



# 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  
Lives Enriched by UMD  
Annual Report 2008–2009  
...and more

## Our Board

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## Executive Director

Patrice Nelson

## Staying in touch

### Urban Ministries of Durham

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Durham, NC 27702-0249

Ph.: (919) 682-0538 • Fax: (919) 688-7969  
[www.umdurham.org](http://www.umdurham.org)

Community Café • Community Shelter  
Food Pantry • Clothing Closet

Graphic Design by ARCHETYPE  
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## Rising to the Challenge

Message from the Board Chair

Dear Friends,

If change is the only constant, then Urban Ministries of Durham (UMD) has been nothing, if not constant, over the past year. We've weathered a series of changes, some implemented by the Board of Directors and others dictated by outside influences. And while change is never easy, the good news is that we have emerged as a stronger organization—and one that is better able to transform the lives of our guests.

The economic recession has hit Urban Ministries hard. We've seen a dramatic increase in the need for our services in the past 12 months. Compounding the problem is the greater-than-ever challenge of raising enough funds to meet that increased need.

The changes we have instituted are designed to combat the daunting challenges facing Urban Ministries. Under the leadership of our new Executive Director, Patrice Nelson, we are weathering the storm. Our management team has worked diligently to reduce operating expenses without curtailing services. They continually seek new means of funding and untapped sources of food and supply donations.

Most importantly, we have been able to continue to serve the community in the face of challenges and uncertainty because of your continued and generous assistance. On behalf of the Board of Directors, the UMD staff, and the hundreds of neighbors who pass through our doors every day, thank you for your support. Because of you, men, women, and children struggling to survive during these difficult times can have a hot meal, clean clothes, and a place to sleep.



Be assured that now, more than ever, your gifts of time and resources will have direct, immediate, and significant impact on those we serve.

During the past year, we have improved our financial management systems, implemented cost management procedures, developed processes for making every hour of volunteer time meaningful, and enhanced our guest experience. All of these changes are resulting in a leaner, stronger, more responsive organization. An organization poised to meet the demands of the new economic reality. We have a difficult road ahead. But we know that, with your support, the journey will be much easier. Thank you for your support.

Warmest regards,  
Greg Rowland, Board Chair

## Heads Held High, Moving On

### Letter from the Executive Director

**K**EEP YOUR HEAD UP, MAN.”

With those words of encouragement, one UMD guest encouraged another on the corner of Queen and Liberty. Contrary to stereotypical images of the homeless, these were neatly dressed men, sober, mentally sound, and able bodied. Six months ago, all of them had jobs. Now, the snowball effect of job losses, followed by losses of transportation, health care, housing, and overall sense of stability, has landed them at Urban Ministries of Durham. Having tired of filling out applications around the city only to be told “We’ll call if we have something,” they stand on the corner in hopes that someone will drive by looking for day laborers.

My first six months at Urban Ministries have been a blessing but also a struggle. A blessing because I recognize each day how fortunate I am to have health, family, food, clothing, shelter, and a job I enjoy. The blessing is magnified because I am surrounded by so many who have so much less. Yet, frequently they encourage one another and give thanks for the gift of the day, the meal they have received, the kind words of a fellow UMD guest, and the faith that better days lie ahead.

It has been a struggle to watch demands for services rise steadily and revenues sink below projections. Like many of the guests we’ve served, we’ve cut expenses wherever possible and redoubled efforts to seek new resources to meet the demands. There have also been days when a surprise donation would arrive, a supporter would show up to lend a hand, or an item we really

needed would appear. Those moments always make me smile and encourage me to persevere.

Urban Ministries is a safe place where people struggling with sobriety, sanity, lack of money or a safe place to sleep, come for support. But it is also a place where those who want the joy that comes from a heartfelt thank-you, the reward of knowing they’ve done something that makes a real difference, the awareness that they are not alone in times of difficulty, the reminder that miracles happen and that tomorrow may well be a better day, also gather around.

