



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.

Inside This Issue

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

Annual Report 2010–2011

Donor Acknowledgements

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Making Connections for the Journey

Message from the Board Chair

Dear Friends,

EACH FALL WHEN PREPARING this report a theme emerges that superbly conveys what Urban Ministries of Durham has accomplished and experienced on multiple levels. Last year our theme was “**Share the Journey.**” We had recently launched the first phase in our evolution toward becoming a results-driven organization, rather than an activity-driven one. In the past, we measured how many bed-nights and meals we provided, and those are still used to quantify our activity. But the journey we had begun last year was starting to focus more on **how many people we helped break the cycle of homelessness** and get back into housing of their own. And how many families on the brink of homelessness we **helped avoid it through our prevention services.** We were on a journey as an organization, and we were focused on helping our clients successfully navigate their journeys as well.



This year’s theme is **Making Connections**, which wonderfully captures the focus of our agency’s continued progress, as well as the work we are doing with our clients.

Our staff has been engaged in the **national dialogue on homelessness services** and models of success. We’ve connected with successful organizations around the country with missions similar to ours to benchmark their work and evaluate what we could do better. More than ever, we’ve **expanded and deepened our connections to other Durham-based organizations**, so that our growing case management efforts can do more to help our clients set goals—and then make connections with the whole range of local organizations and services whose support they need to rebuild their lives. And we’ve been in close dialogue with our city and county governments, as they worked to establish the new Homelessness Advisory Services Council. The Council will further the coordination of efforts in Durham that support those most in need of services.

As always, we reflect each day on how blessed we are to have the faithful support of so many caring people in Durham. Nearly three quarters of our funding comes from individuals and communities of faith, so please know that **your contributions** of time and financial resources, whether great or small, **are critically important** to Urban Ministries’ ability to serve our clients and evolve as an organization that is **increasingly successful in helping end homelessness.**

Our “connections” with you are relationships we value very deeply.

Thank you for being part of such an important mission.

Sincerely,
Susan Amey, Board Chair

CONNECTIONS THAT REBUILD LIVES

Letter from Patrice Nelson, Executive Director

OVER THE PAST YEAR, UMD WELCOMED OVER 6,000 PEOPLE who needed help, many of whom were homeless and had simply run out of options. With the assistance of people young and old, rich and poor, those who were homeless and those who were not, members of the faith community, private donors, students, business people, foundations, government officials, and many partnering agencies, we came together to help by providing emergency shelter, meals, clothing, and stabilization assistance, such as our Hope and Believe Recovery Program. UMD is often the first place in the community people come when they have a need and don't know where else to go. We are the front door for homeless services in Durham, providing the initial support needed to address the crisis, assess the situation, and make referrals to more specialized assistance and care options as needed.

UMD seeks to help as many people as possible find safety and security in homes of their own and avoid the debilitating plight that accompanies a life of chronic homelessness. With dignity and compassion we accomplish these very important tasks, while fostering collaboration with community partners so that coordinated efforts can provide needed longer-term housing, income, and supportive services. It is a shift toward a more client-centric approach whereby each agency focuses on core competencies within the system of care to ensure more timely and effective service delivery.



In the coming year, we will continue to build collaborative working relationships with partnering agencies. We expect the results of our combined efforts to be more homeless families moving to permanent housing, more homeless veterans receiving the support they deserve, more unemployed homeless finding work, and more who are sick, mentally ill, or chronically homeless obtaining permanent supportive housing.

We will be looking at **collaborative opportunities for funding.** We will look at options to invite our partners to come on site to expand day services at UMD, where those who need services already gather. We will study successful practices like coordinated intake from other communities and work together to improve our collective performance outcomes and service in Durham.

Within this issue, examples of just some of the many vital connections we draw upon may be seen in the stories of those who have been a part of the life and work of UMD over the past year. We celebrate the steps they have taken to move forward on their journeys and are glad to have shared in this phase. **We also celebrate all of the partners who have shared this journey with them and with us over the past year and look forward to further developments in the year ahead.**

A handwritten signature in black ink that reads "Patrice Nelson".

