



Caritas of Austin

# ENDING HOMELESSNESS TOGETHER

2022

ANNUAL REPORT



"When I lost my job, I had nowhere else to go. I didn't want to ask for help from anyone. I couldn't even bring myself to say I was homeless for a long time... Now I have a new apartment, job and reconnected with my family."

**ASH KINZEL,**  
Veterans Program Client

As I reflect on all we have accomplished in our 58 years of ending homelessness, I am inspired and energized by the dedication of our community to ensure all Austinites have a safe, stable and affordable place to call home.

Your support over this year continues to assure me that our community believes we all need the strong foundation of a home and layers of support in our lives to thrive. We know we are a more vibrant city when everyone has the resources to reach their full potential.

In 2022, we continued expanding our service capacity to serve even more people experiencing homelessness. Construction continued on our first housing development, Espero Rutland, with the first residents slated to move in this year. Together, with you, we are able to provide a deeply affordable and intensely supportive housing community for 171 individuals transitioning out of homelessness. In addition to Espero Rutland, we are

partners in two more affordable housing developments to continue providing all Austinites with a safe place to call home. Cairn Point, breaking ground in summer 2023, will provide 150 units for people experiencing homelessness who are 55 or older. Libertad will be completed in early 2025 and provide housing for families experiencing homelessness.

As we continue to develop more ways to serve the individuals and families in our city without a home, I am grateful for partners like you who are joining us in our bold mission. It's only when we come together – as businesses, city leaders and community members – that we can truly End Homelessness Together.



A handwritten signature in black ink, appearing to read 'Jo Kathryn Quinn'.

**Jo Kathryn Quinn,**  
President and Chief Executive Officer

In August 2021, construction broke ground on Caritas of Austin's first ever housing development, Espero Rutland.

Meaning "I hope," Espero is a deeply supportive and intensely affordable apartment community dedicated to people transitioning out of homelessness.

Construction continued throughout 2022, and Caritas of Austin began hiring staff to provide 24/7 onsite support services to all residents. With our partners The Vecino Group and Austin Housing Finance, we are thrilled to continue growing our services to house more people than ever before.

Your support this year can provide funding for staffing, ongoing support services and future housing developments, so together, we can end homelessness in Austin.



Follow the link to support our new housing developments.



# EVERYONE deserves a HOME.

Each person we serve shares the experience of homelessness, but that doesn't mean the solution to homelessness is one-size-fits-all. The people we serve are as unique as their thumbprint, with different stories, experiences and hopes for their future. Because of your support, our programs are tailored to support the specific needs of individuals, families, veterans and/or youth. With each program, we provide personalized support so that everyone has a safe, stable and affordable place to call home as well as the resources they need to rebuild well-being.

448

People received  
housing services

122

Veterans  
Served

50

Young Adults  
Served

97%

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

**PERMANENT SUPPORTIVE HOUSING** Supports single adults 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 veterans experiencing homelessness and their families, along with connection to mental health and other community resources.

## No one ever thinks homelessness could happen to them.

Roy and Wanda Faires said this about themselves until a series of events unraveled the stability in their lives.

The couple has been together for 37 years and both had successful careers that took them all over the country. When the COVID-19 pandemic hit, Wanda's work as a contract IT engineer slowed significantly.

In this trying time, Wanda was also diagnosed with breast cancer. During treatment, Wanda couldn't work. Her medical bills piled up, and they became unable to afford their rent.

Because Roy is a Vietnam-era Veteran, the Veterans Administration (VA) was one place the Faires sought support as they slept in their car with their three cats.

As Wanda recovered physically, she started a new job but still didn't have a reliable place to access the Internet.

Then, the VA connected the Faires to Caritas of Austin's Veterans program.

Our Supportive Services for Veteran Families' staff provided the couple with food from Caritas' Community Kitchen and Pantry. That night, the Veterans team moved the couple into a hotel until a permanent home could be found.



**Learn more about our Veterans Program by scanning here.**



"Caritas threw us a life jacket and took us back to shore. For the rest of our lives, we will remember the people here who have helped us."

