



Gateway

THE NEWSLETTER OF URBAN MINISTRIES OF DURHAM

Our Mission

To provide food, clothing, shelter, and supportive services to our neighbors in need.

Our Values

A welcoming, caring, and compassionate environment that affirms the dignity of our guests, volunteers, and staff.

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Letters from the Board Chair,
Executive Director, & Board Treasurer

Annual Report 2009–2010

Donor Acknowledgements

Our Board

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Visit our Facebook Page

Community Café • Community Shelter
Food Pantry • Clothing Closet

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It's All About the Journey

Message from the Board Chair

Dear Friends,

A journey is an apt metaphor and theme for this year. Many of us have probably reflected on how difficult the journey has been the last couple of years, as people everywhere have fought to keep their feet on solid ground, both financially and emotionally. As you might imagine, when your mission is caring for people who struggle with a lack of housing and resources, there are many more to care for in times like these.



So the past year has been a journey for us, and we're pleased and thankful to report that, like many difficult treks, this one has made us stronger. As you'll see in the following pages, we tightened our belt just like everyone else, and we served many more people with about the same resources.

We also planned out a path ahead of us with new programs that can do more to help prevent and end homelessness. For example, we recognized that helping our clients think more about their own journeys, and what steps will help them move forward into independent living, is what's needed to ensure that UMD is a supportive and productive step along the way—not the end of the line.

You'll also hear us talk about sharing the journey. Each of us has traveled a road that's brought us into a meaningful experience with the community that is Urban Ministries of Durham. Our volunteers often tell us they receive more from their experience than they give. Our donors recognize that those we serve are our neighbors and that helping them helps the whole community grow stronger. Many of our clients who have gained great perspective on their own journeys have taken on roles helping those around them.

We all have something to give, and something to gain, from sharing the journey together. Thank you for being a part of it.

Best regards,
Susan Amey

"A journey is best measured in friends rather than miles."

Tim Cahill

Where We've Been—Where We're Going

Letter from the Executive Director

IN THE MIDST OF continued economic challenges, Urban Ministries of Durham remained committed to its mission to provide food, clothing, shelter, and supportive services to our neighbors in need. And while our mission hasn't changed, the manner in which we approach and achieve it has. We have taken a strategic, focused, results-driven, yet compassionate approach to adapt to this new normal.

You will read about some of the notable financial accomplishments in the letter from the Treasurer. Here I will highlight some of the key programmatic changes that we made, along with successes achieved, while meeting increased demand without compromising the quality of care.



We continue the cultural shift from UMD “the destination” to UMD “a point along the journey” where we help people move forward.

Strategic & Focused Approach

I. Homelessness Prevention Groceries, Clothing, Meals, Prevention Screenings, Referrals	Shift from measuring services provided TO measuring desired outcomes
II. Homeless Re-Housing Journey Program, Families, Hope and Believe Recovery	
III. Emergency Assistance and Compassionate Care Overnight Shelter, Meals, Hygiene, and Concern for Anyone in Need	
IV. Collaboration with Community Partners in the Continuum of Care On-site Services and Partnership Development	

Key focus areas include:

I. Homelessness Prevention

Over the past year, we provided more groceries, clothing, and meals than ever before from the Food Pantry, Clothing Closet, and Café. Receiving these services allows people to use their income for housing and other expenses. At the height of demand, grocery and clothing distributions increased 150% over the previous five years. In response, we expanded prevention services, such as on-site food stamp registration, disability enrollments, screenings to measure risk of homelessness, and referrals to appropriate community support services within the continuum of care. UMD aims to build upon these efforts in the coming year. We will become a NC Benefit Bank host site and enlist the support of partner agencies to further increase on-site services for those at risk.

II. Homeless Re-Housing

In addition to providing a safe and clean place to sleep, three nutritious meals a day, and access to the Food Pantry and Clothing Closet, UMD launched the Journey Program. This program provides more case management and connections to resources to help move people from the shelter to transitional and permanent housing.

