



January 19, 2024

Mr. Michael Halford, Guilford County Manager  
301 West Market Street  
Greensboro, NC 27401

Dear Mr. Halford:

I and our Board Chair, Brian Sowers, had the pleasure of meeting with Commissioner Chair, Skip Alston; and Commissioner, Pat Tillman last week to discuss an opportunity that would result in a partnership between the VA, County, City of Greensboro, and Cone Health to:

- Establish the first medical respite program in Guilford County for those experiencing homelessness.
- Add 22 beds to the inventory for individuals with medical needs who are experiencing homelessness.
- Increase space and services for 21 (over 50 veterans annually) disabled veterans who are experiencing homelessness.
- Provide a stable home for the staff of The Servant Center to continue serving those with disabilities and who are experiencing homelessness across our county.

Based on that conversation, The Servant Center is requesting \$1,000,000 from Guilford County for purchase of the Holden Heights property and \$500,000 (to be made available by December 2024) towards renovation of the property to accomplish the goals listed above.

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***THE SERVANT CENTER***

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First, I would like to share with you The Servant Center's breadth of services provided to the Guilford County community. For more than 30 years TSC has upheld its mission to "***empower the homeless and disabled, particularly veterans, to become independent contributing members of our community through housing, healthcare, and restorative services.***" We accomplish this mission by providing the following services:

- Servant House, a 21-bed transitional housing program for disabled veterans who are experiencing homelessness. In addition to group counseling, life skills classes, medical support provided by an RN and CNA-Med Tech, case management and social activities, all the residents' basic needs are provided.
- Glenwood and Haworth Houses include 17 permanent supportive housing apartments for low-income veterans with disabilities and exiting homelessness.
- Fast Track is a Rapid Rehousing program assisting individuals and families, including many veterans, experiencing homelessness, by providing temporary direct financial assistance to

economically disadvantaged persons in order that they may become stably housed through housing, case management and other supportive services.

- The AmeriCorps Partnership to End Homelessness is a program that places 20+ members (volunteers) in nonprofit agencies across Guilford County that provide direct service to at-risk and homeless individuals and those with hunger insecurity.
- The Disability Assistance Program (DAP) assists un- and under-insured clients filing for SSI/SSDI benefits. Veterans applying for benefits through DAP at TSC, are two-times more likely to have their application approved on the first attempt. DAP also sponsors a program called SOAR (SSI/SSDI, Outreach, Access, and Recovery) which specifically assists homeless individuals in applying for SSI/SSDI benefits.

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### ***PROJECT HISTORY***

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Initially we aimed to give each of the veterans residing at Servant House their own bedroom and bathroom, currently the veterans share 13 bedrooms and only 3 bathrooms. We planned to build this on the current site (1305 Glenwood Avenue). However, in the middle of planning, the City of Greensboro purchased the building (church), which houses most of The Servant Center's staff (17 people) and is located just down the street from Servant House. Unfortunately, our property is not big enough for a building addition and the parking that would be needed to accommodate all staff and meet the needs of the veterans. City staff recommended we look at Holden Heights (former nursing home) as an option.

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### ***HOLDEN HEIGHTS***

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Holden Heights is a 4-story, 37,000 square foot former nursing home (see attached pictures). This building has everything we need for residents and staff with extra space that would benefit the veterans including multiple activity rooms, large meeting space, barber shop, etc. The first floor is mostly common space – lobby, huge kitchen with serving line, large dining space, activity room and some space for offices, computers, virtual meeting areas, etc. The 2<sup>nd</sup> and 3<sup>rd</sup> floor each have 16 individual rooms with individual bathrooms, a very large meeting space, an activity space, laundry room, nurse's station, and some office space. Twenty-one rooms are needed to continue serving veterans at our current capacity. The other 11 residential rooms (with 2 beds in each) will provide beds for those who are homeless and needing medical respite. This would be a win-win-win for the veterans, the community, and The Servant Center.

