



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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Shared Goals, Shared Efforts

Message from the Executive Director

IT'S 4:30 P.M. at UMD. Six UMD residents from the Journey Recovery program are making tonight's dinner for 250 in the Café. Outside three men waiting for overnight beds are sharing information they have gleaned about possible jobs. In the family area, six toddlers are building a toy structure. Two interns from UNC are posting job announcements, and another from Shaw is helping at the shelter front desk. Volunteers from ERUUF are handing out groceries, while students from Durham Nativity School are sorting clothing. Today John Thompson from DTW Architects and Planners is helping to think through ways to improve the program space in the Ministry Center building. Board members are conferring about the budget for the coming year. As I walk around the UMD property, it is a busy place, and examples of people coming together to accomplish common goals are everywhere.



Despite the challenges faced by many at UMD, the dreams of accomplishing great things persist. Our goals are lofty but grounded in the belief that together, we can make a difference. Included in the pages of this newsletter, you'll get a glimpse of some of the shared efforts underway to accomplish our goals of helping those who are homeless to move forward and others who are at risk to find support.

On other note, we've been engaged in discussions with many in our community about the potential for a more structured Day Services Center program at UMD. Each day, approximately 400 people come to UMD for assistance of some sort. When partnering agencies such as the Veteran's Administration, Joblink, the Durham Center, Housing for New Hope, the Department of Social Services, and others providing critical social services are on-site, the chances of these 400 people making the connections needed for secure housing, employment, health care, and more improve. UMD is already a vital source of support for many and a place where neighbors offer helping hands to one another. A Day Services Center could engage those who are already here in new ways. It could provide flexible space for rotating service providers, a room offering computer, phone, and mail access for those who are homeless, and a place where social work interns and volunteers point people in the direction of resources.

Like most that happens at UMD, adding enhanced day services is a lofty goal that will take a lot of shared effort to accomplish. Over the next few months, we'll be exploring the feasibility with elected leaders, neighbors, UMD residents and supporters, the business community, and our partners who are also committed to the goals of preventing and ending homelessness in Durham. We'd be glad to share more information about the concept and welcome your thoughts and feedback as well.

For more info, contact Patrice Nelson, Executive Director, at pnelson@umdurham.org or (919) 682-0538, ext. 127.

EMPTY BOWLS '11 IS A SUCCESS

WE WOULD LIKE TO THANK everyone for attending the 5th Annual Empty Bowls benefit for the Community Café on Thursday, March 3rd. We had our biggest turnout to date. Special thanks to our great sponsors, restaurants, musicians, florists, potters (who donated the bowls), bakers (who donated the delicious desserts), UMD Recovery program residents (who set-up), and to our hard working Empty Bowls planning committee!



We were delighted to see the community come together in support of Empty Bowls and the efforts to help the Café serve 500-600 meals a day.

THANKS TO OUR MANY SUPPORTERS THAT MADE IT ALL POSSIBLE:

Soup

Blu Seafood & Bar
Revolution
Watts Grocery
Whole Foods
Guglhupf
Papa Mojo's
Toast Paninoteca
Thrills From the Grill
China Palace

Pottery

The Arts Center of Carrboro
Claymakers
Clayworks Guild
Durham Arts Council

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Durham Police Department
Laura Hughes Design
Grand Rental Station
Eton Road Band
Thrills from the Grill
Local Yogurt

UMD Board

Durham Young Professionals
Durham Bulls/Wool E. Bull
Claymakers
Deb Harris
Lois Sharpe
American Party Rentals

Congratulations to **TOAST** for winning the Judges' Choice Award for Best Soup for their Spicy Lentil Soup with Peppers and to **WATTS GROCERY** for winning the People's Choice Award for their Shrimp and House-Made Andouille Sausage Gumbo!

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Mark & Kimberly Thomas

Special thanks to Committee Chair Sue DiMaggio, the entire Empty Bowls planning committee, the UMD Hope & Believe Recovery Group, and the UMD staff and volunteers for a great event. We look forward to Empty Bowls '12!

