



2016 ANNUAL REPORT

Caritas of Austin

A LETTER FROM JO KATHRYN QUINN



At Caritas of Austin, we believe that our community thrives when all its members have the opportunity to reach their full potential. Last year your support made sure hundreds of people had access to a safe home, healthy food, life skills and jobs through services at both our downtown headquarters and north Austin neighborhood center.

Home is where our complex work always begins as we partner with clients to restore stability in their lives. A stable home alone is not sufficient, but without it, it is nearly impossible to begin the process of building wellbeing. With respect and dignity, Caritas of Austin provides each person we encounter with comprehensive, relationship-based services to end their homelessness permanently.

Just as a home is only as strong as its foundation and frame, Caritas of Austin spent last year strengthening itself. 2016 was a year of building a stronger infrastructure, increasing our commitment to data and outcomes, and

implementing even more evidence-based practices that are proven to work. We are holding ourselves accountable more than ever to the people we have the honor of working with: those who access our services and those who make them possible through your support.

I hope you are as inspired as I am reading this year's annual report. From solving veteran homelessness as a community to unprecedented numbers of people stepping forward to support refugees, last year your generosity reinvigorated my belief that when we are all committed to ending homelessness as we know it, amazing things can happen.

Thank you for your partnership,

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

Jo Kathryn Quinn, Executive Director



THE CARITAS OF AUSTIN TEAM

More than 80 professional staff members work daily to restore dignity and humanity for the hundreds of people Caritas of Austin serves each year. Together with your support, we can make homelessness rare, brief, and nonrecurring in our community.

“Our goal is to house people wherever in the community that's best for them and then we help them rebuild a sense of community right there - just like any other person does when they move into a neighborhood.”

– Jim Ward, Supportive Housing Program Manager

HOUSING

Last year, Caritas of Austin continued to build on proven best practices in ending homelessness for our most vulnerable neighbors. Caritas of Austin offers housing programs for people who have experienced long-term homelessness, as well as services to prevent those who have lost their housing from falling into a longer cycle of homelessness.

One of our greatest achievements of 2016 was undoubtedly reaching a “functional zero” for veteran homelessness as a community. Standing alongside U.S. Secretary of Housing and Urban Development Julian Castro on August 19, our Veterans team, Mayor Adler, partner agencies, and the real estate community celebrated a milestone of solving veteran homelessness together.

Supportive Housing

Intensive, long-term support for individuals who have experienced long periods of homelessness and are battling at least one disabling condition.



160 Individuals Housed



95% Did not return to homelessness and remained in stable housing after 6 months

Housing Stability

Social work professionals intersect with people as they find themselves without a stable home due to an unexpected crisis.



117 Households Served

Supportive Services for Veteran Families

Rapid rehousing services for veteran families experiencing homelessness.



101 Households Served

Best Single Source Plus Collaborative

Caritas of Austin serves as lead and fiscal agent of this 13-agency collaborative aimed at preventing and ending local homelessness.



3,119 Individuals Served



2016 PROGRAM HIGHLIGHTS

Expanded housing options to better meet each client's needs

Added **Peer Support professionals** who have experienced homelessness, substance abuse, or other shared experiences for an additional layer of support

Built stronger community among clients through town hall meetings, social gatherings, and holiday celebrations

