

## Urban Ministries

ANNUAL REPORT ISSUE OF THE NEWSLETTER OF URBAN MINISTRIES OF DURHAM

2012

# **Annual Report**

Fiscal Year Ended June 30, 2012

### **Our Mission**

To help neighbors meet emergency needs for food, clothing, and shelter; and to help those who are homeless secure a home and the resources to stay there.

#### **Our Values**

UMD is committed to offering a service environment that is based on:

#### Respect • Support • Collaboration

We are committed to living out our core values in all our interactions with our clients, each other, and the community.

#### **Our Board**

Elizabeth Hallyburton, Chair Susan Olive, Vice Chair Angela Holmes, Secretary Randy Fletcher, Treasurer Susan Amey Monica Barnes Sophia Caudle James Collins Sheena Johnson Cooper Byinna Crowder Laura Flicker Vanessa Hodges Jim Jaël Brooke Jenkins Jonah Kendall James Maxwell Frank Meachem Murrey Olmsted Bruce Plent David Sotolongo Bob Walker Yvette West

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DIRECTOR OF MARKETING & DEVELOPMENT: Bryan Gilmer
FINANCE DIRECTOR: Gregg Lasseter

### Stay connected Urban Ministries of Durham

410 Liberty Street, PO Box 249 Durham, NC 27702-0249

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## STRATEGIC CHANGES WORKING:

STREAMLINED SCHEDULE HELPS CLIENTS, LETS ENRICHMENT PROGRAM LAUNCH



LEON JONES WAS HOMELESS this spring and staying in the Community Shelter at Urban Ministries of Durham when he learned about a group therapy and addiction recovery group across town that met at 12:30 p.m. But a problem initially prevented him from attending: "I would have needed money to purchase my own lunch if I was away from the shelter, and I didn't have any."

At the time, the Community Café offered a cafeteria style lunch, and Mr. Jones knew he would go hungry if he weren't at UMD to eat it. He also had to be back on the shelter steps by 3:30 p.m. each day to check in to have a place to sleep for the night.

It was a common, frustrating scenario for clients, notes Executive Director Patrice Nelson: "Our core services of the Café, Food Pantry and Clothing Closet, and Shelter had previously operated independently and remained on the same schedules as always. It was time to synchronize them to better meet client needs."

Nelson worked with her staff to push service delivery to the morning and evening and free the middle of the business day so clients could use it to pursue their goals. This also created time and space at UMD to start a new afternoon Enrichment Program that is helping those who are homeless take steps to get housing.

The schedule change July 2 went very smoothly. The Community Café switched to a bag lunch distributed at breakfast time, letting clients make just one trip here to get

two meals. The Food Pantry and Clothing Closet moved from the weekday afternoons to 9 a.m., right after breakfast in the Community Café, so that families in need from the community can make a single trip to get breakfast, lunch, and groceries for later.

And Mr. Jones and all other shelter clients can take lunch along as they work toward their goals. In another crucial change, they now check into the shelter for a full week at a time on Monday morning and don't have to return daily until 6:45 p.m., when dinner service begins. (After dinner, they come inside for the night.)

"Now I didn't have to stand around the shelter all day," Mr. Jones says. "I could take my lunch with me and attend my group sessions – and they were quite helpful – and take care of business during the day."

Continued on page 4



# Pick up lunch in the morning





Mon-Fri starting Monday, July 2

You've got places to be and things to do during the week. So starting July 2, we'll give out bagged lunches in the morning instead of serving lunch in the middle of the day.

Monday, Tuesday, Wednesday, Thursday, and Friday:
Between 8 and 9 a.m., come through the café line one
time to get a hot breakfast if you want one AND a
homemade lunch to take wherever you're going – to your
job, interview, or other appointments.

Saturday and Sunday: Nothing's changing. We'll still serve hot lunch in the café from 12:30 to 1:30 p.m.

## CHANGING WITH THE TIMES

Letter from Patrice Nelson, Executive Director



HEAR THE WORDS OF GRATITUDE from a woman reaching to receive her Community Café dinner tray — and the humble "You're welcome" from the volunteer offering the meal — and I treasure the mutual rewards in that compassionate moment of giving. I watch a man — who entered the shelter's recovery program broken and alone — being reborn proud and strong, and I'm certain our work should help transform lives for good.

This year, Urban Ministries stayed faithful to our beautiful tradition of bringing Durham together to share unconditional compassion and meet basic emergency needs. While doing more of that work than ever with more than 6,000 impoverished neighbors, we continued to innovate effectively to pursue the big goal of ending homelessness in Durham.