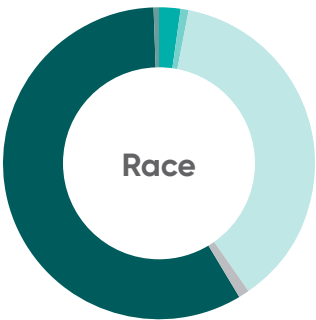
**WANDA**

"We were so grateful for this blessing coming our way. No matter how hard times get, God will always see us through. Roy being a Veteran was really such a turning point for us," Wanda said.

In late July, Roy and Wanda moved into their new home, thanks to support from Caritas of Austin. Wanda is happy to report that she is currently cancer-free.

"Caritas threw us a life jacket and took us back to shore. For the rest of our lives, we will remember the people here who have helped us," said Wanda.

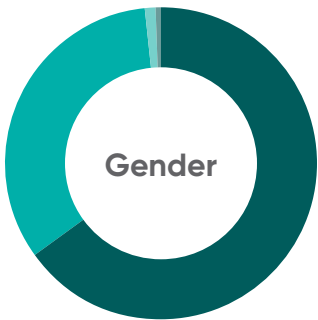
Thank you for supporting Caritas of Austin and ensuring people like Roy and Wanda have a place to call home.



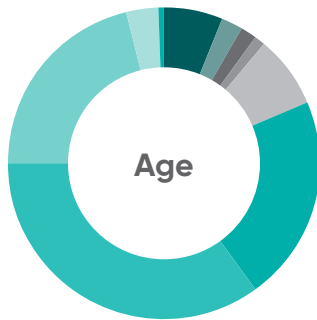
American Indian, Alaskan Native, or Indigenous	2%
Asian	1%
Black	37%
Native Hawaiian or Pacific Islander	1%
White	58%
Undisclosed	1%



Hispanic	28%
Non-Hispanic	71%
Undisclosed	1%



Male	65%
Female	33%
Transgender	1%
Other/Refused	1%



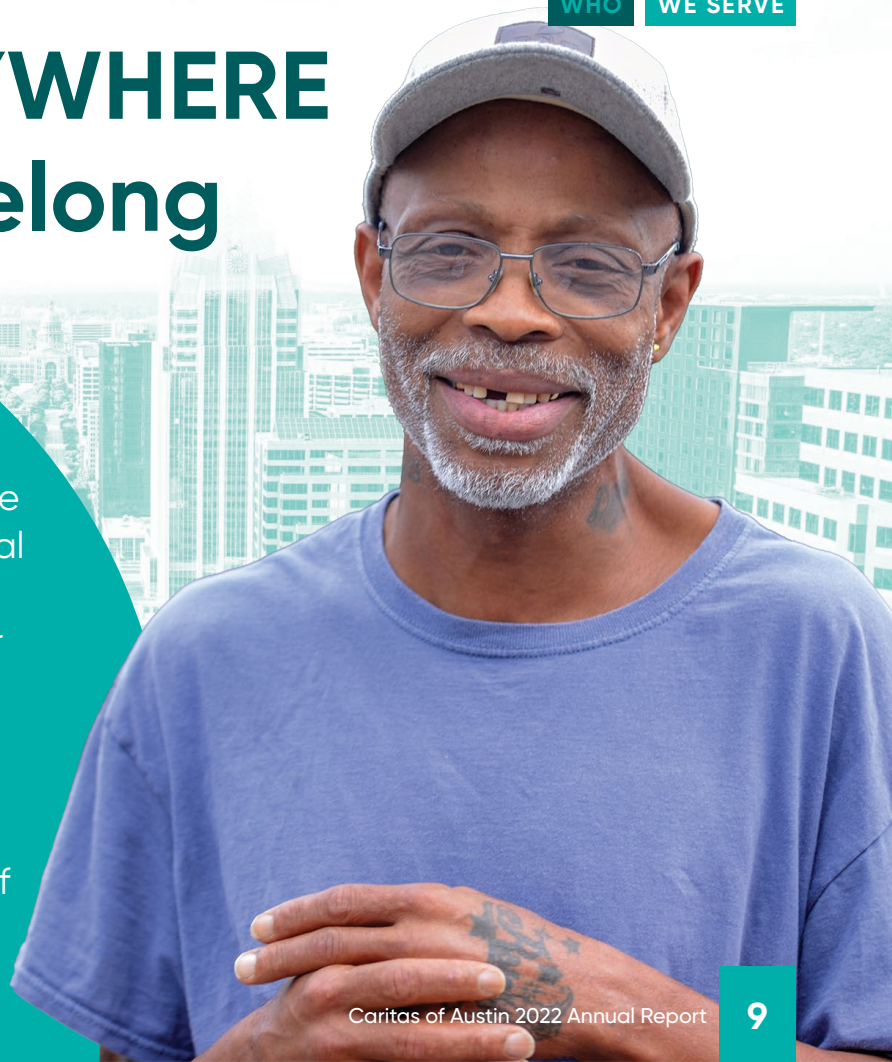
Under 5 years	6%
5-11 years	2%
12-14 years	2%
15-17 years	1%
18-24 years	8%
25-39 years	21%
40-54 years	35%
55-64 years	21%
65-74 years	3%
75+	1%