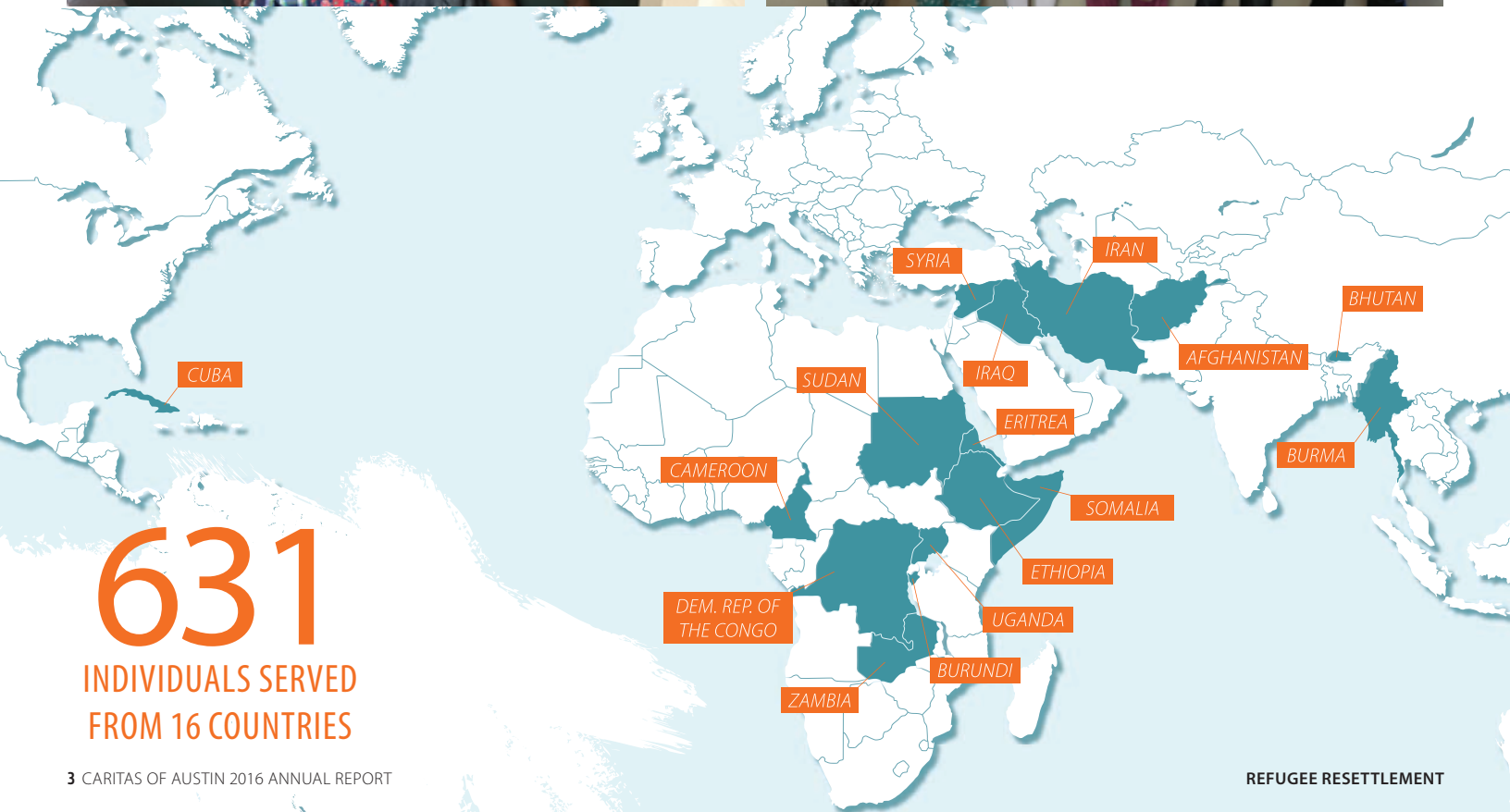
“Caritas of Austin has made me feel like a human being that has the right to live. I now have a job and can provide for my family... I see a happy life in our future.”

– Robert, refugee client

REFUGEE RESETTLEMENT

Last year brought unprecedented attention to refugee resettlement for those who find themselves internationally homeless. Despite great uncertainty, Caritas of Austin staff members continued their inspiring work to welcome refugees to the Austin community and ensure their long-term success through housing assistance, cultural orientation, language support, job training and placement, and connection to numerous health and community resources.

Resettlement staff members increased landlord partnerships for expanded housing options and worked with Caritas' Education and Employment teams to improve learning opportunities. Caritas of Austin also saw an extraordinary response from community members stepping forward through volunteerism and community events to welcome refugees and support our organization's work.





EDUCATION

Caritas of Austin's Education team exists to support all other programs by providing clients with the knowledge and skills needed to build wellbeing and reach their life goals. Last year, more classes than any previous year were offered with new topics to help clients adjust culturally, be responsible tenants, and develop job skills to achieve lasting stability.

EDUCATIONAL CLASSES

Provided a total of **2,189** classes to **830** people



384

Adult Refugee Cultural
Orientation Students



60

Children's Refugee Cultural
Orientation Students



36

Financial Literacy
Students



357

Job Readiness
Students



32

Life Skills Students



262

Gender Dialogues
Students



82

Food Industry
Employment Training
Students



131

Introduction to
Hospitality Industry
Students



49

Introduction to
Healthcare Professions
Students

2016 PROGRAM HIGHLIGHTS

Began **home-based classes** for refugees who cannot attend onsite classes due to health or childcare limitations

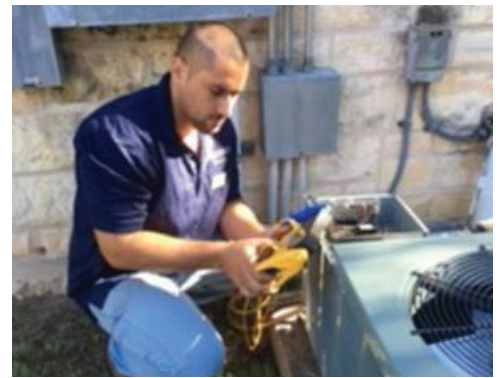
Implemented a new curriculum to **help refugee children** adjust to American culture and school expectations, based upon best practices from adult refugee cultural orientation

“What we consider true success is when clients tell us they love what they’re doing. It’s all about matching their skills and passions to set them on a path of success.”

– Amitiss Mahvash, Employment Program Manager

EMPLOYMENT

Caritas of Austin’s Employment team remains focused on expanding vocational training and higher education opportunities that enable people to pursue careers that provide a living wage. Last year, our team helped connect people to jobs in new fields, grew partnerships with local employers, and even helped one woman realize her dream of owning her own food truck.



