

# Service Overview

January 2026





**Mission:** TOOF offers low-barrier, client-led solutions to people experiencing homelessness, emphasizing dignity, autonomy, and reintegration.

**Vision:** A community where every individual has the opportunity to thrive.

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Engaged Community

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Radical Kinship

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Fierce Authenticity

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Resilience



# Our Programs



## Workforce First

Our Workforce First program creates paid, dignified work opportunities for those experiencing homelessness, helping build self-worth and stability as they transition to permanent housing.



## Vocational Skills Training

Our Vocational Skills Training program equips individuals with practical, hands-on skills across various trades, enhancing their employability and empowering them with essential tools for a stable, self-sufficient future.



## Going Home

The Going Home program utilizes case management and minimal, one-time transportation expenses to reconnect people experiencing homelessness to loved ones in order to rapidly divert individuals from homelessness.





## WHAT IS ESPERANZA?

The *Esperanza Community* is a transformational shelter complex in East Austin that provides:

- **Individual shelter units** for privacy and security
- **Wraparound case management**
- **Work opportunities and vocational training**
- **On-site services and a strong sense of community**

## WHY IT MATTERS

Too often, people experiencing homelessness are forced to navigate a fragmented system while living in survival mode. Esperanza provides:

- **A safe place to recover and prepare for next steps**
- The stability needed to engage fully in services and employment
- A direct connection to a variety of housing pathways

It's a place where people don't just survive—they stabilize, rebuild, and move forward.













# What's Next for Esperanza

**Expand proven shelter capacity** through Esperanza II, creating more safe, dignified places for people to stabilize.

**Sustain 24/7 emergency shelter operations** that meet people where they are and reduce unsheltered homelessness.

**Deepen pathways out of homelessness** by pairing shelter with employment, skills training, and individualized case management.

**Strengthen safety and accountability** through onsite staffing, clear expectations, and community partnership.

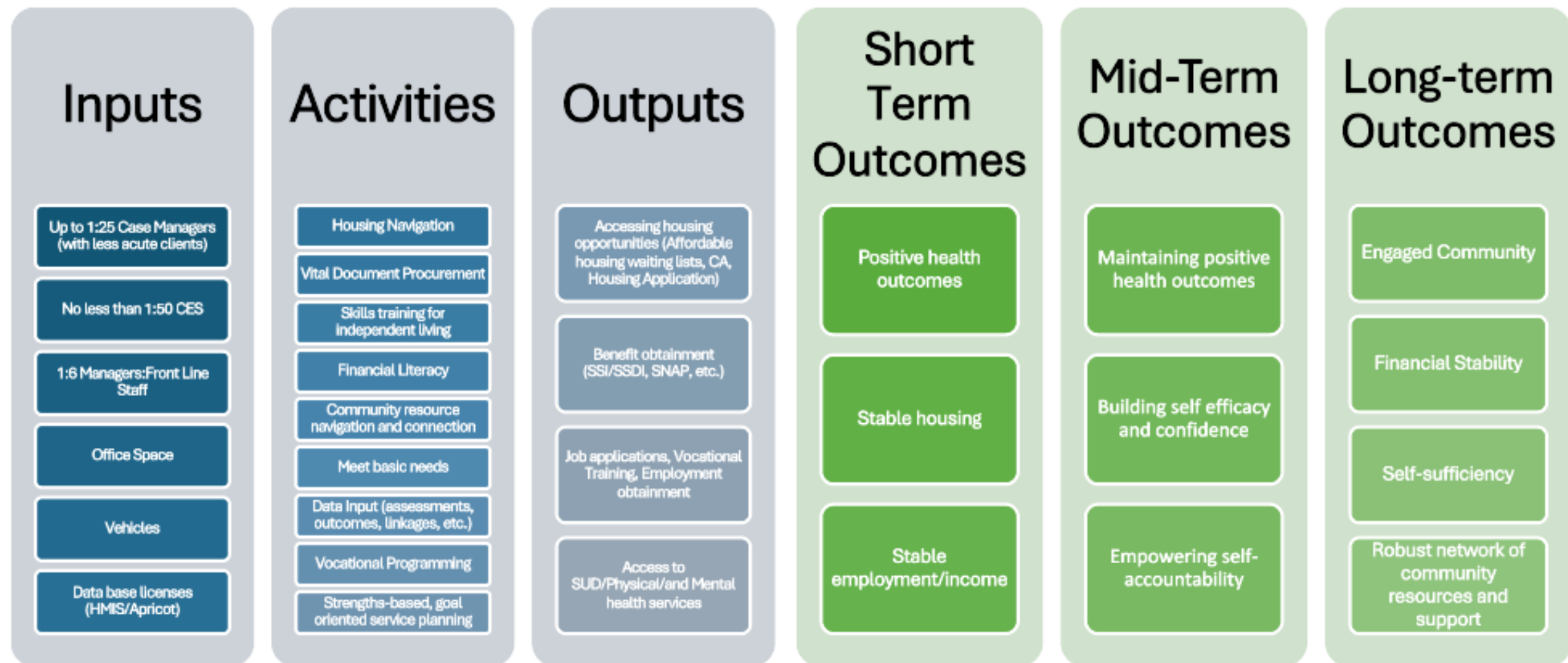
**Scale with intention**—growth grounded in outcomes, data, and lived experience.