We especially thank Frank Stasio, our emcee for the evening, along with our panel of soup judges: Frank Stasio, WUNC-Radio • Jennings Brody, Parker and Otis • Tisha Powell, WTVD • Summer Bicknell, Locopops

The Journey Program: Moving Forward through Collaboration

Journey Families, by Mandy Sackreiter, Case Manager

In January and February, several families participating in the Journey Family Program celebrated an important milestone: moving out of the shelter and into permanent housing. For a majority of these families, this move was made possible by their determination and resilience and through UMD's continued partnership with Housing for New Hope's (HFNH) Re-Housing Team. This is a collaborative effort between Urban Ministries, Housing for New Hope, and the Department of Social Services that is funded by federal stimulus dollars. The effort assists homeless individuals and families with housing and utility deposits, as well as assistance with rent and utility bills for three to 18 months, depending on needs. Families are also provided with ongoing case management as they make the transition from homelessness into permanent or transitional housing.

The following are a few examples of people moving forward through The Journey Program. (All names have been changed in order to maintain the family's confidentiality.)

Paul

Paul and his teenage daughter came to UMD after Paul's daughter's mother died, and they were no longer able to stay with extended family. Paul and his daughter had been in their own apartment, but when Paul lost his job, they were no longer able to afford housing. They arrived at UMD with some monthly income and were immediately referred to Housing for New Hope for housing. They needed to have additional income to be successful in the housing program, so Paul applied for any position he could find. He landed a job with SOS Staffing, which placed him in a permanent position at a local printing and graphics company. He was then able to move forward with HFNH. He and his daughter recently moved into their own two-bedroom apartment. Paul continues to work full time and since moving has been able to purchase a motor scooter for transportation.

Alice

Alice and her seven children had nowhere else to go when they came to the shelter to escape an emotionally abusive husband. Alice's oldest daughter attends college. She has two children in high school, three in middle school, and one in elementary school. Alice has a disability, which makes it difficult for her to find work. While she did have disability income and was working with HFNH, she had to engage many supportive services in order to be successful in housing. This included participating in Vocational Rehabilitation, which set her up with an at-home position, as well as Work First and Child Support. Her family lived in the shelter for

eight months. They were then able to move into a three-bedroom apartment that they will be able to afford even after housing assistance through HFNH ends, providing them with a safe and stable future.

Jason and Rita

Jason and Rita and their three daughters moved into the shelter after spending a year at another shelter. They felt that they wanted to be able to be together as a family and work towards finding employment and housing. This family was very determined to accomplish their goals and within a month of being at UMD, Rita was able to find full-time work, qualifying them for HFNH. As they worked through the housing process, Jason continued to send in applications and attend interviews. The family moved out of the shelter into a two-bedroom apartment close to another family from the shelter they had grown close to, allowing for social supports to remain intact. The family is enjoying their new home. Rita is still working, and Jason hopes to start work any day now.

Journey Outreach, By Shannon McCabe, Case Manager

Steve

As a homeowner and successful business owner, Steve never imagined he would end up homeless at Urban Ministries. The economic downturn, combined with newly emerging medical concerns, caused him to have difficulty making ends meet. He ultimately lost his home to foreclosure. As a result of a series of unfortunate events combined with health problems, Steve became homeless. He found himself having to apply for disability benefits after having been a hardworking and contributing member of society for so many years. He spent several weeks in a local hospital and is still unable to work. As is the case with many people, he was denied on his original disability claim. Steve is now living at UMD in the Journey Outreach Program. He is receiving assistance from Housing for New Hope's PATH program, which includes assistance from their SOAR representative. He has a variety of doctors and specialists working with him and is beginning to be able to address his multiple medical concerns. Steve is completing an application for supportive housing through The Durham Center's new HUD grant and is awaiting his disability determination. Though his journey through homelessness is not quite over, Steve is hopeful that through his own effort and help from UMD, his medical providers, and HFNH that he will receive the help he needs to be able to start a new chapter of his life.

Volunteers Make it Happen: Thanks for Helping Your Neighbors in Need

Volunteer Spotlight: New Groups Get Involved

By Faye Morin, Volunteer Coordinator

One of the areas that the downturn in the economy hasn't affected is the generosity of spirit in people in and around the Durham community. Not only do our regular volunteers maintain their commitment to UMD, but more groups and individuals are joining them weekly. Here are a just a few of the new groups getting involved:

St. Barbara's Greek Orthodox Church signed up to serve dinner bi-monthly in the Community Café.

