



*caritas of austin*  
*2015 annual report*

dear friends,

Caritas of Austin is a turning point for families and individuals on their path out of homelessness. Last year your support enabled us to touch the lives of thousands of people through housing, education, employment, and food services. Caritas clients' ultimate goal is lasting stability.

As a supporter of Caritas of Austin, you know how tirelessly we are working to end homelessness, help people stabilize, and move beyond crisis and poverty. We are consistently asked to lead the charge in our community by expanding capacity and services. This has resulted in our innovative hub-and-spoke model for expansion, and the opening of our Caritas North location. We have also shared in the achievement of the incredible goal to end veteran homelessness.

The down side to leading the charge is the danger of being stretched thin. "Fire" by Judy Brown says that a fire's fuel is space between the logs, and too many logs packed too tightly will actually kill the fire.

What does this mean for Caritas of Austin?

We have been "piling on logs" for the past 10 years at an extremely rapid pace. Our leadership recognizes that it is time for a season of introspection and perfecting what we are doing. Our work is too important to be only concerned with outputs. It is critical that our work is comprehensive and truly sets households up for long-term success. We want to ensure that every dollar of your support is used in the most effective way possible.

To that end, we have embarked on a 3-year process to analyze every single program and process we have in place to ensure that as we move forward, we continue to get better. We are creating our own "space" in order to keep our fire healthy and growing.

Our community's ever-growing need is all the more reason for us to sharpen our tools and be sure we are operating at our optimal capability and capacity. We believe there is no margin for error; we are in the human business and are honored to intersect with many people during their time of greatest crisis.

Thank you for your commitment to Caritas of Austin as we embark on this journey. In doing so, you are empowering us to support our most vulnerable neighbors on their journey from crisis to stability. It means so much that you are our partner in this work.



jo kathryn



In April 2015, we opened the doors of Caritas North, our new location on Northgate Boulevard in north Austin. Caritas North is the first neighborhood resource center in our hub-and-spoke model. The goal of this model is to better meet the needs of individual communities within Austin while maintaining the efficiencies of our downtown headquarter location.

Since opening, Caritas North has served 108 new households in addition to dozens of other existing clients who have found this location to be more convenient for food, employment, and education services. We continue to refine service delivery at this location, with long-term plans to open additional "spokes".

In an unexpected turn of events, Caritas of Austin was presented the opportunity to purchase Northgate Plaza, which houses Caritas North. With the support of Alori Properties and 36 investors, this property was purchased in August. Not only does it provide a sustainable income for Caritas of Austin, but it makes possible our bigger vision for this retail center to eventually house complementary nonprofit organizations to provide additional resources to this neighborhood.

"This community possesses great strengths and resources, and our hope is to become part of the fabric of this neighborhood." jo kathryn quinn



# HOUSING THE MOST VULNERABLE

Housing has always been the core of our work at Caritas of Austin. We believe it is the most important factor in families and individuals regaining stability in their lives.

As we continue to learn from evidence-based practices to end homelessness, we have shifted our housing program focus to housing the most vulnerable: those who are literally homeless. We can make the biggest impact in ending homelessness by rapidly rehousing people who have fallen into homelessness.

To identify and serve the most vulnerable, Caritas of Austin uses a community-wide process called Coordinated Assessment. Coordinated Assessment simplifies the process for those seeking assistance, prioritizes the most vulnerable people for services, decreases service duplication across agencies, and improves the efficiency with which we address homelessness.

A definite highlight from last year is our work to end local veteran homelessness. In late 2014, there were 234 homeless veterans identified in Austin. Together with Mayor Adler, ECHO, nonprofit partners, and the real estate community, we made unbelievable progress in reaching this milestone. While we will not officially reach our goal until this year, 2015 will go down as a powerful picture of what is possible when our community is united in its commitment to end homelessness.

**241** families were served, including **133** veteran households, with rapid re-housing or homeless prevention services and comprehensive case management.

**152** chronically homeless individuals were housed in Permanent Supportive Housing, with **83%** remaining stable in housing.

**75%** of those who accessed mental health counseling improved daily functioning

**30%** gained income while in program

The Best Single Source Plus Collaborative (*Caritas of Austin serves as lead and fiscal agent*) served **1,476** people to stabilize housing across **13** nonprofit partner agencies.



