



Caritas
of Austin

Ending Homelessness Together.

Ending Homelessness **TOGETHER**

2023 Annual Report



In 1964, Caritas of Austin began as an organization providing resources for whoever needed them – and 59 years later, we’re still going strong. As we reflect on our journey throughout the years, one thing has remained constant – our mission to help those experiencing homelessness.

Caritas of Austin continues to work toward making a significant difference in the lives of individuals and families who experience homelessness. Homelessness is a complex issue that requires a multifaceted approach. With the support of community members, corporate partners, city leaders, and county, state, and federal governments, we can provide a range of services and programs that address the root causes of homelessness and help achieve long-term stability.

This year, we celebrated the groundbreaking of Libertad and the near completion of Espero Rutland, both new affordable, supportive housing communities in Austin.

In addition to these supportive housing communities, your support has enabled us to house over 429 people, including veterans and young adults, since our last annual report.

Our programs and resources are crucial to ensuring our clients have the support needed to rebuild their lives.

None of this would be possible without your partnership. Your contributions have made a significant impact on so many lives, and for that, we are forever grateful.

Thank you again for your generosity and commitment to our mission.

Sincerely,



Jo Kathryn Quinn
President and Chief
Executive Officer



ESPERO RUTLAND is Caritas of Austin's first housing community. Meaning "I hope," Espero is an intensely supportive and deeply affordable housing community with 171 units, convertible spaces that adapt to personal preferences, soothing indoor and outdoor amenities – plus on-site supportive staff and services for residents transitioning from homelessness.

Email donations@caritasofaustin.org to sign up to take a tour today.

ESPERO RUTLAND WILL PROVIDE:

- 171 studio apartments for individuals.
- 51 units dedicated to people who have experienced chronic homelessness and are living with a disability.
- 101 units dedicated to the local Continuum of Care Coordinated Entry prioritization system, a centralized application for people experiencing homelessness to connect to housing and other resources.
- 19 units available for individuals at-risk of experiencing homelessness.

ON-SITE SUPPORT SERVICES:

- Personalized support in housing, education, employment, food, and connection to mental and physical health services.
- Peer support specialists who have experienced homelessness, PTSD, substance use or other shared experiences work alongside case managers to provide clients an additional layer of support.
- Access to front desk services 24/7.

4 Libertad Austin

LIBERTAD AUSTIN WILL PROVIDE:

- 140 units designed for families with children.
- 40 units dedicated to families experiencing chronic homelessness.
- 101 units dedicated to the local Continuum of Care Coordinated Entry prioritization system.

Expected to open early 2026.

Caritas of Austin is the lead service provider for **LIBERTAD AUSTIN** where we will use our proven methods to help families rebuild well-being.

With a focus on families, Libertad Austin is envisioned as a community development that elevates its residents' lives, strengthens relationships, and nurtures each resident's potential.



Due in part to a series of recessions, high housing costs, and a shortage of affordable housing, older adults are now the fastest-growing segment of America's homeless population.

CAIRN POINT, Caritas of Austin's third supportive housing community, will address the unique needs of our age 55+ population.

Cairn Point is tailored to the needs of older Austinites and will feature tailored on-site services, including medical services, educational and social learning opportunities, and 24/7 access to Community Access and Support Services.

CAIRN POINT WILL PROVIDE:

- 150 units designed for Austinites age 55+.

Expected to open early 2027.

LONG-TERM SUPPORTIVE HOUSING 24+ Months of Supportive Housing Services

Supports households who have experienced chronic homelessness and a history of at least one disabling condition.

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

SHORT-TERM SUPPORTIVE HOUSING 12-24 Months of Supportive Housing Services

For individuals and families to quickly exit homelessness and return to permanent housing in the community.

Housing Stability Program

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

Veteran Support Program

Provides short-term supportive housing services, case management, connection with mental health and other resources to veterans experiencing homelessness and their families.

Youth Homelessness Program

Provides housing, case management, and peer support services to young adults (18 to 24) experiencing homelessness.