Yes, it has been a tough year, but together as a community, we are serving and persevering. We’re holding our heads up high and meeting the challenges head-on. We believe . . . we know. . . great days are ahead.

*Peace, Patrice*

## Financial Stewardship

By Susan Olive, Board Treasurer

UMD’s financial report is more than just numbers. We do provide numbers, of course, including those in this report, which are based on our internal (unaudited) financial and program reports. Our audited financial statement and IRS information return are posted on our website promptly after they are filed.

True financial stewardship, though, begins with an understanding of the program’s function, an assessment of the needs that must be met, and raising, preserving, and spending funds in a way that both meets those needs and ensures the financial stability of the program over time. The IRS recognizes this, and these factors are reflected in the questions we answer on our return.

UMD assists both “prevention guests”—those on the verge of homelessness, for whom our support may make the difference—and the recently and chronically homeless. We also educate our community about homelessness.

The need is huge—and growing. Every day, UMD serves between 500 and 700 meals. Every week, UMD provides

food from its food pantry and clothing to help families meet their most basic needs. Last year, UMD served more than 7,600 guests—more people than the entire population of Hillsborough.

Think about your own budget. What would it cost to feed 700 people? Add in the cost of 145 houseguests, with towels and bedding. Think about the cost of providing clothing and food to another group of friends, who cannot make ends meet without your help. Add counseling. Add security. Add the water bill for 900

people—and the price of toilet paper. Add the cost of the building itself.

Last year, it cost approximately \$113,000 in cash each month to keep the doors open at UMD. That monthly cost would have been more than \$84,000 higher but for the wonderful donations of goods and services given by friends throughout the community. Where did that money come from? We received over \$1.2 million last year, not counting the value of volunteer time and non-cash donations. Sixty-two percent of

*Continued on page 5*

## Bread for the Journey

*Bread for the Journey is a new program that seeks to meet the need for spiritual and pastoral care during times of homelessness. To be without a home is to experience disorientation, estrangement from loved ones, loss of life’s meaning, loss of identity, depression, and anxiety. Taking steps to leave homelessness requires perseverance, hope, courage, and hard work. Through voluntary prayer times, one-on-one support, and community-building activities, the program helps people endure the hardships of homelessness, as well as find the inner resources to leave homelessness.*

*This program is non-sectarian and open to people of all faiths, as well as to those not affiliated with any faith tradition. The effort grows out of the activities of a volunteer chaplain, the Rev. Susan J. Dunlap, who has been working 10 hours per week providing pastoral and spiritual care for the past year. UMD residents and guests are playing a lead role in the development of this program, saying it gives them “strength for the day.” Goals for the coming year include the development of a devotional book written by residents, monthly community activities, a choir, funds for a part-time chaplain, and a program to enable residents to send cards to their families.*

## Serving and Persevering

### Guests and Volunteers Share How UMD Has Enriched their Lives

WE HAVE BEEN searching for a way to honor our godson, Justin, who died last year at 13 from cancer. Justin loved family, children, and "home" and was concerned about people less fortunate than he. UMD introduced us to Raina and her three daughters who were living in the shelter. Raina is taking high school classes and looking for work; she is highly motivated. We formed "The Just Imagine Network," or "JustIN" to provide support and opportunity to parents and children. The family has moved into a house in Durham and is making it a happy home. JustIN pays the rent and utilities. Raina continues taking classes, has found part time work, and is on the way to being self-sufficient. UMD has helped us persevere through loss to honor Justin in a way that reflects what he valued in life.

—Kerry Shad, Volunteer

WHEN I FIRST ARRIVED at Urban Ministries and was accepted into the Recovery Program, I wanted to be clean and sober but didn't want to look at the behaviors that led to my addiction in the first place. UMD's 12-step Recovery Program and the people I'm with each day have made me look at the self-will and anger that got me here in the first place. There are staff members who have been through the program who have helped me to persevere, because they've worked past some of the mistakes I'm still making. They're like mentors to me, and I really appreciate that. I'm helping out as a leader in the kitchen while I'm here, and that's good, because I feel like I'm giving something back. It's hard but I'm glad that I'm not where I was three months ago. I really don't want to go back to the way I was living. I believe I can do better.

