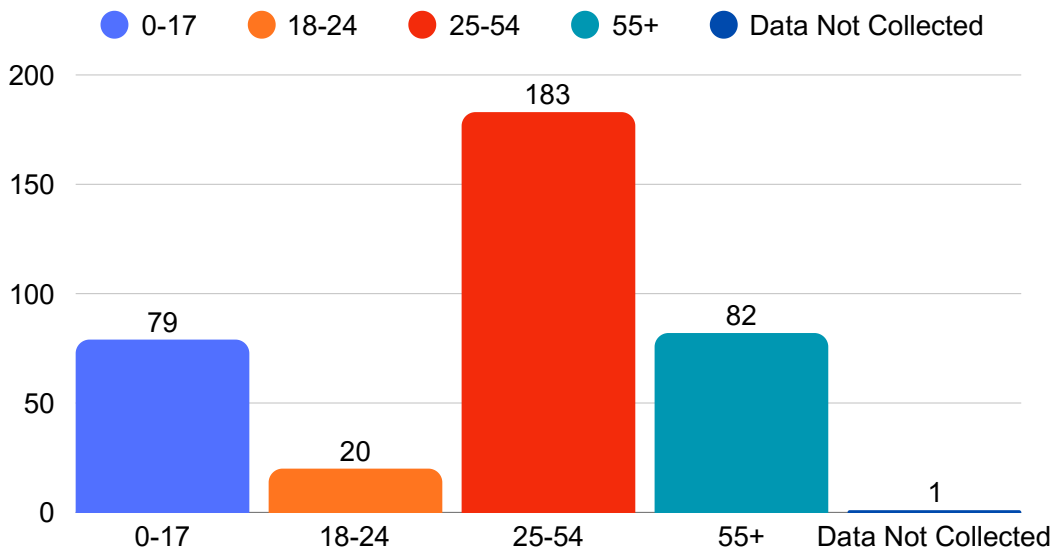


WELCOME TO OUR  
**QUARTERLY NEWSLETTER**

*we're so glad you're here!*

**QUARTERLY METRICS**



**365**

**NUMBER OF NEIGHBORS**

Between January 1 and March 31st, 2026, HFTICC served 365 individuals, including 15 Veterans. While most were adults, this number includes 79 children under the age of 18, and 20 youth between 18 and 24. 77% identified as Black/African American. 43% were chronically homeless, and 33% reported a chronic health condition. 46% reported a mental health condition, 32% reported a substance use disorder, 9% reported a developmental disability and 22% reported a physical disability.

**104**

**POSITIVE EXITS**

Between January 1 and March 31st, 2026, our team had 104 positive exits. This means 104 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.

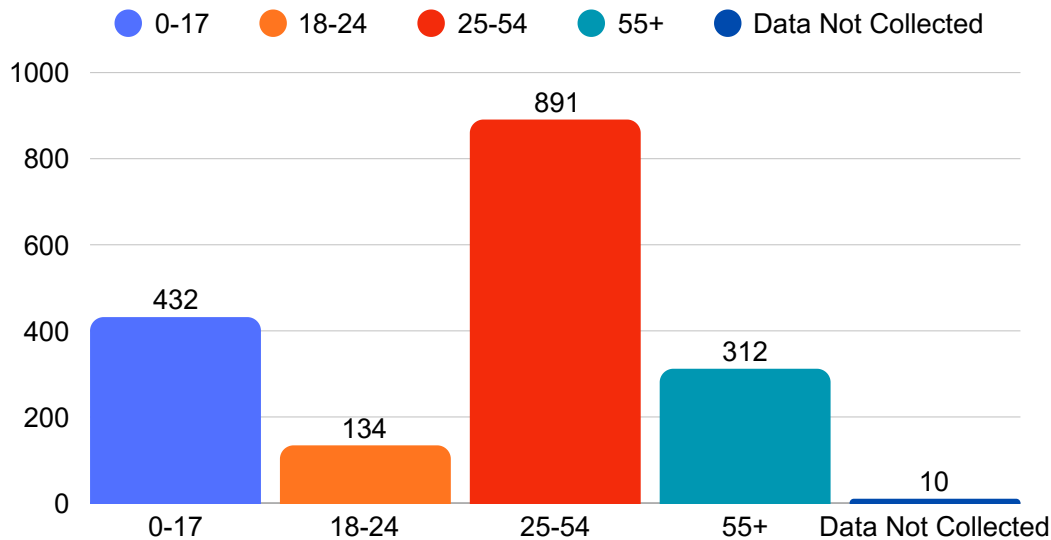
**73**

**IN PERMANENT HOUSING**

Between January 1 and March 31st, 2026, our team moved 73 neighbors to permanent housing situations! We are so excited to welcome these neighbors home!

# THREE YEAR IMPACT DATA

While Hearts for the Invisible was founded in 2020, May 1st marks three years since we were officially funded—a milestone worth pausing to reflect on. Because of this, we chose to delay this quarterly report just slightly so we could share something bigger: the impact of three full years of sustained, funded work in our community. What began as a vision has grown into a movement rooted in ethical urgency—meeting neighbors where they are, building trust, and walking alongside them toward stability. Over the past three years, that commitment has translated into real, measurable change in the lives of those we serve, and we are honored to share that impact with you.



## 1,779

### NUMBER OF NEIGHBORS

Between May 1, 2023 and April 30th, 2026, HFTICC served 1,779 individuals, including 48 Veterans. While most were adults, this number includes 432 children under the age of 18, and 96 unaccompanied youth between 18 and 24. 72% identified as Black/African American. 42% were chronically homeless, and 33% reported a chronic health condition. 49% reported a mental health condition, 31% reported a substance use disorder, 12% reported a developmental disability and 21% reported a physical disability.