## I'm determined for us to balance these two essential priorities, so we've made several changes:

**Staffing-** To help more of the 1,300 homeless we shelter each year secure permanent housing, we improved our case management. We hired Alexander Herring as the shelter's Residential Program Director to build rapport with clients and instill mutual accountability for progress. We partnered for more social work interns to learn here while helping our clients, invited other agencies in to offer professional services, and looked for volunteers equipped to help people seek housing or give literacy training or job coaching.

**Schedule changes-** To provide more time and space for our re-housing work, we streamlined our daily schedule without reducing emergency services. (See cover story.)

**Accountability-** Rather than simply count people we served with meals, clothing and nights of shelter, we developed annual goals for how many people move to permanent housing. Our staff logs client progress in a computer network tracked by our board and partner organizations.

**Technology-** We've expanded our use of social media, converted the Café building to partial solar power, and created a portable, wireless computer lab for our afternoon Enrichment Center.

**Diversification of Resources-** Because needs far outpace our resources and government funding has been cut, we

must tell our story better and attract new funders. We hired Bryan Gilmer as Director of Marketing and Development; expanded our board and network of connections; and secured major donations of furniture from GlaxoSmithKline, kitchen equipment from the Legacy Foundation, and office equipment from RTI International.

**Planning for Capital Needs-** To address the poor exterior condition of our buildings; deplorable restrooms; and lack of appropriate space for lobbies, enrichment programs, and a larger corps of interns, our board worked with John Thompson of DTW Architects and Dustin Walker of Visionary Landscapes, who graciously donated their services, to help us plan phased improvements we'll begin in 2013.

So, yes: Much is changing here as we innovate to end homelessness. Yet something vital is not as we enter our 30th year: UMD is still the place where Durham offers compassionate care – acceptance, respect, and the chance to try again tomorrow. Sharing this journey helps each of us grow: Clients, you – and me.

Sincerely

Patrice Nelson, Executive Director

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## MEETING THE NEEDS OF NEIGHBORS WITH NOWHERE TO TURN

MARJORIE LOTT JOINS STAFF TO MANAGE FOOD PANTRY AND CLOTHING CLOSET

ARJORIE LOTT BEGAN volunteering in the Urban Ministries of Durham Food Pantry and Clothing Closet about two years ago. Before long, the former mathematics teacher and church business manager was spending most of three days here each week.

Now, Marjorie has been hired onto UMD's staff as the part-time coordinator of these compassionate services, and she's bringing effective innovations to the work, streamlining procedures for tasks such as receiving and sorting donated clothing and food and training volunteers to work with people in crisis.

### Here's what Marjorie says about this work:

I love the interaction with our clients. Just being able to speak to them, talk to them, help them with whatever I can. Sometimes, they just need somebody to sit there so they can vent or talk about what's going on in their lives.

People in need in Durham? They're all kinds of people. Some of them have jobs; many of them don't. Most of them are families with children or grandchildren. They have all suffered some kind of hardship in their lives so that they can't get by on their own — and they need our help.

Some of the hardest situations are the grandparents who have to take care of grandchildren because the parents are in jail or they don't even know where the parents are. Usually it's a single, older woman taking care of two or three grandchildren — and this was just not supposed to be part of the plan.

These women are just desperate, with no way really to support these kids. Or sometimes a family needs help just once or twice before they get a job and can meet their own needs. Our help may prevent them from becoming homeless.

When people come to the Food Pantry and Clothing Closet, they leave with about three days worth of groceries, some clothing, some hygiene items, used clothing for each member of the family, and hopefully a little bit of hope and encouragement. They're limited to receiving once per month, so that might not seem like much. But for clients who are on food stamps, this can get them through the month. We also have a list of community resources where we can refer them if our groceries are not enough.

We're totally reliant on donations from the community, and it is wonderful to see how many dozens of people come every week or every month to help as donors or volunteers. We've got congregations of all different faiths. We've got Girl Scout and Boy Scout troops, honor societies through schools, civic organizations. Several of them hold food drives throughout the year. And several wonderful individuals just know of our needs and go to the store and bring what we need.



To coordinate a food or clothing drive, to volunteer, or to contribute needed items, contact Marjorie at 919-682-0538, ext. 170 or email mlott@umdurham.org.