Sincerely,
Patrice Nelson, Executive Director

UMD Awards and Announcements

- 2011 Business Excellence Award, Non-Profit sector, Durham Chamber of Commerce
- Nominated for Best Charity in *Durham Magazine's* Best of Durham Online Poll
- Steward's Fund Challenge 2011 Grant Goal achieved: \$50,000
- Durham County Commissioners Community Circle Award
- 2011 W. Deen Mohammed Award for Humanitarian Service

THANK YOU to all volunteers, staff, friends and donors to UMD. Your service, kindness, energy, time, and money helped make 2010–2011 a very successful year!



FINANCIAL STEWARDSHIP

A Message from Susan Freya Olive, Board Treasurer

AS THIS FISCAL YEAR began, Urban Ministries announced that it had **successfully overcome a daunting deficit** and would begin an even more challenging endeavor that would require an even larger commitment of resources. Our goal: Not merely to feed, clothe, and shelter those in need, but to seek permanent solutions for our clients that will help break their cycle of poverty.

The year has ended. As we knew would be the case, the old needs remained. We had targeted providing 42,000 nightly emergency shelter stays, but we ultimately provided more than 50,000 nights of shelter. We targeted providing 180,000 meals in the café but served over 215,000. And on top of meeting those basic needs, UMD remained focused on programs aimed at preventing and ending homelessness. We used smart partnerships to increase services without increasing costs. Instead of hiring housing specialists, we are providing space within UMD's building for Housing for New Hope to meet with UMD shelter guests, making the connections needed for a move into transitional and permanent homes. Instead of hiring attorneys, Legal Aid provides on-site services—particularly helpful when clients have been denied benefits to which they are entitled that would allow them to pay for housing. Other partnerships with other agencies that avoid duplication of efforts and build on each others' strengths are in the planning stage.

The savings and efficiencies from partnerships such as these, plus a variety of cost-savings efforts, helped UMD, our partners, our clients, and the community. Our year-end financial statements show that almost **90% of every dollar received by UMD went to support our programs**, while general overhead, management, and fundraising costs accounted for only 10%, much of which was donated advertising services rather than out-of-pocket expenditures. The charts in this report show where our money came from and how we spent it. Audited financial statements can be downloaded from our website at umdurham.org.

Still, UMD's financial statements show that our expenses totaled more than \$2.5 million last year. We could not have operated our programs, fed and sheltered the hungry, and begun providing the supportive services that will make for long-term stability in the lives of our clients without the many supporters who sustained us with their gifts and hard work.

We received grants, gifts of cash, and in-kind donations sufficient to meet those needs—over \$2.5 million in cash and in-kind gifts. That helped UMD meet the needs of our community, slightly increased our total assets, and allowed us to begin replenishing our emergency fund. We now have about four week's operating funds in reserve—far better than the deficit situation we faced just two years ago.



Durham Chamber Serves Dinner for Third Tuesdays Together.

Expenses will rise next year as we provide emergency assistance while working to end homelessness. We anticipate that an additional \$50,000 in cash and \$250,000 in in-kind donations will be needed to meet programmatic needs. In other words, to make progress towards our ultimate goal, we must once again stretch ourselves.

We had targeted providing 42,000 nightly emergency shelter stays, but we ultimately provided more than 50,000 nights of shelter. We targeted providing 180,000 meals in the café but served over 215,000.

What can you do? Last year's gifts ranged from cash for basic and expanded services; challenge grants that brought in new donors and encouraged lapsed donors to resume giving; thousands of volunteer hours spent cooking and serving in the café; painting and renovating different areas of the buildings; singing to café guests; sponsoring in-home and in-community fundraisers, including songfests, concerts, and even a foot race; creating an online game to generate public awareness of poverty and the need for assistance...the list could go on and on.

Consider not only making a donation yourself this year, but asking a friend to join with you in supporting UMD; contacting potential corporate donors; brainstorming with others to establish a fundraising project...all of those were done in the past fiscal year and all of them were critical to our success.

Whatever you choose to do, know that we are most sincerely grateful for your help.

