

ENDING HOMELESSNESS TOGETHER

2021 Annual Report



Caritas of Austin

In my 16 years at Caritas of Austin, I have never been so hope-filled about our ability to make homelessness rare, brief, and nonrecurring in our community.

We experienced unprecedented community support for our work last year from partners like you. To me, this is an indication that homelessness is at the forefront of minds.

Though Austin has diverse experiences on this complex issue in recent years, we now stand united moving forward with solutions that work to end homelessness.

In 2021, we began laying the groundwork for what will be significant growth in our capacity and services in the coming several years. Most notably, we broke ground on Espero Rutland, Caritas of Austin's first housing development. The property will provide a deeply affordable

and intensely Supportive Housing community in North Austin for 171 individuals experiencing homelessness.

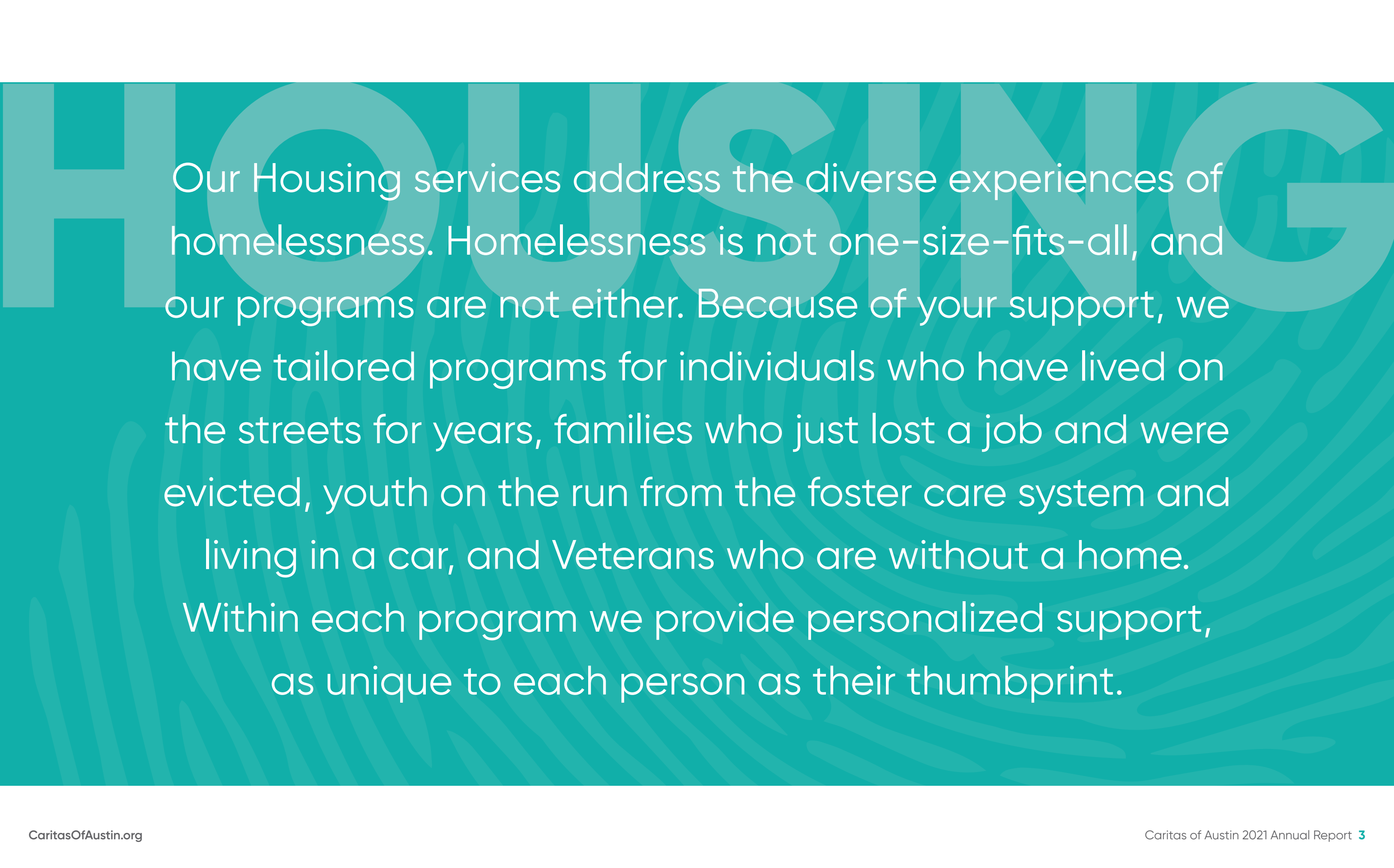
The way Espero Rutland became a reality is a perfect example of our value of working together with people in the business community, city leaders, and supporters like you. The level of support we will provide to residents at Espero Rutland will be unique, and we are excited about several other development opportunities to share with you in coming months.