#### **ITEMS MOST NEEDED NOW:**

- Men's clothing and shoes
- Cereal
- Peanut butter
- Canned fruit
- · Canned meat
- Hygiene items including razors, deodorant, and feminine hygiene products
- Macaroni & cheese
- Towels & wash cloths
- Blankets
- Single-size sheets

## SOLAR POWER DONATION WILL PAY OFF FOR YEARS

WO NEW ROOFTOP SYSTEMS installed this summer are harnessing the sun's power to energize Urban Ministries of Durham's work to help feed the hungry and offer afternoon Enrichment Programming in the building that houses the Community Café. One set of panels pre-heats water used for cooking and dishwashing in the kitchen, reducing the amount of natural gas needed for the job. The other turns



sunlight into electricity to run kitchen equipment, lighting, and other electrical systems for the agency – and results in a monthly check from the power company.

The nonprofit watchdog agency **NC WARN** donated the systems to support UMD's work and to demonstrate to the public how economical such systems have become.

"These solar systems will free thousands of dollars per year that we can use directly for services to those in need, at least enough to pay for 2,000 yearly meals in our café." UMD Executive Director Patrice Nelson

## HOLIDAY HONOR CARDS AVAILABLE NOW

North Carolina artist

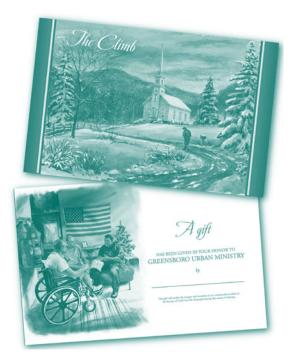
William Mangum

has created another

original work of

art to grace UMD

Holiday Honor cards.



For a minimum donation of \$5 per card, givers can honor their friends, family, employees, and colleagues — and the card notes that a donation was made in the recipient's honor to help Urban Ministries of Durham. Honor Cards are great for congregational alternative giving fairs, congregations, and business owners. To learn how to get yours or to help sell them in your faith community, please email Christine Powers, cpowers@umdurham.org.

## STRATEGIC CHANGES

#### Continued from page I

That business also included meeting with a social worker and finding and applying for an affordable apartment. In early October, Mr. Jones moved into it and ended his homelessness, something he isn't sure would have been possible without the more convenient UMD schedule.

As she planned the changes, Nelson stressed that the agency would not reduce services to clients, just innovate to become more effective at delivering them.

"This was a big change for the staff and for the dozens of volunteers who serve our neighbors," Nelson says. "But when everyone understood how this would help clients, people were amazingly flexible and generous. With the launch of our Enrichment Program, we're providing more service, not less, and the Café dining room is available to house many of these sessions."

Nelson turned to experienced UMD senior staffer Lee Nelson (no relation) to head up the new effort to offer enrichment services targeted primarily for clients staying in the Community Shelter.

As Enrichment Programs Manager, Lee Nelson says, he is reaching out to other groups in the community and inviting them to UMD to provide services for clients such as housing search planning, credit repair, legal support to remove barriers to housing, job readiness, computer access, and other services needed to secure and retain housing. He will be working with partner agencies to come to UMD to deliver services and with colleges to place interns here.

"With all the universities, medical providers, and social service agencies in the Triangle, there is a wealth of expertise we can bring here to benefit our clients," Lee Nelson said. "We've also been meeting with our clients and are partnering to hold detailed focus groups to determine what other services people need. We are thinking big."

## EMBRACING EFFECTIVE INNOVATION TO HELP MORE PEOPLE

A message from Beth Hallyburton, UMD Board chair



What do you think are some of the most exciting things happening at Urban Ministries of Durham right now?

I am very excited about the vibe and energy at UMD right now. We have expanded the board; made changes that enhance how

we help our clients above and beyond providing food, clothing, and shelter; and we have added new key staff members. We are also getting close to making much-needed improvements to the UMD facility, which is wonderful news.

I am also thrilled that UMD received a rating of 4 out of 4 stars from Charity Navigator. That rating is solid affirmation that UMD is using its resources wisely to meet our mission of helping our neighbors in need.

### What are your top objectives for the board?

As we pursue effective innovation, I want each and every board member to feel free to think creatively and express their views about ways the organization can improve and be as effective as we can be in helping our neighbors in need. The needs of our neighbors are still many as economic uncertainty persists. It is up to us to make sure we

innovate effectively so that UMD will always be there for those who need us.

# Why do you want both small businesses and the many multinational companies active in the Triangle to be more involved with UMD?