The Year in Review: 2010–2011 Annual Report

Issued October 18, 2011 for the Fiscal Year Ended June 30, 2011



PROGRAM HIGHLIGHTS

COMMUNITY SHELTER

- Provided 50,000 nights of emergency shelter to 1,255 unduplicated guests.
- Served 32 families, including 71 children.
- Provided case management services to 332 unduplicated individuals participating in the Journey Program.
- Placed 21 individuals in transitional housing.
- Placed 146 individuals in permanent housing.
- Referred 91 individuals to Housing For New Hope for re-housing.
- Established 431 connections with other services for long-term stability.
- Graduated 32 adults from the Journey Hope-Believe Recovery Program.

COMMUNITY CAFÉ

- Served 215,846 meals, an average of 250 people each day.

FOOD PANTRY & CLOTHING CLOSET

- Distributed 89,720 pounds of food and 41,747 articles of clothing to 400 households per month.

FUND-RAISING & SPECIAL EVENTS

- Annual Empty Bowls benefit raised \$25,000 for the Community Café.
- Annual Rebuilding Lives Breakfast raised over \$40,000 in gifts and pledges.
- UMD exceeded the \$50,000 Stewards Fund Challenge goal.
- Spent, an online game, generated over \$20,000; it was played over one million times in nearly 200 countries.

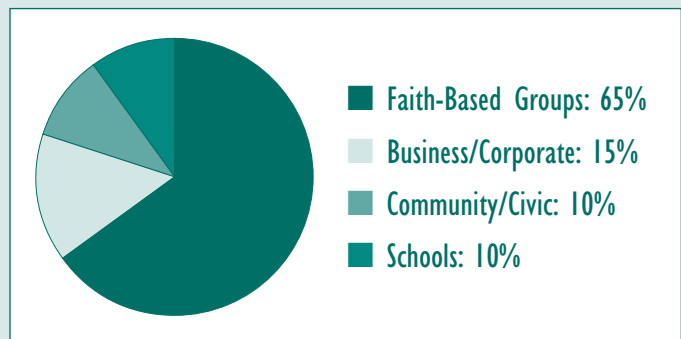
VOLUNTEERISM

- Over 4,000 volunteers lend their time and talents in volunteer service each year, making volunteers a major force in our organization. Over the past year, we have seen an increase in the participation of businesses serving breakfasts and lunches on a regular basis, as well as taking part in Third Tuesdays Together dinner services. Interns and other school groups have become more actively involved as well. Volunteers make it happen, and we thank you!

Year	# Hours	\$ Value
10–11	20,483	\$437,517
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 \$21.36/hr.)

Breakdown of Groups Volunteering at UMD



“How wonderful it is that nobody need wait a single moment before starting to improve the world.”

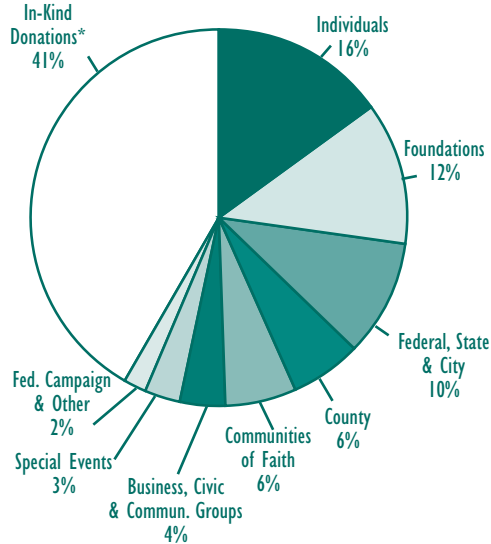
Anne Frank

Financial Information

July 1, 2010–June 30, 2011

UMD's audited financial statements for the 2010–2011 fiscal year show that 89.6 cents of every dollar donated directly support programs and services.

