



1417 GLENWOOD AVE, GREENSBORO, NC 27403, USA
(336) 275-8585

2024 Annual Report

Mission

to empower the homeless and disabled, particularly veterans, to become independent, contributing members of our community through housing, healthcare, and restorative services.

Executive Director's Letter

Dear Partners, Supporters, Volunteers, and Friends of The Servant Center,

As we look back on a remarkable year, we're filled with hope and gratitude for the impact we've made together. At the Servant House, we helped 51 veterans, with 84% moving into permanent housing and securing income. Our Glenwood and Haworth Housing programs achieved a perfect record in maintaining permanent housing for 23 individuals. Through Rapid Rehousing, we served 231 people, including 77 children and 65 veterans, with 97% of those exiting the program finding lasting homes and 77% exiting with income.

Our Disability Assistance and SOAR programs are tirelessly working to help those who are un and under insured to attain life changing SSI/SSDI benefits, while our AmeriCorps program continues to tackle housing, homelessness, hunger, and employment challenges.

A highlight of our year is the acquisition of Holden Heights—a 37,000 square foot facility that will house Guilford County's first Medical Respite program. This new initiative will offer 22 beds for those recovering from illness or injury and will also be the new home for the Servant House and all of our staff. With the procurement of the new building, we will be welcoming female veterans experiencing homelessness as well, ensuring we extend our support to all who have served.

With your support, we can continue to expand our reach and impact. Join us in this journey to create a future where everyone has a place to call home. Together, we can build a community of compassion and change lives.

With gratitude,

Shanna Reece
Executive Director

Proudly served over 150 Veterans this year!

PROGRAMS



Servant House



Glenwood, Haworth & Foxworth



Fast Track



Disability Assistance



Stand Down

Servant House

At the Servant House, we are proud to provide a **safe haven for 21 disabled veterans experiencing homelessness**, following the VA's transformative Hospital to Housing Model.

Your support directly empowers these brave veterans, offering them more than just shelter; it provides a path to renewed hope and stability.

Our veterans benefit from an extensive array of services designed to nurture their well-being and promote their independence, including:

- **Comprehensive Medical Support:** Ensuring every veteran receives the care they need.
- **Housing-Focused Case Management:** Guiding them towards sustainable living.
- **Life Skills Classes:** Equipping them with the tools for everyday success.
- **Mental Health and Substance Abuse Counseling:** Supporting their emotional and psychological recovery.
- **Assistance with SSI/SSDI and VA Benefits Applications:** Helping navigate the complexities of benefits access.
- **Social Activities:** Fostering community and connection.
- **Exercise and Fitness Programs:** Promoting physical health and wellness.



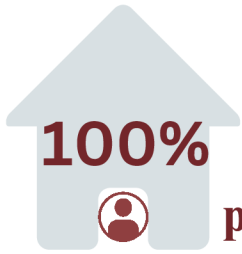
51 Veterans Served



84% exited to Permanent Housing



84% exited with Income



100%

Remained permanently housed



Glenwood,
& Haworth

At **Glenwood House and Haworth House**, we proudly offer 17 welcoming apartments dedicated to low-income, disabled Veterans who deserve a place to call home.



23 Veterans served

But it's not just about housing; it's about creating a vibrant community where our heroes can thrive!



Foxworth

Your support helps us provide essential services that make a real difference in their lives, including:

- **Comprehensive Case Management:** Tailored support to navigate challenges and set goals.
- **Transportation Services:** Ensuring veterans can easily access medical appointments and personal needs.
- **Social Engagement Opportunities:** Fostering connections and friendships that uplift and empower.



11 Veteran Families served

6 Children served

100 % maintained permanent housing

Fast Track

231 people served



63% of clients were living in places not meant for human habitation before being housed

Fast Track (Rapid Re-Housing) is a powerful solution designed to help individuals and families break the cycle of homelessness and reclaim their lives in permanent housing.

