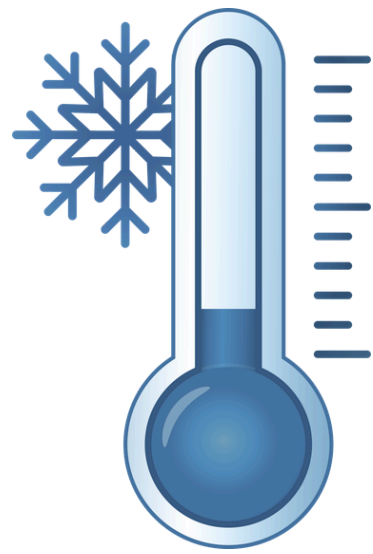




DURHAM WINTER SHELTER

End of Season Report
May 20th, 2026

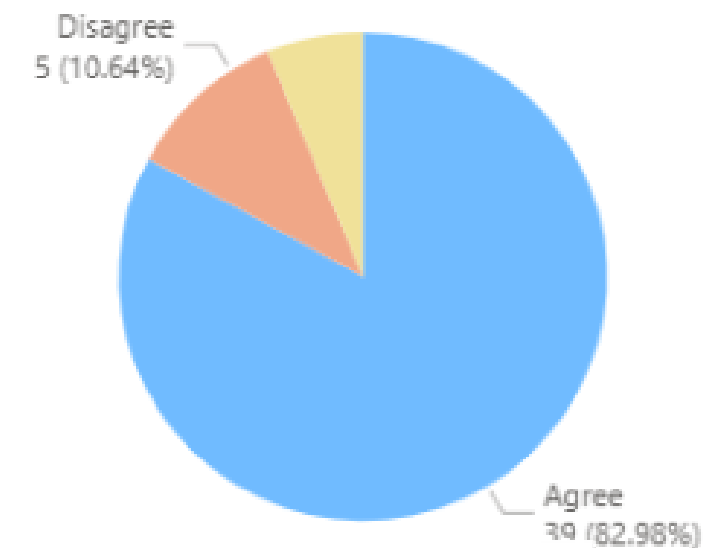
**We envision a
Durham where
every person
has a warm,
safe place to
sleep on cold
nights.**



Communication & Coordination

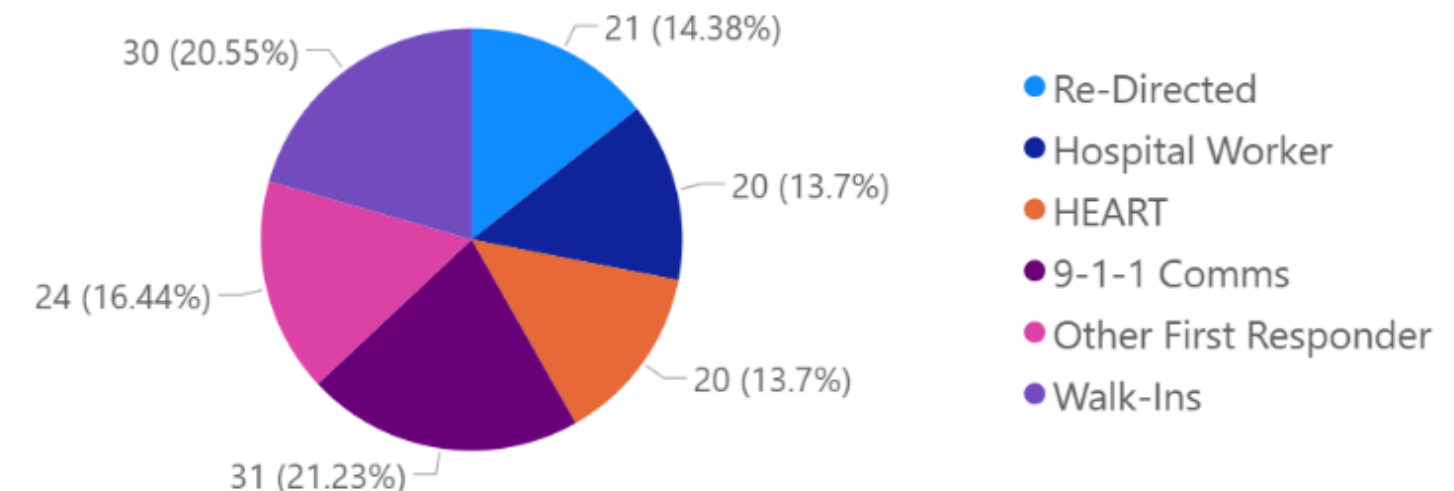
- Designated Coordinator
- After-hours “White Flag Triage Line”
- Weekly Check-In Meetings
- Communications Strategy