—Ron, UMD Guest

DURING A TRANSITIONAL time in my career, I began volunteering in the UMD Community Shelter on a daily basis. I sought simply to learn more about nonprofit work, get myself into a routine, and interact with people. Little did I know that I would gain so much more.

From my post in the shelter office, I watched as UMD's guests learned to cope with their addictions, stepped out of wheelchairs and began walking, sought and found work, and moved from the shelter into homes of their own. The halls of UMD were alive with a spirit of hope and renewal.

Although I am no longer at UMD every day, UMD is still with me. Each day I recall the transformations I observed and know that I can overcome the challenges I face. Countless times, UMD's residents and staff have thanked me for giving my time to UMD. But really, I'm the one who should be thanking them.

—Anna Parris Walker, Volunteer

WHEN I CAME TO UMD, I had been sober for 11 months, but I wasn't in recovery. Although I had been dry all this time, I never really worked on healing the wounds that caused my addiction. If I hadn't come to UMD, I know I would still be using today. In two days, I will graduate from the Believe Recovery Program. What I really want to do next is stay in the area and go to school to become an LPN. At the recent Recovery Block Party, Mr. Leroy Joyner, Recovery Program Manager, asked, "Linda, if you had a cashier's check in your hands today to write out to UMD, what amount would it be?" and I said, there's just no way to even put an amount on my experience and what UMD has done for me.

—Linda, UMD Guest



#### Other Ways to Give: Holiday Honor Cards Are Back

The Honor Card Program is an annual campaign to raise awareness and funds to meet the needs of the homeless. This year's card by Greensboro artist William Mangum features a painting of a picturesque winterscape entitled **Moving On**. Available for a minimum donation of \$5 per card, you may purchase the cards as a gift and send them to friends and family, telling them that they have been honored with a gift to UMD. Or, consider sending one to everyone on your holiday card list. Better yet, send us your list, and we'll take care of the rest!

All proceeds from the sale of this card directly benefit Urban Ministries of Durham. To purchase, contact Deanna Kleiss at (919) 682-0538, ext. 35 or [dkleiss@umdurham.org](mailto:dkleiss@umdurham.org).

# The Year in Review: 2008–2009 Annual Report

Issued November 1, 2009 For the Fiscal Year Ending June 30, 2009



## Program Highlights

### SHELTER

- Provided emergency shelter to 1,956 different guests, a 32% increase.
- The number of children increased 38% to 134.
- Provided case management services, including assistance with housing, school registration, and job placement to 80 guests through a six-month Outreach Ministries Program.

### CAFE

- Served 197,800 meals to over 5,600 unduplicated guests, a 10% increase.

### FOOD PANTRY

- Distributed 45,300 pounds of food, a 29% increase over last year.
- Assisted 6,200 hungry adults and children with food, more than three times the number of those who came to us for assistance last year.

### CLOTHING CLOSET

- Distributed 31,900 articles of donated clothing.

### RECOVERY

- 24 adults graduated from the Hope-Believe Recovery Program.

## Fund-Raising & Special Events

- Empty Bowls benefit sets record, raising over \$25,000 for the Community Café.
- Campaign against homelessness, launched in May and donated by McKinney, wins O'Toole Award for Creative Excellence.
- First Annual Beloved Community Resource Fair, hosted and sponsored by St. Philip's Church, brings together other local churches and members of the community for a day of food, fun, fellowship, and sharing.
- Three Strings Attached Concerts, hosted by St. Philips Church, were held to benefit UMD.

## Volunteerism

- Over 700 new volunteers came through our doors to help those in need.