100 Men in Black, a community-based chorus, gave the first-ever "Dinner Theater Performance." As part of their group served up the food, another large segment serenaded the dinner guests, and a wonderful time was had by all.

Dinner isn't the only meal during which you can enjoy a concert at UMD. We were fortunate to have the men's choir from **NCCU's Alpha Mu Sigma Fraternity** perform on a Sunday morning during breakfast. I hope that doesn't make it difficult for some of our new groups like **Nicolas Garces and friends** who serve lunch on Sundays once a month and who don't sing!

Volunteering in our Community Café is one of the most popular, but not the only way, that new groups have become involved and supported UMD. At **Jordan High School**, teacher **Brian McDonald and his Poverty in America class** got the entire school involved in collecting sheets for the shelter, hygiene items, and cash donations for UMD. The students also spent the entire semester volunteering in the Community Café.

Businesses have gotten involved as well. **United Therapeutics**, from RTP, visited us one afternoon, built shelves in our pantry, and brought enough lumber for us to build new lockers for overnight guests to store their belongings. They came back two weeks later to serve dinner with white tablecloths and flowers on every table.



These are just the newest groups that have joined so many other groups and individuals that have supported us for so long and so well. We could never do what we do without the help and support of all our volunteers. Thank you!



2011 Durham CROP Walk

Clients, staff, board members, and volunteers from UMD laced up their walking shoes on March 20 for the 37th Annual Durham CROP Hunger Walk to raise funds and awareness for international and local hunger relief. CROP stands for Communities Responding to Overcome Poverty. UMD is one of the primary recipients of the CROP Walk funds distributed locally. On a beautiful Sunday afternoon, the team gathered at Duke Chapel to have fun while making a significant contribution to our community and our world. Entertainment was provided by the Durham Community Concert Band, Wool E. Bull from the Durham Bulls, Bill Rey of NBC17, the Durham Divas, and the Iglesia Hispana Emanuel Marimba Band. At the Global Village gathering before the walk, people learned about the agencies that would benefit from their donations. All along the route of the walk, informational signs presented participants with facts and figures about hunger. It was an inspirational day of giving, learning, and connecting.

Special thanks to Stephanie Baker for her efforts in coordinating and representing UMD on the CROP Committee.

Businesses Give Back with Third Tuesdays Together

IN MARCH, Urban Ministries of Durham launched a new initiative to encourage and increase the business community's involvement with UMD. We have reserved the third Tuesday of each month at our Community Café for the participation of local companies. "Third Tuesdays Together" is an opportunity for businesses to prepare, serve, and share a meal with people who utilize UMD's services. The Community Café serves 500–600 meals to infants, children, and adults each day; about 220,000 meals are provided annually.

Third Tuesdays Together provides a fantastic teambuilding opportunity for employees from local businesses to work together and give back to the Durham community. It's a valuable contribution to UMD, but it's also valuable to the business. Participating businesses bring a team of eight to 10 individuals that prepare (or cater) and serve food to about 250 people that evening. Meals usually consist of a protein, vegetable and/or salad, side dish, dessert, and beverages.

Third Tuesdays Together offers an enriching and rewarding experience that is beneficial for the company, the employees, and the entire community. We believe that this type of shared experience creates a "win-win" that has a positive impact for all parties involved.



A great group of folks from Downtown Durham, Inc. (DDI) kicked off the initiative with good food and fellowship!

Downtown Durham, Inc. (DDI) kicked off the initiative as UMD's first business participant. Melissa Norton, DDI's Government Relations Director, said they enjoyed themselves and appreciated the opportunity to give back. Measurement Incorporated served April's Third Tuesday meal, and GSK is slated for May.

DOING GOOD IS GOOD BUSINESS. We invite you to do good with us: Third Tuesdays Together @ UMD. If your business is interested in participating, contact fmorin@umdurham.org for more information. And, please help us spread the word about this opportunity with others!