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### ***NEED FOR MEDICAL RESPITE***

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- **70%** of Servant House clients are **62 or older**.
- HUD reports that from 2009 to 2017 the number of **homeless individuals 62 and older nearly doubled** (The Graying of America's Homeless: An Alarming Trend)
- A 2019 study predicts that the number of **people 65 or older who experience homelessness will triple by 2030**. (The Graying of America's Homeless: An Alarming Trend, AARP)

- Research shows **homeless people in their 50's are in worse health than folks in their 70s who have a place to live**, and half of homeless adults are over 50. (Medical Respite Offers Refuge for Homeless People Recovering from Illness, NPR)

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**PURCHASE/REHABILITATION BUDGET**

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The Servant Center Board of Directors has made an offer of \$3,300,000 to the owner of the building contingent upon an environmental assessment and raising the remainder of funds needed to purchase and remodel the building. Below is a summary of the expected income/expenses for the project (expense details are attached):

<b>INCOME</b>		
Department of Veterans Affairs	\$1,050,000	Committed
City of Greensboro	\$450,000	Committed
City of Greensboro	\$600,000	Committed
Guilford County	\$1,500,000	Pending
Fundraising/Foundations	\$364,000	In-hand
	<b>\$3,964,000</b>	

<b>EXPENSES</b>	
Purchase	\$3,300,000
Renovation (including soft costs)	\$1,306,500
	<b>\$4,606,500</b>

As you can see, we are \$642,500 short of our goal without any unexpected expenses. Our goal would be to raise an additional \$1,000,000 to ensure we are able to address any unexpected expenses. Any funds we have remaining will go for additional building upgrades and maintenance.

We are actively pursuing several funding opportunities including Weill Funds; additional funds from Cone Health; HUD Economic Development funds; Duke Endowment funds; NCHFA; etc.

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**OPERATIONAL COSTS**

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The operation of the Servant House veteran beds will continue being funded through the VA's Grant Per Diem program. The Servant Center has been awarded these funds for more than 20 years and is in good standing with the VA.

Operation of the medical respite beds will come from the Medicaid expansion funds. Medicaid pays \$200/night for respite and would be sufficient to increase current staff to meet the requirements of operating a medical respite program.

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**OPTION TO PURCHASE**

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The Servant Center would also like to provide Guilford County with the first right of refusal to purchase the current Servant House building located at 1305 Glenwood Avenue. This 6,000+ square foot building has 13 bedrooms with 21 beds, a large communal bathroom, library/meeting space, commercial kitchen, dining area, laundry, nursing station, exam room and a large live-in apartment upstairs. See attached pictures. This would be an ideal building to add additional shelter beds in the community.

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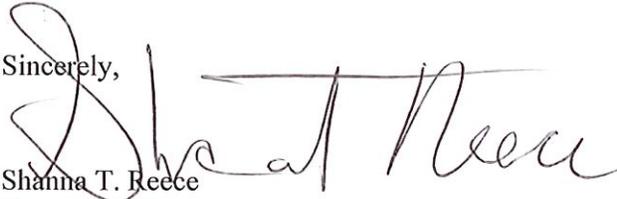
**TIMELINE**

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The deadline for project completion with the VA is September 30, 2024. The Servant Center can go to the VA for an extension once they can show the funds have been committed to the project. The owner would like to have the property closed on within the next 5-6 months.

Your consideration of this request is very much appreciated. You can reach out to me by e-mail: [sreece@theservantcenter.org](mailto:sreece@theservantcenter.org); at the office: 336-275-8585 x 501; or by cell: 336-317-7715; if you have any questions or need further information.