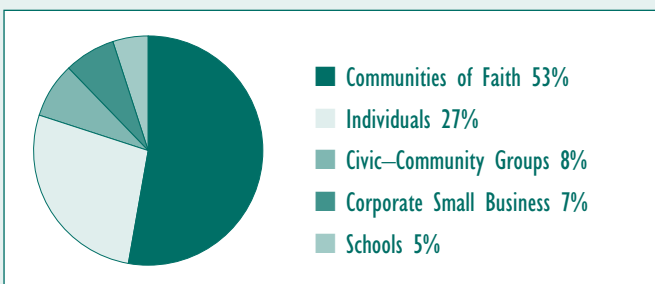
(based on \$20.25/hr.)

Year	# Volunteers	# Hours	\$ Value
08–09	4,100	17,142	\$347,125
07–08	3,392	15,589	\$315,677
06–07	2,600	15,139	\$306,565
05–06	2,500	13,785	\$279,146

### SPECIAL THANKS TO:

- NC110 Legacy Group for raising funds and renovating seven family rooms, including paint, furnishings, and bath and bed linens; building two picnic tables; and renewing the sandbox in the children's play area.
- The Durham Young Professionals for also lending their time and talents for the family room renovation project and for holding monthly food drives for the Food Pantry.
- Chapel Hill Bible Church for maintaining the herb garden all summer and for planting winter greens.

## Volunteer Categories



## Finance & Technology

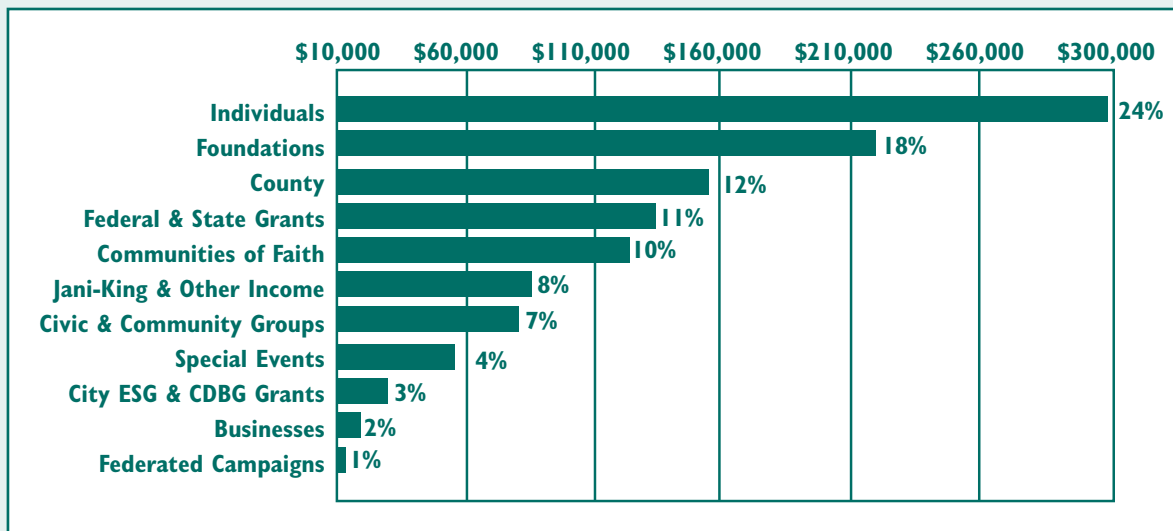
- Moved outsourced accounting/bookkeeping to new internal system.
- Upgraded eight workstations through a generous donation of PCs and monitors from IBM/Lenovo; software donated by RTI.
- Launched new website, thanks to web development and support services donated by Mindworks Multimedia.

## Financial Information

July 1, 2008—June 30, 2009

The audit for the 2007–2008 fiscal year reported that 83 cents of every dollar donated directly supports our program services.

