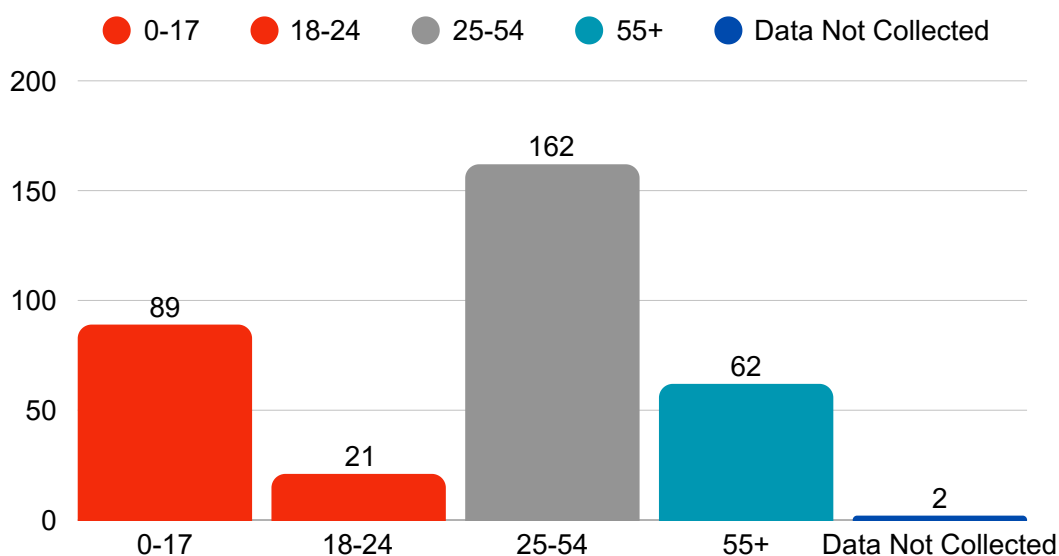


WELCOME TO OUR QUARTERLY NEWSLETTER

we're so glad you're here!

QUARTERLY METRICS



336

NUMBER OF NEIGHBORS

Between October 1 and December 21st, 2025, HFTICC served 336 individuals, including 10 Veterans. While most were adults, this number includes 89 children under the age of 18, and 21 youth between 18 and 24. 56% identified as female and 77% as Black/African American. 42% were chronically homeless, and 33% reported a chronic health condition. 48% reported a mental health condition, 30% reported a substance use disorder, 11% reported a developmental disability and 22% reported a physical disability.

108

POSITIVE EXITS

Between October 1 and December 21st, 2025, our team had 108 positive exits. This means 108 neighbors are no longer living in a place not meant for human habitation (e.g., street, car, abandoned building), and have moved into permanent, temporary, or emergency shelter living situations.

67

IN PERMANENT HOUSING

Between October 1 and December 21st, 2025, our team moved 67 neighbors to permanent housing situations! We are so excited to welcome these neighbors home!

STAFF SPOTLIGHT



Meet Breanna – Our Fearless Clinical Director

Breanna is one of those rare leaders who leads with both courage and compassion—quietly doing transformative work without ever asking for recognition. As our Clinical Director, she’s not only shaping our programs—she’s shaping hearts.

What fuels her work? The deep belief that everyone deserves to be seen.

“So many of our neighbors experiencing homelessness move through the world unnoticed or unheard. When I’m out on the street, I have the opportunity to call someone by name, listen to their story, and offer a moment of dignity.”

Breanna’s story with homeless services began unexpectedly—but her commitment is anything but accidental.

“I fell into this work by accident, but I stayed on purpose. Outreach isn’t just about linking people to services—it’s about consistently showing up, building trust, and honoring humanity even when the world hasn’t.”

Her deep well of empathy is shaped by lived experience.

“I’m a survivor of domestic violence. I know what it feels like to be scared, unheard, or unsure of what’s next. I also know the power of being met with compassion instead of judgment.”

That personal insight fuels how she shows up—for clients, for staff, and for the mission. She reminds us that trauma-informed care isn’t just a concept—it’s a practice rooted in presence, patience, and heart.

“Why I do this work is simple: people matter. Every day, I get the chance to help someone feel safe, supported, and not alone.”

As a leader, Breanna is proud to guide a team that leads with the same intentional kindness:

“Outreach is not just a role—it’s an act of service. And our team leads with empathy on purpose, not by accident.”

A Few Fun Facts About Breanna

Despite her fierce leadership, Breanna is incredibly humble—and very shy!

She’s naturally introverted but steps into the spotlight when the mission calls.

She loves line dancing for the joy of connection, and finds peace in swimming, which grounds her and keeps her centered.

Breanna, thank you for leading with such quiet strength, deep wisdom, and unwavering heart. We’re better because of you.



NEIGHBOR SPOTLIGHT

Meet Cynt



At Hearts for the Invisible, we know that healing begins with being seen—and believed in. This quarter, we're honored to spotlight Cynt, a resilient neighbor in her 50s who has been living unsheltered for the past five years.

When we asked Cynt about her experience working with HFTICC, she offered a response that reminded us why this work matters so deeply:

"This is the first agency that has ever helped me."