I am grateful for partners like you who are standing with us in our bold mission to **End Homelessness Together**. Thank you for trusting and joining us as we work to ensure all Austinites have a stable place to call home and can reach their full potential.



Jo Kathryn Quinn,
President and Chief Executive Officer





Our Housing services address the diverse experiences of homelessness. Homelessness is not one-size-fits-all, and our programs are not either. Because of your support, we have tailored programs for individuals who have lived on the streets for years, families who just lost a job and were evicted, youth on the run from the foster care system and living in a car, and Veterans who are without a home. Within each program we provide personalized support, as unique to each person as their thumbprint.

ESPERO RUTLAND

Caritas of Austin is partnering with The Vecino Group and Austin Housing Finance Corporation to build Espero Rutland, a Permanent Supportive Housing community that will house 171 individuals who have experienced homelessness.

Last August, construction broke ground and will continue throughout 2022. Once completed, our team will provide 24/7 onsite support services to all residents. This is Caritas of Austin's first housing community, made possible in part by investors Citibank and CVS Health. We are excited to continue growing our capacity through more future developments like Espero Rutland. Your support this year can provide funding for staffing and ongoing support services.



Images: Espero Rutland construction, January 2022 and Espero Rutland rendering

"It had been so long
since I'd even had a
place to live or even
known what it was like
to be in a house."

-TRACY



OUR HOUSING PROGRAMS

PERMANENT SUPPORTIVE HOUSING Supports households who have experienced chronic homelessness and a history of at least one disabling condition. This is usually a longer-term program, promoting independent living, health and benefits connection, and high levels of daily support.

ImpACT Supportive Housing serving clients who are the highest utilizers of local crisis services in Austin/Travis County prior to program enrollment.

RAPID REHOUSING Supports individuals and families to quickly exit homelessness and return to permanent housing in the community. The programs below each focus on a different population:

Housing Stability

Provides swift, efficient services to clients including housing, case management, peer support, and limited direct financial assistance to individuals and families.

Youth Homelessness Demonstration Program

Provides housing, case management, and peer support services to young adults aged 18 to 24 who are experiencing homelessness.

Supportive Services for Veteran Families

Provides rapid rehousing services to homeless veterans and their families, along with connection to mental health and other community resources.



609

people received
housing services

BECAUSE OF YOU

97% of individuals in our Permanent Supportive Housing program remained stable in housing



95%

of people in Rapid Rehousing programs did not return to homelessness over the past 12 months