CORE SUPPORT SERVICES



Supportive Housing



Case Manager



Peer Support Specialist



Financial Assistance



Employment Specialist



Education Classes



Food

84

Veterans and their families served.

46

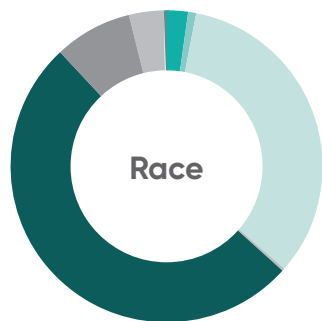
Young adults served in Youth Program.

429

People received housing services.



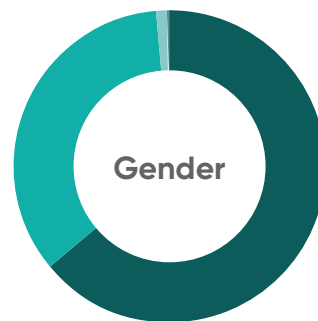
Making Austin **MORE VIBRANT FOR ALL**



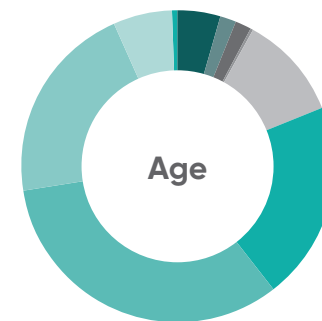
American Indian, Alaskan Native, or Indigenous	2%
Asian	1%
Black	33.5%
Native Hawaiian or Pacific Islander	.25%
White	51%
Two or more races	8%
Other	4%
Undisclosed	.25%



Latin	27%
Non-Latin	72%
Undisclosed	1%



Male	64%
Female	34.7%
Transgender	1%
Other	.3%



Under 5 years	5%
5-11 years	1%
12-14 years	1%
15-17 years	.2%
18-24 years	11%
25-39 years	21%
40-54 years	33.5%
55-64 years	21%
65-74 years	6%
75+	.3%

*Charts represent people served in one or more Caritas of Austin Housing Programs in FY2023.

In 2020, Inez Jett lived in her car with her newborn baby.

As a successful customer service representative at a technology company, Inez never imagined she would experience homelessness. But, like thousands of others, she was a part of the pandemic layoffs of 2020.

The experience was harrowing, she said. She stayed up most nights, vigilantly watching over her son. Each day came with a new set of problems to solve – where could she wash clothes? What healthy, shelf stable food options are available? Where could she go to update her resume and apply for jobs?

While experiencing homelessness, Inez gave birth to her second son. She recalls feeling hopeless and desperate for something to change.

Close to a year later, she found herself pregnant again with her third child and still no safe place to call home.

Determined to create a better life for her sons, she filled out the city-wide Coordinated Assessment, allowing her

to connect with Caritas of Austin. Less than a month later, she received the keys to her own apartment.

It takes layers of support to rebuild well-being, and thanks to the generosity of donors like you, we're able to provide this comprehensive support for all Austinites to thrive, like access to healthy food, education and employment services, and more. For Inez, we provided furniture for her and her family.

"My children are my pride and all my joy," Inez said. "I cried as I put [their] furniture together."

Now that Inez has the foundation of a safe place to call home, she's focused on healing from the recent birth of her third baby boy and then returning to work at her new job as a customer service representative.

Because of your generosity, we are ending homelessness for families like Inez's and providing them with all the resources they need to truly thrive!

“

I had lost hope, but having a home gave me hope. I have a space for my children and the resources to get back on my feet. I have a great work history and work ethic, I just didn't have a home to go back to. Now I do.”

INEZ

In March 2020, Caritas of Austin made the difficult decision to close our Dining Hall. The safety and well-being of our clients, staff, and volunteers is our utmost priority, and in order to keep everyone healthy, we transitioned to serving free, nutritious, and warm meals in a to-go format.

Despite the many challenges of this transition, our commitment to caring for our unhoused neighbors remained unwavering, and we served over 120,000 meals to our neighbors.

