

OUR 2025 IMPACT



A MESSAGE FROM OUR CEO

Sanctuary House exists because of people who believe mental health care changes lives. This year, we continued to strengthen access to care, support meaningful recovery, and invest in long-term solutions that help individuals thrive. We are deeply thankful for our clients, team, and partners who make this impact possible. ~ Jodi Lorenzo, Executive Director/CEO



OUR ORGANIZATIONAL IMPACT



Economic Development

Supported employment clients have earned more than \$5.1M in competitive wages since 2017.



Decreased Hospitalizations

Clients have less than a 1% hospitalization rate, minimizing emergency visits and costs.



Education

30+ supported education clients have earned degrees (GED, college and universities).



Local Employers

Supported employment clients maintain nearly a 100% retention rate across 50 employer partners.



Suicide Prevention

No incidents of suicide among clients active in our programming in 24 years.



Client-Based

100+ individuals served daily, impacting families, employers, and the community.



Housing

3,285 days and nights of services for 9 residents through our permanent supportive housing at Hillcrest House.



Nutrition

24,015+ meals served in 2025, fueling education, employment, and personal growth goals.



Long-Term Success

Over 99% of employment and education clients maintain stability, with no legal system involvement.

NEW PROGRAMS

Sanctuary House expanded its continuum of care with two new programs that strengthen recovery and support greater independence for adults living with mental illness.

Peer Support Services (PSS) connects participants with Certified Peer Support Specialists who use lived experiences to provide encouragement, one-on-one mentoring, and recovery skill-building. The program also offers twice-weekly group sessions and currently serves 22 members.

Transition Management Services (TMS) is a community-based rehabilitation program supporting adults with serious mental illness as they build independent living skills, secure and maintain housing, and integrate into the community. Services include assistance with housing applications, budgeting, daily living skills, and health care navigation.

FORWARD: 2026 AND BEYOND

1. Advancing Strategic Housing Initiatives

Partnering with Affordable Housing Management Inc. (AHMI) to build on our Case for Support/Housing Needs assessment with a goal to expand the number of permanent supportive housing units for adults with mental illness in Guilford County within the next 5 years.

2. Strengthening Financial Sustainability

Advancing long-term financial health through diversified funding, private investment, grant support, and continued growth of our endowment.

3. Expanding Access to Care

Broadening pathways to services by strengthening community partnerships, advocacy efforts, and the depth of our program offerings.

4. Elevating Awareness and Understanding

Increasing community awareness around the growing demand for high-quality, accessible mental health services.

CLUBHOUSE

518 N. Elm Street, Greensboro

HILLCREST RESIDENTIAL SERVICES

1505 W. Friendly Avenue, Greensboro

CLINICAL OUTPATIENT SERVICES

411 W Fisher Avenue, Greensboro

SANCTUARY HOUSE RECEIVES CLUBHOUSE REACCREDITATION



Sanctuary House is proud to maintain our status as a Clubhouse International–accredited organization, one of only 370 accredited Clubhouses across 32 countries worldwide. This accreditation reflects our continued commitment to operating at the highest standards of quality, ethics, and effectiveness in mental health services.

Clubhouse International accreditation is a rigorous, multi-year review process that evaluates governance, programming, member engagement, and outcomes. Achieving and maintaining this designation affirms that Sanctuary House provides a supportive, recovery-oriented environment where individuals are empowered to build skills, foster connections, and pursue meaningful roles in our greater community.

MORE THAN A MEAL

Fueling Recovery, Stability, and Growth



Sanctuary House provided more than **24,015 meals** in 2025, fueling daily engagement, learning, and progress. Each meal represents more than nourishment. It represents an opportunity for members to show up, build routines, strengthen independence, and move

forward with stability and dignity.

Good nutrition is a foundational part of recovery, stability, and long-term success. For some of our members, a meal at Sanctuary House may be the only meal of the day. In addition to creating major health issues, a lack of nutrition is an immediate barrier to participating fully in therapeutic services, workforce development, skill-building programs, and goals related to education and personal growth.

EMPLOYMENT AND EDUCATION

Creating Pathways to Independence

Our Supported Employment and Education program has helped members secure more than **500 jobs**, resulting in over **\$5.1 million** in competitive wages. This means our clients are paying taxes, gaining independence, lifting their families, and becoming contributing members of our community.