Between January 1, 2010 and June 30, 2010, with one full-time case manager, we are pleased to report that a total of 71 individuals moved successfully from the shelter:

- 56 to permanent living situations.
- 15 to transitional housing.

Building upon these initial successes, UMD was awarded a grant from the NC Sisters of Mercy Foundation to add two full-time case managers. Additional resources dedicated to the Journey Program in the coming year include 13 interns from local universities and one AmeriCorps volunteer. The goal by June 30, 2011 is to enroll 400 of those seeking emergency shelter in the Journey Program and to re-house 200 of them in permanent and transitional housing, with an average length of stay of 90 days or fewer in the shelter.

III. Emergency Assistance and Compassionate Care

UMD continued to provide emergency assistance and compassionate care for the chronically homeless, while promoting options for lifestyle change. The reality is that some people are not yet at the point in their journey to

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The Stewardship Journey

A Message from Susan Freya Olive, Board Treasurer

UMD has been blessed with wonderful donors and granting agencies during the past fiscal year. Our internal and professional audits confirmed that the previous fiscal year had left the program with a deficit balance of \$267,513. Despite the daunting size of that deficit, UMD rose to the challenge and, for our fiscal year that ended June 30, 2010, showed a bottom-line balance of \$6,807.

How did we do it? First, we brought our bookkeeping operations in-house so that we could eliminate reporting delays. Second, we upgraded our financial reporting both in detail and in frequency, and we made good use of the financial and business acumen of board members on our finance committee to oversee that reporting. Third, we hired a business manager with high-level business as well as accounting experience—Gregg Lasseter, former VP of Finance of the Biltmore Company. Fourth, we enlisted the help of the entire staff, not only in conceiving and carrying out UMD's cost-cutting measures, but also in strategizing sources of income and in planning our budget. Finally, we increased both our cash and our in-kind revenues.

The increased revenues cannot be over-emphasized. We are abundantly grateful to those who have contributed to our journey from a critical fiscal position only 12 months ago, to the much more secure base we will build upon going forward. We invite you to review our audited financial statements and our information returns on our website, as well as the summaries of key financial data that are included in this Annual Report, and to celebrate with us the successes we achieved last year.

As we turn our attention to the current fiscal year, we cannot rest on our laurels, as we expect to face even greater demands down the road. While recognizing that some of the poor will indeed always be with us, we have committed to an aggressive program aligned with the goals of the Ten Year Plan to End Homelessness. That program requires more resources, and thus more dollars, than does a program that feeds, clothes, and shelters those in need without providing supportive services.

*“We make a living by what we get;
we make a life by what we give.”*

Winston Churchill

Our budget for the current fiscal year reflects those added costs and requires that we raise \$302,900 in cash and in-kind contributions over and above our income for the prior year. We have found during the past year that our community is full of those who understand and live by Winston Churchill's principle: “We make a living by what we get; we make a life by what we give.” We are confident that, with your help, UMD can continue the journey and meet the goal.

Letter from the Executive Director—Key focus areas (continued)

make a change, but the most basic needs of food, clothing, and shelter must be met in order for people to hope for and envision a better future. Sharing an environment with their peers that are making progress in their journeys provides added encouragement for change. Regardless of where someone is in his or her journey, UMD provides access to information on additional community resources as well.

IV. Collaboration with Continuum of Care Partners

Collaboration with partners in the continuum of care was and remains a priority. In October 2009, UMD's Board of Directors recommitted the agency to serving as an entry point in the community's continuum of care. The Board adopted strategies that assume UMD best serves when it is assessing the needs of those who are homeless and at risk

and helping them to make the connections that will enable them to take the next steps in their journeys. Our goal was to bring services to the point of need:

- Housing for New Hope offices were established on-site.
- Durham Center conducts on-site mental health assessments and bi-weekly CARE team reviews.