In March 2023, three years to the day of its closing, our Dining Hall reopened!

We are thrilled to once again provide a safe indoor space for our neighbors experiencing homelessness to savor a meal and enjoy a sense of belonging. Often, people experiencing homelessness say they feel invisible and alone, and our Dining Hall is a way for them to connect, feel seen and valued.

The Dining Hall also acts as the bridge between our unhoused neighbors and safe, stable housing, said our President and CEO Jo Kathryn Quinn.

“This Grand Reopening highlights Caritas of Austin’s continued and unwavering commitment to preventing and ending homelessness in our community, no matter the obstacle, even one as great as a global pandemic,” Jo Kathryn said. “We are determined to ensure all Austinites have a safe place to call home, and we are truly doing that together.”

Thanks to your continued support, we are able to weather the challenges of our world and continue rebuilding well-being in the lives of our community members.



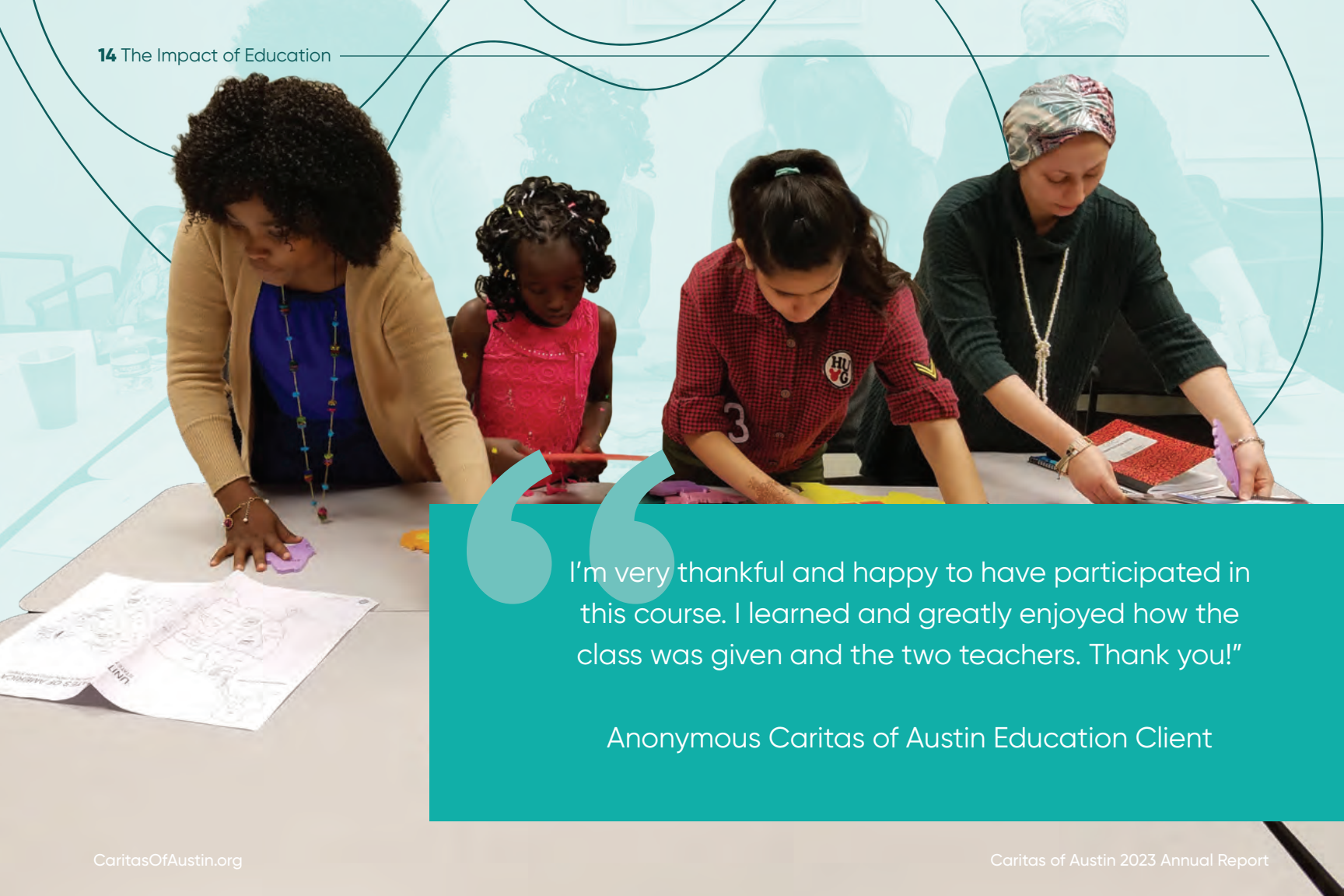


23,135

Pounds of healthy groceries provided by our Downtown and North Pantries.

56,262

Lunches served in the Community Kitchen.



I'm very thankful and happy to have participated in this course. I learned and greatly enjoyed how the class was given and the two teachers. Thank you!"

Anonymous Caritas of Austin Education Client

327

Education
classes provided.

107

Individuals
participated in
education classes.

**EXAMPLES OF
CLASSES PROVIDED:**

Life Skills
Financial Literacy
Health & Well-Being
Employment Workforce Training
Food Handlers License



At Caritas of Austin, we are dedicated to serving those experiencing homelessness, domestic and internationally.

Through our Employment Program, we're able to serve refugees like Olivier Nikwigize with employment, financial assistance, and medical assistance.

Fleeing political persecution, Olivier left Rwanda and came to the United States in 2021. Although he traveled the world as a professional rugby player, he never visited America before and didn't speak English.

"When you become a refugee, you feel hopeless," Olivier said. "You're questioning everything, you feel depressed, and your trust in people goes down."