128

Veterans and their families served



53

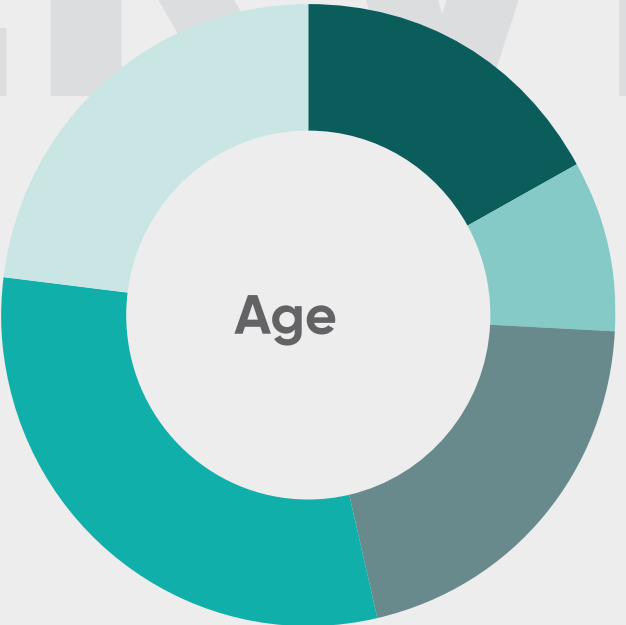
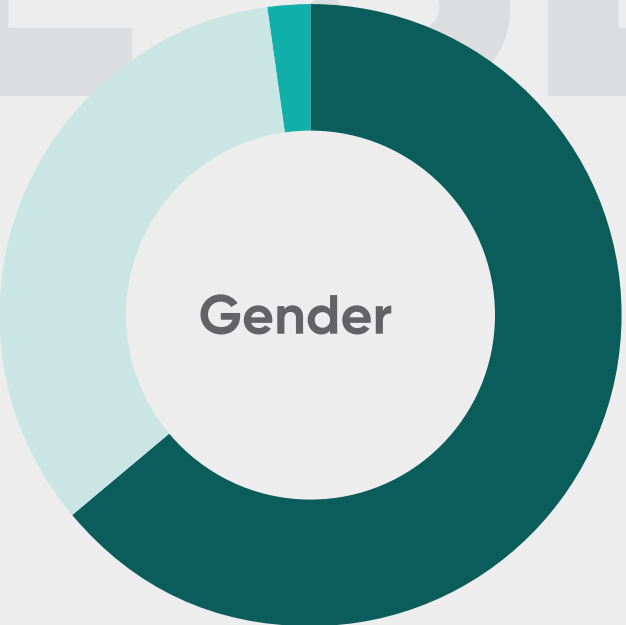
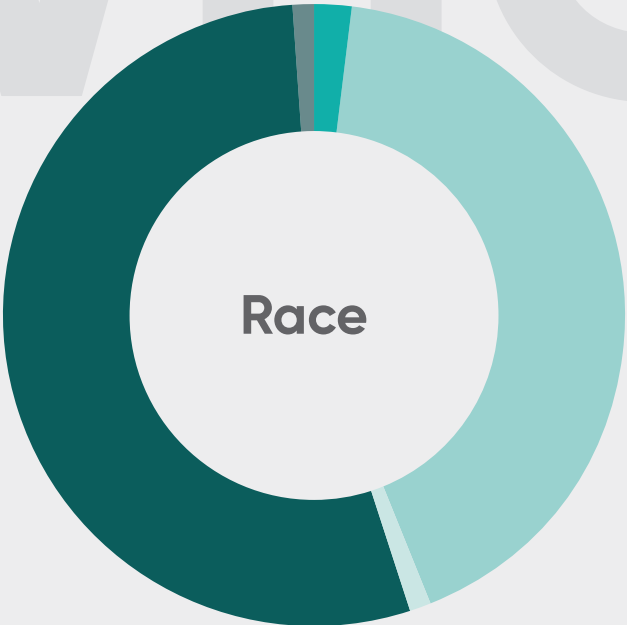
Young Adults served in Youth program

“When I first got the apartment, I felt a big burden off my shoulders. I just kept thinking, now I have a place for my son.”