United Way Grant Renewed

Sanctuary House has once again been selected as a Strategic Partner of the United Way of Greater Greensboro for Fiscal Year 2025-26. This \$50,000 grant helps sustain our Supported Employment program and ensuring that more members can access the tools and guidance they need to succeed in the workforce.

Program Milestones

Two clients in our Supported Employment and Education program graduated with higher education degrees this year, achieving full financial stability. In total, more than 30 supported education clients have earned degrees including GEDs, college, and university credentials.

TEAMWORK IN ACTION

How Pilot Risk Management Consulting Supports Opportunity



When Thomas joined the team at Pilot Risk Management Consulting (PRMC), he quickly became an essential part of the office's daily rhythm. Through the Supported Employment and Education program, Sanctuary House connected Thomas with

PRMC, where he now assists the team with a variety of administrative duties and special projects. His work includes distributing mail to staff, updating client lists, supporting marketing efforts, preparing client reports, and helping organize submissions to insurance companies.

These tasks may seem behind the scenes, but they are at the heart of what keeps PRMC's business running efficiently.

"The projects Thomas completes for our team are critical to free up staff time to focus on our clients," said Kyle Smythe,

President of PRMC. "Our focus is on customer service and quick response times. Thomas helps us meet our clients' needs."

For Thomas, the experience has been equally rewarding. "Working at PRMC has been a great learning experience," Thomas shared. "Kyle, Robin, and Kady have all been welcoming and willing to teach me about the world of insurance. The organization of documents and data has helped me develop new skills that will be valuable for years to come. The professionalism of everyone in the office has helped me adapt with ease. I'm grateful to Sanctuary House for connecting me with this job placement and hope to use this opportunity to grow into a new future."

Through this partnership, Sanctuary House and PRMC are demonstrating the power of inclusion in the workplace, creating opportunities that benefit both the individual and the organization. Thomas's dedication and growing skill set are a reflection of what is possible when community connections lead to meaningful employment.

"Encouraging my employer, Arch Capital Group, to support Sanctuary House was an easy decision — *when we invest in the mental health of our community, we're investing in people's dignity, resilience, and the chance for everyone to thrive.* I know that our contribution supports a network of services for those with a diagnosis of a serious mental illness so they can belong, grow, and gain life-changing skills. Grateful to work for a company whose values align with my own." ~ Phaedra J. Grove, VP Talent Acquisition, Arch Capital Group



DRIVING OUR MISSION FORWARD

Thanks to a generous gift from Kintura, Sanctuary House has a new van. Reliable transportation is essential for helping our members to access community resources, medical appointments, and opportunities. This gift makes that possible, and we are deeply grateful for Kintura's partnership in supporting our mission.

ADVANCING STRATEGIC HOUSING INITIATIVES

Expanding permanent supportive housing to meet a growing community need

Stable housing is foundational to recovery, dignity, and long-term wellness. Through Hillcrest House, Sanctuary House provides permanent supportive housing where residents receive 24/7 care in a safe, structured environment designed to promote stability, independence, and community connection.

In 2025 alone, Hillcrest House provided **3,285 days and nights of safety and care to 9 residents**, offering far more than shelter. Residents receive consistent support that reinforces daily living skills, encourages participation in programs, and creates a pathway toward greater independence.

“Housing is a basic need. It contributes to healthier lives, neighborhoods and stronger communities,” said Jodi Lorenzo, Executive Director/CEO. “Partnering with community resources is a natural next step to leverage our organization’s strategic goals as we seek to prepare our future and the expansion of residential services.”

Building on the proven impact of Hillcrest House, Sanctuary House is partnering with Affordable Housing Management



Inc. (AHMI) to build on our Case for Support/Housing Needs assessment. This work will guide our long-range strategy to expand the number of permanent supportive housing units for adults living with mental illness in Guilford County over the next five years, helping address one of the region’s most critical unmet needs.

Through our residential services, which include 24/7 wraparound supports, our residents have both care and stability. This makes expanding our housing to include the needs of the broader community a top priority.



COMMUNITY IN ACTION

Breaking the stigma about mental illness begins with visibility, connection, and community. Through events like Musical Moods, Mile of Pennies, as well as support from our community partners, we bring people together to celebrate inclusion raise awareness, and remind our community that mental health is part of every life.

These moments matter. They create space for conversation, replace misconceptions with understanding, and show what is possible when individuals are supported, seen, and valued. By showing up together, we help shift the narrative from stigma to strength, and from isolation to belonging.