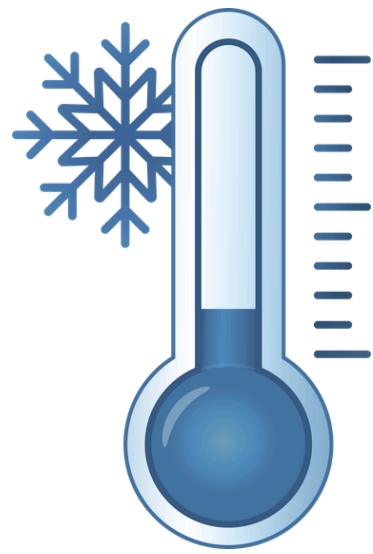
Information about winter shelter availability / operating schedules was clear, accurate, and readily available.



DURHAM WINTER SHELTER 2025-2026			
Shelter options expand during winter months.			
Call Entry Point at 984-287-8313 for the most updated info			
EVERY NIGHT	WHITE FLAG NIGHTS		
11/15/25 - 3/15/26	When weather is at or below 32 degrees OR 35 degrees with rain or snow between 11/1/25 - 3/31/26		
Walk-In	Call Entry Point for referral		Walk-In
Check In: 7PM	Check in: 7PM	Check in: 6PM	Check in: 7PM
1201 East Main St /			