-ALMA



WHO WE SERVE



American Indian	2%
Asian	0%
Black	42%
Native Hawaiian	1%
White	54%
Undisclosed	1%

Hispanic	24%
Non-Hispanic	76%

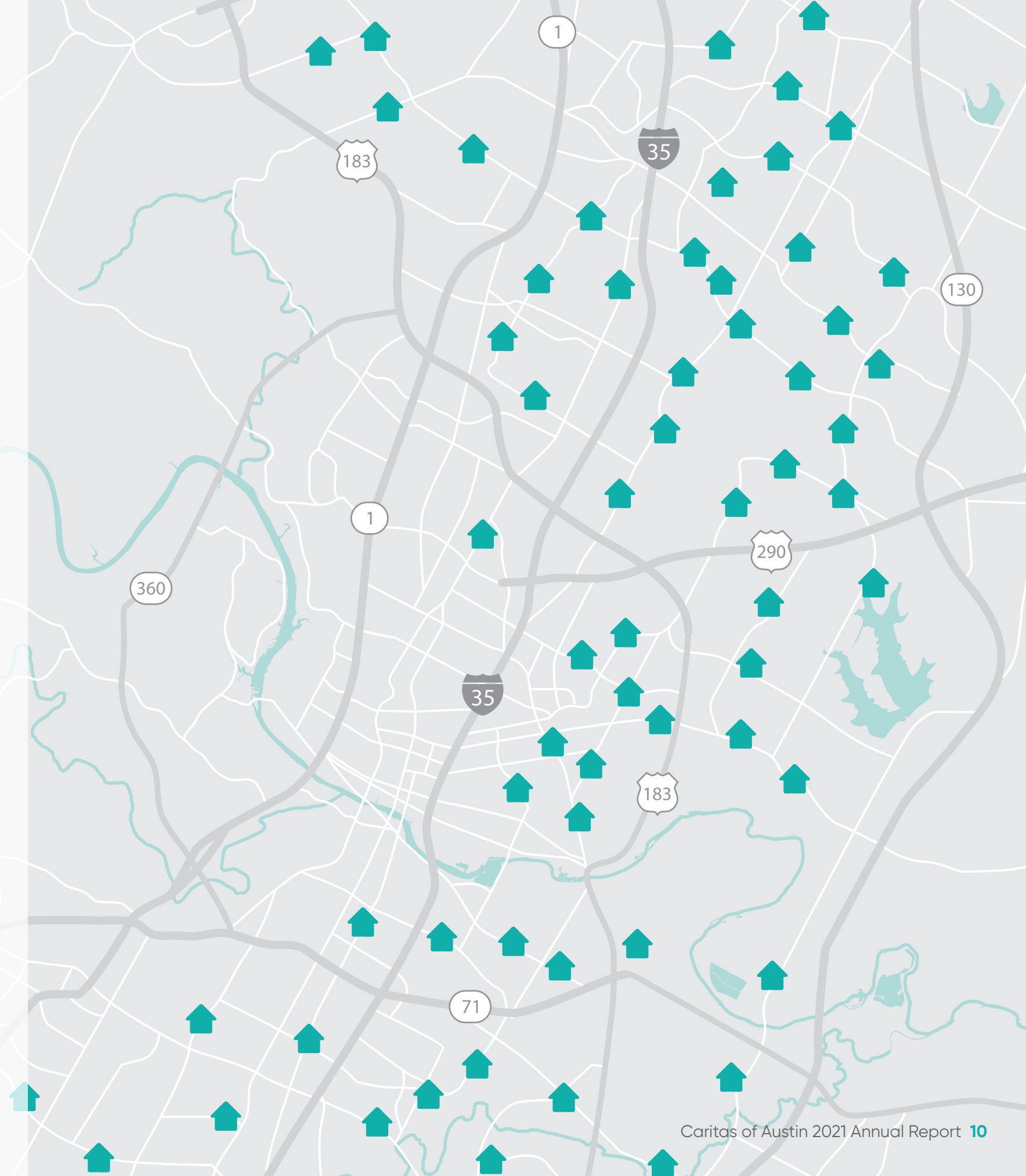
Male	64%
Female	34%
Other	2%

0-17 years	17%
18-24 years	9%
25-39 years	20.5%
40-54 years	30.5%
55+ years	23%

**Charts above represent people served in one or more Caritas of Austin Housing program in FY2021.*

We house everywhere so
people can contribute
anywhere.

