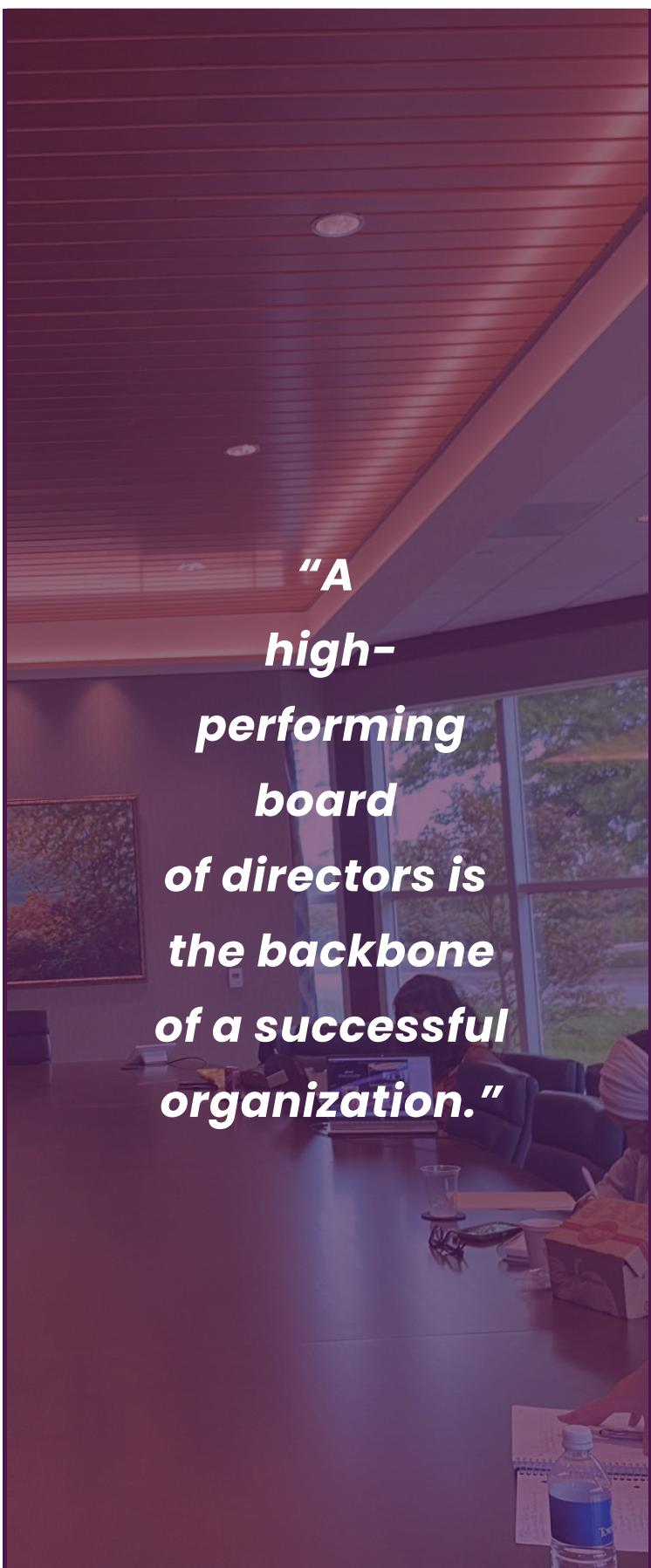
EXPENSES



REVENUES:



BOARD OF DIRECTORS



“A high-performing board of directors is the backbone of a successful organization.”

Patrice Cain Biggins

Victoria Cerrato

Rabia Abbas

Michael Parker

TOGETHER,
WE CAN END
HOMELESSNESS IN
MECKLENBURG COUNTY



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