For Cynt, connection with the Hearts team—especially her Clinical Director and case worker, Breanna—has marked a turning point:

"I like working with Ms. Breanna. She does what she says she's going to do. That's what I've been looking for. I have been looking for help—and I'm getting help now."

Cynt dreams of something so many of us take for granted: a place to feel safe.

"I want to be somewhere I can be safe and warm. It's rough out here, so I'm glad I have Ms. Breanna trying to help me get somewhere it is safe and warm."

When she says it's rough, Cynt is standing in her truth—openly and bravely:

"I feel like I could be a better person. I'm trying to get off drugs. The only reason I do drugs is because I'm outside. I have to stay alert at all times. That's not who I am. I'm a different person than that. Me being out the door is a struggle. I'm trying to do better, be better, and become better. If I get me somewhere to go, I know I can be a better person."

Moving Forward with Courage

Cynt's honesty and determination remind us that recovery and housing are deeply intertwined—and that transformation begins with opportunity. Breanna says:

"Cynt has been working so hard and doing everything that has been asked of her. It's been a journey, but she is committed to moving forward and making a better life for herself."

At HFTICC, we are honored to walk alongside Cynt on that journey. We fully believe she will reach the other side of stability—and we'll be here, every step of the way, cheering her on.

Cynt, thank you for your courage, your voice, and your vision for a better future. We see you—and we believe in you.



PARTNER SPOTLIGHT

Amara Wellness Services, Inc/Always Willing to Serve



"Partnerships like this are what make real change possible. Hearts for the Invisible Charlotte Coalition helps us shine a light on people who deserve to be seen, valued, and supported. Together, we're not just responding to homelessness—we're building pathways to hope and long-term stability."

— Jeff Corbin, Executive Director, Always Willing to Serve

At HFTICC, we believe that the most powerful partnerships are rooted in shared purpose, consistent presence, and mutual respect. This quarter, we are honored to spotlight Amara Wellness Services, Inc (AWS) and Always Willing to Serve (501c3), a community partner whose name says it all.

AWS is built on a simple but powerful belief: when you show up for people—really show up—you build trust. And from trust, change becomes possible.

Through street outreach, support groups, wellness programming, and intentional presence, AWS creates spaces where neighbors who are unsheltered or recently housed can feel safe, seen, and supported. Their team meets people exactly where they are—physically and emotionally—offering connection, care, and tools for lasting change.

At the heart of their work is a commitment to dignity and empowerment. As they put it:

"Our work is about helping people make decisions that move them toward stability and long-term wellness."

AWS reminds us that healing doesn't begin with programs—it begins with people. Our partnership with AWS is a natural alignment of mission, heart, and action. Together, we walk alongside neighbors who are often overlooked—bringing together direct support, advocacy, and meaningful care.

"Our partnership with Hearts for the Invisible is powerful because we share a deep commitment to seeing—and serving—people who are too often unseen."

We also deeply value the day-to-day collaboration between our staff and theirs during outreach. Side by side, our teams are stronger. We witness each other's compassion in action, and together, we offer neighbors more than services—we offer a circle of care.

"Together, we create a stronger, more compassionate network of care. Their support helps broaden our reach, strengthen our message, and remind our neighbors that no one is invisible and everyone deserves a chance to thrive."

To our partners at AWS: thank you for leading with love, consistency, and courage. We're proud to serve alongside you.



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Get Involved

Volunteer with Us 2026 Point-In-Time (PIT) Count

[Register Here](#)

The 2026 Point-in-Time (PIT) Count will take place from 10:00 PM Wednesday, January 21, 2026 to 6:30 PM Thursday, January 22, 2026. The PIT Count is when our community comes together to survey each person experiencing sheltered or unsheltered homelessness on one night. It is also when we capture temporary and permanent housing capacity and inventory across the housing continuum. The Point-in-Time Count and Housing Inventory Count are required activities for the Continuum of Care (CoC) to receive federal homelessness funding assistance from the U.S. Department of Housing & Urban Development (HUD).



Training Events - you must be a registered volunteer to attend a training.

- January 13th---9:00am-11:00am at The Forum at Hope Haven, [3815 N. Tryon Street](#)
- January 15th---5:30pm-7:30pm at Mecklenburg County LUESA, [2145 Suttle Ave, 4th floor](#)
- January 16th---11:30am-1:30pm at The Forum at Hope Haven, [3815 N. Tryon Street](#)

Thank you for Giving

Thank you to everyone who participated in Giving Tuesday. If you missed the opportunity to be 1 of 100 to give \$50, there is still time to participate and help us meet urgent needs this winter.

As the year comes to a close and colder months approach, the need in our community grows more urgent. If you weren't able to give on December 2nd—or feel moved to give again—we invite you to make a year-end gift that offers both immediate relief and lasting impact:

What can we do with \$50?

- Provide THREE Neighbors with new Identification Documents
- Purchase sleeping bags for FIVE Unhoused Neighbors
- Distribute FOUR HUNDRED bottles of water
- Buy EIGHTY pairs of Hand Warmers
- Fill up a tank of gas for a mother and children living in their car

[DONATE](#) ♥

P.S. Your gift today keeps a neighbor warm tonight. Don't wait.