I firmly believe that the measure of a society is how well it treats and supports its most vulnerable members. "Society" doesn't mean just the government. "Society" doesn't mean just individuals. "Society" means everyone, and that includes companies. We have great examples of companies in the Triangle who embrace that philosophy. We would love to see more. And there are many ways to do it — financial contributions, in-kind donations, allowing employees time away from work to volunteer. It's just the right thing to do to make our community stronger.

## What does Urban Ministries of Durham need most from the community right now?

Outreach. We need people who know about the good works of UMD to raise awareness about UMD with their family, friends, and co-workers all across the community. Spread the word. Explain who we are and what we do. Encourage support and volunteers. We want to expand our support base so that it is broad, diverse, and representative of our vibrant community at large.

## GIVE TO FRIENDS & FAMILY BY GIVING TO UMD

Tired of buying holiday or birth-day gifts a person doesn't really want or need? We've launched a new website, **shopumdgifts. com,** to let you buy virtual gifts that really make a difference. You "shop" for your loved one, sponsoring a shelter resident, buying meals in the Community Café, or supplies for our programs in their honor. We'll send them news of your gift!



Shelter a Family for 2 weeks



500 Meals



SHOPUMDGIFTS.COM

Life Skills Training



Shelter a Homeless Man - 50 Nights



Shelter a Homeless Woman- 50 Nights



Move-out Package



250 Meals



Furnish a New Home

## By the Numbers: 2011-2012 in Review

Issued October 25, 2012 for the fiscal year ended June 30, 2012







#### **PROGRAM HIGHLIGHTS**

#### **COMMUNITY SHELTER**

- We provided 48,582 nights of emergency shelter to 1,299 unduplicated clients.
- Our Journey Program provided case management to 333 people in its Families, Vet, Tech, Outreach, and Recovery groups.
- UMD helped end the homelessness of 177 people, helping 154 move into permanent housing and another 23 move to transitional housing.
- We served 30 homeless families with children in our Journey Family Program, helping 22 of those families move into stable housing by the end of the fiscal year.
- We established 504 connections between our clients and other service providers to ensure long-term stability.

### **COMMUNITY CAFÉ**

 We served 230,500 meals, offering three meals per day 365 days of the year, and switched our weekday lunch to a more convenient bag lunch that clients can take wherever their day leads them.

#### **FOOD PANTRY & CLOTHING CLOSET**

 We distributed food and clothing to more than 400 households every month, focusing on homes with children, elderly members, and disabled persons.

#### **FUNDRAISING AND SPECIAL EVENTS**

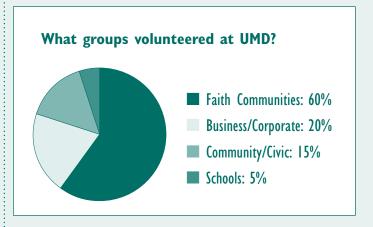
- Supporters and sponsors of our annual Empty Bowls event helped us raise more than \$36,000 for the Community Café.
- Sponsors and donors of our Rebuilding Lives Breakfast raised more than \$45,000.
- Urban Ministries of Durham met a \$50,000 matchinggifts challenge set by the Stewards Fund.

## **VOLUNTEER SUPPORT**

More than 4,000 volunteers lent their time and talents this year to help their impoverished and homeless neighbors through Urban Ministries of Durham.

We estimate the tens of thousands of hours of labor they provided

was worth nearly \$500,000.



"Effective innovation is innovation that has a purpose, a goal to do good for the world — that solves big problems.

This innovation requires at its very core imagination."

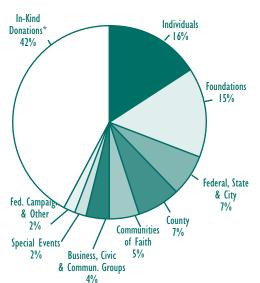
Bill Brown, Founder of Durham's 8 Rivers Capital

## Financial Highlights

July 1, 2011-June 30, 2012

UMD's audited financial statements for the 2011-2012 fiscal year show that 87.2 cents of every dollar donated directly supported programs and services.