Sincerely,



Shanna T. Reece  
Executive Director

**Attachments:**

- Renovation Budget
- Pictures and floorplan for Holden Heights
- Pictures and floorplan of Servant House

cc: Mr. Skip Alston, Board Chair  
Guilford County Board of Commissioners

Mr. Pat Tillman, District 3 Commissioner  
Guilford County Board of Commissioners



**Servant House  
1915 Boulevard St.  
Renovations**

**DESCRIPTION & SCOPE OF WORK** *January 15, 2024*

**Notes:**

- Existing building is 37,000 square feet
  - Type 2 (non-combustible) construction
    - Slab on grade
    - Concrete plank floors & ceiling
    - CMU & sheet rock walls
  - Four levels
    - 1<sup>st</sup> Office and support spaces (dining)
    - 2<sup>nd</sup> Residential
    - 3<sup>rd</sup> Residential
    - 4<sup>th</sup> Residential
- Existing stairs, doors, corridors and other egress components meet current code.
- The occupant rooms meet VA standards.
- Site: The parking has fresh topping and striped spaces
- Site: There is adequate existing parking
- Fourth floor office: use open office landscape furniture in lieu of new walls
- Third thru Fourth floors: Keep the large public spaces on the east ends of the building.
- We propose keeping all existing mechanical rooms

**Estimate:**

	<i>Allowances</i>
<b>Site Improvements</b>	
• Assume grease traps work	\$1,000
• Evaluate and repair generator	\$1,000
• Dumpster screens may need to be upgraded	\$1,000
• Upgrade existing exterior courtyard	\$5,000
<b>General improvements needed throughout the building:</b>	
• Vinyl Plank <ul style="list-style-type: none"> <li>○ 4,000 SF x \$11/SF</li> </ul>	\$44,000
• Fresh paint in the interiors <ul style="list-style-type: none"> <li>○ \$4 / SF - \$30,000 / floor =</li> </ul>	\$120,000
• Evaluate and repair existing Fire devices	\$5,000
• Evaluate and repair existing security devices	\$10,000
• Keep all existing public restrooms/spas/etc <ul style="list-style-type: none"> <li>○ General upgrades in these areas</li> </ul>	\$5,000



**Servant House  
1915 Boulevard St.  
Renovations**

**DESCRIPTION & SCOPE OF WORK**

*January 15, 2024*

**General construction improvements:**

- New office walls on the First Floor \$20,000
- Rework spa and nurses' station on Fourth Floor for offices \$20,000
- Revised bathrooms into HC accessible – 2 new per floor x 3 floors \$50,000  
(There are no plumbing adjustments needed for this improvement)
- Move bathroom walls \$100,000

**Mechanical**

- Replace 30% of p-tac units
  - 22 mechanical units x \$2,000 per unit \$44,000
- Kitchen infra-structure improvements (if required) \$10,000
- Commercial dishwasher \$5,500
- Commercial washer/dryer x 2 \$6,000
- Items not yet identified \$20,000

**Electrical**

- Adjustments for mechanical & lighting \$40,000
- New lighting \$20,000
- Internet (fiber) \$10,000
- Replace fire system \$82,500

**Plumbing**

- Toilet relocation in rooms \$50,000

**Sprinkler**

- Full NFPA 13 sprinkler system (37,000 SF x \$6/SF =) \$250,000
- The owner has been given a number of \$300,000. This sounds high.

**Roof**

- Original Roof (1986)- Has 10 yrs left, only needs seams glued. \$5,800

**Elevator**

- Modernize/repair one of the two elevators \$150,000

**SUB-TOTAL ESTIMATE – Hard costs**

**\$990,300**

TISE·KLESTER  
ARCHITECTS



**Servant House  
1915 Boulevard St.  
Renovations**

**DESCRIPTION & SCOPE OF WORK** *January 15, 2024*

Contingency	
•	\$96,000
Furnishings:	
• Offices, Dining, lobbies, respite rooms, etc.	\$75,000
• Refrigerators	\$1,200
Architectural/Engineering Fees	
•	\$92,000
Developer Fee	
•	\$52,000
<b>SUB-TOTAL ESTIMATE – Soft costs</b>	<b>\$316,200</b>
<b>TOTAL ESTIMATE – Hard + Soft costs</b>	<b>\$1,306,500</b>