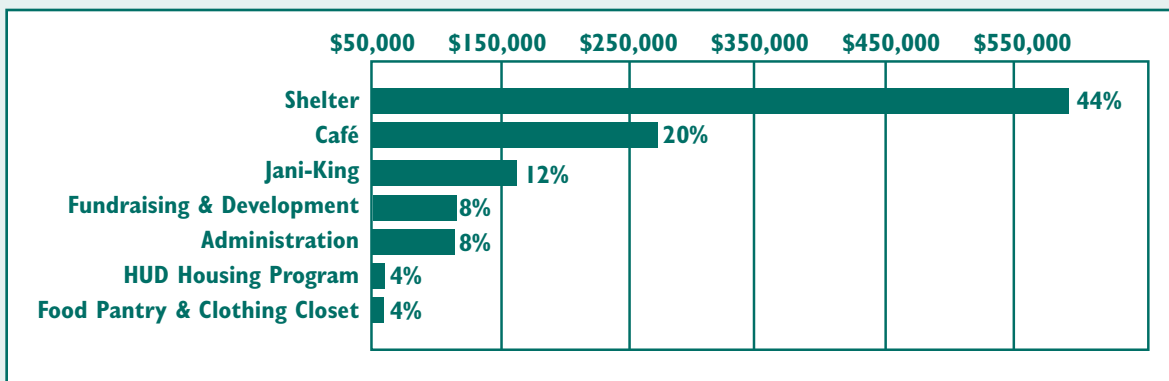
**Sources of Revenue:** Total: \$1,235,616—Year Ending June 30, 2009



These figures are unaudited and based on UMD's internal reporting of revenues and expenses, which do not reflect, for example:

- Donated services of volunteers and donated professional services.
- Depreciation and amortization expense.

**Expenses by Functional Area:** Total: \$1,356,491—Year Ending June 30, 2009



## Financial Stewardship

Continued from page 2

that income came from private gifts, 26% from public grants, and the rest from civic and community groups, communities of faith, businesses, special events such as Empty Bowls, workforce development operations, facility rental, and other sources.

But need increased, as our neighbors lost jobs or had their hours cut, with no way to make up the difference in income. More people, with no alternative, found their way through our doors for help. Meeting those additional needs cut reserves to the bone, and we ended the fiscal year with a loss (excluding depreciation) in excess of \$100,000.

Urban Ministries is committed to responsible stewardship. To meet the challenge, we restructured our management team and cut costs where feasible without compromising services. Strategic planning sessions were held and will continue to ensure that we focus our efforts in the most productive ways possible, building on existing partnerships and creating new alliances. These efforts have cut monthly costs of operations by approximately \$5,000 per month, despite the increased number of guests served.

The need for our services continues to rise. In September 2009, we served 2,744 more meals and provided 436 more overnight stays than in

September 2008. As a result, even after our cost reductions, and without replenishing reserves, we require an annual income of \$1.3 million in cash to operate, in addition to continued volunteer time and in-kind donations valued at more than \$1,000,000.

Meeting our budget and replenishing reserves despite the tough economy is good financial stewardship, and we are committed to doing so. Urban Ministries has been the face, and the heart, of Durham for its neediest neighbors for over 25 years. Whatever the amount of your gift, and whatever its nature, your support will help rebuild the lives of the people we serve and ultimately make it a better community for all.



# Donor Acknowledgements

July 1, 2008 to June 30, 2009

The services offered to the community on our campus in downtown Durham are made possible through the compassion and support of the community. We deeply appreciate all who come together to serve with our neighbors in need by volunteering; donating food, clothing, toiletries, and a multitude of other items; and providing monetary contributions to sustain our programs and operations.

Over 1,200 individuals, communities of faith, businesses, foundations, schools, and civic and community groups made financial gifts last year. Federal, state, and local governments continue to be vital partners in our mission as well. Each and every gift is important to us, no matter the size; however, to conserve space, we limit the list of gifts in this publication to those that are \$100 and above. For a complete listing of donations, visit our website at [www.umdurham.org](http://www.umdurham.org). Thanks again for sharing and partnering with us to build community to rebuild lives!