White Flag Triage Line Callers

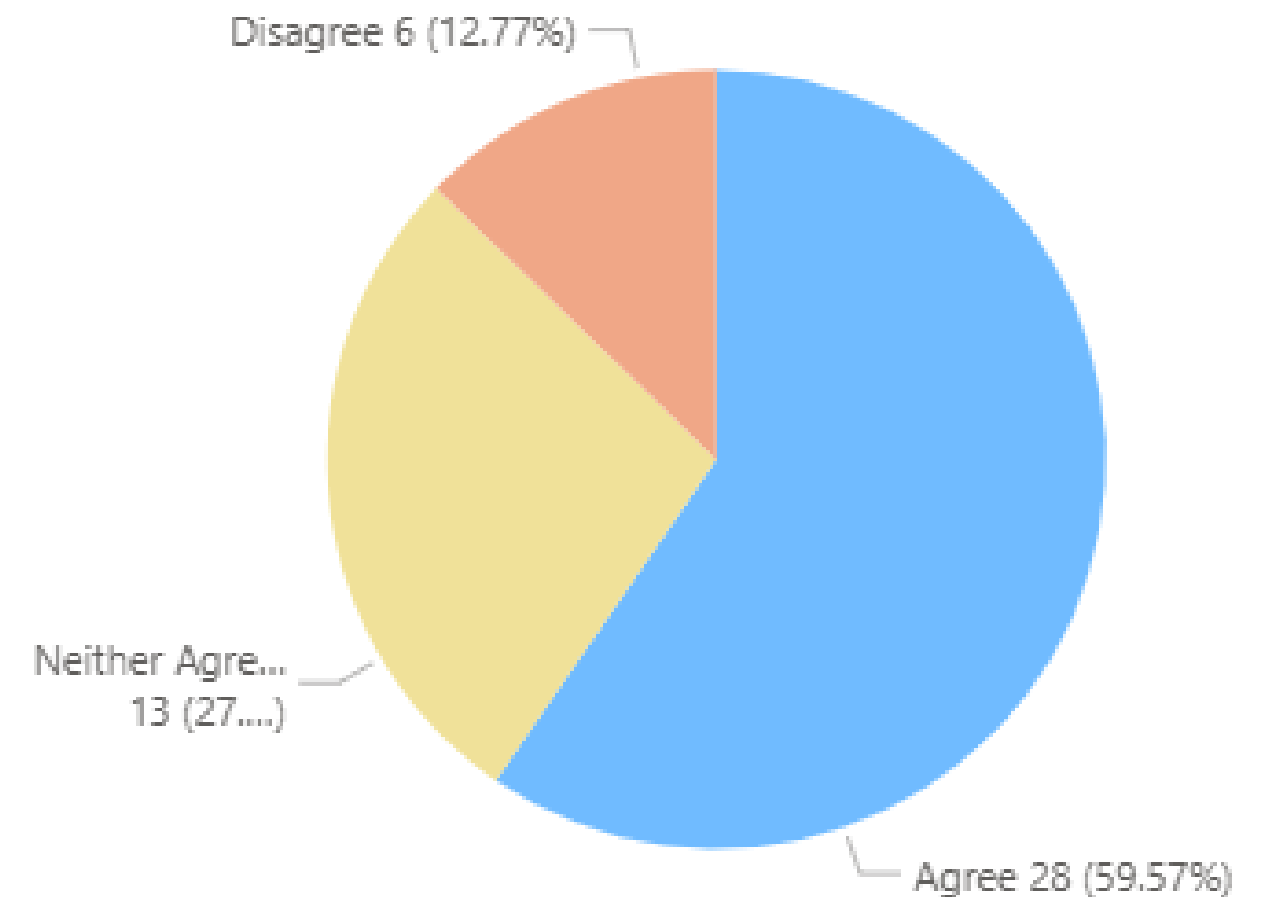




Winter Storm Response

- 167 Neighbors served
- 20+ non-congregate rooms serving families and medically vulnerable Neighbors
- Collaboration with County Mass Care Shelter and EOC operations
- 24-7 Shelter space for 10 days
- Dozens of partnerships activated
- 110 Volunteers recruited, 26 activated

During extreme weather, the City and County did enough to support people living on the street.

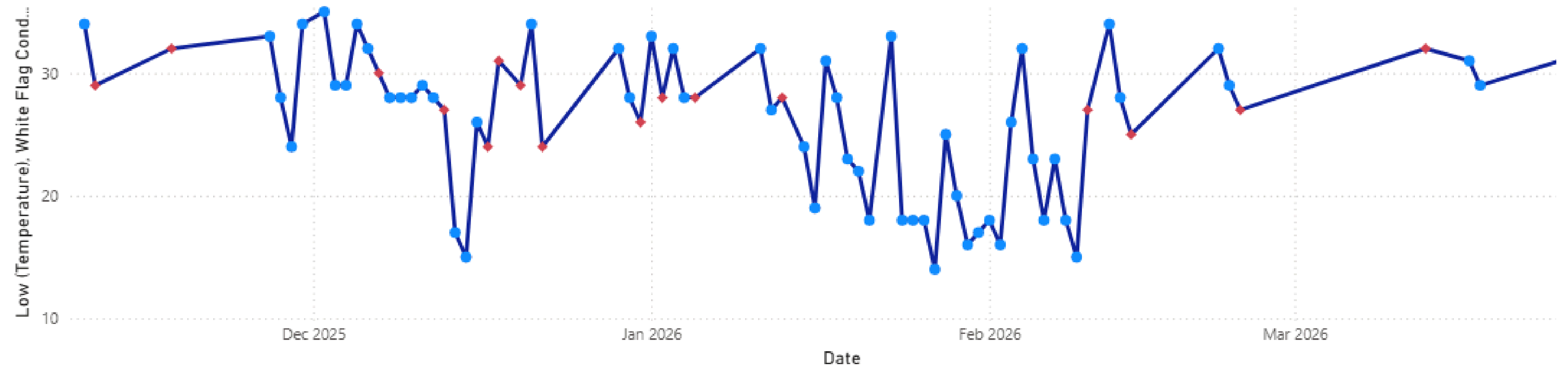


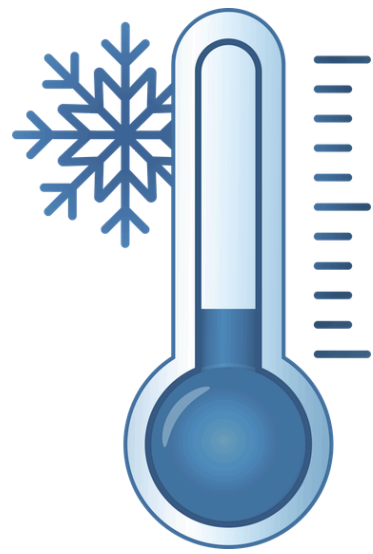


- White Flag conditions met, but not called or predicted

The chart displays a time series with two data series. The primary series is a dark blue line with circular markers, showing high-frequency fluctuations. The secondary series consists of red diamond markers placed at specific intervals along the blue line. The x-axis represents time from late December 2025 to early March 2026, with major ticks for Dec 2025, Jan 2026, Feb 2026, and Mar 2026. The y-axis ranges from 10 to 35. The blue line starts at approximately 34, drops to 24, peaks at 35, then drops to a low of 15 in early January 2026, before rising and fluctuating between 18 and 34 through February and March 2026.