*\*Charts represent people served in one or more Caritas of Austin Housing program in FY2022.*



# We house **EVERYWHERE** so people can belong **ANYWHERE.**

We believe everyone should have the choice to live wherever best fits their life, work, social connections and budget. Supporting our clients' choice of where in the city is best for them to regain stability after homelessness is one of the most powerful aspects of our work. This opens the door for people to feel like they belong in and can contribute to their community, and is an important part of making Austin more vibrant for all.



## In spring 2021, Jaslyn was working two jobs while pregnant and living out of her car.

The experience of homelessness presents everyday challenges that most who are housed overlook. Jaslyn had nowhere to store fresh food. She struggled to fit her possessions in her trunk but had nowhere else to keep her things. She had to rely on park showers for hygiene.

Now that she's housed with the support of Caritas of Austin, it's also the simple things for which she feels most grateful.

"I have somewhere I can wash myself, lay down in bed, and call home. I have keys where I can lock my door and come in when I please."

The process of rebuilding stability after homelessness is like constructing a sturdy home. It's not just a strong foundation that's important; a strong home must also have a sturdy frame, high quality roof, windows, insulation and more.

In the same way, the Caritas of Austin team doesn't just house clients. They also provide additional layers of support as people move from surviving to thriving.

"Dana, my Case Manager, showed me how to budget and identify opportunities for school. She showed me that I had a partner I could depend on, that I didn't have to do it all myself," said Jaslyn.

Jaslyn welcomed her son, Zaylan, in summer 2021. She's focused on small goals like making her apartment feel like a home.

Your support has not only helped Jaslyn build a strong foundation, but provides tools and resources to create many layers of support around her and her son. With your partnership, Jaslyn is confident and hopeful in this new chapter of her life.

"I have somewhere I can wash myself, lay down in bed, and call home. I have keys where I can lock my door and come in when I please."

JASLYN

Access to nutritious food is vital in helping people rebuild well-being after experiencing homelessness. We continue to prioritize fulfilling these basic needs through our Community Kitchen and two Pantry locations, so that the people in our community have the resources they need to thrive.

In 2022, the Community Kitchen at Caritas of Austin has seen its largest-average daily increase since the start of the pandemic, now serving over 200 people lunch each day.

Because of your support, Caritas of Austin provides free, nutritious lunch Monday through Friday, no questions asked. For some, lunch at our Community Kitchen may be the only meal they eat that day. For others, it's a supplemental meal for those feeling the economic pinch of rising food prices and financial uncertainty.

"We've got a lot of new faces coming through the line," says Joe Green, Chef at Caritas of Austin's Community Kitchen. "Some people are not in a position to make ends meet."

"And then there are our regulars who come five days a week," he added.

Our lunch service is often the first point of connection and trust people make with Caritas of Austin as they begin the work of moving out of homelessness and rebuilding well-being in their lives.

