



CARE

HELPING THOSE
THAT HELP OTHERS

CONFERENCE

JANUARY 2026 | IMPACT REPORT

**GOODWILL OPPORTUNITY CAMPUS
THE UNIVERSITY OF NORTH CAROLINE AT CHARLOTTE**



Our Vision

The **Care Conference** is rooted in the belief that supporting those who dedicate their lives to helping others is crucial to fostering a thriving, resilient community. Our initiative is focused on **empowering care providers** who serve individuals and families facing a wide array of economic challenges, including housing instability and unemployment. These professionals, often working on the front lines directly with those in need, are essential in addressing the complex needs of **vulnerable populations** in Charlotte, NC.

Each day, front-line care providers engage with those at risk of homelessness, offering guidance, education, and a path toward brighter futures. Their **tireless commitment** is the foundation of our community's progress in tackling housing and economic mobility challenges, yet the work is not without its burdens. The emotional toll, burnout, and personal hardships faced by these individuals can lead to attrition, which in turn impacts the critical agencies (e.g., Roof Above, Goodwill, Crisis Assistance Ministry, and so many others) working to improve well-being and economic outcomes for others. That's why it's so vital that we, as a community, offer support and resources to those who **give so much of themselves** to helping others.

The Care Conference 2026 celebrates these efforts by bringing together dedicated care providers, offering a platform and opportunity for growth, connection, and empowerment. By **equipping care providers** with the tools and insights they need, we aim to enhance their ability to continue making a difference in the lives of others. Together, we strive to strengthen the networks of support that make our community **more resilient** and ensure that those who give so much to others can continue to thrive in their important work.

Attendees

We welcomed 156 direct care providers from 24 organizations in Charlotte that serve our vulnerable populations.

- ▶ Ada Jenkins Center
- ▶ Another Chance Charlotte
- ▶ Advocate Health
- ▶ Braveworks
- ▶ Caterpillar Ministries
- ▶ Charlotte Family Housing
- ▶ Charlotte Rescue Mission
- ▶ Communities in Schools
- ▶ Crisis Assistance Ministries
- ▶ Erika's Closet
- ▶ Freedom Communities
- ▶ Goodwill Industries of the Southern Piedmont
- ▶ The Harvest Center
- ▶ Housing Collaborative
- ▶ Just Do It Movement
- ▶ Novant Health
- ▶ Pat's Place
- ▶ Project 658
- ▶ Promise Resource
- ▶ Roof Above
- ▶ Safe Alliance
- ▶ Salvation Army
- ▶ Supportive Housing
- ▶ The Relatives





Executive Summary and Key Metrics

Executive Summary: The event received overwhelmingly positive feedback, with near-perfect satisfaction scores and powerful testimonials highlighting the conference's unique impact on attendee well-being and professional practice.

Overall Satisfaction: 100% favorable rating (Average: 4.81/5.00)

Conference Enjoyment: 98.4% favorable rating (Average: 4.77/5.00)

Goal Achievement: 98.4% favorable rating (Average: 4.75/5.00)

Community Value: 98.4% favorable rating (Average: 4.83/5.00)

Expected Impact: 98.4% of attendees confident the event will make a meaningful difference (Average: 4.72/5.00)

Note: Favorable percentages represent respondents who indicated "very" or "extremely." There were no unfavorable responses to any survey question.



Program Value and Impact

Participants overwhelmingly described the program as deeply **affirming and restorative**, emphasizing how meaningful it was to feel truly **seen, valued, and acknowledged** in work that is often demanding and overlooked. The experience offered both **emotional validation** and **practical self-care tools** that attendees could immediately apply, creating a rare balance of **inspiration and usefulness**. Just as impactful was the sense of **community**—connecting with others who share similar roles provided encouragement, relief, and **renewed energy**. Distinct from traditional conferences, the program’s gentle, compassionate tone fostered peace, gratitude, and a powerful **emotional reset**, leaving participants feeling **empowered**, refreshed, and reminded that both their work and their well-being matter.