DOING GOOD NOW IS DOING GOOD BETTER 2011 STEWARDS CHALLENGE

**WE'VE RAISED \$40,000.
YOU CAN HELP US
GET TO \$50,000
BY MAY 31!**

**THANKS FOR SHARING
THE JOURNEY WITH US!**

Help us meet our \$50,000 goal by May 31, and you could double your impact. We began the year with an exciting challenge: A Stewards Fund Challenge Grant for \$50,000. If we raise \$50,000 from new sources and increased contributions from current supporters between February 1 and May 31, the Stewards Fund will match it dollar-for-dollar up to \$50,000. This is a great way to make your giving dollars go further to support our programs that make a difference in people's lives every day.

For more information on how you can help, please contact Deanna Kleiss at (919) 682-0538, ext. 135 or dkleiss@umdurham.org. Or, please visit our website: umdurham.org.

VOLUNTEER NEEDS



Do you and your friends like to cook? We invite you to gather a group of about six people who would like to help prepare and serve breakfast or lunch on a Sunday in the UMD Community Café.

Please contact Faye Morin, Volunteer Coordinator, at (919) 682-0538, ext. 125 or fmorin@umdurham.org.

UMD & McKinney Launch SPENT

New Online Game May be Game Changer

ON FEBRUARY 8, Urban Ministries of Durham (UMD) and ad agency McKinney unveiled SPENT, the first online game to utilize social media to raise awareness of the issues of poverty and homelessness. Created and donated by McKinney, SPENT is the latest in a series of marketing and social networking initiatives to help UMD engage, educate, and inspire new audiences in creative ways.

"Gaming is such a huge influence," says McKinney's Chief Creative Officer Jonathan Cude. "With so many people spending literally millions of hours tending virtual farms, we thought why not bring gamers face-to-face with a very real issue like the homelessness that affects us all. And people who play SPENT then share the experience on their own pages, helping UMD tell its story and reach new audiences like never before."

"SPENT offers us a unique opportunity to expand people's understanding of UMD's client population and the wide variety of services we offer," says UMD Executive Director Patrice Nelson. "As players struggle to stay afloat, we hope they appreciate more clearly the

About SPENT, THE GAME

We're going to challenge the way you think about poverty and homelessness:

Work hard. Do the right thing. Homelessness is something that will never happen to me.

Sometimes, all it takes is one life-changing experience to land you on the streets: a job loss, death of a loved one, divorce, natural disaster, or serious illness. Next thing you know, a chain of events sends your life spiraling out of control. . . .

How would you cope? Where would you go? What would you do? Figure something out, right? We invite you to take the challenge... **Play SPENT at playspent.org.**

What if you had nowhere else to go? No other options? No one to call upon? No network of support? We all need somebody sometimes, especially when life throws you challenges. UMD is where many turn for help. They have simply run out of options and have nowhere else to turn. They need help with life's most basic needs—but they also need somebody to offer them hope, to give them a vision of a better tomorrow, and to encourage them to keep on trying and not to give up.

realities facing the many individuals and families UMD serves. This latest initiative will help UMD engage an entirely new pool of volunteers and donors, and we are grateful for McKinney's expertise and leadership courage in the Durham community and beyond."



A group gathers to "Play Spent" at the February 8 launch event



SPENT has succeeded beyond what UMD staff could ever imagine. Since the game was launched, there have been over 600,000 unique visits to playspent.org in over 200 countries.

UMD & McKinney—Teaming-Up to Make a Difference

The partnership between UMD and McKinney began in 2008 with UMD's 25th anniversary celebration, and it has since grown to include various award-winning multi-media marketing campaigns to raise awareness of the issues of poverty and homelessness. In an example from last November, McKinney & UMD initiated "Check-In at FourSquare." FourSquare is a location-based mobile social networking service that allows users to "check-in." When users check-in at certain locations around Durham, they see some startling options, such as "dumpster in the alley" or "under the overpass." There are tips for each of these created locations that have useful stats about poverty and homelessness and how to connect to UMD to help.

AN EYE OPENER

Letter from Roshini Mary Mathew, M.A. in Child/Adolescent Clinical Psychology, Volunteer at Urban Ministries of Durham

I RECEIVED A wonderful opportunity to be part of the Urban Ministries of Durham (UMD) in December, 2010 as part of my job search in the field of mental health.

Rewinding my life a little bit to give you an idea of where I am coming from: I was born and brought up in South India (Kerala) and came to the United States in 2007 for my graduate program in psychology. I graduated with my master's degree in May 2010 in New Jersey and relocated to North Carolina in September 2010.