In the coming year, UMD intends to bring additional partners on-site. We are evaluating the feasibility of hosting a Day Service Center for those who are homeless and at risk.

The past year has been one of vision and transition. Now the journey continues as we further implement these new plans.

Peace,
Patrice Nelson

The Year in Review: 2009–2010 Annual Report

Issued October 15, 2010 For the Fiscal Year Ending June 30, 2010



Program Highlights

COMMUNITY SHELTER

- Provided 52,291 nights of emergency shelter to 1,248 individual guests—a 12% increase over last year. Though we served fewer unduplicated individuals this year than last year, clients stayed with us longer; they needed more assistance transitioning to permanent and transitional housing, as a result of unemployment and lack of affordable housing.
- Served 58 families, including 112 children.
- Provided case management services to 211 unduplicated individuals participating in the Journey Program.
- Placed 15 individuals in transitional housing.
- Placed 56 individuals in permanent housing.
- Referred 52 individuals to Housing For New Hope for re-housing.
- Established 230 connections with other services supporting long-term stability.
- Graduated 24 adults from the Journey Hope-Believe Recovery Program.

COMMUNITY CAFE

- Served 219,552 meals to 5,791 unduplicated guests, an 11% increase from the previous year.

FOOD PANTRY

- Distributed 67,917 pounds of food, a 50% increase over last year.

CLOTHING CLOSET

- Distributed 47,964 articles of clothing, a 50% increase over last year.

Fund-Raising & Special Events

- Annual Empty Bowls benefit set another record, raising \$28,000 for the Community Café.
- Annual Rebuilding Lives Breakfast raised over \$70,000 in gifts and pledges.
- UMD exceeded the \$25,000 Stewards Fund Challenge in new and increased gifts from February 1–May 31, 2010.

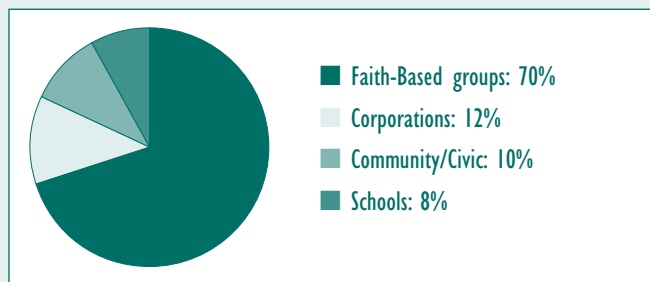
Volunteerism

- On any given day, over 50 volunteers lent their time and talents on the UMD campus in the Café, Food Pantry, and Clothing Closet.

Year	# Hours	\$ Value
09–10	19,935	\$403,684
08–09	17,142	\$347,125
07–08	15,589	\$315,677
06–07	15,139	\$306,565
05–06	13,785	\$279,146

(based on \$20.25/hr.)

Breakdown of Groups Volunteering at UMD



“If we change the way we think of charity, our personal lives will be richer, and the larger world will be improved. When we give cheerfully and accept gratefully, everyone is blessed.”

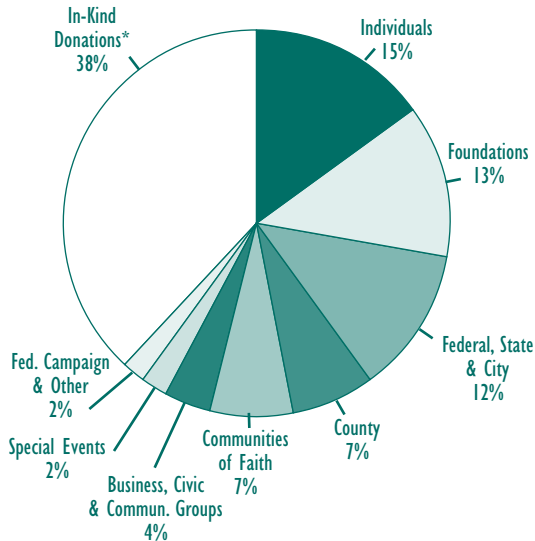
Maya Angelou, *Wouldn't Take Nothing for My Journey Now*

Financial Information

July 1, 2009–June 30, 2010

UMD's audited financial statements for the 2009–2010 fiscal year show that 88 cents of every dollar donated directly supports our program services.