## Assumptions

- Housing stock is available
- Employment opportunities are available
- Clients are actively engaging in services
- Organization resources/funding is available and sustainable
- Client population is mainly low acuity client

## Context

The current climate of the continuum is resource scarcity and therefore community resource capacity may be limited. Funding opportunities are becoming more competitive and may drive the availability of services. Service provision is based in dual accountability between clients a service providers and motivation may vary person to person.



# Pathways In



In 2025, across all TOOF services...

**619** individuals were served.

(Many being served in multiple programs as they progress through our service continuum.)

**183** exited to stable housing.





# Pathways Forward

Esperanza helps people move forward. In 2025,

- Esperanza served 209 clients
- 58 successfully exited Esperanza to stable housing, ensuring they received the support their situation required.
  - This represents a **41% successful exit** rate, compared to an average 24% success rate at comparable shelters locally.



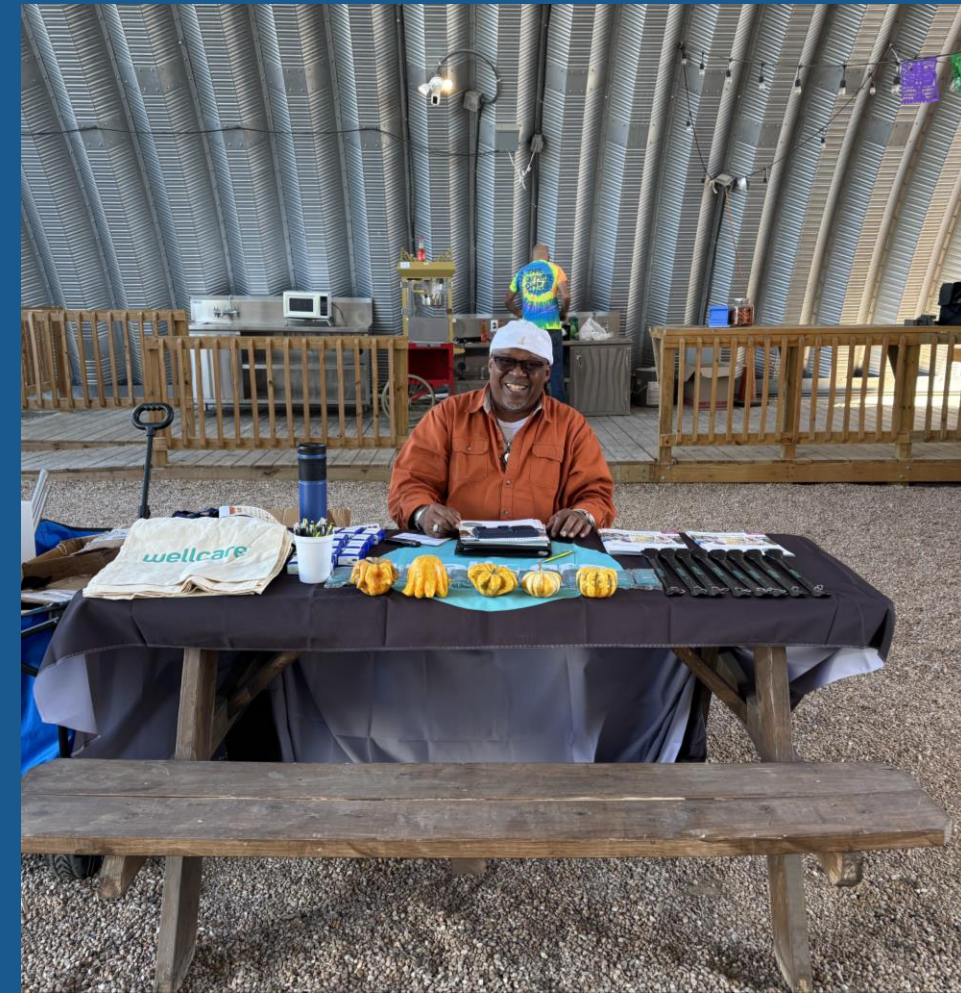


# Pathways to Wellness



**Holistic Approaches and Partnerships** ensure that our clients regain **physical and mental wellness** while staying at Esperanza. In 2025,

- **145 clients were connected to medical care.**
- **122 clients were connected to psychiatric care.**
- **19 clients** benefited from our **medication management program**, receiving hands on support from a medical assistant to assist in following doctor's recommendations.





# Pathways to Healing

Even in an environment of high medical and behavioral need, **TOOF keeps people safe. In 2025**, Esperanza experienced 259 emergent-risk situations.

- **36% were fully resolved** by TOOF's onsite **Safety & Security team**
- This means **fewer police interventions**, less trauma for clients, and a **safer community** for everyone