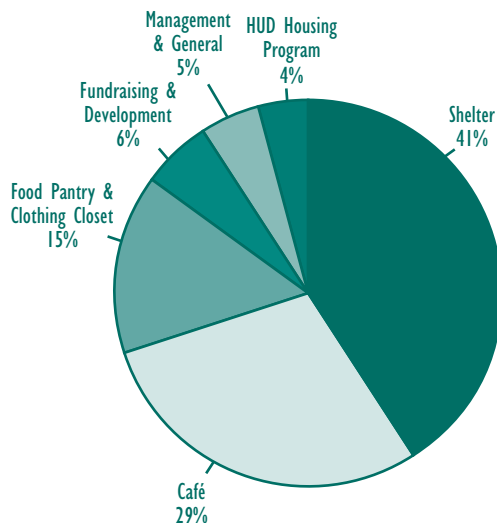
Revenues by Source



SOURCE	AMOUNT
Individuals	\$355,812
Foundations	\$272,729
Federal, State & City	\$226,953
County	\$149,440
Communities of Faith	\$144,647
Business, Civic & Comm Groups	\$87,482
Special Events	\$61,948
Fed Campaign & Other	\$46,230
In-Kind Donations*	\$924,057
TOTAL	\$2,269,298

* 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	\$925,242
Café	\$663,841
Food Pantry & Clothing Closet	\$346,585
Fundraising & Development	\$126,727
Management & General	\$108,807
HUD Housing Program	\$81,342
TOTAL	\$2,252,544

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

1. **Beth El Synagogue's** Yiddish Songfest for an evening of music, food, and fun to benefit UMD.
2. The energetic and enthusiastic interns from **Duke, NCCU, Shaw University, UNC-CH, and Furman** who volunteered in various capacities and inspired us along the way.
3. All those involved in the Beloved Community Resource Fair and Festival, and to **St. Philip's Church** and **World Overcomers Church** for their major role in another great event connecting those in need with area resources.
4. **McKinney Advertising** for the ongoing partnership and incredible efforts to advance UMD's social media footprint and ultimately build awareness of our mission.
5. The enthusiastic student volunteers from **Durham Academy, Durham Nativity School, Durham School of the Arts, Jordan High School, and NC School of Science and Math.**
6. **Blue Cross and Blue Shield of North Carolina** for designating UMD as one of the beneficiaries of the Durham Blue Points 5k Run.
7. The 50 employees from **United Therapeutics** who decorated the campus for the holidays, assembled food packages in the Food Pantry, built storage shelves, served dinner in the Café, AND made a generous financial donation of \$5,000.
8. A group of 33 **IBM** employees who spent their Centennial Service Day at UMD cleaning and painting the Café and multi-purpose room and mulching the garden.
9. New partners from **Summit Church** for cleaning and painting the men's shelter and for their first-time gift of \$2,000 toward the Stewards Challenge.

Continued on page 9

Donor Recognition

July 1, 2010 to June 30, 2011

UMD deeply appreciates the financial contributions from over 1,400 individuals, communities of faith, businesses, foundations, schools, and civic and community groups. Federal, state, and local governments continue to support our programs as well.

Gifts of all shapes and sizes are important, and collectively, they make a difference.

We would like to take this opportunity to recognize the following donors for their leadership, commitment, and investment to sustain us for the journey forward.

Thanks again for sharing this journey with us.

JOURNEY PARTNERS CIRCLE \$10,000+

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Watts Street Baptist Church
Westminster Presbyterian Church

REBUILDERS \$5,000–\$9,999

Beth El Conservative & Orthodox Synagogue
Blacknall Memorial Presbyterian Church
Cameron Charitable Trust of Wachovia Bank
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First Presbyterian Church of Durham
Fox Family Foundation
GlaxoSmithKline Foundation
Harriet Herring
Denise Hoganson & Stephen Davis
MindWorks Multimedia, Inc.
Presbytery of New Hope
The Chapel of the Cross
The Forest at Duke
Trinity Avenue Presbyterian Church
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SUSTAINERS \$1,000–\$4,999