Rather than house people in just one property or part of the city, we let clients determine where in the city is the best place for them to regain stability after homelessness. We support their desire to live close to employment, public transportation, and their support system. This facilitates people contributing to the new community around them after years of living on the fringe.





Your commitment to
ending homelessness
makes Austin more vibrant
for **ALL** who call it **HOME.**

YOUR SUPPORT FUELED

In our work to end homelessness, access to nutritious food through our Community Kitchen and two Pantry locations continues to be a priority. We know that without these basic needs fulfilled, people cannot rebuild well-being and construct a strong foundation for success.



34,049

lunches served in the Community Kitchen



18,915

meals in healthy groceries provided
by our Downtown and North Pantries



YOUR GENEROSITY POWERED

The goal of our Education program is to equip the people we serve with the tools and knowledge needed to thrive in their personal and professional lives.



187

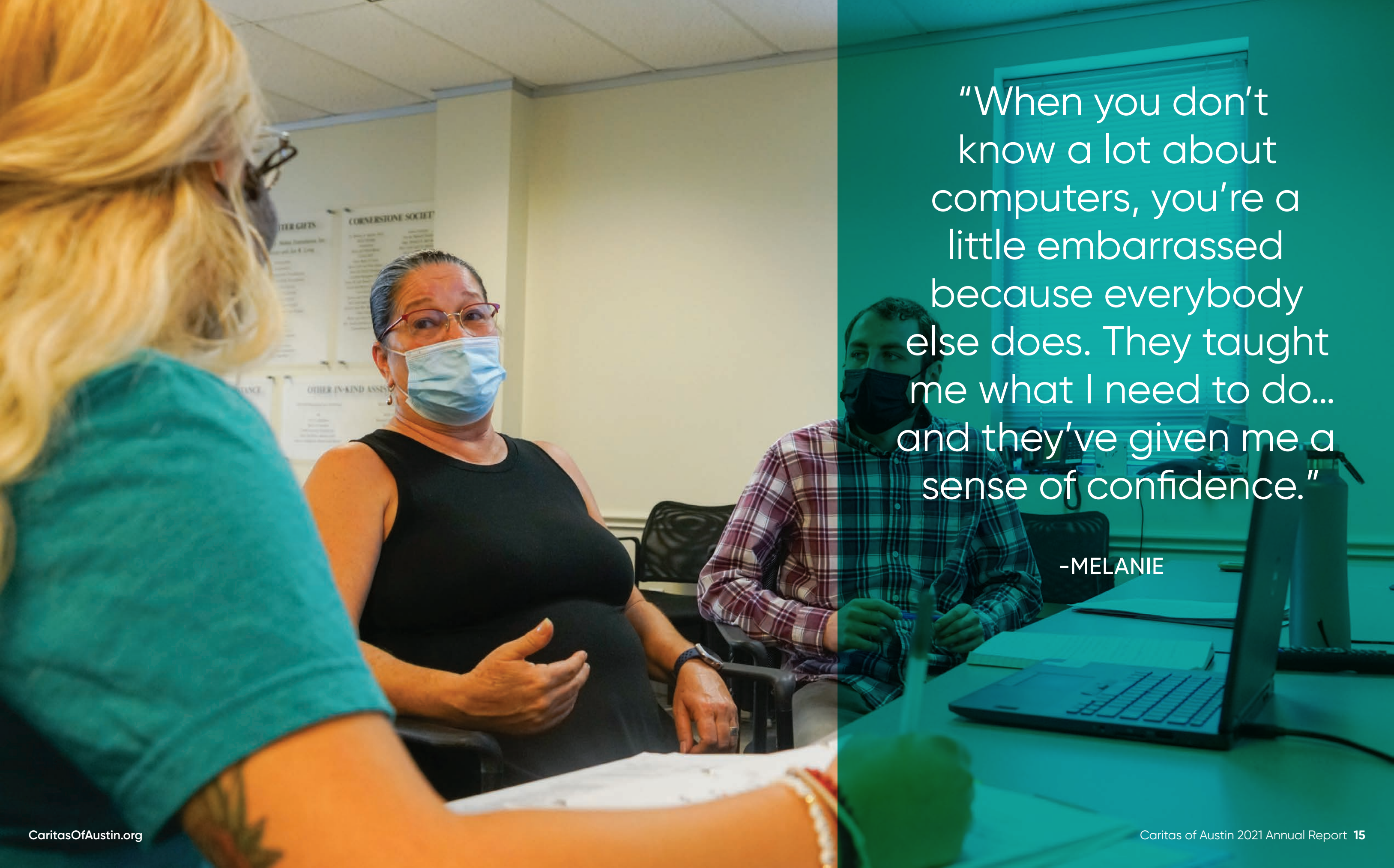
Education classes were provided



Provided new tablets, software, and Internet service for clients to increase virtual learning



Created new class offerings such as **Introduction to Technology** to help clients adapt to a virtual world