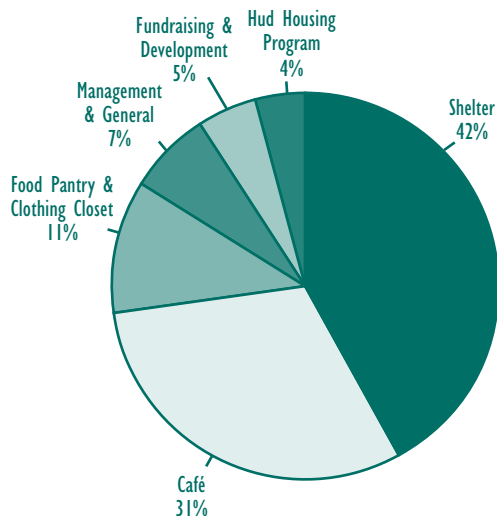
Revenues by Source



SOURCE	AMOUNT
Individuals	\$314,684
Foundations	\$269,896
Federal, State, & City	\$249,800
County	\$149,440
Communities of Faith	\$144,177
Business, Civic, & Community Groups	\$86,713
Special Events	\$50,830
Federal Campaign & Other	\$39,555
In-Kind Donations*	\$786,608
TOTAL	\$2,091,703

* In-Kind Donations include: gifts of prepared and canned foods for the Café and Food Pantry; donated clothing for the Clothing Closet; supplies for the shelter; website design, development, and marketing services; legal and accounting services; and other volunteer services as reported in our audited financial statements.

Expenses by Category



PROGRAM	AMOUNT
Shelter	\$883,815
Café	\$642,929
Food Pantry & Clothing Closet	\$233,295
Management & General	\$142,495
Fundraising & Development	\$109,798
HUD Housing Program	\$72,564
TOTAL	\$2,084,896

Thanks to all of our many wonderful volunteers and donors, including

1. Sam Quaille & Gutter Solutions from Chapel Hill Bible Church for providing the gutters and labor for the Ministries Center building.
2. Church of Jesus Christ of Latter Day Saints for planting herbs and flowers in the courtyard and perennial gardens. Colleen Anna for maintaining the courtyard gardens and flower and herb beds all summer.
3. The law firm of Twigg, Beskind, Strickland & Rabenau, P.A. for funding a new convection oven in the kitchen and new dining tables for the Café.
4. Durham Young Professionals for doing a howling good job representing UMD at the Jaycees Halloween Haunted House.
5. The numerous interns from Duke, NC Central, Shaw, and UNC-CH that came to learn and grow and left us with a lasting impression.
6. All those involved in the second annual Beloved Community Resource Fair—not only did you fill our Pantry shelves, but you threw a great block party.
7. Robert Teer for providing the materials and labor for the patching and paving of the main parking lot.
8. McKinney Advertising's "Seats of Honor" campaign to raise funds for new dining chairs and coffee mugs for the Café.
9. The enthusiastic student volunteers from Durham Academy, Durham Nativity School, Durham School of the Arts, Jordan High School, and NC School of Science & Math.
10. Orange Grove Missionary Baptist Church for providing great fried chicken dinners twice a month for the past 16 years at the UMD Café. That's over 75,000 dinners!

Donor Recognition

July 1, 2009 to June 30, 2010

The services offered to the community on our campus in downtown Durham are made possible through the compassion and support of the community. We deeply appreciate all who come together to serve with our neighbors in need by volunteering; donating food, clothing, toiletries, and a multitude of other items; and providing monetary contributions to sustain our programs and operations.