**FOR SALE**  
FORMER ASSISTED LIVING  
MEMORY CARE  
FACILITY

**NAI** Piedmont Triad

**1915 BOULEVARD STREET  
GREENSBORO, NC 27407**

NAI Piedmont Triad is pleased to present a rare opportunity to purchase a 37,162 SF Health Care building well located in the center of the Triad convenient to Airport Submarket, FedEx Ground and Amazon Fulfillment Center.

**EXCLUSIVELY LISTED BY**



**Robbie Perkins, CCIM, SIOR**  
Market President  
rperkins@naupt.com  
336 337 0059



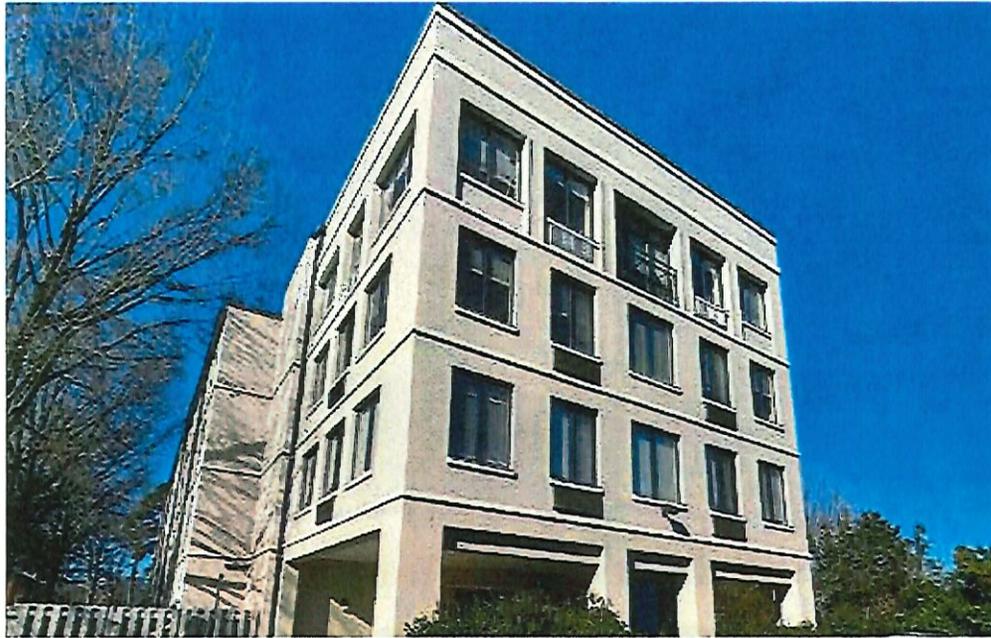
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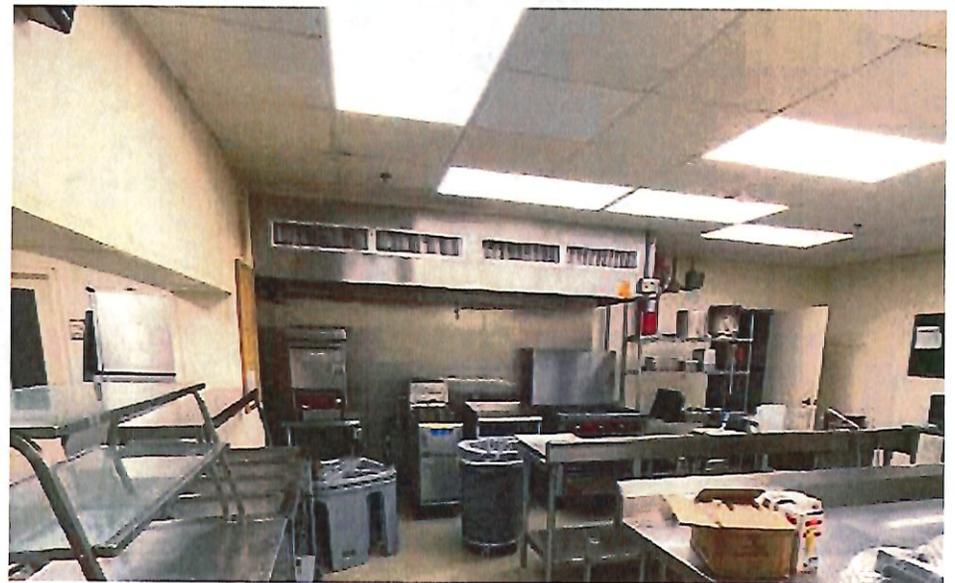
# PROPERTY OVERVIEW