As he continued to work on rebuilding well-being in his life and adjusted to Austin, he connected with Caritas of Austin's Employment Program.

One of our Employment Specialists worked tirelessly alongside Olivier to help him create a resume and apply to jobs. He is proud to say he now works with Cap Metro.

With a stable job, benefits, and livable income, Olivier is able to focus on bringing his wife and two children to Austin. As he waits for them, he plans to continue working at Cap Metro while going to school to study IT.

"I want to create a good life for my family," he said. "Getting more education will help me support them."

Because of your generosity, our Employment Program helps people build stability and a brighter future through stable jobs. Thank you for your support in our work to make Austin more vibrant for all!

PLACED
35

Clients in new jobs
with an average starting
wage of **\$15.06 an hour.**

SERVED
450

Refugees with
employment, medical
and cash assistance.


PROVIDED
50

Employment clients
with vocational training.





1,865 VOLUNTEERS provided
14,850 HOURS of service.

A photograph of a kitchen setting. On the left, a man wearing a black flat cap and a black t-shirt is looking towards the right. On the right, a woman with her hair in a bun, wearing an orange t-shirt and black gloves, is working at a stainless steel counter. She is holding a piece of dough. In the background, there are stacks of metal trays, a sink, and various kitchen equipment. A teal speech bubble is overlaid on the left side of the image, containing text.

Helping someone who is experiencing homelessness move into a house brings me so much joy. I know exactly how it feels to have a safe place, how grateful I was and the people who took me to my new home and brought me cleaning supplies. It's so special to be a part of that for someone else."

FRED, Volunteer and Previous Community Kitchen Diner

Caritas of Austin is the lead and fiscal agent for Best Single Source Plus (BSS+), a collaborative of 10 organizations focused on homelessness prevention and rapid re-housing.

Since 2005, the BSS+ collaborative has been integral 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 duplicate services and barriers for people receiving support.