Date	Low (Temperature), White Flag Cond...
2025-12-01	34
2025-12-02	29
2025-12-05	32
2025-12-08	33
2025-12-10	28
2025-12-11	24
2025-12-12	34
2025-12-13	35
2025-12-14	29
2025-12-15	29
2025-12-16	34
2025-12-17	32
2025-12-18	30
2025-12-19	28
2025-12-20	28
2025-12-21	29
2025-12-22	28
2025-12-23	27
2025-12-24	17
2025-12-25	15
2025-12-26	26
2025-12-27	24
2025-12-28	31
2025-12-29	29
2025-12-30	34
2025-12-31	24
2026-01-01	32
2026-01-02	28
2026-01-03	26
2026-01-04	33
2026-01-05	28
2026-01-06	32
2026-01-07	28
2026-01-08	28
2026-01-09	32
2026-01-10	27
2026-01-11	28
2026-01-12	24
2026-01-13	19
2026-01-14	31
2026-01-15	28
2026-01-16	23
2026-01-17	22
2026-01-18	18
2026-01-19	33
2026-01-20	18
2026-01-21	18
2026-01-22	18
2026-01-23	14
2026-01-24	25
2026-01-25	20
2026-01-26	16
2026-01-27	17
2026-01-28	18
2026-01-29	16
2026-01-30	26
2026-01-31	32
2026-02-01	23
2026-02-02	18
2026-02-03	23
2026-02-04	18
2026-02-05	15
2026-02-06	27
2026-02-07	34
2026-02-08	28
2026-02-09	25
2026-02-10	27
2026-02-11	32
2026-02-12	29
2026-02-13	27
2026-02-14	28
2026-02-15	29
2026-02-16	30
2026-02-17	31
2026-02-18	32
2026-02-19	33
2026-02-20	34
2026-02-21	35
2026-02-22	34
2026-02-23	33
2026-02-24	32
2026-02-25	31
2026-02-26	30
2026-02-27	31
2026-02-28	32
2026-02-29	33
2026-03-01	34
2026-03-02	35
2026-03-03	36
2026-03-04	37
2026-03-05	38
2026-03-06	39
2026-03-07	40
2026-03-08	41
2026-03-09	42
2026-03-10	43
2026-03-11	44
2026-03-12	45
2026-03-13	46
2026-03-14	47
2026-03-15	48
2026-03-16	49
2026-03-17	50
2026-03-18	51
2026-03-19	52
2026-03-20	53
2026-03-21	54
2026-03-22	55
2026-03-23	56
2026-03-24	57
2026-03-25	58
2026-03-26	59
2026-03-27	60
2026-03-28	61
2026-03-29	62
2026-03-30	63
2026-03-31	64





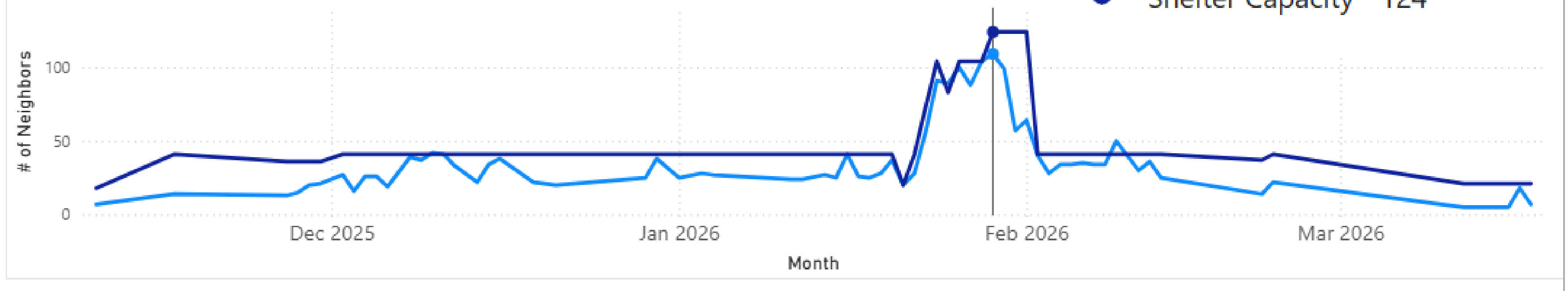
Shelter Utilization

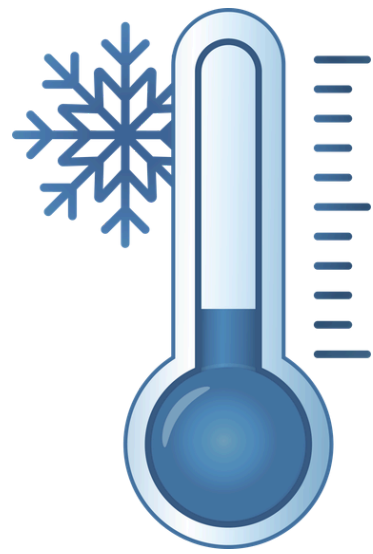
- 3080 beds provided
- 73% Utilization
- Average of 36 additional people sheltered on WF nights

