



URBAN MINISTRIES  
OF DURHAM



ADAPTABILITY  
RESILIENCY  
ADAPTABILITY  
RESILIENCY  
ADAPTABILITY  
RESILIENCY  
ADAPTABILITY  
RESILIENCY



# 2020 Annual Report

FOR FISCAL YEAR ENDING JUNE 30, 2020

**Adaptability.** It's essential to survival. And to making progress. It's a quality we see every day in those we serve at UMD. It's an attribute our staff relied on this past year as Durham County unveiled Entry Point Durham, a new coordinated entry and diversion system for those experiencing homelessness. And it's a resource we have all needed to safely deal with COVID-19. Thanks to thousands of supporters, UMD has been able to meet this challenge and continue fulfilling its mission to end homelessness and fight poverty. I'm inspired and grateful.

Throughout the pandemic, UMD has worked closely with public health officials and others to protect the well-being of clients, volunteers and staff. In early April, shelter residents and staff moved to a hotel near Research Triangle Park for 90 days—thanks to support from the County of Durham—to afford clients the space to socially distance. Despite this disruption, residents adjusted and continued to receive help from staff to secure permanent housing and a steady income. We also ensured that clients could get to work from an isolated location and helped those who had been laid off apply for unemployment and other benefits. We adapted, and so did you.

Some of you increased your financial commitment to UMD. Others contributed for the first time by purchasing items from our Amazon Wish List—expensive products such as to-go trays and cleaning supplies we hadn't budgeted for but suddenly needed in bulk. Meal groups that couldn't join us to prepare dinner for 250 hungry neighbors still wrote us a check to help cover the costs. Some of you even used a special talent or interest to organize a GoFundMe project to support our efforts. You found a way to make a difference.

Some of the service measures you'll read in this annual report are down from last year, which is understandable. Others are actually up. We've come to realize that during a public health crisis, we need to focus—more than ever—on the person right in front of us, even if that face is on a computer screen. There were some times this past year when I wondered if UMD was ready for the moment. Then our clients, staff and supporters rose to the occasion to make sure we were prepared. The days and months ahead hold more uncertainty, but I'm confident that you and others will continue to be there for those in need. Thanks so much.

**Sheldon Mitchell**, Executive Director



# Never down for the count

**Michael Smalls** had always worked—until he hurt his back. Then, he lost practically everything. But the will to survive.

Michael's injury had robbed him of the ability to support himself. Now, he was confined to a wheelchair and forced to use a catheter. He was also living in his car. Michael managed to take care of himself and make his medical appointments, but his situation wasn't improving. Before long a year had passed, which meant he had joined the ranks of the chronically homeless. Another negative label he would have to overcome.

Despite his challenges, Michael obtained surgery to try and improve his back. Unfortunately, a postoperative infection led to the amputation of a leg from the knee down. Suddenly, Michael was not only navigating homelessness; he was trying to adapt to living in the world very differently. He sought help from Entry Point Durham, the county's new coordinated intake and diversion system for those facing homelessness. Entry Point referred him to UMD.



When we met Michael, he was still recovering from his amputation and had to go back to the hospital briefly to take care of lingering infections, despite concerns about COVID-19. We paired him with Tanya, our case manager for the CoC Fresh Start Program, which helps those who meet the federal definition of chronically homeless to secure permanent housing. Within three weeks, she had found Michael a place to live that was decent, affordable and wheelchair-accessible. This was like finding a needle in a haystack—and in record time.

We were able to also provide Michael with furniture, dishes, a microwave, bed and linens through Fresh Start and connected him with a community organization that delivers groceries. Now, he's adjusting to living independently again and doing much better. At every stage of his journey, Michael has adapted. Undeterred by serious obstacles, he has found a way forward. **His story reminds us that life isn't about perfection. It's about progress.**

*We have changed the name of the client in this story to protect his identity.*

## Financials



### THANK YOU

To all the caring people and organizations that gave financially to make a difference for those in need. Unless you asked to remain anonymous, you'll find your name on **UMD's donor wall of names** at [tinyurl.com/UMDgivers](https://tinyurl.com/UMDgivers).