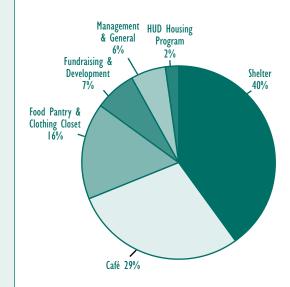
## **Revenues by Source**



SOURCE	AMOUNT
Individuals	\$394,705
Foundations	\$358,321
Federal, State & City	\$157,974
County	\$164,440
Communities of Faith	\$123,512
Business, Civic & Comm. Groups	\$89,892
Special Events	\$59,431
Fed. Campaign & Other	\$52,470
In-Kind Donations*	\$1,011,946
TOTAL	\$2,412,691

\* 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	\$942,725
Café	\$671,983
Food Pantry & Clothing Closet	\$382,795
Fundraising & Development	\$163,253
Management & General	\$135,934
HUD Housing Program	\$49,096
TOTAL	\$2,345,786

## Thanks to all of our dedicated volunteers and donors, including:

- GlaxoSmithKline, which made
   Urban Ministries of Durham a key
   partner and major destination for its
   Orange Day volunteer program, which
   offers employees a paid day away from
   job responsibilities to volunteer in the
   community, and which is donating
   office furniture.
- Corporate groups that took part in our Third Tuesdays Together program, where teams from area workplaces shop for, cook, and serve dinner in the Community Café: Auction Direct USA, Measurement Incorporated, Avaya, Duke NICHE, Maggiano's Little Italy, SCANA, Nvidia, 100 Men in Black.
- 3. Capable and energetic interns from Duke University, North Carolina Central University, The University of North Carolina-Chapel Hill, Spelman College, and Shaw University who furthered their education and fulfilled crucial duties serving clients.
- The enthusiastic student volunteers from Durham Academy, Durham Nativity School, and Duke School.
- Blue Cross and Blue Shield of North Carolina for designating UMD as a beneficiary of its Blue 5K Run.
- Employees of United Therapeutics who decorated our campus for the holidays, served dinner in the Café, and made a generous \$2,500 donation.
- RTI International, for donating 25 ThinkPad laptops for use in our Enrichment Program and offices, and for sponsoring our Empty Bowls fundraiser.
- 8. More than a dozen area churches who helped hold the Beloved Community Resource Fair and block party and collected thousands of pounds of groceries for our Food Pantry, especially our neighbor St. Philip's Episcopal Church and the World Overcomers Church.
- The dedicated volunteer organizers and walkers who participated in the CROP Hunger Walk to raise money for hungry people in our community and worldwide.

## OUR STRENGTHENING FINANCIAL POSITION

A message from Randy Fletcher, Board Treasurer



I AM PLEASED TO REPORT that lean, efficient, and innovative operations helped Urban Ministries of Durham continue to improve its financial condition during Fiscal 2011-2012, which ended June 30.

In this fifth year of a difficult economy, we've identified new and exciting ways to

help impoverished and homeless people improve their situations. With expenses very tightly controlled, the challenge before us now is to increase resources for our staff and volunteers to do more for our neighbors in need.

We booked an increase in net assets during the fiscal year of \$66,905, a definite mark of fiscal health. However, it is important to understand that about \$1 million of our \$2.4 million annual budget represented non-cash, or "in-kind" support, or donated items such as groceries and supplies, and thousands of hours of volunteer labor. We enjoyed several large donations of equipment, which are booked as revenue, including rooftop solar hot-water and electricity systems from NC WARN, 25 ThinkPad laptops from RTI International and many other needed items totaling some \$88,000. So though we ended the year with more total assets, we actually ended the year with less cash.

The prudent operating reserve we've built in recent years came in handy this year while managing cash flow, particularly as promised federal government grant funds arrived months behind schedule. These timing issues continue to present a significant management challenge but no longer cause a crisis.

We saw increased income from individuals, our largest source of donations. Our largest funder, The Stewards Fund of Raleigh, offered a \$50,000 challenge grant that required us to raise an equal amount of new money from other sources, which greatly enhanced our long-term fundraising ability.

In Fiscal 2012-13, our new development director is aggressively pursuing foundation prospects to replace expiring grants and support our work in new ways. We're intensifying our efforts to raise funds from congregations and to attract more and larger gifts from individuals. Eighty-seven cents of every dollar goes directly to benefit clients, a figure few non-profits can match.

Thank you for the part you played — and for looking for ways to increase your support this year.

## FOUR STARS: CHARITY NAVIGATOR AWARDS UMD ITS TOP RATING

URBAN MINISTRIES OF DURHAM'S sound fiscal management practices and commitment to accountability and transparency have earned us a 4-star rating from Charity Navigator, America's largest independent charity evaluator. We're one of only two local Durham non-profits to receive this distinction. The other is TROSA.

This is the first time UMD has earned this credential, and it reflects the strong commitment of the board and senior staff to rigorous expense management, wise use of resources, complete financial reporting, and openness to the community.