Ever since I moved to North Carolina, I have been looking for a full-time job. After a while, I realized I wasn't immune to the effects of the recession. I didn't, however, allow my extended job search to affect me negatively. I knew there would be places and people out there in the community who could benefit from the skills I have in the field of mental health.

It was a great eye-opener for me to be exposed to the details of the challenges that UMD's clients face on a daily basis. There were numerous issues (homelessness, lack of social support, past traumatic experiences, and other barriers) that I felt aggravated or maybe even caused their psychiatric and physical illnesses.

Thus, I came to know about UMD from one of my friends who works as a volunteer here. Without thinking twice, I contacted Ms. Faye Morin, the Volunteer Coordinator at UMD, and inquired about volunteer opportunities. She graciously offered me a time to tour the agency. I was so excited and fascinated to see the dedication of people who volunteered here, and I started volunteering the very same day in the Community Café. I worked in the café three times a week, helping with cooking and serving lunch for about 50 days.

I interacted with people who came for lunch and observed that a lot of them were dealing with various physical and psychological issues that they needed help with. I was curious to know about the kind of services being provided at UMD for people who presented with various physical and psychological symptoms. I contacted Mr. Peter Donlon, Director of Programs, with my questions. He took time out of his busy schedule to explain to me in detail about the different kinds of services UMD offers to the homeless people in and around Durham.



Considering my experience in the field of mental health, he also offered me the opportunity to work with Ms. Shannon McCabe, the Journey Outreach Case Manager. Ms. Shannon's caseload mostly consists of people who suffer from various physical and psychiatric problems. Needless to say, she was more than willing to let me observe her daily routine, which includes client intake and assessment, connection to resources, and follow-up. I was very much impressed by her professionalism and genuine commitment to helping people in crisis situations.

It was a great eye-opener for me to be exposed to the details of the challenges that UMD's clients face on a daily basis. There were numerous issues (homelessness, lack of social support, past traumatic experiences, and other barriers) that I felt aggravated or maybe even caused their psychiatric and physical illnesses. As a professional, and more importantly as a human being, I saw another person's pain and suffering and wished to help him or her deal with problems successfully to the maximum extent that I could.

I want to acknowledge the great work that is being done by the UMD staff for the community. I greatly appreciate the opportunity that the staff provides to volunteers like me to be part of their team. My time at UMD was truly an enriching experience.

STAFF UPDATES

Congratulations to Food and Clothing Manager, Ronald "Lee" Nelson, on his 5th anniversary with UMD, celebrated on February 13, 2011.



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Honor Someone Special & Celebrate Important Milestones with a Gift to UMD

Birthdays	Veterans Day
Weddings & Anniversaries	Births
Graduation	New Home
Memorial Day	Employee Recognition
Father's Day	Special Thanks

In lieu of traditional gifts, give to UMD in memory or honor of a friend, family member, or group. Your contribution demonstrates your care and compassion, not only for them but also for others in our community. We will send a card to the designated recipient acknowledging your gift to Urban Ministries of Durham on his or her behalf.

For more information on alternative giving, please contact Deanna Kleiss at (919) 682-0538, ext. 135 or dkleiss@umdurham.org.

UMD Expands Board of Directors

We're pleased to announce the addition of four new members to the Board of Directors:

- Monica Barnes, Community Affairs and Programming Director at ABC 11
- Sheena Johnson Cooper, Director of Communications and Marketing for the Greater Durham Chamber of Commerce
- Byinna Crowder, Director of Marketing and Development for Measurement, Inc.
- Abdul Waheed, a local business person affiliated with the W. Deen Mohammed Islamic Center

"We are fortunate to have a strong and diverse group of 18 board members," said UMD Board Chair Susan Amey, who also serves as Director, Member Value, AICPA. "Monica, Sheena, Byinna, and Abdul bring individual perspectives, talents, and skill sets that will serve UMD and our residents well. We are grateful and appreciative of their commitment to helping others in need."

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.

UMD at Capacity for Clothing Donations

Due to the generosity of many kind donors, we are at full storage capacity for clothing and do not need additional clothing donations at this time.

Please contact the Durham Economic Resource Center (DERC) at (919) 683-2567 if you have clothing items to donate.