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Duke Health Systems
Duke Memorial United Methodist Church
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Harmonia Mundi Fund of TCF
James Christopher Black Fund of TCF
Marion Fund of TCF
MaryAnn Black Fund of TCF
Shared Visions Foundation
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Bethany United Methodist Church
Calvary United Methodist Church
Carver Bible Class
Covenant Presbyterian Church
Glendale Heights United Methodist Church
McMannen United Methodist Women
Mt. Sylvan United Methodist Men
Mt. Sylvan United Methodist Women
Our Savior Lutheran Church
Peace Covenant Church
Pleasant Green United Methodist Women
Refiner's Fire Community Church
Resurrection United Methodist Church
St. Luke's Episcopal Church
St. Paul United Methodist Church
Trinity Avenue Presbyterian Church Women
Trinity United Methodist Church
W. Deen Mohammed Islamic Center (Durham)

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Merck Partnership for Giving
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Opensource Leadership Strategies, Inc.
Oracle Corporation
Practice Management Services, Inc.
RBC Bank
Recreational Equipment Inc.
Regional Anesthesia-Practice Management Services, Inc.
Rhine Research Center
Senn Dunn Insurance
Stancil & Company
Vaguely Reminiscent
Viget Labs, LLC
Volunteer Center of Durham
WTVD-TV, LLC/ABC 11

COMMUNITY GROUPS \$100–\$999

Black Graduate & Professional Student Association
Durham Jaycees
Greater Durham Chamber of Commerce
Parkwood Methodist Mens Club
Project Bri(DDD)ge, Office of Student Life & Formation
Serenity Group
Triangle Civitan
Triangle Gay Men's Chorus

Triangle Luncheon Civitan Club
United Methodist Women/Bethany UMC
Watts Hospital Hillandale Neighborhood Assoc.
Women of Willowhaven

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Kwesi Aggrey
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 Rebuilders \$5,000-\$9,999
 Sustainers \$1,000-\$4,999

Friends \$500-\$999
 Supporters \$100-\$499
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*We sincerely appreciate the members of the Gateway Society for their faithful support by giving to UMD each month.

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 Beth & Robert Hallyburton
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Michael Lowery

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Creative Civitan Club

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Duke Divinity School

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Anonymous

JEAN & RICHARD MROSLA
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Judy Moneta

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Helen Stahl

LESLIE WINNER & JERRY POSTEMA
Allen Verhey

NANCY WYMAN
Creative Civitan Club

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Dorothy W. Manning
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Lewis T. Nunnelee
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R. Kennon Taylor, Jr.
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Hilman Watkins
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IS EVERYTHING CORRECT?

While we make every effort to get names listed and spelled correctly, in the event of any mistakes, please accept our sincere apologies and let us know right away. Contact us at (919) 682-0538, ext. 135 for changes or to advise us of your gift acknowledgement preferences at any time. Thank you!

VOLUNTEER SPOTLIGHT: "Beneath the Veil"

by Duke Engage in Durham: Thinking Globally, Acting Locally

AS OUR EIGHT WEEKS come to a close, I cannot find it within myself to simply walk away from Urban Ministries of Durham. This is not because I feel I have yet to make a significant contribution; on the contrary, it is because I cannot help but feel as though it is still not enough. Given that homelessness is such a multifaceted and vast problem, there is no easy fix.

While providing meals, clothes, and shelter is of the utmost importance, this is not a long-term solution. Ideally, prevention of homelessness is the goal—yet currently there is no easy way to reach such a lofty goal. Nevertheless, UMD fights daily to reduce homelessness, one person at a time.

Urban Ministries of Durham is one of two emergency shelters in Durham; as such, there is a clear need for UMD in Durham. UMD both assists those who are homeless and aims to prevent those on the cusp from becoming homeless. In order to truly focus on how to prevent homelessness, one must inherently ask—how do people become homeless in the first place? What causes homelessness? Obviously there is no one right answer to this question. Homelessness can be caused by various different factors (both individually and collectively). For some, underemployment is the root cause of homelessness; for others it is addiction, eviction, disabilities, illnesses, fleeing from abuse, or even recent release from prison. Despite the vast array of primary causes of homelessness, many people still have a very narrow, misconstrued view of what causes homelessness. In order to truly penetrate the issue of homelessness, all previous misconceptions must be discarded. Hopefully once we as a community truly grasp the countless causes of homelessness and also begin to identify with our homeless neighbors, greater strides will be made to provide our fellow brethren in need with the services necessary to escape the vicious cycle of homelessness.