# SERVING THE WORLD

Since 1974, Caritas of Austin has served the world through our Refugee Resettlement program. In 2015, we supported families and individuals from 13 countries experiencing forced migration after fleeing war and persecution in their home countries.

From picking families up at the airport when they first arrive in Austin and acculturation classes to help the transition to life in the United States, to school enrollment and financial and employment assistance, Caritas of Austin plays a significant role in helping refugees achieve self-sufficiency within six months of arrival.

**588** refugees resettled from **13** different countries

Over **90%** achieved self-sufficiency after six month of arriving



# FEEDING THE HUNGRY

While our food services make up a small part of our organizational budget, Caritas of Austin's Community Kitchen and Pantry are critical components of client success. Food is a foundational need that without, families and individuals cannot thrive.

Caritas' food programs continue to focus on providing healthier food options and reducing high-sugar foods in daily lunch meals and Pantry groceries. The opening of Caritas North in 2015 also brought the addition of a second Pantry location to make food more easily accessible to clients living in north Austin and surrounding areas.

**81,721** meals served in the Community Kitchen

**38,535** meals in groceries provided from the Caritas Pantry

*our relationship-based services  
for people to achieve*

*create a powerful foundation  
their life goals.*



# THE PATH TO LASTING SELF-SUFFICIENCY

While housing and food are foundational needs, clients must also be empowered with the tools and skills to achieve lasting self-sufficiency. Caritas of Austin's Education and Employment programs are aimed at doing just that.

Caritas' Life Skills and Money Management classes teach important skills such as being a responsible tenant, goal setting, budgeting, and energy conservation. These classes are critical in helping clients remain stable in housing and overcoming previous challenges in doing so.

Last year, Caritas of Austin's Education and Employment programs improved its internal job training programs focused on the food, healthcare, and hospitality industries by hiring field experts to teach classes. The number of trainings also increased to meet client demand. Upon completion, clients receive certifications such as a Food Handler's Certificate and are able to overcome previous employment barriers.

Caritas of Austin's Employment program continues to focus on diversifying the industries in which people are employed and connecting individuals to higher paying, career-focused jobs. To do this, we increased the number of external vocational trainings underwritten in order to advance individuals into higher paying careers.

**550** jobs placements

Starting job placement wage increased to **\$9.18** over \$8.48 in 2014

**180** individuals completed internal food, health professions, or hospitality job training programs

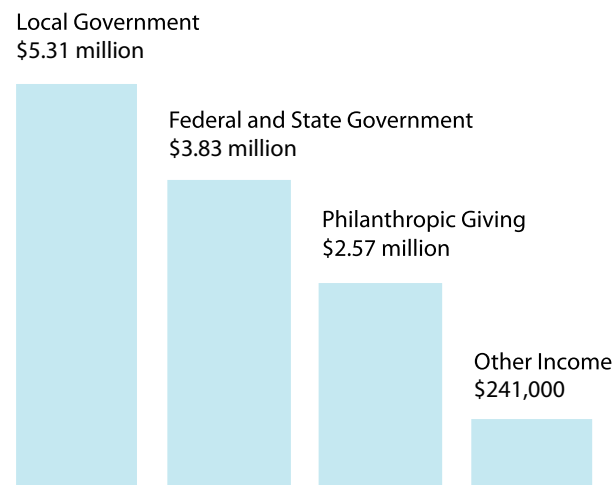
**23** individuals completed external vocational certification programs such as HVAC (Heating, Ventilation, and Air Conditioning) and CDL (Commercial Driver's License)

**1,242** education classes offered

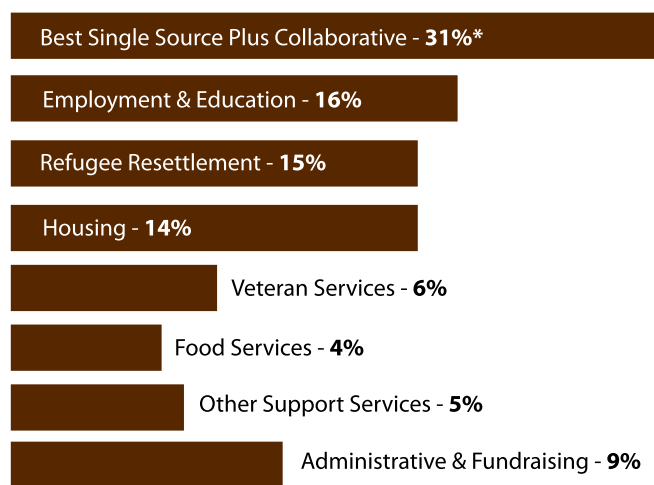
Introduced **Gender Dialogues** course for refugee men and women to explore cultural differences and roles in a single gender class setting

# FINANCIAL REPORT

**Total Revenue: \$11,951,726**



**Total Expenses: \$11,659,822**



All numbers are based on audited financials for fiscal year 2015 (October 1, 2014 through September 30, 2015).