We believe everyone deserves a fresh start, which is why our services are offered without preconditions and tailored to meet the unique needs of each person we serve.

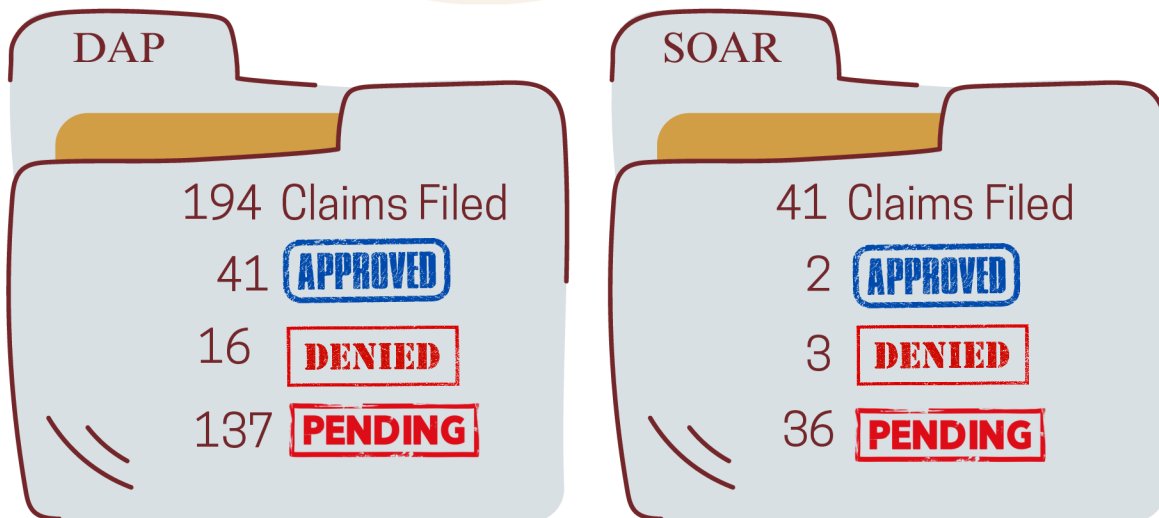
In 2023-2024, we proudly **supported 231 individuals**, and the results are nothing short of remarkable: **97% of those that exited successfully secured housing**, and **77% exited the program with a stable income!**

Disability Assistance

Our **Disability Assistance Program (DAP)** is a lifeline for disabled individuals in Guilford County, providing critical support in applying for and advocating for Social Security Disability Benefits (SSI/SSDI).

Through our innovative **SSI/SSDI Outreach, Access, and Recovery (SOAR)** initiative, we help those at risk of or currently facing homelessness secure the benefits they desperately need.

In 2023-2024, we **submitted a total of 235 claims**, resulting in **43 approvals** and **173 pending**. We're proud to report an impressive 4 year average approval rate of over 60%!





TRIAD Stand Down 2023

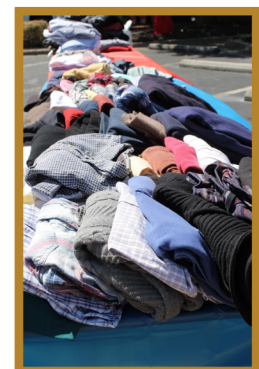


Triad Stand Down 2023 was a pivotal event dedicated to uplifting our Veterans experiencing homelessness. This initiative not only provided essential resources but also fosters community and connection among those who have bravely served our country.

Veterans Served



68



Hope, Impact, Change

HOPE

As we look back on the past year at The Servant Center, we are reminded of the incredible strides we've made in bringing hope and support to those in need. This year, **The Servant Center has made remarkable progress by serving over 500 veterans and individuals, helping them secure permanent housing, income, and providing critical support through our housing and rapid rehousing programs.** However, The Servant Center's mission is far from complete.