In fact, when one truly understands homelessness, it soon becomes abundantly clear how quickly and easily one can find themselves homeless in this day and age. Underemployment has catastrophically damaged many peoples' lives. Living without income makes it quite difficult to pay your bills or to provide for your family. Living with a life-threatening disease that requires a lot of medical attention often depletes all your funds quickly. The examples are endless. The point is clear: homelessness is, in many cases, unavoidable.

Working on the front line helping individual after individual truly makes me feel like I am making a difference. The difference does not always have to be a large one. Working with the homeless is not a popular job and quite frankly, I never would have imagined how much I would become attached to these people and their various causes. These are



people, many of them not much different from you or I, struggling just to survive and stay off the streets.

I cannot express the absolute heartache that comes when you simply cannot help someone in need. For instance, a desperate mother comes in with four children and asks for a place to stay. However, we have a waiting list of more than

40 families. After calling all of the shelters in Durham, Chapel Hill, and Raleigh, I find there is no room for this family anywhere. The only place that does have room will not accept her family because she has a son that is 13.

How does one come to terms with the fact that we simply do not have enough rooms to accommodate the numerous homeless families in and around Durham? Where do these families go when they walk out that door? In most cases, they have nowhere to turn. This mother began to cry. I knew that there was nothing more I could do to help her other than to pray that her family would be safe and find somewhere to stay. I wish I could say that this mother's experience is a rare one—but the truth of the matter is that her experience is far from unique. This type of helpless situation happens all the time. No one should have to endure the daily hardships that are inherent in homelessness, especially not children. The immeasurable damage that homelessness has the potential to do to a child (or an adult) is frightening. Something more has to be done.

BEKAH PEA, DUKE ENGAGE, Intern, UMD

Thanks to our volunteers and donors

Continued from page 5

10. **The Triangle Gay Men's Chorus** for their "Warmest Wishes" holiday concerts to benefit UMD.
11. **St. Philip's Church** and **Strings Attached Productions** for three Strings Attached benefit concerts featuring Michelle Malone, The Nields, and Amy Ray.
12. Local businesses participating in Third Tuesdays Together dinner services in the Café: **Downtown Durham Inc.**, **Measurement, Inc.**, and **Greater Durham Chamber of Commerce**.
13. **DurhamCares** and the **Center for Documentary Studies at Duke University** for partnering on the video documentary *The Devil and the Stem*, which highlights how one client's life got back on track through collaborative efforts between UMD and **Housing for New Hope**.
14. **W. Deen Mohammed Islamic Center** for awarding UMD the 2011 W. Deen Mohammed Award for Humanitarian Service and for their generous donation to stock the shelves of the Food Pantry.

SPENT: more than a game at 1 million plays

SPENT, the online game which challenges players to survive on \$1,000 a month has been played over one million times in nearly 200 countries since its launch in February.

On September 1st, to mark this important milestone and just in time for Labor Day, UMD and McKinney launched a petition to the U.S. Congress to play SPENT. We hope the experience gave policy makers a glimpse of some of the real hardships facing Americans today and ultimately spurred them to work more cohesively and expeditiously toward solutions for getting folks back to work.

SPENT is more than just a game, however. It's about education, awareness, connection, and ultimately, action. It has helped people all over the globe reconsider how easy it is to fall into poverty and homelessness, and hopefully it will inspire them to get involved in ways to make a positive impact in their communities.

Visitors to the game at <http://www.playspent.org> spend an average of 9 minutes on the site as they accept the challenge to make difficult, real-life decisions about money and resources, the very same ones that affect families and individuals trying to survive every day.

"When we launched SPENT, we believed a game could be a powerful tool that would lead to a new understanding for how difficult and painful it is to live on the edge of losing everything," said McKinney Chief Creative Officer Jonathan Cude. "I have to say we were thrilled and even surprised at the game's ability to get people talking about and sharing their personal experiences and beliefs about homelessness.