Photography



# PROPERTY OVERVIEW

Photography



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TKa Template

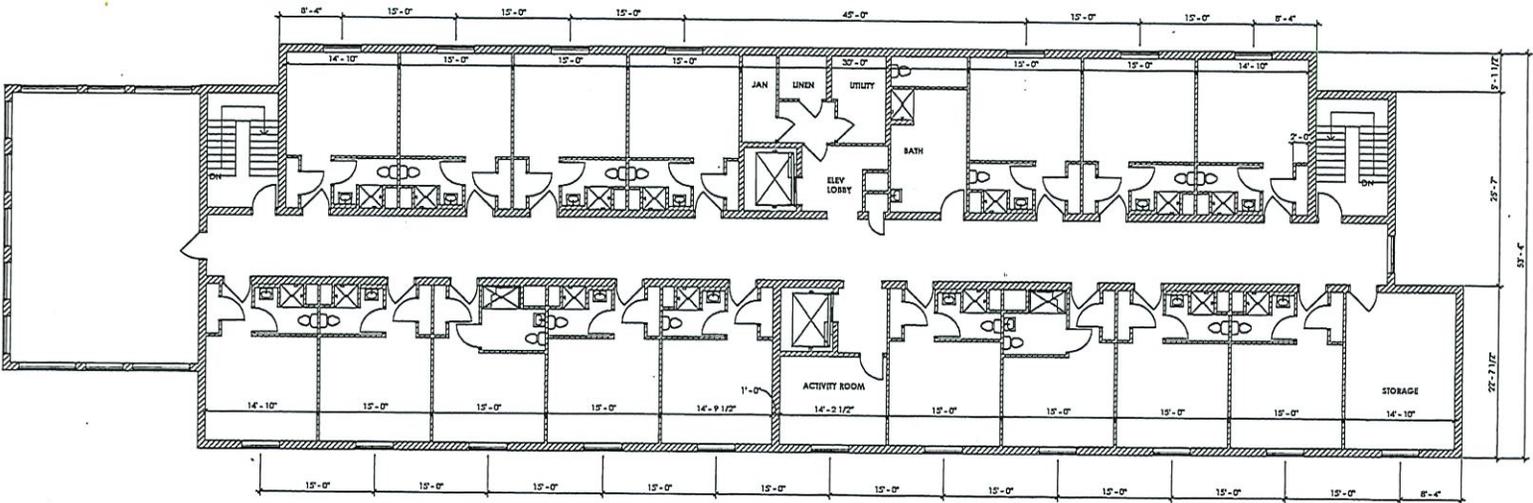
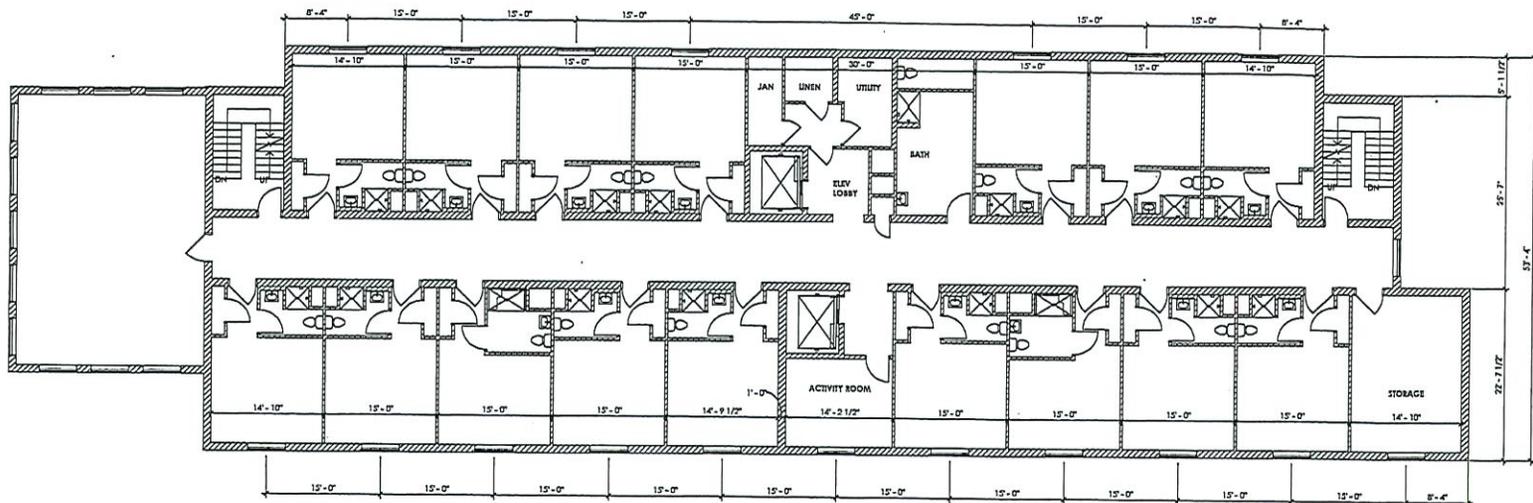
