



2025 ANNUAL REPORT

Our Mission

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



1417 Glenwood Avenue
Greensboro, NC 27403
(336) 275-8585



Shanna Reece

Executive Director

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 46 veterans, with 95% exiting, moving into permanent housing and 100% securing income. Our Glenwood and Haworth Housing programs achieved a perfect record in maintaining permanent housing for 20 individuals. Through Rapid Rehousing, we served 243 people, including 90 children and 58 veterans, with 99% of those exiting the program finding lasting homes and 76% 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.

We look forward to moving into our new building, - a 37,000 square foot facility that will house Guilford County's first Medical Respite program. With this new building we will be able to offer 22 beds for those recovering from illness or injury and, for the first time, we will 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

2024 – 2025



Programs



Servant House



Glenwood, Haworth & Foxworth



Rapid Re-Housing



Disability Assistance



Stand Down

2024 – 2025



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 tools for everyday success.
- **Mental Health and Substance Abuse Counseling:** Supporting their emotional and psychological recovery.
- **Assistance with SSI/SSDI and VA Benefit Applications:** Helping navigate the complexities of benefit access.
- **Social Activities:** Fostering community and connection.
- **Exercise and Fitness Programs:** Promoting physical health and wellness.

"I came here with nothing, and I am leaving with everything. Thank you, The Servant Center, for giving me peace."

—George As, US Veteran and Servant House resident

46 VETERANS SERVED



95% exited to permanent housing



100% exited with income

2024 – 2025



Permanent Housing

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.

The Servant Center provides case management services for the 11 veteran families living at the **Greensboro Housing Authority's Foxworth community**. The Greensboro Housing Authority and The Servant Center have partnered to ensure these at-risk veteran families have the support they need to maintain permanent housing.

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

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.

Glenwood & Haworth

20 Veterans Served



95% maintained permanent housing

Foxworth

14 Veteran Families Served



100% maintained permanent housing

2024 – 2025



Rapid Re-Housing

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 2024-2025, we proudly **supported 243** individuals, and the results are nothing short of remarkable: **99% of those that exited successfully secured housing**, and **76% exited the program with stable income!**

"Caitlin, RR Housing Specialist, was the first person in a long time to say something and stand on it.

She said she would see me housed, and she did."

—John M, RR client

243 People Served

58 Veteran Families & 90 Children Served



99% exited
to permanent housing



100% exited
with income

*85% of clients were living in places not meant for human habitation before being housed.

2024 – 2025



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). We also extended our services to include Food Stamps and Medicaid for those clients who qualify and do not already have those benefits.

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

In 2024-2025, we **submitted a total of 174 claims**, resulting in **68% approvals** to date. We're proud to report an impressive 5 year average approval rate of over 60%!



DAP

140 Claims Filed

70% Approvals to date

SOAR

34 Claims Filed

60% Approvals to date

2024 – 2025



Triad Stand Down

Triad Stand Down 2024 was a pivotal event dedicated to uplifting our Veterans experiencing homelessness. This initiative not only provides essential resources but also fosters community and connection among those who have bravely served our country.



68 VETERANS SERVED

2024 – 2025



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 400 veterans and individuals, helping them secure permanent housing, income, and providing critical support through our housing and rapid re-housing 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.** Visit www.theservantcenter.org to learn more about volunteering opportunities and how you can get involved

CHANGE

We invite you to take action! Visit <https://www.theservantcenter.org/donate today> 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 profound difference in the lives of veterans and non-veterans who need us most. We appreciate your partnership in creating lasting change.**

Warmest regards,

Shanna Reece
Executive Director

2024 – 2025

Impact



From Homelessness to Hope: MW's Journey to Stability

MW had been homeless since March 2022. After being released from jail in January 2024, he found himself sleeping outdoors, unsure of what the future held. In August, while at Center City Park, he encountered outreach workers speaking with others experiencing homelessness. He engaged with them, completed an assessment, and was placed on the housing waitlist.

On September 30, 2024, MW received an email from Debbie Bailey at The Servant Center. She informed him that he had been selected for housing assistance through the Rapid Rehousing program. They scheduled a meeting for October 9th to complete the necessary paperwork.

During their meeting, Debbie shared that a private landlord who partnered with the program had an available apartment. She took MW to see it, and he immediately expressed interest. Later that day, Debbie called to confirm that the apartment would be his once it was ready.

On October 17th, MW signed his lease and officially moved in. It was his first winter in a home in years. He expressed deep gratitude for the support he received, sharing that he had been in a dark place and had lost hope—but with stable housing, his outlook changed. Most importantly, he now had the opportunity to reconnect with his daughter after years of separation.

Debbie, our Rapid Rehousing Director, through the Rapid Rehousing program, covered MW's application fee and security deposit and helped furnish his new home, including providing a mattress. The program also paid his rent and utilities while he worked with a re-entry program to find employment.

Today, MW is employed full-time at Toyota and pays 100% of his rent and utilities. His life has transformed—not only does he have stable housing and employment, but he has also rebuilt a relationship with his daughter, whom he now sees regularly.

2024 – 2025

Impact



Exciting News!! The Servant Center will be moving to the old Holden Heights nursing home this winter. This move will allow us to expand and enhance the services we provide.

- We will enhance services for our veterans – providing a game room for social interaction, a computer lab and a large space for additional groups and life skills classes. And, it will give each veteran their own bedroom and bathroom.
- Establish Guilford County's first Medical Respite program for those experiencing homelessness who are too ill or injured to recover in shelter or on the streets; and
- For the first time, we will be able to serve females in our residential programs – both female veterans at Servant House and female Medical Respite patients.
- We will be able to house all staff under one roof, enhancing collaboration.