We've heard from hundreds of people and organizations all over the world, each having a unique story or point of view to offer. The one thing everyone agrees upon: Poverty and homelessness can happen to anyone."

"SPENT has been a wonderful resource for Urban Ministries of Durham," said UMD Executive Director Patrice Nelson. "It provides a new way to educate our community about homelessness and poverty, and we enjoy hearing from people all over the country who have found it useful for them as well."

WHAT WILL YOU DO TO MAKE A DIFFERENCE TODAY? LOG ON TO UMDURHAM.ORG TO:

SIGN THE PETITION. PLAY SPENT. VOLUNTEER. DONATE. SHARE. LEARN MORE.

CALLING ALL BUSINESSES!

ENGAGE.

CONNECT.

INSPIRE.

ACT.

Whether you are a small business owner or head of a large corporation, doing good is good for the soul, it's good for the community, and it's good business. There are many ways to get involved with UMD to make an impact in our community:

- ⇒ SPONSORSHIPS OF SPECIAL EVENTS
- ⇒ ADVERTISING IN PRINTED NEWSLETTERS AND E-NEWS
- ⇒ DONATIONS OF PROFESSIONAL SERVICES
- ⇒ SERVICE PROJECTS
- ⇒ ALTERNATIVE GIVING
- ⇒ AND MANY OTHERS.

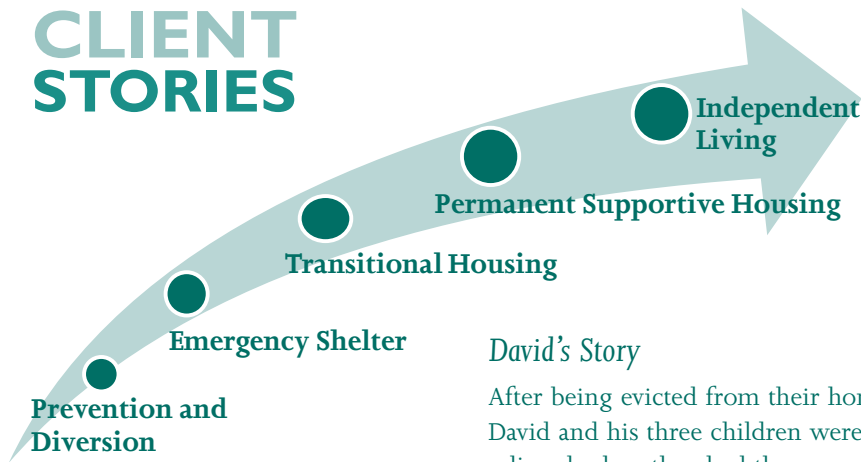
VISIT UMDURHAM.ORG FOR MORE INFORMATION.

UPCOMING EVENTS

Thursday, Oct. 27
Annual Rebuilding
Lives Breakfast
Washington Duke Inn
7:30 AM

Sunday, Nov. 13
Yiddish Songfest
7:30 PM

CLIENT STORIES



Maggie's Story

For at least three years prior to her arrival this past year at UMD, Maggie slept on the streets, in vacant buildings, and in the woods of Durham. Her mental illness made her anxious about seeking or trusting help from the shelter or anyone else. Yet, her inability to live independently and take care of herself made her vulnerable to frequent illnesses, hunger, and the safety concerns that accompany life on the street.

Housing for New Hope's PATH team is skilled at reaching out and building trust with people like Maggie. The PATH team encouraged her to come into the shelter. Once there, she was connected with the **Lincoln Center's Homeless Clinic** which is on site at UMD. Through **Project Access**, she received medical treatment through **Duke Health System**, and through connections to the Durham Center, she began treatments for her mental health conditions. **UMD's Journey Outreach** case manager and the PATH Team helped her complete paperwork to apply for and finally be approved for **Social Security Disability Income**. Now with income, medical care, and support services as needed, Maggie lives independently and safely in her own apartment.