"When you don't know a lot about computers, you're a little embarrassed because everybody else does. They taught me what I need to do... and they've given me a sense of confidence."

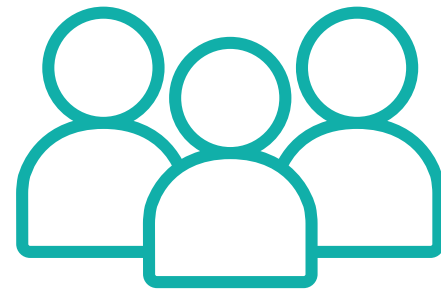
-MELANIE

WORKING AS PARTNERS

Caritas of Austin's Employment team works diligently to find career opportunities across dozens of industries for the people we serve, and provides long-term support to both clients and employers.



Placed **45** clients in new jobs with an average wage of **\$13.35** an hour



Added new staff to expand our Supported Employment services



Grew partnerships in the medical, transportation, manufacturing, and hospitality industries



220 refugees served with employment, medical, and cash assistance



Caritas of Austin

"Connecting people to jobs helps build independence, stability, and the opportunity contribute to our community."

– ASO "MIKE" KAKARASH,
Employment Program Manager



283

volunteers provided 11,120 hours of service

The gift of your time fuels our mission and services daily. Whether helping prepare nutritious meals in our Community Kitchen, offering administrative support to staff, or working directly with clients, volunteers make our work possible.

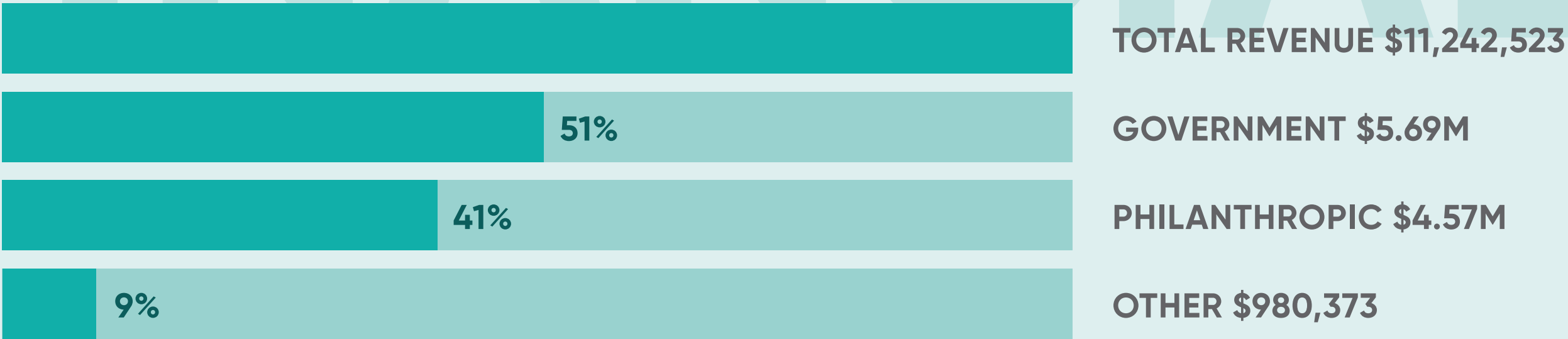
"I promise you it will
make your day a
whole lot brighter."