- *“Thank you because you see me! This is what I need to keep going until I see you next year to recharge.”*
- *“It showed me that my work and I matter.”*
- *“I don’t go to many conferences because I usually don’t take much from them—but this one was truly fantastic, and I felt GOOD being here.”*
- *“Having community alone was amazing.”*



Impact on Professional Practice

Participants described the program as a **meaningful shift** in how they approach their work, particularly in granting themselves **permission to prioritize self-care** without guilt. Many noted that the experience helped them feel seen as whole human beings rather than solely as workers, reinforcing that they are **not alone** in the challenges of their roles. The program was widely credited with helping **prevent burnout** by offering space to recharge, set healthier boundaries, and practice **self-compassion**. Attendees also emphasized the value of **practical tools** they could immediately implement to **manage stress**, time, and emotional load, ultimately allowing them to show up more sustainably and effectively for the individuals, families, and communities they serve.



- *“Learning that it is okay to breathe so that I can continue to pour into others.”*
- *“It allowed me to be seen as a human being, not just a worker.”*
- *“This program is a reminder that I need to prioritize myself so that I can show up as the best version of myself to help my community.”*
- *“The biggest takeaway is that it’s okay for me to disconnect and have a hard cut off from work.”*
- *“It reassures me that all I do is not in vain.”*



Recommendation to Others

Attendees expressed overwhelming **enthusiasm** for **recommending the conference** to colleagues and peers, often noting that they had already begun sharing it with others during or immediately after the event. They described the experience as unexpectedly **powerful, deeply motivating**, and universally **relevant**—not only for professional growth, but for **personal well-being** as well. Many emphasized that the conference offers rare and valuable tools, encouragement, and perspective that help individuals **feel appreciated**, refreshed, and reminded of the difference they make. The strong **desire to return** and to **encourage others to attend** underscores the conference’s lasting impact and broad appeal across roles and experiences.



- *“...I have already started telling everyone about it.”*
- *“I actually texted my coworkers during lunch and told them they would’ve loved this.”*
- *“It was my first year attending and I will continue to come back. It opened my eyes that everyone is important, including myself.”*
- *“...people need to know that they are making a difference.”*
- *“A lot of takeaways that can be used in all areas of life.”*



Notable Attendee Comments

"Your programming was so truly thoughtful, helpful, caring, impactful, progressive. I thoroughly enjoyed myself and truly felt value upon exiting for the day."



"The community of colleagues to engage with, while gaining information on how to care for ourselves as we care for our clients in this 'safe space' was calming and what I needed today."



"The information, tools, and resources provided helped to understand creating a healthier better version of me so that I can do the work needed for others in a healthier but better way."

"I adored being in a space with like minded individuals. We were all also so different. It was comforting and fascinating!"

"Everything about the program was amazing!!! It felt good to be recognized. At times I do feel forgotten and my hard work goes unnoticed. But today I felt great!!! ..."





Thank You

We are deeply grateful to our **Champion Sponsors** and **Partners** for their steadfast support of the 2026 Care Conference initiative. It is what makes this event possible. A special thank you to our **speakers** who provided engaging, meaningful, and emotionally resonant content this year.

Our Speakers

- **Jay Ward** – Emmy nominated poet, teaching artist and Charlotte’s inaugural Poet Laureate
- **Dr. Kristin Daley** – Co-founder of BASE Cognitive Behavioral and fellow status in the Society of Behavioral Sleep Medicine
- **Cherish Fields** – COO Sole Solutions Counseling and Consulting Services

Our Sponsors

CHAMPIONS:

- Foundation For the Carolinas
- Truist
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- Crisis Assistance Ministries
- Good will Industries of the Southern Piedmont
- Roof Above



Dr. Herrison Chicas

"I am grateful. The conference came at the right time. I've been recently feeling stuck and this conference has motivated me to keep going. The conference has given me hope for the future of community care while also refreshing my understanding that what we do right now makes a great deal of difference."



Dr. Steven Rogelberg