"We're so pleased to be recognized for being responsible about using the resources the Durham community entrusts to us to help our neighbors in need," said Gregg Lasseter, UMD Director of Finance.



Using data-driven analysis, Charity Navigator awards only the most fiscally responsible organizations a 4-star rating. In 2011, Charity Navigator added a second dimension of Accountability and Transparency to its rating methodology, and now reviews 17 governance and ethical practices as well as measures of openness, providing a report on its web site for each of the charities

it evaluates. The process reveals which charities have best practices that minimize the chance of unethical activities and whether they freely share basic information about their organization with their donors and other stakeholders.

"Urban Ministries of Durham's coveted 4-star rating puts it in a very select group of high-performing charities," according to Ken Berger, President and CEO of Charity Navigator. "Out of the thousands of nonprofits Charity Navigator evaluates, only one out of four earns 4 stars — a rating that now ... demands even greater rigor, responsibility and commitment to openness. UMD's supporters should feel much more confident that their hard-earned dollars are being used efficiently and responsibly when it acquires such a high rating."

## **Donor Recognition**

July 1, 2011 to June 30, 2012

These individuals, businesses, foundations, schools, civic and community groups and communities of faith - with support from governmental entities - have enabled all of Urban Ministries of Durham's work to improve the lives of neighbors in need and make our community better. Financial gifts of all sizes joined donated items and thousands of volunteer hours to touch thousands of lives.

On behalf of those neighbors, the Board of Directors extends our deepest thanks for your commitment, leadership, and investment.

Thank you for sharing the journey with us.

JOURNEY PARTNER CIRCLE \$10,000+ David Ball & Susan Pochapsky BIN Charitable Foundation C.M. Herndon Foundation U.W. Cameron Charitable Trust Wachovia Bank City of Durham County of Durham Disabled American Veterans Charitable Trust Durham Congregations In Action The Eason Foundation Bart Ehrman Emergency Food and Shelter Program The Forest at Duke Retirement Home North Carolina State ESG Grant Andrew & Maggie Silton Sisters of Mercy of NC Foundation, Inc. St. Philips Episcopal Church

The Stewards Fund Jon & Debbie Stonehouse Westminster Presbyterian Church Widmark Family Fund of TCF REBUILDERS \$5,000-\$9,999

Greg Berg & Barbara Mozena BJ's Charitable Foundation Blacknall Memorial Presbyterian Church Congregation at Duke University Chapel First Presbyterian Church of Durham Fox Family Foundation GlaxoSmithKline Foundation GlaxoSmithKline Inc. Greater NC Area CFC Denise Hoganson & Stephen Davis Immaculate Conception Catholic Church Jubilee Fund of TCF Barbara Newborg

Nurse Care of North Carolina Kevin & Katie Reily Schwartz Family Fund of TCF St. Luke's Episcopal Church Temple Baptist Church United Way of the Greater Triangle Brian & Jennifer Vosburgh Watts Street Baptist Church Allen & Claire Wilcox

SUSTAINERS \$1,000-\$4,999 Susan & Bill Amey Robert & Barbara Appleby\* Edward & Sylvia Arnett John & Sandra Atkins, III AW North Carolina, Inc. Jay & Rachel Baker Franc & Placide Barada, Jr. Bart Ehrman Foundation Inc. Duncan & Sara Beale Sarah Beckwith Tyler and Phyllis Bennett Betsy B. Rollins Fund for Hunger of TCF BioCryst Pharmaceutical, Inc. Blackwell Street Management Company Blue Cross Blue Shield of North Carolina William & Leigh Bordley John & Ginny Bowman Brad Brinegar Alan Brown & Gail Chupein Brian Burtram Catholic Daughters of the Americas #1576 Gordon & Sophia Caudle Cole Mill Road Church of Christ Beth Corning Croasdaile Village Religious Life Committee David Doak Duke University Duke Memorial United Methodist Church Durham Chapel Hill Jewish Federation Durham Merchants Association Charitable Foundation **DurhamCares** Eno River Unitarian Universalist Fellowship Evangelical Lutheran Church of America First Calvary Baptist Church Randy & Tracy Fletcher Jeanne Flynn\* Gail Fowler G. B. & M. May Foundation Michael Gillespie & Nancy Henley Marion & R. Wensell Grabarek Grace Jones Richardson Testamentary Trust Umesh & Usha Gulati\* Randy & Sue Guptill\* Russell & Jean Hall, III J. Samuel and Marie Hammond Beth Haskell James & Deborah Heaney

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