– CYNTHIA,
Longtime Community Kitchen Volunteer

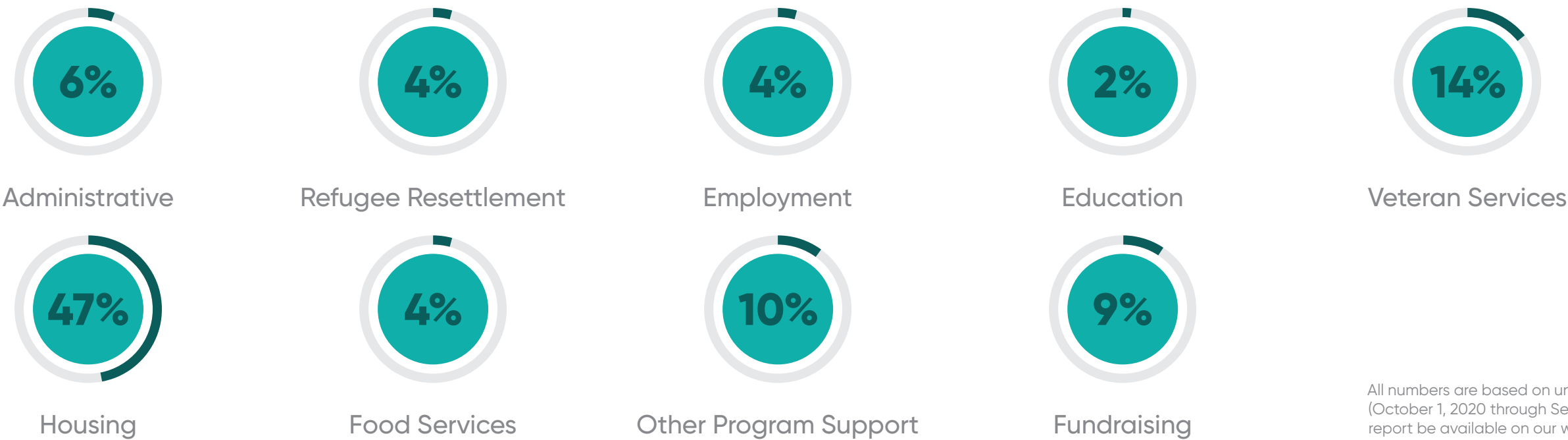


FINANCIALS

2021 Revenue by Source



2021 Expenses by Program



All numbers are based on unaudited financials from fiscal year 2021 (October 1, 2020 through September 30, 2021). The full audited financial report be available on our website when complete at CaritasOfAustin.org.



"She treats me like a human being and always asks me if I'm alright. Caritas makes me want to live, because I didn't want to live before."