2024 – 2025

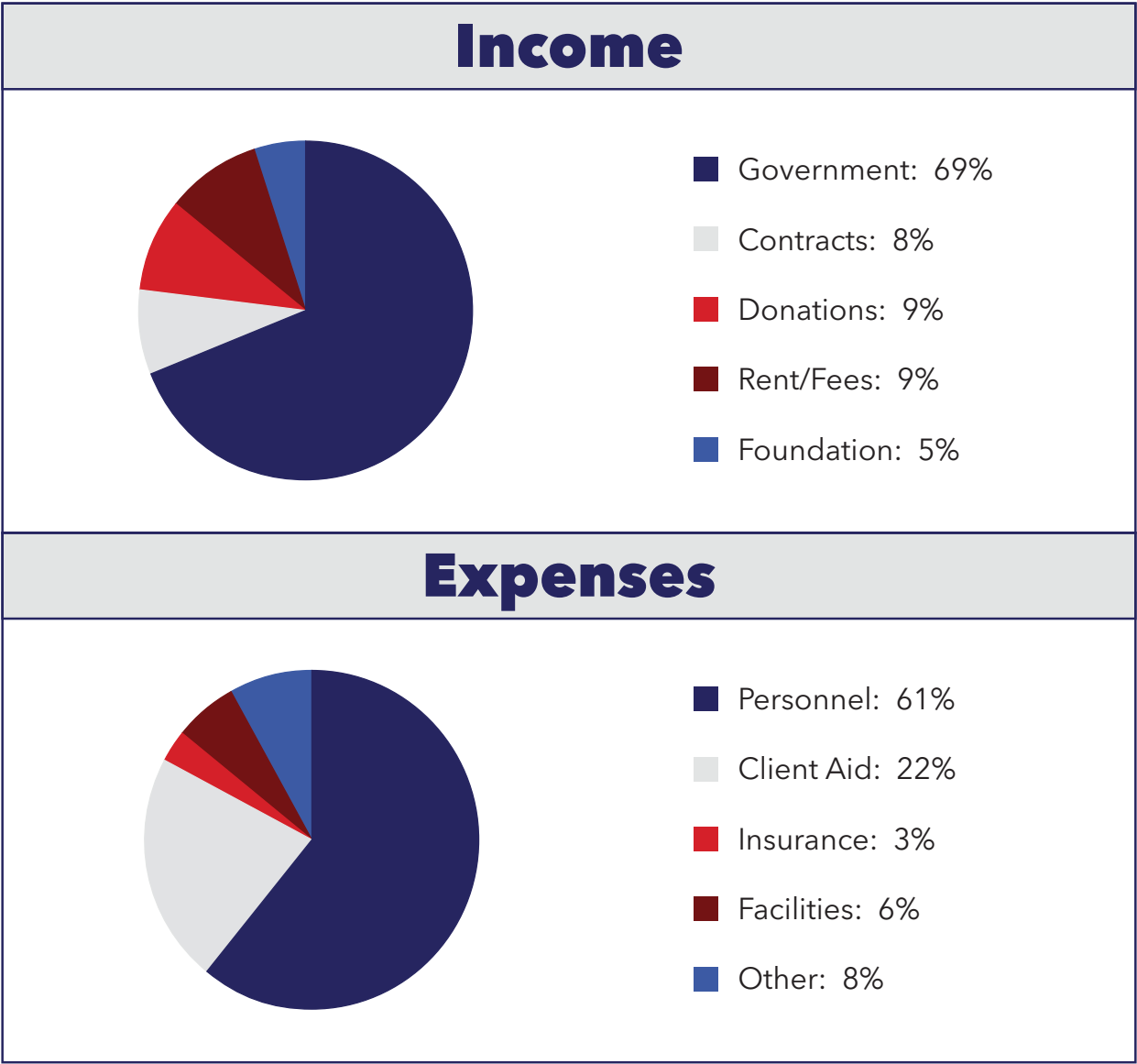
Partner with us in our Servant House Expansion!

Sponsorship Levels							
	MEDAL OF HONOR	SILVER STAR	BRONZE STAR	PURPLE HEART	BRIGADE	COMPANY	SQUAD
	\$10,000	\$7,500	\$5,000	\$3,500	\$2,500	\$1,500	\$500
Room naming rights	EXCLUSIVE	✓	✓				
Reception & private tour	✓	✓	✓				
Advertising	✓	✓	✓	✓			
Challenge coin	✓	✓	✓	✓	✓	✓	
Brick	✓	✓	✓	✓	✓	✓	✓
Commemorative Bricks \$150 To be placed on walkways and around flagpole.							



Contact John Wing with questions:
jwing@theservantcenter.org or
336-275-8585 ext. 401

Order bricks: <https://www.brickrus.com/donorsite/theservantcenter>



Our unaudited indirect cost rate is 12%, or 88 cents of every dollar directly supports our clients.

Additional financial information is available upon request.



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Member

Dr. Rev. Jeff Johnson
Member

2024 – 2025



**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>



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



<https://www.TheServantCenter.org>



info@TheServantCenter.org



336-275-8585

2024 – 2025

Important Numbers

National Call Center for Homeless Veterans: **877-424-3838**

Partners Ending Homelessness (Coordinated Entry): **336-553-2716**

Suicide & Crisis Hot-line: **988** Veterans press **1** or text **383255**

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

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

Crisis Text Line: Text "**HOME**" to **741741** (form mental health support)

The Servant Center
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