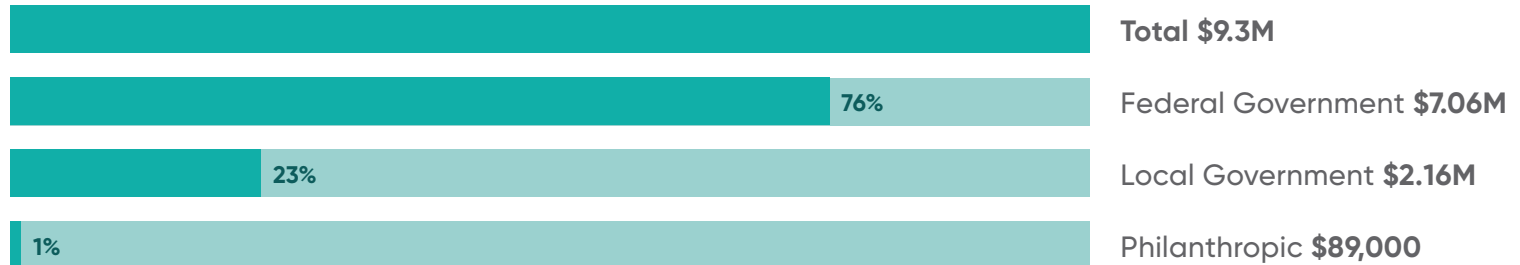
2,535 people served by Best Single Source Plus.

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

BEST SINGLE SOURCE PLUS PARTNER AGENCIES

- Any Baby Can | Goodwill of Central Texas
- Meals on Wheels of Central Texas | SAFE
- Family Eldercare | Foundation for the Homeless
- Catholic Charities of Central Texas
- The Salvation Army | Lifeworks

2023 REVENUE BY SOURCE



2023 BOARD OF DIRECTORS

Monica Crowley, *Board Chair*

Melissa Ayala

Michael Crowl

Lori Freedman

Monica Guzmán

Richard Glen Johnson, Jr.

Shaun Moore

Haroon Mushtaq

Thuy Nguyen

Paxton Pederson

Ramesh Swaminathan

John Trube

Dr. Anselmo Unite

Raquel Valdez Sanchez

Chris Whitt

Mike Haggery, *Emeritus*

OUR MISSION

To prevent and end homelessness
for people in Greater Austin.

OUR VALUES

Commitment

Equity

Respect

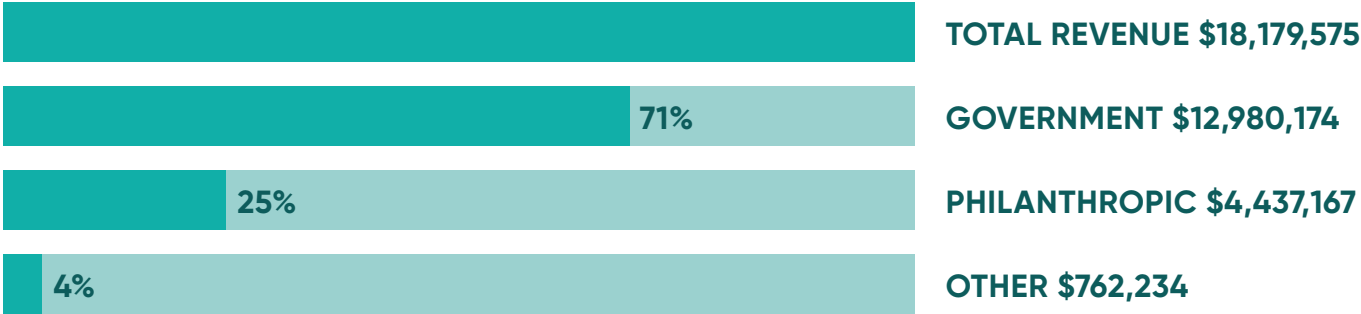
Innovation

Excellence

OUR VISION

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

2023 REVENUE BY SOURCE



2023 EXPENSES BY PROGRAM



All numbers are based on audited financials from fiscal year 2023 (October 1, 2022 through September 30, 2023).



Generous community members and partners like you made our work possible in 2023. Thank you for working together with us to end homelessness for even more Austinites so they can thrive and our city becomes more vibrant for all.

Caritas of Austin



Scan to support our work
to end homelessness.



Scan to see Caritas of Austin's
volunteer opportunities.

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