IMPACT

Imagine the difference you can make in the lives of those who have served our country, experienced something catastrophic, or simply need a hand up to become more productive members of society. **By partnering with The Servant Center, you're not just giving; you're offering hope, stability, and a brighter future to those experiencing homelessness.**

CHANGE

We invite you to take action today! Visit <https://www.theservantcenter.org/donatotoday> to **forge a partnership with us.** Every gift, large or small, brings us one step closer to ensuring that every veteran and non-veteran has the support and opportunity they need to break free from homelessness.

Thank you for your generosity and commitment to our mission. **Together, we can make a profound difference in the lives of veterans and non-veterans who need us most.**

Warmest regards,

Shanna Reece
Executive Director

Join Us in Making an Impact!

At The Servant Center, we believe in the power of community and the difference we can make together. Here's a glimpse of our exciting upcoming events where you can get involved and help us create lasting change:

- **Skeet Shoot:** Unleash your competitive spirit while supporting our veterans! Join us for a day of fun and camaraderie. When, tentatively late fall early winter at the Cosner Reserve. For more information please check out our website under More - Upcoming Events, or on our Facebook channel.
- **Veterans Day Honor Wall:** Help us honor those who served by contributing to our Honor Wall, a tribute to our brave veterans. For more information please check out our website under Veterans Day.
- **Giving Tuesday:** This global day of giving is your chance to make a meaningful impact. Every donation helps us support those in need.
- **Thankful Thursday:** Join us for a series of gratitude events celebrating our supporters and the community that uplifts us. More to come on Social Media and website.
- **Volunteer Opportunities:** Whether you can dedicate a few hours or a longer commitment, we offer various volunteer opportunities that fit your schedule. When you volunteer with The Servant Center, you're contributing to a mission that transforms lives and strengthens our community. Your involvement helps us create a brighter future for all.
- **Join us and be a part of the change!** Visit theservantcenter.org to learn more about volunteering opportunities and how you can get involved.

Stay tuned for more details on these events, and consider participating or sponsoring to help us make an even greater impact.

Together, we can turn hope into action and change lives for the better!

We appreciate your partnership in creating lasting change.

IMPACT



Deborah Gregory (Veteran)



My name is Deborah Gregory and I am a veteran. I had the privilege of meeting Debbie Bailey because I was in a homeless situation. I was living in Newport News, VA and my daughter and granddaughter lived in Greensboro. I had been diagnosed with congestive heart failure, diabetes and high blood pressure. My daughter told me it's time to leave Virginia so I did. When I got to NC, I went to Baptist Hospital two weekends back to back in November and they determined that I had asthma. My daughter lost her housing and then had to have emergency surgery. We had a little bit of money so we were able to stay in a hotel but then the money ran out. I was getting depressed due to our situation and Debbie referred me to some agencies to get assistance with a hotel.

Debbie was always checking on me and encouraging me and always told me "we got this." I was approved for a HUD VASH voucher and Debbie connected me with one of their landlords and what a blessing he is. My family and I moved into our beautiful home on March 12, 2024 and I am so grateful.

Even though it was hard to trust the process at times, I did and I trusted Debbie and she did not let me down.



STAFF HIGHLIGHT

The hardest working and most compassionate Fast Track housing team in the world!



Catlin Cosner (Case Manager),
Debbie Bailey (Director), &
Alfred Miller (Case Manager)

IMPACT



A New Chapter for The Servant Center

In a year of transformation, The Servant Center has made significant strides with the acquisition of Holden Heights, a 37,000-square-foot facility in Greensboro. This four-story building symbolizes more than just expanded space; it represents the fulfillment of long-held goals to deepen the Center's impact on Veterans and those experiencing homelessness.

The procurement of Holden Heights was made possible through the collective generosity of government, corporate, civic, and individual supporters. The facility will offer Veterans private accommodations, recreational areas, and virtual meeting spaces to foster community.

In a pioneering effort, The Servant Center will also launch Guilford County's first Medical Respite program at Holden Heights, providing 22 beds for homeless individuals recovering from illness or injury. This program fills a critical healthcare gap, particularly as the county's homeless population aged 55 and above has tripled since 2013.