Approximately 1,200 individuals, communities of faith, businesses, foundations, schools, and civic and community groups made financial gifts last fiscal year. The federal, state, and local governments continue to be vital partners in our mission as well.

**Thanks again for sharing this journey with us.
We could not make a difference without your support.**

FOUNDATIONS \$1,000+

Betsy B. Rollins Fund for Hunger of TCF
BIN Charitable Foundation
BJ's Charitable Foundation
Cameron Charitable Trust of Wachovia Bank
C.M. Herndon Foundation
Disabled American Veterans Charitable Trust
Durham-Chapel Hill Jewish Federation
Durham Merchants Association Charitable Foundation
The Eason Foundation
Fox Family Foundation
Funding Exchange National Community Funds
GlaxoSmithKline Foundation
Horton-Carr Fund
Jubilee Fund of TCF
Julia Bakelaar Charitable Trust
The Mary Duke Biddle Foundation
Presbytery of New Hope
Quintiles Gives Back Fund of TCF
Rogers Family Foundation
RTI International
Sisters of Mercy NC Foundation, Inc.
Snyder Watchorn Foundation, Inc.
The Stewards Fund
Widmark Family Fund of TCF

FOUNDATIONS \$100-\$999

Borden Family Fund of TCF
Frances Lynn Fund of TCF
Marion Fund of Triangle Community Foundation
Shared Visions Foundation

COMMUNITIES OF FAITH \$1,000+

Bethany United Methodist Church
Blacknall Memorial Presbyterian Church
Catholic Daughters of the Americas Court #1576
Durham
The Chapel of the Cross
Congregation at Duke University Chapel
Duke Memorial United Methodist Church
Duke's Chapel United Methodist Church
Durham Congregations In Action
Eno River Unitarian Universalist Fellowship
Epworth United Methodist Church
First Calvary Baptist Church
First Presbyterian Church of Durham
Holy Infant Catholic Church
Immaculate Conception Catholic Church
McMannen United Methodist Church
Mt. Sylvan United Methodist Church
Pilgrim United Church of Christ of Durham
St. Luke's Episcopal Church
St. Matthew Catholic Church
St. Paul's Lutheran Church
St. Paul UMC Colesbury Class
St. Philips Episcopal Church
Temple Baptist Church
Trinity Avenue Presbyterian Church
Union Baptist Church
Watts Street Baptist Church
Westminster Presbyterian Church

COMMUNITIES OF FAITH \$100-\$999

Asbury United Methodist Church
Beacon Light Missionary Baptist Church

Calvary United Methodist Church
Carver Bible Class
Church of Reconciliation
Circle 10-Trinity United Methodist Church
Covenant Presbyterian Church
Ellis Chapel United Methodist Church
Epworth United Methodist Church LC Seniors
Grace Lutheran Church
Massey's Chapel Methodist Church
McMannen United Methodist Women
Mt. Bethel Presbyterian Church
Mt. Sylvan United Methodist Men
New Red Mountain Baptist Church
Our Savior Lutheran Church
Pleasant Green United Methodist Church
Refiner's Fire Community Church
Resurrection United Methodist Church
St. Joseph's Episcopal Church
St. Stephen's Episcopal Church
St. Titus Episcopal Church
Trinity United Methodist Church
Wesley Class Mt. Sylvan UMC

BUSINESSES \$1,000+

Apogee Medical, Inc.
Ashe Avenue Development
Financial Directions Group, Inc.
The Forest at Duke
Hall-Wynne Funeral Service
Harris, Inc. of Durham
IBM Employee & Retiree Charitable Campaign
Kontek Systems, Inc.
Law Offices of James Scott Farrin
Maxwell Freeman & Bowman
McKinney
MindWorks Multimedia, Inc.
Nurse Care of North Carolina
Regional Anesthesia-Practice Management Services, Inc.
Smith Anderson Blount Dorsett Mitchell & Jernigan
Twiggs, Beskind, Strickland & Rabenau, P.A.
Whole Foods Market