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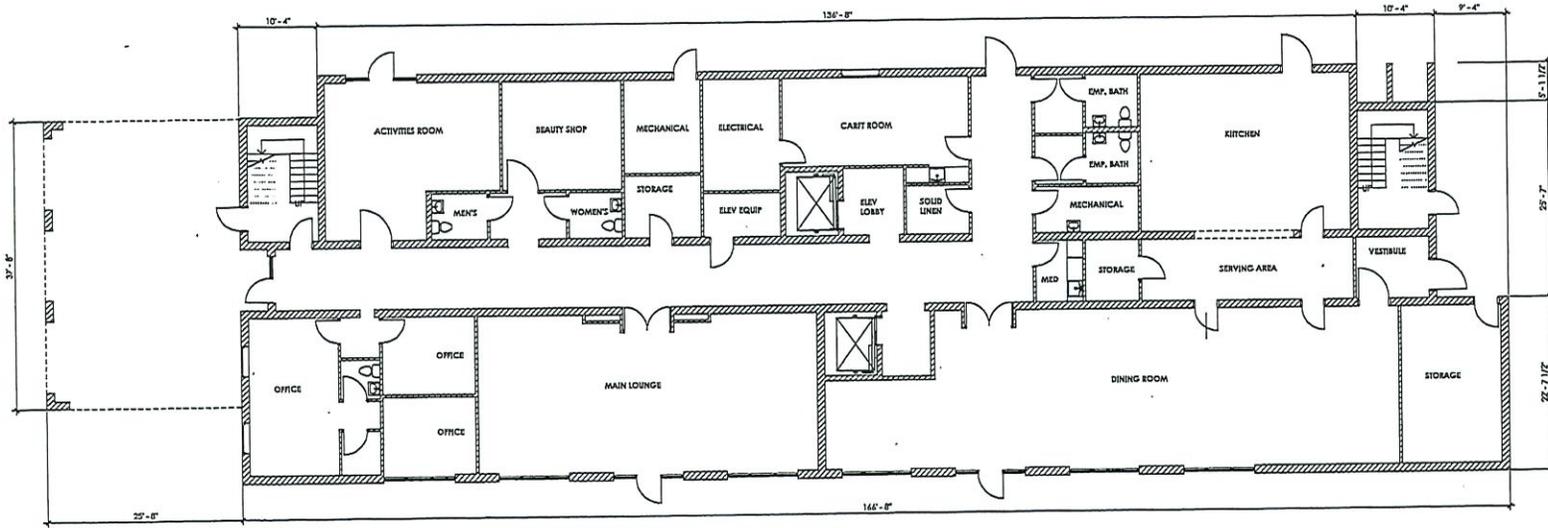
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Existing Floor Plans - Level 3&4

