



URBAN MINISTRIES
OF DURHAM

Impact Report: 2024-2025

Resilient through Crisis

Standing firm for
shelter, dignity, and hope
in a year of rising need.



The Crisis We Face Together

Dear Friends and Supporters,

This past year tested our community in profound ways. In Durham and across the nation, the affordable housing crisis deepened, inflation strained household budgets, and homelessness reached alarming levels. For the third straight year, the Durham homeless population increased. Demand for emergency shelter and support services surged—creating longer waitlists and more complex needs than ever before. These challenges have not spared our organization; we faced difficult decisions, including staffing transitions, to sustain our mission in the face of financial headwinds.

And yet, through all of it, we remained grounded in our purpose. With the help of our dedicated team, volunteers, and partners, Urban Ministries of Durham continued to provide shelter, meals, and critical support to our neighbors in crisis.

In total, 636 individuals were welcomed into our emergency shelter, 263,588 meals were served in our Community Café, and 144,802 pounds of food was distributed through our Food Pantry. These numbers reflect more than outputs—they represent stories of resilience, courage, and transformation in the face of uncertainty.

As we look ahead, we do so with both humility and resolve. The path forward won't be easy, but we are committed to adapting, advocating, and showing up for those who count on us. Resilience in transition means leaning into change while never losing sight of our values. With your continued support, we will meet the moment and **shape a future where everyone in Durham has a place to call home.**

UMD connects with the community to end homelessness and fight poverty by offering food, shelter and a future to neighbors in need.



Sheldon Mitchell
Executive Director

6,000+
neighbors
served

Resilience Tested: Durham by the Numbers



Homelessness in Durham is not only increasing, it is becoming more complex and urgent. As Durham has grown, the number of chronically homeless individuals, many of whom experience severe and persistent mental health challenges, has grown as well. Data gathered in 2024 revealed alarming increases in homeless rates among some of the most vulnerable members of our community, including children and families.



Over 40% of those experiencing homelessness are going without shelter, sleeping in cars, tents, or encampments. **This is a 300% increase in unsheltered individuals since 2018.**

In Durham County, 14,000 households live in poverty, and another 36,000 can't afford the essentials but don't qualify for assistance programs. Other estimates say 1 in 10 of our Durham neighbors are struggling to put food on the table, and 1 in 5 are spending over half their income just to keep a roof overhead.

These neighbors are just one medical emergency, job loss, or natural disaster away from finding themselves homeless.



Data Sources: 2024 Point in Time Count, Data USA, 2023 United Way ALICE report



Continuum of Homeless Services



Prevention

499

households monthly provided groceries, clothing, and hygiene products

263,588

meals served in our Community Cafe averaging 722 per day

144,802

pounds of food distributed through our Food Pantry

These programs help our neighbors save their money for health care, rent, and other essentials.

Emergency Response

29,894

nights of shelter provided to men, women, and children

636

individuals provided safe, comfortable emergency shelter

coordinated care

provided by case managers, health care volunteers, & workforce teams

We go beyond emergency response to support rapid, stable transition to permanent housing.

Housing

179

people made a positive transition from our shelter -- 98 of those to permanent situation

\$41,419

provided towards rent, security deposits, uniforms, transportation, and other needs

168

job offers secured by those engaged in our Workforce Development program

Long term housing stability requires our programs to address the underlying causes of homelessness.

In 2024-25, UMD helped over 6,000 individuals prevent or end their homelessness along the continuum of homeless support services.

From Barriers to Breakthroughs: A Journey of Resilience

“Jason” came to UMD’s shelter ready to work but without the resources to succeed. With support from our workforce team, he secured the correct safety equipment, prepared for his interview, and received a job offer. When a pending charge threatened his background check, we coached him on how to address it honestly with his employer. The offer was confirmed, and the charge was dismissed. Transportation challenges were met with an Uber gift card and a refurbished bike from the Durham Bike Co-Op, allowing him to get to work reliably. Within a month of starting his job, Jason was approved for an apartment—ending his homelessness through his persistence, hard work, and the support of UMD’s workforce team and his case manager.