This underscores the **critical role of onsite, trauma-informed crisis response.**







# Skills Center

When people have meaningful work, a safe place to stay, and a supportive community, they regain dignity, stability, and independence.

That's the transformation we're here to deliver.





# SKILLS CENTER

“In five years, I see myself in my own place, doing HVAC, building off this opportunity that came at exactly the right time. I’ve had jobs while I was homeless. It’s not just about employment; it’s about something that really pays the bills and brings stability.”

- Tim





# Pathways to Employment

Clients are **progressing** through TOOF's workforce development continuum. **In 2025,**

- **360** unduplicated clients engaged in **Workforce Development** programs, totaling **424 total program enrollments**.
  - **61 clients** participated in a variety of classes at Esperanza's Peace Love and Happiness Skills Center.
    - **31 people graduated** from certificate-based vocational training classes.
  - **180 worked** in the Genesis Workforce First transitional jobs program.
  - **104 worked** in Esperanza Workforce transitional jobs
  - **16 worked** for Magnolia Services' social enterprise project.
  - **57** received intensive job search and placement services.
    - **31** were placed in permanent employment





# A Collaborative Approach to Workforce Development

All training services are coupled with emergency shelter and case management support to address both employment and housing needs concurrently. Addressing the unique needs of our population, we provide:

- Digital & Financial Literacy
- GED Classes
- Life Skills Training

Market-Driven Focus: Training in trades that align with regional workforce demands and partnering with employers to be sure trainings meet their needs.

- HVAC
- Auto Mechanic
- Plumbing
- Welding
- Food Service
- Groundskeeping
- Janitorial





# Q & A