Sheet  
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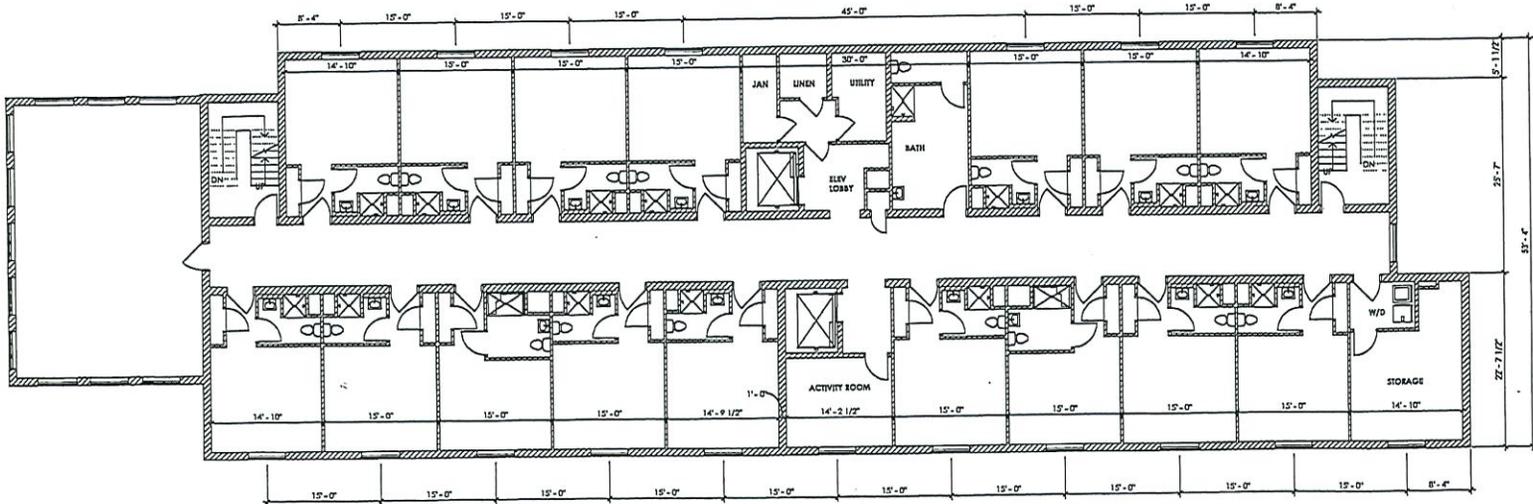




Floor Plan - Level 1

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1/8" = 1'-0"



Floor Plan - Level 2

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1/8" = 1'-0"

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EX



This is the Housing Services building that will have to be demolished as part of this project. You can see the proximity of this building to the existing structure.

This is the Servant House Building. In the proposed project, it will expand into the parking lot to the right in this image.

# Current Servant House Floor Plan

These two rooms are the nurse's station and medical room used for resident's medical oversight.