27

bank accounts
opened

70

resumes created

338

instances of
transportation or
uniform assistance

124

referrals to partners
helping clients
reduce barriers to
stable employment



168

job offers received
through Workforce
Development
support

\$1,979

average monthly
income earned

“Many of our clients face barriers that make finding work extremely difficult, yet they continue to take steps forward. Securing any job, whether in food service, retail, or another field, is a true accomplishment and a testament to their resilience. Each placement reflects not just employment, but **the courage to rebuild and move toward stability.**”

Youngmee Hahn, UMD Learning Coordinator

Stewardship through Uncertainty

July 1, 2024 - June 30, 2025

Revenue	
Public Grants	\$1,080,805
Individuals	\$974,974
Foundations	\$579,937
Special Events	\$288,273
Business & Civic	\$151,731
Communities of Faith	\$127,267
Memorial/Honoraria	\$68,891
Interest Income	\$24,238
Workplace & Other Giving	\$10,171
Donations In-kind	\$174,779
Total Revenue	\$3,441,066

Expenses	
Community Shelter	\$1,727,812
Community Café	\$1,269,080
Community Outreach & Enrichment	\$167,629
Food Pantry & Clothing Closet	\$54,646
Management & General	\$641,495
Fundraising & Development	\$485,212
Total Expense	\$4,345,874

With gratitude, we recognize these organizational partners whose financial support strengthens resilience for those experiencing homelessness in Durham.



BANC OF CALIFORNIA



New Testament Scholar, Speaker, and Consultant



BESSEMER TRUST



Duke
UNIVERSITY
CHAPEL



DukeHealth



DURHAM COUNTY ALCOHOLIC BEVERAGE CONTROL



CITY OF DURHAM



Durham Congregations In Action



DMA
charitable
foundation



THE FOREST AT DUKE
Redefine retirement.



GRIFOLS



St Philip's
episcopal church



Our mission is sustained by the individuals and organizations who give generously in support of our community. The above list includes corporate donors of \$10,000 or more during our 2024-25 fiscal year. Every effort is made to ensure accuracy. If you have updates or questions, please contact Shana Filter at sfilter@umdurham.org. Thank you.

2024-25 Board of Directors

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20,500
volunteer hours
contributed

1,850
volunteers



"Our volunteers are vital to the work we do. They serve, clean and prepare the meals each day. We could not function without the help of our volunteers."

Roderick Foxx, UMD Kitchen Manager

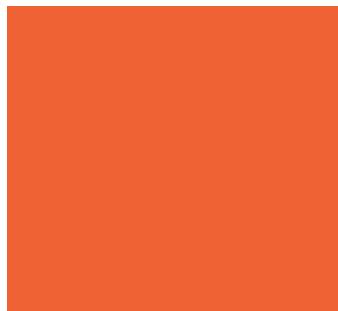


Stand with us for what comes next...

This year reminded us that stability can be fragile – for individuals, families, and the communities meant to protect them. As the demand for shelter, food, and housing support continues to grow, UMD remains a critical lifeline for our neighbors experiencing homelessness. But we can't do it alone.

Your gift today helps us meet urgent needs, adapt to shifting realities, and continue walking alongside those fighting for a better tomorrow.

Please scan the QR code or give online at
www.umdurham.org/donate



FOOD, SHELTER AND A FUTURE



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www.umdurham.org

Homelessness is costly for taxpayers. Each chronically homeless person can cost \$35,000–\$44,000 per year in public services like jails, hospitals, and emergency services. Supportive housing costs far less and saves money by reducing these crisis expenses. As the National Alliance to End Homelessness notes, it's more cost-effective to provide housing than to continue without proven solutions.