SCOPE OF WORK, PROGRAM REQUIREMENTS

This Scope of Services is an integral part of this Non-Profit Grant Agreement between the **County of Durham** ("County"), and Urban Ministries of Durham ("GRANTEE"), which Agreement is dated is dated July 1, 2025. GRANTEE agrees to provide services and/or materials pursuant to the provisions of the Non-Profit Grant Agreement, this Scope of Work, the enclosed Program Budget, and the Lease of the premises entered into by the County and Grantee on July 1, 2021, to provide services at 412 Liberty Street, and as set forth below.

Mission and primary services

Founded in 1983, GRANTEE connects with the community to end homelessness and fight poverty by offering food, shelter and a future to neighbors in need. GRANTEE shall provide immediate relief to those experiencing chronic or temporary homelessness, and work with clients to end their homelessness as quickly and responsibly as possible. Primary activities under the grant shall be:

- **Operation of Community Shelter in Downtown Durham:** UMD is the largest public shelter for homeless single adults in Durham, and the backup shelter for families. All in need of a warm bed and a fresh start are to be welcomed, regardless of race, gender or gender identity, sexual orientation, faith or non-faith. The only individuals that are not permitted to be housed are registered sex offenders. GRANTEE shall maintain shelter capacity and availability at 100 individuals per night throughout the entire grant period, plus an additional 14 per night when weather conditions meet White Flag standards[1]. During Fiscal Year 2024-25, GRANTEE provided a total of 29,894 nights of shelter to 512 homeless neighbors. GRANTEE shall continue to maintain similar capacity and availability.

- **Community Café:** Thanks to volunteers who supply 90% of the labor, UMD serves three free meals a day, 7 days a week, to the hungry and food insecure. Last fiscal year, GRANTEE served 263,588 meals. During the current grant period, GRANTEE shall furnish hot, nutritious morning and evening meals to all shelter visitors and community members who choose to partake, and distribute a weekday bag lunch at breakfast to assist those seeking to obtain/maintain gainful employment. GRANTEE shall also provide a hot lunch on at least 45 weekends during the term of this contract.

- **Food Pantry and Clothing Closet:** This operation distributes donated groceries, hygiene items and clothing at no cost to, on average, 499 low-resource households per month, as well as guests staying in the shelter. In FY 2024-25, the operation distributed clothing and 144,802

[1] White Flag standards are met when the temperature is 32 degrees Fahrenheit or below, OR if the temperature is 37 degrees Fahrenheit and below with precipitation.

pounds of food, enabling families with extremely limited incomes to stretch their budgets and meet essential needs. GRANTEE shall continue to maintain the same operational distribution capacity and availability of the Food Pantry and Clothing Closet.

- **Case Management and Workforce Development.** To help end homelessness and assist shelter clients in obtaining permanent housing, GRANTEE will provide case management and workforce development for clients staying in the shelter. Case managers will help residents create and carry out a personalized plan to obtain permanent housing and—if they're able-bodied—to secure gainful employment. GRANTEE's in-house workforce training shall include training on soft skills such as communication, organization and punctuality. GRANTEE shall partner with StepUp Durham, NCWorks and Community Empowerment Fund to furnish clients with additional instruction, interview preparation and financial literacy. In FY 2024-25, 132 shelter residents received support from GRANTEE's workforce team, e.g., résumé help, referral to another agency, work transportation, job leads, face-to-face counseling; 168 job offers were received in FY 24-25.

Performance Reporting:
Performance reports are to be submitted quarterly, as per the attached grant agreement. In these quarterly performance reports, Urban Ministries of Durham should include data regarding the organization's progress towards the below Performance Measures for the reporting quarter, as well as narrative success stories or challenge(s) encountered during the quarter, relating to the Scope of Work generally and/or the Performance Measures reported more specifically.

Performance Measures:
- Percentage of single adults utilizing shelter services that will exit to permanent housing
  - Target: 35% of single adults utilizing shelter services over the course of the fiscal year
- Percentage of non-disabled single adults utilizing shelter services over the course of the fiscal year that will exit with employment income
  - Target: 15% of non-disabled single adults utilizing shelter services over the course of the fiscal year
- Percentage of single adults utilizing shelter services that will exit with at least one benefit that increases their income and/or access to care and/or services
  - Target: 10% of single adults utilizing shelter services over the course of the fiscal year
- The average cumulative stay for single adults utilizing shelter services
  - Target: The average cumulative stay for single adults utilizing shelter services over the course of the fiscal year will be 50 days or less
- Percentage of individual households with children utilizing shelter services that will exit to permanent housing
  - Target: 50% of individual households with children utilizing shelter services over the course of the fiscal year
- Percentage of adults in households with children utilizing shelter services that will exit with employment income

  - Target: 35% adults in households with children utilizing shelter services over the course of the fiscal year
- Percentage of adults in households with children utilizing shelter services that will exit with at least one benefit that increases their income and/or access to care and/or services
  - Target: 50% of adults in households with children utilizing shelter services over the course of the fiscal year
- Number of single adults and individuals in families utilizing shelter services that will have a positive housing exit from the shelter
  - Target: 300 single adults and individuals in families utilizing shelter services over the course of the fiscal year
- The average length of stay for households with children utilizing shelter services
  - Target: The average length of stay over the course of the fiscal year for households with children who are utilizing shelter services will be less than 90 days
- Total number of nights of shelter provided at the Community Shelter for persons experiencing homelessness
  - Target: 20,000 nights of shelter provided for persons experiencing homelessness over the course of the fiscal year
- Number of homeless individuals for which shelter was provided at the Community Shelter
  - Target: 550 individuals experiencing homelessness and utilizing shelter services over the course of the fiscal year
- The number of volunteer hours received at UMD's charitable programs

Reporting: GRANTEE shall submit reports showing compliance with the Agreement and the obligations described in this Scope of Work pursuant to the reporting requirements of the Agreement.

The Service Overview and other Documents submitted by GRANTEE are incorporated herein by reference.

Program Budget: GRANTEE shall submit reports showing compliance with the Agreement and the obligations described in this Scope of Work pursuant to the reporting requirements of the Agreement.

Program Budget

Durham County Government – Urban Ministries Annual Grant Funding Operational Support Grant				
Program Budget				
Expenses			**Notes**	**Budgeted Amount**
Personnel Costs				
Staff Title and number of FTEs	**FTE salary amount**	**% of FTE this grant funding will cover**	**Description**	
Residential Operations Director (1 FTE)	$77,000	40%	Includes base salary	$30,800.00
Program & Compliance Dir. (1 FTE)	$76,220	40%	Includes base salary	$30,488.00
Case Management Supervisor (1 FTE)	$52,514	40%	Includes base salary	$21,005.60
Case Managers (3 FTE)	$137,643	40%	Includes base salary	$55,057.20
Workforce Development Case Managers (2 FTE)	$101,800	40%	Includes base salary	$40,720.00
Data Administrator (1 FTE)	$51,984	40%	Includes base salary	$20,793.60
Journey Navigator Specialist (1 FTE)	$60,590	40%	Includes base salary	$24,236.00
CEA (10 FTE)	$363,804.12	40%	Includes base salary	$145,521.65
Facilities Associate (2 FTE)	74,144.88	40%	Includes base salary	$29,657.95
Security Costs				
Contract for Security Services	*$137,076*		*3916.45 hours of security: the security will patrol or be stationed at 412 Liberty Street (Shelter Bldg.).*	$137,076
Total Project/Program Expenses				**$535,356.00**