## 972

### POSITIVE EXITS

Between May 1, 2023 and April 30th, 2026, our team had 972 positive exits. This means 972 neighbors are no longer living in a place not meant for human habitation.

## 415

### IN PERMANENT HOUSING

Between May 1, 2023 and April 30th, 2026, our team moved 415 neighbors to permanent housing situations! On average, that is more than 11 move-ins per month.

# STAFF SPOTLIGHT

## Meet Kiauntay – A Light In Every Space



There are some people whose presence you feel the moment they enter a room—and Kiauntay is one of them.

As one of our Outreach Social Workers, Kiauntay brings a kind of light that cannot be taught. Even on the hardest days, she has the ability to shift the atmosphere—meeting people with warmth, authenticity, and care that is both seen and deeply felt. Whether through conversation or a simple embrace, she reminds our neighbors that they matter.

And they notice.

Kiauntay is a true client favorite, not because of what she does—but because of how she shows up.

Her approach to outreach is rooted in connection:

“My favorite part of the job is engaging with our neighbors. Being able to build rapport and gaining trust is priceless. It’s in those moments that allow me to confirm I know what I am doing.”

For Kiauntay, this work is deeply personal. It’s grounded in a perspective that continues to shape how she sees and serves others:

“I do this work because I love people and recognize we all have a story. My sister said to me once, walking by an individual I responded negatively to, that I am no different—and their situation could be me. It took me a minute, but when the light came on, it was very bright.”

That moment didn’t just change her mindset—it transformed her purpose.

Kiauntay shows up each day with openness, humility, and a willingness to give so much of herself to the people she serves. She meets neighbors exactly where they are, building trust not through obligation, but through genuine care.

## A Few Fun Facts About Kiauntay

And beyond the field, she brings that same heart to our team. Whether she’s uplifting her coworkers or keeping us all well-fed with her incredible cooking, Kiauntay reminds us that community starts from within.

When asked to share something others might not know about her, she offered a reflection that perfectly captures who she is: “We are all different. I just accept my differences—and that is my gift.”

Kiauntay, thank you for the light you bring, the love you give, and the way you remind all of us what it truly means to see people.

We are better because of you.



# PARTNER SPOTLIGHT

## Karen Pelletier, MSW, Mecklenburg County *A Champion for Ethical Urgency*



At Hearts for the Invisible Charlotte Coalition, we believe that meaningful change begins with people who are willing to see what others overlook—and act with courage when it matters most. This May, as we celebrate three years since receiving official funding from Mecklenburg County, we are honored to spotlight someone who is a strong advocate for grassroots organizations: Karen Pelletier.

Karen is more than a partner—she is a champion.

At a time when doors felt closed and the path forward was uncertain, Karen chose to advocate. She saw the vision. She believed in the work. And she used her voice to ensure that HFTICC and other grassroots organizations had their fair chance at County funding opportunities.

As our Founder and Executive Director, Jessica Lefkowitz, shares:

“To Karen Pelletier, MSW—thank you for advocating for the underdog. Thank you for seeing me when no one else did, and thank you for helping knock down the door that I was able to walk through because you believed in me. I will forever be grateful for this opportunity to serve our community in this way.”

Karen’s impact is not only felt in advocacy—it is seen in action.

During one of the most critical moments in our community, Karen played a key role in the strategic coordination of clearing the Northend encampment (aka Tent City) during the pandemic, bringing together both grassroots and macro-level organizations. Through that effort, over 80 individuals were placed into permanent housing, with many more supported in the months that followed.

That work reflects something deeper than coordination—it reflects values.

Karen is the person who coined the phrase “ethical urgency,” a concept that continues to guide everything we do at HFTICC. It is the belief that this work cannot wait—that dignity, housing, and care must be pursued with both compassion and immediacy.

Her leadership reminds us that systems change happens when people are willing to step forward, speak up, and stand in the gap.

As we celebrate this milestone anniversary, we do so with deep gratitude—for the partnerships that sustain this work, and for leaders like Karen who help make it possible.

KP, thank you for your advocacy, your vision, and your unwavering belief in what this work can be. Your advocacy helped open doors, creating lasting change that continues today.



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# How You Can Help

## Help Us Share the Story of Impact

At Hearts for the Invisible Charlotte Coalition (HFTICC), we see lives changed every day. Through compassion, connection, and consistent support, we are making a real difference for our neighbors experiencing homelessness.

**But many of these powerful stories remain unseen.**

We want to change that.

### **Our Goal: Tell the Story Through Video**

We are working to create a short, high-quality impact video that captures the heart of HFTICC—our mission, our people, and the lives being transformed. This video will allow us to:

- Share our impact with the broader Charlotte community
- Inspire new supporters and partners
- Strengthen our fundraising efforts to expand our reach

To bring this vision to life, we've partnered with Silent Images, a local nonprofit that specializes in creating meaningful, story-driven media for organizations like ours—at an accessible cost.

### **What We Need**

Even with this partnership, we need to raise \$2,500 to produce the video.

### **How You Can Help**

We can't do this without our community. Your support will directly help us tell the stories that matter—stories of resilience, dignity, and hope.

- Make a one-time gift
- Share this opportunity with your network
- Help us amplify the voices of those we serve

### **Deadline: May 15**

We are working toward a May 15th deadline to fully fund this project and begin production.

This video is more than a project—it's a tool to bring awareness, grow support, and deepen impact. If you believe in the work we're doing, we invite you to be part of this story.

### ***Help us reach our goal.***

Click the link to donate, and put "video" in the 'in honor of' section!

PS - Want to connect with us on a more personal level?! We'd love to meet with you too! Email KT at [info@hfticc.org](mailto:info@hfticc.org) to set something up.



**DONATE** ❤️