## FOUNDATIONS \$1000+

Albert Sweitzer Fellowship Grant  
Betsy B. Rollins Fund for Hunger of TCF  
C.M. Herndon Foundation  
Cameron Charitable Trust of Wachovia Bank  
Durham-Chapel Hill Jewish Federation  
The Eason Foundation  
Evangelical Lutheran Church of America  
Fox Family Foundation  
GlaxoSmithKline Foundation  
Horton-Carr Fund  
Julia Bakelaar Charitable Trust  
Norman & Bettina Roberts Foundation, Inc.  
Presbytery of New Hope  
Rogers Family Foundation  
RTI International  
Sandra F. Hoke Fund of TCF  
The Stewards Fund  
Widmark Family Fund of TCF

## FOUNDATIONS \$100-\$999

Brooks Family Fund of Fidelity Charitable Gift Fund  
Carey Family Fund of TCF  
Durham Bar Foundation  
Feinstein Family Fund  
Frances Lynn Fund of TCF  
Marion Fund of TCF  
Petersen-Young Fund of TCF  
Shared Visions Foundation  
Snyder Watchorn Foundation, Inc.  
Triangle Community Foundation, Inc. (TCF)  
Winston-Salem Foundation

## CONGREGATIONS \$1000+

Asbury United Methodist Church  
Bethany United Methodist Church  
Bethany United Methodist Church Women  
Blacknall Memorial Presbyterian Church  
Catholic Daughters of the Americas  
Congregation at Duke University Chapel  
Crossdaile Village Religious Life  
Duke Memorial United Methodist Church  
Duke's Chapel United Methodist Church  
Durham Congregations In Action  
Eno River Unitarian Universalist Fellowship  
Epworth United Methodist Church  
First Presbyterian Church of Durham  
Grace Lutheran Church  
Holy Infant Catholic Church  
Immaculate Conception Catholic Church  
McMannan United Methodist Church  
Mt. Sylvan United Methodist Church  
Parkwood United Methodist Church  
Pilgrim United Church of Christ of Durham

Resurrection United Methodist Church  
St. Matthew Catholic Church  
St. Paul's Lutheran Church  
St. Philips Episcopal Church  
St. Stephen's Episcopal Church  
Temple Baptist Church  
The Chapel of the Cross  
Trinity Avenue Presbyterian Church  
Trinity United Methodist Church  
Union Baptist Church  
Watts Street Baptist Church  
Westminster Presbyterian Church

## CONGREGATIONS \$100-\$999

All Saints Church  
Beacon Light Missionary Baptist Church  
Beth El Synagogue  
Calvary United Methodist Church  
Calvary United Methodist Church Women  
Chapel Hill Bible Church  
Circle 10  
Covenant Presbyterian Church  
Durham Mennonite Church  
Episcopal Diocese of North Carolina  
Four UCC Church Exchange  
God's House of Refuge  
Grace Baptist Church of Durham  
Greater St. Paul Missionary Baptist Church  
Judea Reform Congregation  
Massey's Chapel Methodist Church  
McMannan United Methodist Women  
Mildred Cooke Circle-Mt. Sylvan United Methodist Women  
Mt. Bethel Presbyterian Church  
Mt. Level Missionary Baptist Church  
Mt. Sylvan United Methodist Men  
Mt. Sylvan United Methodist Women  
Mt. Sylvan United Methodist Church-Wesley Class  
Peace Covenant Church  
Peace Missionary Baptist Church  
Refiner's Fire Community Church  
St. Joseph's Episcopal Church  
St. Luke's Episcopal Church  
St. Paul United Methodist Church-Cokesbury Class  
St. Stephen's Episcopal Church  
St. Titus Episcopal Church  
World Overcomers Christian Church

## BUSINESS DONORS \$1000+

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Duke Health Systems  
The Financial Directions Group, Inc.