#### REVENUES

##### BY SOURCE

Government	\$804,403.70
Individuals	\$933,979.91
Foundations	\$474,832.57
Memorials/Honoraria	\$52,712.55
Special Events	\$176,393.64
Business, Civic & Community Groups	\$245,265.02
Communities of Faith	\$159,035.71
Workplace Giving & Other	\$129,868.53
In-Kind Donations	\$1,322,178.44*

**Total** **\$4,298,670.07**

*\*Includes the value of 19,386 hours of volunteer time contributed by 2,740 supporters*

#### EXPENSES

##### BY CATEGORY

Community Shelter	\$1,511,325.67
Community Café	\$405,184.38
Food Pantry & Clothing Closet	\$74,699.26
Community Outreach & Enrichment	\$183,124.56
Management & General	\$321,263.40
Fundraising & Development	\$281,990.93

**Total** **\$2,777,588.20**



My daughters and I were motivated to show up every day to volunteer in the Community Café when COVID-19 became a problem. We knew that UMD had a shortage of help, and there were people in Durham in need of assistance. This experience meant a great deal to me, not only because I'm a community advocate and have a heart for others; it gave me a chance to have some really good conversations with my daughters. We witnessed the love that the UMD staff and other volunteers give to those in need. It felt good to be a part of that and to know that those facing homelessness and hunger could count on us to be there for them day after day. It was important to show them that we care.

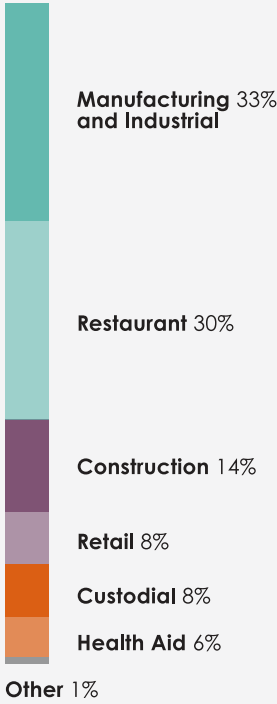
—REGINA MAYS



# Workforce development metrics

- 483 **individuals received support** from our WFD team
- 253 **referrals made** to clients for resources including vocational rehabilitation, workforce training and assistance for those who have been involved in the criminal justice system
- 240 **client meetings** conducted each month
- 142 **workforce assessments** completed
- 131 **resumes** created
- 129 **unique individuals** helped to secure jobs

## Industry placements (average hourly wage: \$10.17)



It was wonderful that our residents were able to move out of close quarters for three months when the pandemic surged. Most adjusted well to having their own room at the Marriott at RTP. But no bus stopped near the hotel, which made it difficult for clients to get to work and run other errands. To address this, our workforce staff began arriving early seven days a week so we could give residents a ride to work or the main bus terminal. This adjustment helped UMD clients maintain employment and a steady income, so they could continue making progress toward a better, more stable life.

—ADRIAN L'ESPERANCE  
Workforce Development Manager

## MISSION

**Urban Ministries of Durham** connects with the community to end homelessness and fight poverty by offering food, shelter and a future to neighbors in need.

## CORE VALUES

**Respect—** We believe in the inherent dignity and value of all people and believe no one's basic human needs should go unmet.

**Collaboration—** We work in concert with many other organizations to end homelessness and extreme poverty.

**Accountability—** Each person owns the successes and setbacks that result from their choices.



URBAN MINISTRIES  
OF DURHAM

P.O. BOX 249  
DURHAM, NC 27702

919.682.0538 | [www.umdurham.org](http://www.umdurham.org)

**Sheldon Mitchell, Executive Director**

#### BOARD OF DIRECTORS

**Bernadette Lipscomb, Chair**  
**Eryn Blake, Treasurer**

**Antonio Jones, Vice Chair**  
**Jacob Goad, Secretary**

Newman Aguiar  
Jay Augustine  
Walt Barron  
Laurie Braun  
Jason Brown  
Angeloe Burch, Sr.  
Effiong Ekanem  
JonNisha Evans  
Lauren Goslin  
Vanessa Hodges

Chris Kelley  
Jamaal Livan  
René Livingston  
Scott Matheson  
Michael Page  
Ben Rose  
Susan Springer  
John St. Clair  
Shawn Sullivan

Help neighbors in need by making a gift  
online at: [tinyurl.com/helpUMD](https://tinyurl.com/helpUMD). Thank you.



## By the numbers

THIS FISCAL YEAR – JULY 1, 2019-JUNE 30, 2020



6,304

neighbors in need benefited  
from our services



804

homeless men, women and  
children were furnished shelter



46,123

nights of shelter were provided



165

people ended their homelessness  
by connecting with UMD



241,051

meals were served to hungry  
neighbors



519

households per month received  
groceries and/or clothing