David's Story

After being evicted from their home, David and his three children were relieved when they had the opportunity to move into a small family room in the UMD shelter. David, a single dad, came to UMD's Journey Family Program with a past criminal history but a desire to make a significant change that would provide the family with long-term stability. UMD's Family Case Manager and an intern from the **UNC Graduate School of Social Work** worked with the **Homeless Liaison in the Durham Public Schools** to arrange for clothing, school supplies, and transportation. The **Center for Child and Family Health** was enlisted to provide counseling support. Connections were made with **Legal Aid** and the **Criminal Justice Resource Center (CJRC)** to clear up legal issues that presented a barrier to employment.

CJRC helped David enroll in a culinary program at **North Carolina Central University (NCCU)**. He did very well, and after graduating, he secured a job with a local food cart business that offers entrepreneurial opportunities. As a result of his employment, he was also able to secure permanent housing through **Housing for New Hope's Re-housing Program** and moved from the shelter. Over the past year, David has since started his own food cart business, now has someone working for him, and no longer needs the rental assistance provided through the re-housing program.

Rick's Story

Growing up in Virginia, Rick had powerful ambitions of living the American Dream. After serving in the US Army, he attended college for two years and decided to pursue a career in the marketing field. He is articulate, gregarious, and takes great pride in his dress and appearance, and that coupled with his innate intellect propelled him quickly to success, selling life insurance with one of the nation's largest corporations. However as a young adult, Rick admits he made some dubious choices that derailed his path to success. He experimented with drugs, and heroin became his primary drug of addiction. His habit quickly progressed, destroying his career, family, and home.

For several months he lived on the streets of Durham. This past year he sought shelter and assistance through UMD's **Hope and Believe Recovery Program**. While in the program, Rick worked hard. For the first time in years, he got a handle on recovery. He was connected with the **Office of Homeless Assistance of the Veteran's Administration** and to UMD's onsite offices of **Step Up Ministries** and **Housing for New Hope** for employment assistance and permanent housing. Rick began to regain both his self-esteem and confidence and became one of 18 people to graduate from the Hope Recovery Program in May 2011.

Using bus passes provided through **Duke's Community Care Fund**, he searched for work. By the time he graduated, he'd landed a marketing position with a nationally known electronics and technology corporation, and he soon was able to move out of the UMD Shelter into a place of his own. Relieved to be a productive member of society again, Rick acknowledges that his choice to pursue his recovery at UMD was one of the best decisions of his life.

UMD is grateful to be a part of these connections along the journey of a lifetime.



Urban Ministries of Durham
410 Liberty Street/PO Box 249
Durham, NC 27702-0249

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2011 HOLIDAY HONOR CARD

"Change the World"

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

What is the Holiday Honor Card?

For 24 years, Greensboro, North Carolina artist William Mangum has created beautiful works of art as part of a campaign to raise awareness and funds to meet the needs of the homeless.

Inside the card is a special inscription stating that a gift has been made to Urban Ministries of Durham (UMD) in the recipient's honor.

A minimum donation of \$5 per card is requested. Since the cards are provided at no cost to us, every dollar directly benefits Urban Ministries of Durham. In addition, all contributions are tax-deductible.

To learn more about the artist's inspiration and the special story for this year's card, visit our website at umdurham.org or www.williammangum.com/the-honor-card/.

How does it work?

The honor card is a great way to send a holiday greeting to friends, family, and business associates and at the same time give a meaningful gift to help our neighbors in need.

Where can I get cards?

Purchase online at umdurham.org, fill in the order form below, or call us at (919) 682-0538, ext. 135.



2011 HOLIDAY HONOR CARD ORDER FORM

NAME _____ DATE _____

ORGANIZATION: _____

ADDRESS: _____

PHONE: _____ EMAIL: _____

OF CARDS _____ TOTAL DONATION \$ _____ CHECK ENCLOSED CHARGE MY CREDIT CARD

CARD # _____ EXP _____

I WILL PICK UP MY CARDS _____ OR PLEASE SEND CARD TO: _____

Mail form and check payable to Urban Ministries of Durham with "Holiday Honor Card" in memo line to Urban Ministries of Durham, PO Box 249, Durham, NC, 27702.