

## Executive Overview

### **Collaborative Impact Project: The Homeless Services Center**

From our humble beginnings 40 years ago—operating in a gymnasium and classroom owned by St. Philip’s Episcopal Church—to our current campus at 410 Liberty Street, Urban Ministries of Durham (UMD) has worked hard to build a network of collaborative partnerships across communities of faith, local government, and other nonprofits. This approach has strengthened partnerships that help us achieve our mission to end homelessness and fight poverty by offering food, shelter, and a future to neighbors in need. We save lives every day by serving others.

UMD is proud to be the lead partner launching a transformative Collaborative Impact Project (CIP)—The Homeless Services Center—to directly address Durham’s deepening homelessness and housing insecurity crisis. With decades of trusted service and collaboration, CIP partners are ready to take the next bold step: reimagining and expanding physical and service infrastructure to meet growing needs and create lasting impact.

Today, homeless service providers in Durham are at a critical point as we respond to the growing needs of Durham’s unhoused, hungry, and impoverished. With a shared vision for the Collaborative Impact Project, UMD is working with partner organizations like Families Moving Forward, Project Access, Lincoln Community Health Center, Entry Point, and others to reimagine a model of care that includes easier access to vital resources—all under one roof. Thanks to the generosity and continued support of St. Philip’s Episcopal Church, this vision is beginning to take root.

The Collaborative Impact Project includes plans for a new multi-story Services Center along East Main Street, adjacent to the Department of Social Services (DSS). This state-of-the-art facility is projected to cost \$72 million in pre-development and construction—but the true cost of homelessness is far greater.

An investment in this project is an investment in new, expanded services and trauma-informed care. Financial support will improve provider coordination and effectiveness, reduce the cost burden on the community, and deliver a solution to serve the unsheltered both today and in the future.

### **Urgency and Opportunity**

Durham is facing a critical shortage of affordable housing, with homelessness rising sharply—a 123% increase in unsheltered homelessness since 2020 and 31% more families affected year over year. Despite these challenges, UMD and its partners continue to provide vital services. Yet our outdated, facilities limit our ability to meet this escalating demand.

The proposed Homeless Services Center will unify and modernize services under one roof, expanding capacity while preserving dignity. It will provide emergency shelter, transitional

housing supports, food access, employment navigation, healthcare connectivity, and case management—all in a trauma-informed, relationship-centered environment.

### **Core Values Driving the Vision**

- Purpose-built: addressing the unique needs of Durham
- Client-focused: increasing the ability to access a range of services easily
- Collaborative: all service providers contribute their unique expertise
- Trauma-informed design: a human-centered approach

### **Collaborative and Economic Impact**

Investing in coordinated, community-based care is not just compassionate—it's fiscally responsible. According to national research, each chronically unhoused person costs the system \$40,000 annually, primarily due to fragmented services and emergency use. The Homeless Services Center model—centralized, preventive, person-centered—can reduce those costs by up to 50% while supporting housing stability and economic mobility.

Service providers already connect people to employment, healthcare, and housing. With an enhanced facility, we will increase the number of positive housing exits, improve health outcomes, and reduce the burden on jails, emergency rooms, and shelters across the county.

The Collective Impact Team is working to build a public-private partnership that will combine significant investment by state and local governments with generous philanthropic gifts to dramatically change the landscape for the unhoused in Durham.

This team is ready to bring new and expanded solutions to our continuum of care, increasing effectiveness and stability for those with the fewest resources—and, in doing so, strengthening the entire community.

### **A Call to Collaborate**

This isn't one organization's project—it's Durham's. Join us to create a future where every neighbor has a path to help, hope, and home. We are inviting public and private sector partners, foundations, business leaders, and individual donors to join us in reshaping Durham's response to homelessness. Together, we can create a future where every neighbor has access to help, hope, and home.