2016 PROGRAM HIGHLIGHTS



626
Job Placements



10%
Average Wage
Increase Over 2015



212
Individuals Completed Internal
Job Training Programs



62
Individuals Completed External
Vocational Training Programs



100
Bikes Provided to help with
transportation to work



55%
Of Job Placements
included benefits

Expanded job placement industries:

**IT, Healthcare, Commercial Driver’s License, HVAC,
Sales/Customer Service, Education, Social Services, Government**

“The hospitality is nice and they treat us like humans, not homeless people, while we eat lunch.”

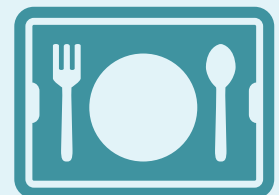
– Community Kitchen Diner

COMMUNITY KITCHEN + PANTRY

Our Food Services team continues to raise its standards in delivering the highest quality food possible, both in daily meals and groceries. Last year, Caritas' Community Kitchen team increased vegan and vegetarian lunch options, with the help of daily volunteers. Thanks to the generosity of donors, the Caritas Pantry shelves were stocked with food and hygiene items to help clients put food on the table as they regain stability.



33,315
Meals in Groceries



78,055
Lunches Served



VOLUNTEERS

Volunteers provide critical daily support to Caritas of Austin staff members and clients. Some work one-on-one with refugees on things like English language practice and learning the bus system. Others prepare and serve lunch to 300 diners each weekday. And many other volunteers help with our special events and provide administrative support to our staff. Their service is invaluable to our work, and we are grateful for their dedication.

2016 VOLUNTEER HOURS



8,827
Community Kitchen Volunteer Hours

13,421
Administrative and Event Volunteer Hours

3,715
Direct Service Volunteer Hours

8,120
AmeriCorps and Intern Service Hours



MAJOR FUNDERS

Thank you to our supporters at every level for your ongoing support of Caritas of Austin's work and mission. The following list reflects donors who gave \$5,000+ last fiscal year (October 1, 2015 – September 30, 2016). Gifts are recognized in the year they are pledged, in accordance with standard accounting guidelines.

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American Campus Communities

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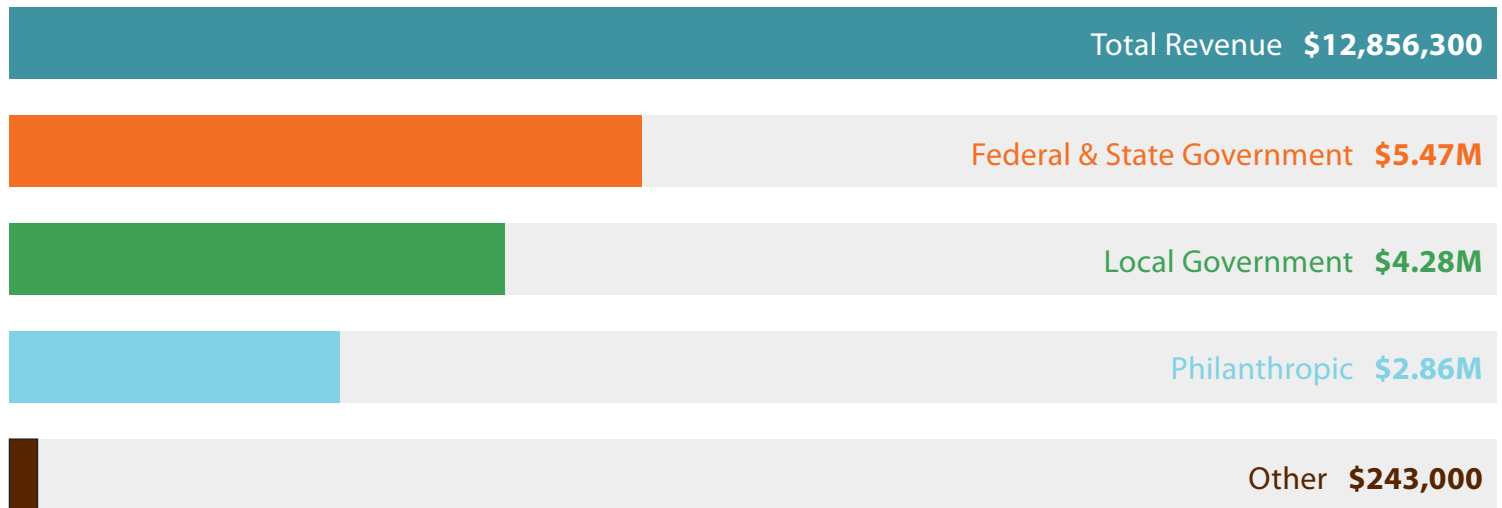
*Board of Directors

**Community Advisory Board



FINANCIAL REPORT

2016 Revenue by Source



2016 Expenses by Program



All numbers are based on audited financials for fiscal year 2016 (October 1, 2015 through September 30, 2016)

*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

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