IBM Employee & Retiree Charitable Campaign  
Kontek Systems, Inc.  
Maxwell Freeman & Bowman  
MindWorks Multimedia, Inc.  
Hall-Wynne Funeral Service  
Nurse Care of North Carolina  
Wal-Mart Foundation  
WRAY TV

## BUSINESS DONORS \$100-\$999

Auction Now  
Bandido's Mexican Cafe-Hope Valley Rd.  
Bennett Pointe Grill  
Blu Seafood & Wine Bar  
Bold Interactive Inc.  
Brame Specialty Company, Inc.  
Carpe Diem  
Cato Research Ltd.  
Cooper Industries  
Dancing Cat Productions, Inc.  
Dick Patton Realty Co.  
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Elmo's Diner  
Fishmonger's  
GP Falconbridge, Inc.  
Harris Inc. of Durham  
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Nana's  
Neo China Restaurant  
Opensource Leadership Strategies, Inc.  
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Recreational Equipment Inc.  
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Rick Soles Property Management, Inc.  
Roys Kountry Kitchen  
Scientific Properties  
Shimar Recycling, Inc.  
Sitar India Palace, LLC  
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Thai Lanna, Inc.  
The Freelon Group, Inc.  
Time Warner Cable  
Toast Paninoteca  
Torero's IV Mexican Restaurant  
Twisted Noodles Corporation  
Tyler's Restaurant & Taproom

Volunteer Center  
Wagner Auto Salvage  
Watts Grocery

## COMMUNITY GROUPS & SCHOOLS \$1000+

American Legion Post 7  
Charlyn Wohlneck Sheltering Home of Kings Daughters  
Duke Clinical Research Operations  
Duke University Medical School Students & Faculty  
Forest at Duke Retirement Home  
NC110 Legacy Group  
TobaccoLand Civitan Club  
UNC Hospitals/Sodexo

## COMMUNITY GROUPS & SCHOOLS \$100-\$999

Brogden Middle School  
Concern of Durham, Inc.  
Disabled American Veterans Charitable Trust  
Duke Divinity School  
Durham Chorale Inc.  
Durham-Orange Quilters Guild, Inc.  
Interdenominational Ministerial Alliance Durham  
Inter-Faith Council for Social Services  
Kings Daughters & Sons Group 7  
Resource Center for Women & Ministry Serenity Group  
Triangle Luncheon Civitan Club  
Watts Hospital Hillandale Neighborhood Association

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CURRENT NEEDS

**FOOD PANTRY**

- Peanut butter & jelly
- Powdered milk
- Canned meats  
(tuna, salmon, stews, Spam, Treet)
- Canned green beans, yellow/orange vegetables
- Canned fruit  
(peaches, pears, pineapple, fruit cocktail)
- Macaroni & cheese
- Cereal
- Disposable baby diapers
- Adult diapers

**Drop-off Schedule**

Monday–Thursday 9:00 am–12:00 pm  
Saturday 9:00 am–3:00 pm

For more information or to schedule a drop-off outside of the regular schedule, please contact Food and Clothing Manager, Lee Nelson at [leenelson@umdurham.org](mailto:leenelson@umdurham.org) or (919) 682-0538, ext. 26.

**SHELTER**

- Towels, wash cloths
- Twin bed linens and blankets

**HYGIENE KITS**

- Deodorant
- Toothpaste/brush
- Razors
- Feminine products

**CLOTHING CLOSET**

- Men's clothing (sizes L, XL, XXL)
- Men's work boots
- Men's socks
- Men's underwear (sizes L, XL, XXL)
- Men's, women's, and children's winter coats and gloves



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- Go to [www.umdurham.org](http://www.umdurham.org); click on "Contact Us" and then "Get Hope in Your Inbox."
- E-mail [dkleiss@umdurham.org](mailto:dkleiss@umdurham.org) and indicate your preference.
- Indicate this preference on the self-addressed envelope enclosed and return to UMD.

**Thank you!**