Your generosity has been critical in our ability to weather the challenges of the pandemic over the past two years and ensure our daily meal service continues. Our dining room, which regularly served nearly 300 people onsite daily, has been closed since March 2020.

But thanks to our dedicated staff and regular volunteers, diners can still see smiling faces as they pick up their to-go lunch each day, and we are excited to announce that the dining room re-opened in March 2023.

YOUR SUPPORT SERVES UP HOPE

FOR THOSE EXPERIENCING HUNGER

**23,185**

meals in healthy  
groceries provided by  
our Downtown and  
North Pantries.

**47,304**

lunches served in the  
Community Kitchen





## Homelessness is a devastating experience that leaves people feeling lost and isolated from their community.

From his two years of experiencing homelessness, Tim Rinn understands this feeling on a personal level. And now he's partnering with Caritas of Austin's Education program to help restore a sense of belonging for others.

"I want others to know that someone knows how they feel," Tim said.

After two years without a home, Tim connected with Caritas of Austin and moved into his own apartment.

Now, Tim is rebuilding wellbeing in his life and looking for avenues to give back to those transitioning out of homelessness. One of the ways he is doing that is through partnering with Caritas of Austin's Education Program to create an orientation video for new Caritas of Austin clients.

In addition to offering life skills and professional development classes, the Caritas Education team works

individually with clients on growth opportunities and goals unique to their lives.

For Tim, that means using his voice and lived experience for the good of others.

"I want people to know that it's okay to take your time or to feel overwhelmed. What are your aspirations? Because Caritas will open up a landscape of opportunities. You just have to decide where you want to go," he said.

Across all programs, Caritas of Austin values peer support and the power those with lived experience have in connecting with others in similar circumstances.

"Tim is very enthusiastic about sharing his experience transitioning from the streets to a house with other Caritas clients," Education Program Manager Mayra Lopez Gutierrez said. "He wants others to have the same opportunity."

Your support helps our Education team provide yet another layer of support in our work to end homelessness in Austin.



**149**

Education classes  
were provided

**79**

New clients  
served

**CLASSES PROVIDED INCLUDE**

Life Skills

Financial Literacy

Health & Well-Being

Employment Workforce  
Training

It takes immense courage to leave an abusive relationship. The price paid for that bravery is often great. For Artessa, leaving meant the new reality of homelessness.

"One day, I just couldn't do it anymore. I chose to be on the streets rather than remain in that relationship," she said.

In late 2019, Artessa regained a stable place to call home. But that was only the beginning of rebuilding well-being in her life.

"Being homeless strips you down of everything: your memories, the person you are. Once you're housed, you're still somewhat lost," she said.

Artessa spent the next several months focusing on her mental health, addressing the depression and PTSD that emerged from the traumatic experience of homelessness.

Then she was connected to Caritas of Austin's Employment team for support in re-entering the professional world. The Caritas team helps hundreds of

people each year with job applications, interviewing, professional training, resources for uniforms, and more.

Soon, Artessa was hired as a Sales Associate at a local retail store. She moved from part-time to full-time, and within months, she was promoted to Supervisor.

"This job was really good for my self-esteem. It helped me remember that the girl I was before was still in there," said Artessa.

When the Caritas of Austin team identifies housing and employment opportunities for people, clients determine where they want to settle and reintegrate back into the fabric of the city. This is a critical piece of our personalized approach to ending homelessness.

"I feel like I am a part of Austin again, and I can contribute something just like others have done for me," she said.

Your support gives people like Artessa the support and resources to regain stability and begin to dream again. Thank you for your partnership in ending homelessness in Austin!

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.

Served **447**  
refugees with  
employment,  
medical and cash  
assistance

Placed **26**  
clients in new  
jobs with an  
average wage of  
**\$16.95** an hour

Provided **2,196**  
employment clients  
with vocational  
training



By giving your time, passion and energy, you are helping us end homelessness daily. Whether working directly with clients to achieve their life goals, providing administrative support to staff, or preparing nutritious and free lunches in our Community Kitchen, our volunteers make our work possible.