\*Caritas of Austin is the lead and fiscal agent for Best Single Source Plus, a 13-agency collaborative focused on homelessness prevention and rapid re-housing.

## VOLUNTEERS

Volunteers have always been a vital part of our work. In fact, Caritas of Austin was exclusively run by volunteers for its first decade of operations. Last year alone, volunteers dedicated 37,349 hours of service.

Some volunteers work directly with clients as they transition out of homeless or to life in the United States. Individuals and groups fill our Community Kitchen daily to help serve 300 lunches to all who are hungry. Volunteers are also sprinkled throughout our offices, supporting social workers and other staff members.

We cannot do this work without the commitment of their time and talents.

Community Advocate  
volunteers provided  
**11,200** hours of service to  
support clients

Groups and individuals  
served **17,145** hours in the  
Community Kitchen

## major funders

Thank you to our major funders for their ongoing support of Caritas of Austin's mission and work. The following list reflects donors who have given \$5,000+ in the past fiscal year (October 1, 2014 - September 30, 2015). Gifts are recognized in the year they are pledged, in accordance with standard accounting guidelines.

- |   |   |  |
|---|---|--|
| Anonymous (4)                                   | Mr. and Mrs. Keith Fern *                   | Patrick and Beatrice Haggerty Foundation   |
| 3M Foundation                                   | Finn Family Foundation, Inc.                | The Charles H. Phipps Foundation           |
| ABC Home & Commercial Services **               | First Texas Honda                           | Religious Coalition to Assist the Homeless |
| Mr. and Mrs. Gregory T. Abell                   | Dr. and Mrs. Robert L. Frachtman *          | Mr. Alec Rhodes                            |
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| Mr. and Mrs. Mike Cooper                        | Mr. and Mrs. William R. Kinney, Jr.         | ThunderCloud Subs *                        |
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| ECG Foundation                                  | Moreland Properties, Inc.                   | The Winkler Family Foundation              |
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| Evets Global                                    | Mrs. Lesley Blessing                        | Mr. and Mrs. John Ziebert                  |
| The Favrot Fund                                 | P. Terry's Burger Stand                     |  |

\* Board of Directors

\*\* Community Advisory Board

## caritas north investors

A special thank you to the investors that made the purchase of Northgate Plaza possible in 2015.

- |   |                                       |                                      |
|---|---------------------------------------|--------------------------------------|
| 213 West 4th Street Partners              | Steven Frantz                         | Sheela Rai and James Thomassen       |
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| Patricia Albright                         | Malcolm Greenstein                    | Gina and Martin Richardson           |
| Hardy R. Aldridge and Jean Aldridge       | Margy Heep                            | Marc Seriff                          |
| Alori Properties Management, Inc.         | Gregg Kingsolver                      | Sue Ellen Stavrand and John Harcourt |
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| Russell Bridges and Ralph Salinas         | Christopher B. Long                   | Kim and Lanny Vickery                |
| Katie and Frederick Closmann              | Lee Manford                           | Jennifer Vickers and Lee Walker      |
| Robert Dailey                             | Mary Lynn and Vic McNallie            | Kathleen Williams and Rebecca Lane   |
| Clifton D. Dollar                         | Ellen and Alan Muskin                 | Kristie Zamrazil                     |
| Sharon Dunn                               | David E. Perlitz and Joseph P. Maliga | Janna Zumbrun                        |



Caritas of Austin  
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## board of directors

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Harvey Giblin	Jo Kathryn Quinn, <i>Executive Director</i>
Jenny Gregorczyk	

[www.caritasofaustin.org](http://www.caritasofaustin.org)

## locations

Caritas of Austin Headquarters  
611 Neches Street  
Austin, TX 78701

Caritas North  
9027 Northgate Boulevard  
Austin, TX 78758

## our mission

We provide a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency.