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.
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.
"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
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.
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%  Hispanic 24%  Male 64%
Asian 0%  Non-Hispanic 76%  Female 34%
Black 42%  0-17 years 17%
Native Hawaiian 1%  18-24 years 9%
White 54%  25-39 years 20.5%
Undisclosed 1%  40-54 years 30.5%

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

– ASO "MIKE" KAKARASH,
Employment Program Manager
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
2021 Revenue by Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOVERNMENT</td>
<td>$8.78M</td>
</tr>
<tr>
<td>PHILANTHROPIC</td>
<td>$5.5M</td>
</tr>
<tr>
<td>OTHER</td>
<td>$1.82M</td>
</tr>
</tbody>
</table>

TOTAL REVENUE $16,072,690

2021 Expenses by Program

- Administrative: 7%
- Refugee Resettlement: 3%
- Employment: 3%
- Education: 1%
- Veteran Services: 10%
- Housing: 60%
- Food Services: 4%
- Other Program Support: 4%
- Fundraising: 8%

All numbers are based on audited financials from fiscal year 2021 (October 1, 2020 through September 30, 2021).
“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)
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

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>$4.49M</td>
</tr>
<tr>
<td>Local Government</td>
<td>$3.8M</td>
</tr>
<tr>
<td>Federal Government</td>
<td>$506,000</td>
</tr>
<tr>
<td>Philanthropic</td>
<td>$180,000</td>
</tr>
</tbody>
</table>

4% Philanthropic

85% Local Government

11% Federal Government
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
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.
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.

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
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

Join Us Online

@CaritasOfAustin
/CaritasOfAustin