"This acquisition marks a transformative moment for The Servant Center," says Executive Director (ED) Shanna Reece. "Holden Heights will allow us to extend our services and elevate the quality of care for those in need."

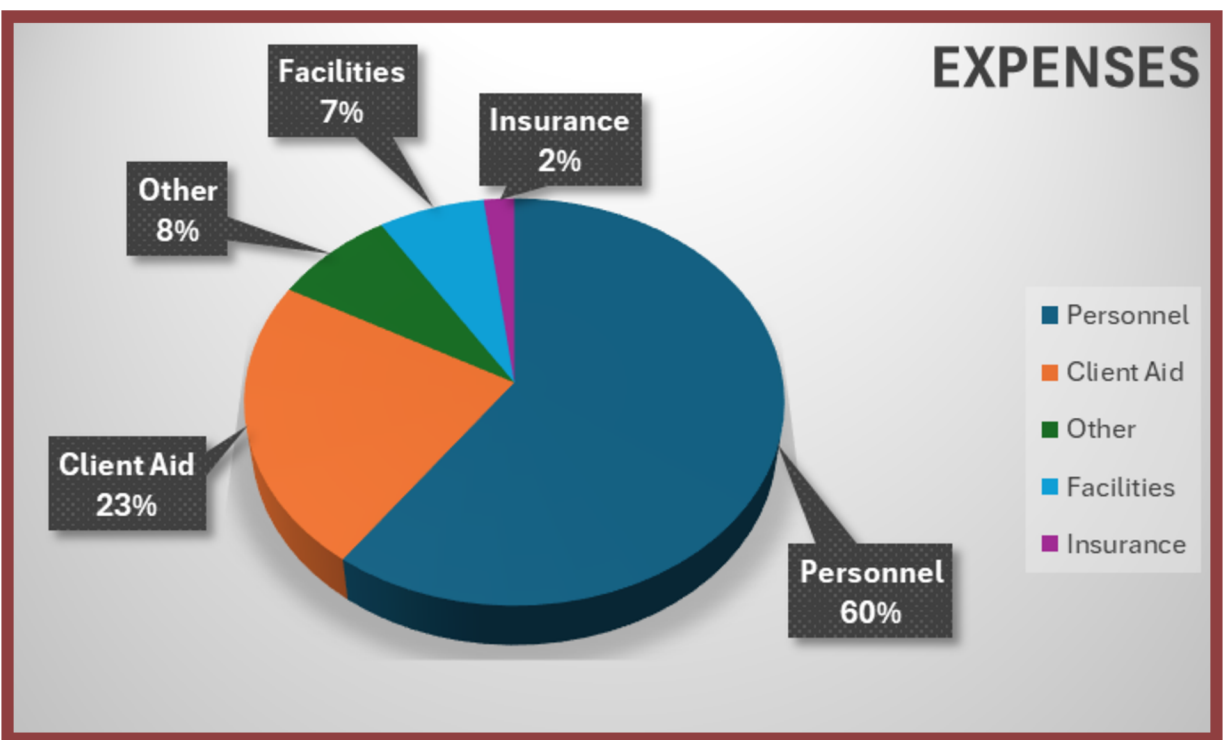
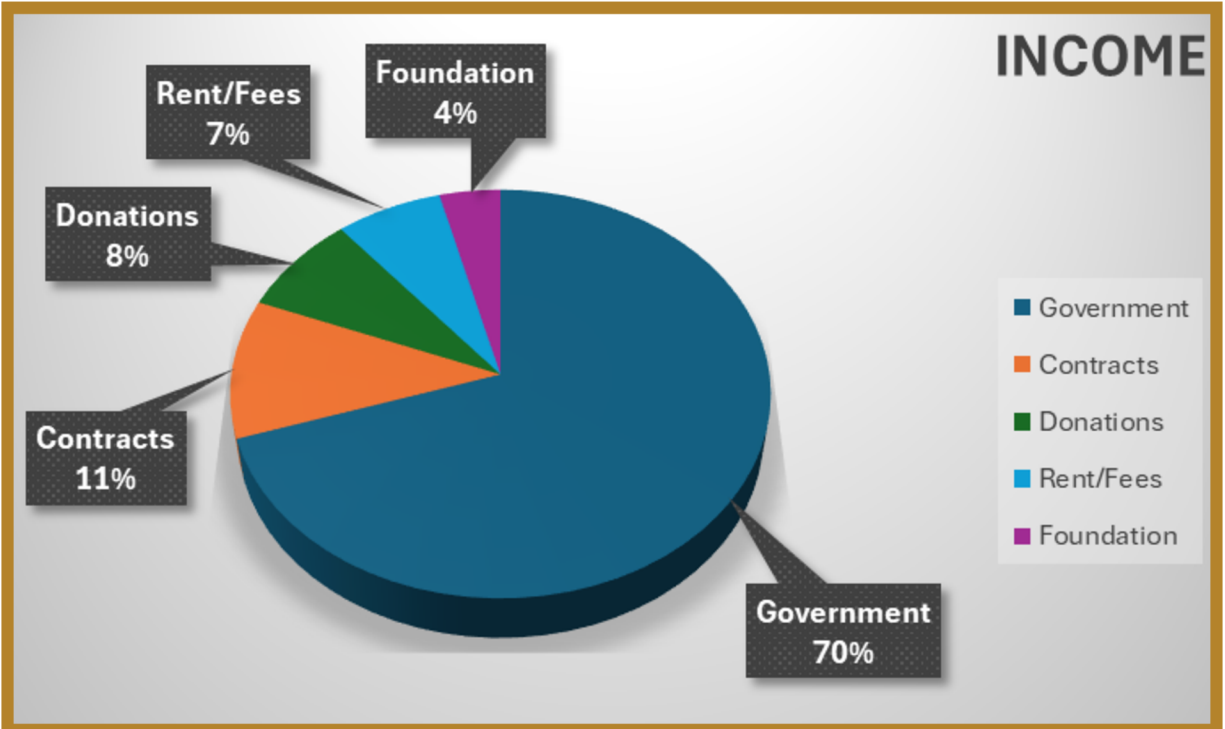


Shanna Reece (ED), Brian Sowers (BoD Chair) & Teresa Smith (Director of Operations) at closing.



The Servant Center plans on moving to its new site in March of 2025.

Income & Expenses



Our unaudited indirect cost rate is 11%, or 89 cents of every dollar directly supports our clients.

Additional financial information is available upon request.

BOARD MEMBERS



Brian Sowers
Board Chair

Nadine Malpass
Vice Chair

Anna Liese Call
Secretary

Jim Burgio
Member

Dr. Rev. Jeff Johnson
Member

Rich Carrera
Member

Bill Trivette,
Attorney
Member

Kelly Dawson
Member

Cory Spoor
Member

Scott Baker
Member

Kevin Hoppens
Member

Earl Waddell
Member

SaQuang Lam
Member

Beth Wilkerson
Member

Julie Minnick
Member

Marcus Brown
Member



Thank you for over 30 years of unwavering support!

We look forward to connecting with you and sharing more about our impact and opportunities to get involved.



<https://www.facebook.com/ServantCenter/>



Info@theservantcenter.org



336.275.8585



www.theservantcenter.org

Important Numbers

National Call Center for Homeless Veterans: **877.424.3838**

Partners Ending Homelessness: **336.553.2716**

Suicide, & Crisis Hotline : **988** Veterans press **1**, or text **383255**

National Homeless Hotline: **1-800-273-8255** (NATIONAL, for mental health support)

Homeless Shelter Locator: **1-800-799-7233** (National Coalition for the Homeless)

Crisis Text Line: Text “**HOME**” to **741741** (for mental health support)

The Servant Center
1417 Glenwood Ave
Greensboro, NC 27403