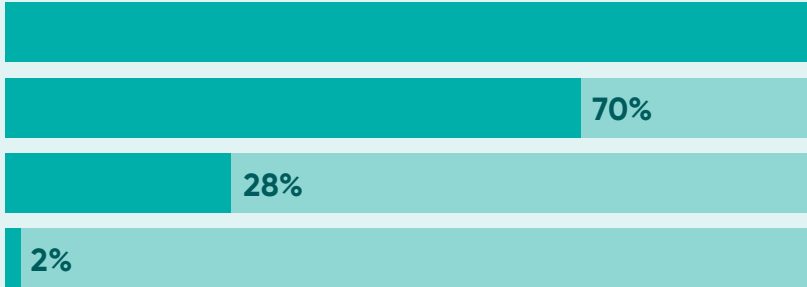
**742**  
volunteers provided  
**11,115** hours of service

**"Knowing I'm a small  
part of [Caritas] clients'  
satisfaction in getting a job  
they applied for and that I was  
able to help is so fulfilling. If anyone  
is thinking of volunteering, you should  
do it. Not just for what you can do for  
Caritas, but also for the satisfaction  
and fulfillment it can bring you."**

**MOINUDDIN AHMED**



## 2022 REVENUE BY SOURCE



**TOTAL REVENUE \$17,722,608**

**GOVERNMENT \$12.49 M**

**PHILANTHROPIC \$4.9 M**

**OTHER \$332,608**

**87%**  
of funds  
serve our  
clients

## 2022 EXPENSES BY PROGRAM



Administrative



Refugee Resettlement



Employment



Education



Veteran Services



Housing



Food Services



Other Program Support



Fundraising

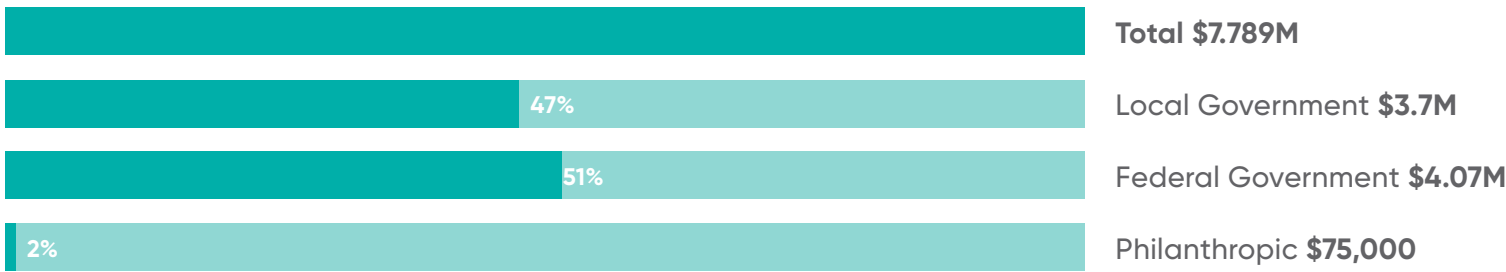
All numbers are based on audited financials from fiscal year 2022 (October 1, 2021 through September 30, 2022).

**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 point of intervention for our community in preventing and ending 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.

**2022 REVENUE BY SOURCE**



**2, 535** people served by Best Single Source Plus.

**85%** of people enrolled in BSS+ programs did not return to homelessness



**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, and 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.

### 2022 BOARD OF DIRECTORS

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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 to 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 2022. When we work together, we can help even more Austinites rebuild well-being and reach their full potential.

## CONNECT WITH US

 @CaritasOfAustin

 /CaritasOfAustin

 /CaritasOfAustin

 /CaritasOfAustin

## GET INVOLVED

 [CaritasOfAustin.org/donate/give](https://CaritasOfAustin.org/donate/give)

 [CaritasOfAustin.org/get-involved/volunteer](https://CaritasOfAustin.org/get-involved/volunteer)

 [CaritasOfAustin.org/get-involved/wishlist](https://CaritasOfAustin.org/get-involved/wishlist)



Scan to support our work  
to end homelessness.