– BILLY *(with Case Manager, Melissa)*

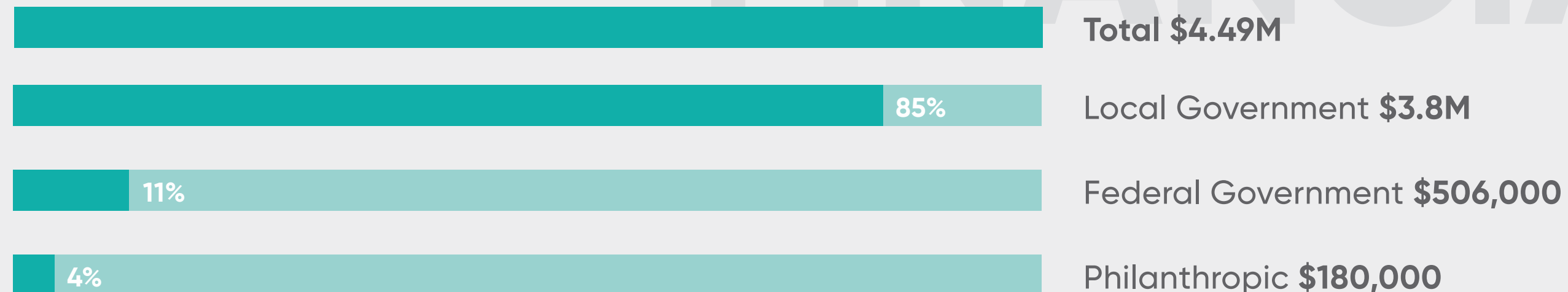
BEST SINGLE SOURCE PLUS

Caritas of Austin is the fiscal agent for and leads Best Single Source Plus, a collaborative of 12 organizations focused on homelessness prevention and rapid re-housing. Since 2005, the BSS+ collaborative has been a critical strategy of the City of Austin's work to prevent and end homelessness. The program's goal is to make housing services easily accessible, efficient and effective, and to eliminate duplicated services and barriers to people receiving support.

 **2,538** People served by Best Single Source Plus

94% of people enrolled in BSS+ programs did not return to homelessness

2021 Revenue by Source





BEST SINGLE SOURCE PLUS PARTNER AGENCIES

Any Baby Can

Caritas of Austin

Catholic Charities of Central Texas

Family Eldercare

Foundation for the Homeless

Front Steps

Goodwill of Central Texas

LifeWorks

Meals on Wheels Central Texas

SAFE

The Salvation Army Austin

Vivent Health

A large, stylized house icon composed of concentric, rounded lines in a lighter shade of teal, positioned on the left side of the page. The lines form a series of nested shapes that suggest the roof and walls of a house.

OUR VALUES

Commitment · Equity · Respect · Innovation · Excellence

OUR MISSION

To prevent and end homelessness for people in Greater Austin.

OUR VISION

To make homelessness rare, brief, and nonrecurring in Central Texas.

2021 BOARD OF DIRECTORS

Troy West, *Board Chair*

Melissa Ayala

Emily Blair

John Brindley

Chris Calvert

Michael Crowl

Monica Crowley

Erik Dithmer

Lori Freedman

Larry Graham

Monica Guzmán

Richard Glen Johnson, Jr.

Felicia Mason-Edwards

Pooja Sethi

Tracy Snodgrass

Ramesh Swaminathan

John Trube

Anselmo Unite

Raquel Valdez Sanchez

Chris Whitt

Mike Haggerty, *Emeritus*

Ending Homelessness **TOGETHER.**

Together with Clients

We work as partners with the people we serve, with services as personalized as their thumbprint.

Together our Services

The layers of professional support and connection we provide work in tandem to build well-being.

Together with the Community

We know collaboration with community partners is essential in achieving our bold mission.

Together with **YOU**

With your support, we can make homelessness rare, brief, and nonrecurring in Austin.

THANK YOU

We are grateful for the many partners who made our work possible in 2021. When we work together, we can help even more Austinites rebuild well-being and reach their full potential.

Get Involved



CaritasOfAustin.org/donate/give



CaritasOfAustin.org/get-involved/volunteer



CaritasOfAustin.org/get-involved/wishlist

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**Caritas
of Austin**

Ending Homelessness Together.