BUSINESSES \$100-\$999

BioCryst Pharmaceuticals, Inc.
Carolina Contractors
Carpe Diem Cleaning
Elmo's Diner
Everett, Gaskins, Hancock & Stevens LLP
FireStream Media, LLC
Freelon Group
Jobs For the Future
Local Yogurt
McPherson, Rocamora & Nicholson, PLLC
Merck Partnership for Giving
Merrill Lynch & Co. Foundation
Nana's
Norton Street Consulting
Oracle Corporation
Park Veterinary Hospital, PA
Professional Language Links LLC
Recreational Equipment, Inc.
Revolution
Scientific Properties
Subway, NC Group
Topsail Technologies

Toyota Scion of Henderson
Trinity Properties
Urban Durham Realty
WYVD-TV, LLC/ABC11
Xenobiotic Detection Systems

COMMUNITY GROUPS & SCHOOLS \$1,000+

Charlyn Wohlneck Sheltering Home of Kings Daughters
Duke Health Systems
Duke University Office of Durham & Regional Affairs
Exchange Club of Greater Durham
Strings Attached Productions, Inc.

COMMUNITY GROUPS & SCHOOLS \$100-\$999

American Legion Post 7
Carolina Preserve Cares, Inc.
Durham Jaycees
The Mac Fund
Primrose School of Hope Valley Farms
Triangle Luncheon Cviran Club
Women of Willowhaven

INDIVIDUALS \$1000+

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Mr. & Mrs. Duncan M. Beale
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Brian & Jennifer Vosburgh
Katherine Wellemeyer
Allen & Claire Wilcox
Harriet P. Williams
Chuck & Jean Wilson

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Glen Albert
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Ivy L. Allen
Kathleen T. Allen
Anne Allison
Joseph Alvarez
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UPCOMING EVENTS

Mark Your Calendars for These Exciting Events and Share the Journey with UMD!

- Oct. 17, Yiddish Concert Benefit for UMD, Beth El Synagogue, 7:30 pm.
 - Oct. 22, Annual Rebuilding Lives Breakfast, Washington Duke Inn, 7:30 am.
 - Strings Attached Concert Series Benefit for UMD:
- Nov. 5, The Niels.
- All Shows at St. Philips Church in downtown Durham at 7:00 pm; \$15 advance, \$20 day of show.
- Nov. 12: Amy Ray Rock Band & Durham's Mt. Moriah opening, co-production with Cat's Cradle; 8:00 pm doors, 9:00 pm show; \$12 advance, \$20 day of show; portion of proceeds benefit UMD.

GO PAPERLESS!

How? Pick one of three ways:

- Go to www.umdurham.org; click on "Contact Us" and then "Get Hope in Your Inbox" to receive this newsletter and other communications electronically.
- E-mail dkleiss@umdurham.org and indicate your preference.
- Indicate this preference on the enclosed, self-addressed envelope and return to UMD.

2010 HONOR CARD

"Everybody Needs Somebody"



Show someone you care and help strengthen our community... one card at a time.

WE ARE DELIGHTED to present the 2010 Holiday Honor Card, "Everybody Needs Somebody," by **William Mangum**. For 22 years, the Greensboro artist has been creating beautiful works of art in a effort to raise awareness and funds to meet the needs of the homeless. The 2010 card is especially unique in that the inside of the card features a second painting.

The honor card is a great way to recognize friends, family, and business associates, while also giving back to the community. Inside the card is a special inscription indicating that a gift has been made in the recipient's honor to Urban Ministries of Durham. A minimum donation of \$5 per card is requested. All proceeds benefit UMD, and contributions are tax-deductible.

To learn more about the artist's inspiration and the special story behind this year's card, visit our website or <http://www.williammangum.com>.

To order cards, visit our website at www.umdurham.org or contact Deanna Kleiss at (919) 682-0538, ext. 35 or e-mail dkleiss@umdurham.org.