Winter Shelter Capacity vs. Utilization

Excluding the 311 Dowd Street Pilot for Families

Legend ● Shelter Utilization ● Shelter Capacity

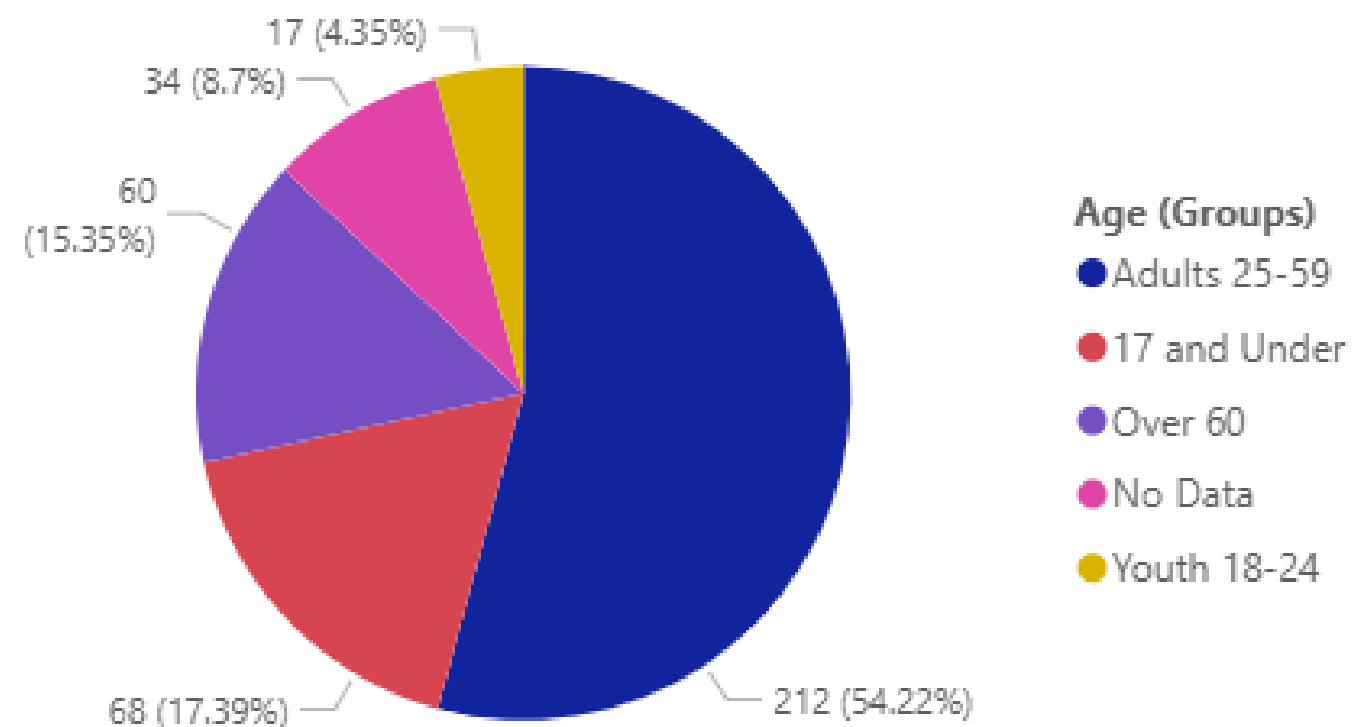




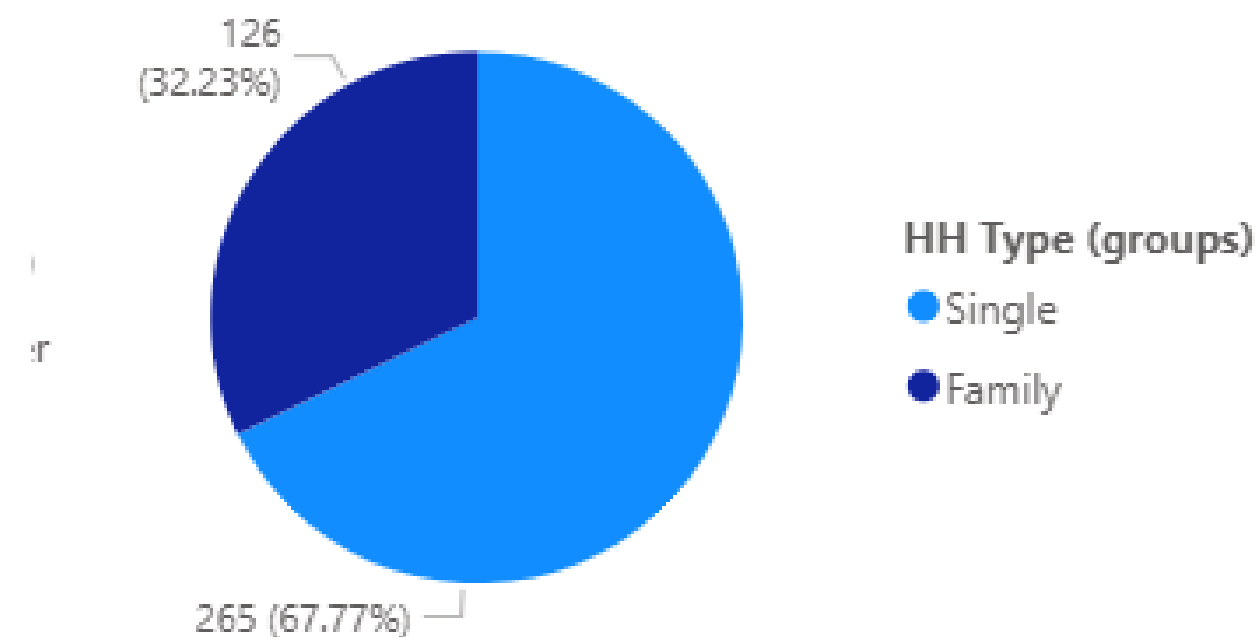
Neighbors Served

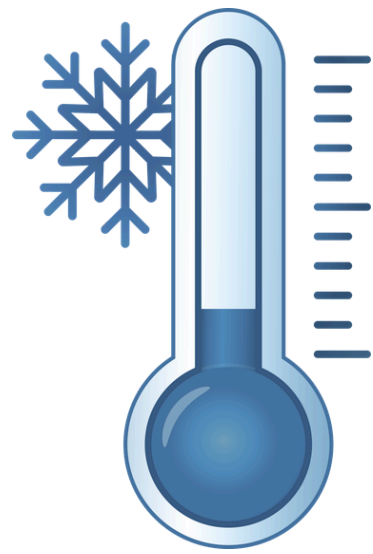
- 391 Neighbors served
- 7.9 average total days in winter shelter
- 19 Median HBA
- ~50% active in case conferencing (<10% currently engaged)

Neighbors in Winter Shelter by Age Group



Neighbors in Winter Shelter by HH Type





Planning for Next Winter

- Build on communication and coordination
 - Improved data infrastructure in HMIS and CAD
 - Build neighbor feedback mechanism into daily operations
 - Imbedded case management to increase housing outcomes
- More beds available every night
 - Non-congregate family shelter options available
 - Dedicated response, driven by healthcare systems, for Neighbors ineligible for shelter due to mobility / ADL limitations
- System wide emergency response plan
 - Ability to staff rapid expansion during weather emergencies
- Leverage community resources
 - Build on 100 Days of Warmth Campaign

and more...



DURHAM WINTER SHELTER

Contact leah.gladlin@durhamnc.gov with questions.

Next Steps

- Summary report from season to HSAC by 6/31/26:
 - Comprehensive data share-out
 - Summary of learnings from planning and coordination, operations, winter storm response, mid-season expansion, 100 Days of Warmth
 - Recommendations for process improvements
- Start planning for Fall 2026