

2024

ANNUAL REPORT



MAYOR'S OFFICE OF
HOMELESS SERVICES

EXECUTIVE LETTER



Dear Baltimore,

As we continue to engage in this work every single day and advocate for our neighbors in need, I am both humbled and inspired by the collective dedication from the Mayor's Office of Homeless Services (MOHS) staff, the Baltimore City Continuum of Care (CoC), partners, providers, advocates, and those with lived experience of homelessness to fulfill our mission of making homelessness rare, brief, and nonrecurring in Baltimore City.

I am proud to report that we have built on the foundation set in 2023 when I began my journey at MOHS. In 2024, we have been able to identify and overcome our challenges and implement solutions that turned those challenges into successes. We have strengthened our homeless response system, reduced barriers, increased funding for the creation of housing opportunities, acquired real estate for the use of permanent supportive housing, implemented new systems and processes designed for us to be honest about our progress so we know which are key components to working together as a city.

Together, we are strengthening our homeless response system, reducing barriers, and charting a new path forward that includes the implementation of critical access points that serve as resources for all residents in need. By approaching solutions to homelessness in a holistic way, we are building a community where homelessness is viewed as each of our collective responsibilities to partner, solve, and call to action. In 2025, we are committed to being data-driven, trauma-informed, and person-centered to ensure that everyone has a safe, stable place to call home.

**In Service,
Ernestina Simmons, LCSW-C
Executive Director**

MISSION IN ACTION

The mission of the Mayor's Office of Homeless Services (MOHS) is to make homelessness rare, brief, and nonrecurring in Baltimore City through a trauma-informed, data-driven, and person-centered approach. Through strategic public-private partnerships, we will meet the immediate needs of our neighbors experiencing homelessness while creating a more efficient homeless response system in Baltimore City.

- ❑ 63,261 interactions made to 3,106 unhoused residents by homeless outreach teams
- ❑ 2,902 residents accommodated in city-funded shelters
- ❑ 4,921 households served with a permanent supportive housing program
- ❑ 224 households experiencing domestic violence served by House of Ruth Maryland with 164 households receiving emergency shelter services and 47% exiting the shelter system
- ❑ 726 households supported with permanent housing dedicated to persons living with HIV/AIDS served by MOHS and partners
- ❑ 711 households served through MOHS diversion services
- ❑ 3,011 households served through Flex Fund Initiative funded by the American Rescue Plan Act (ARPA)

OUTREACH & ENCAMPMENT OUTCOMES

In January 2024, MOHS launched the Encampment Resolution Protocol that outlines the agency's trauma-informed and strategic approach to rehousing encampment residents. This protocol also highlights the vitality of cross-agency collaboration at the local level in executing a proactive approach that effectively addresses encampments. The report was produced by the MOHS Outreach Department and is derived from a combination of insights from human service professionals, current outreach team employees, and individuals with lived experience of homelessness. Since the protocol was enacted, 43 encampments have been resolved.

- ❑ 162 individuals engaged at various encampment sites
- ❑ 103 individuals accepted shelter
- ❑ 68 individuals navigated

ENCAMPMENT RESOLUTION WORKGROUP

The Encampment Workgroup was formed to address encampment challenges in a way that is coordinated, humane, and focused on long-term solutions rather than displacement. Since the Encampment Resolution Protocol went into effect in early 2024, there has been a noticeable decrease in encampments across our communities

and a significant increase in shelter acceptance rates. The MOHS outreach teams and our partners work every day to ensure that each encampment resident is offered opportunities to connect to shelter, housing resources, and support services on a daily basis. Our encampment resolution success is largely in part to our partnering City agencies: Baltimore City Department of Transportation (DOT); the Baltimore Police Department (BPD); the Baltimore City Department of Public Works (DPW); the Baltimore City Department of Recreation and Parks (BCRP); and the Mayor's Office of Homeless Services (MOHS).

MOHS EMERGENCY SERVICES

CODE RED EXTREME HEAT ALERT SEASON

MOHS released its annual Code Red Extreme Heat Alert Plan for Fiscal Year (FY) 24-25 at the beginning of the season which has recently from June 1 to September 1 to now being in effect from May 15 to September 15 each year in alignment with our partners at the Baltimore City Health Department (BCHD). This plan outlines the agency's role in coordinating efforts with the Baltimore City Health Department (BCHD), the Office of Emergency Management (OEM), and Baltimore City Continuum of Care (CoC) providers to support residents when a Code Red Extreme Heat Alert is declared by the City's health commissioner in order to protect populations that are vulnerable to extreme weather conditions.

MOHS is proud to report that during the **23 days** that the city was under an official Code Red Extreme Heat Alert declaration this season, we served over **9,000** Baltimore City residents, including people experiencing homelessness through community-based partnerships and our City-funded shelters. Manna House, My Sister's Place Women's Center, Beans & Bread, Franciscan Center, and MOHS' latest addition to the group, Weinberg Housing & Resource Center (WHRC) all operated as cooling centers and critical access points for residents in need of a break from the heat. WHRC was specifically added to the list this season to bridge the gap and serve residents along the Fallsway and central Downtown corridor and successfully served close to 100 residents during times of extreme heat.

CODE PURPLE WINTER SHELTER SEASON

MOHS released its annual Winter Shelter Activation Plan, later renamed "Code Purple," for Fiscal Year (FY) 24 at the beginning of the season which is effective from November 1 to March 31 each year. This plan outlines the agency's role in coordinating efforts with the Baltimore City Health Department (BCHD), the Office of Emergency Management (OEM), and Baltimore City Continuum of Care (CoC) providers to support residents

when a Code Blue Extreme Cold Alert is declared by the City's health commissioner (temperature with wind chill is 13°F or below) in order to protect populations that are vulnerable to extreme weather conditions.

As the lead agency for the City's winter shelter response, MOHS will declare "Code Purple" winter shelter activation when the temperature wind chill is forecasted to reach 32°F or below. **During the FY23-24 Code Purple season, MOHS had 66 declarations, and BCHD had 13 Code Blue Extreme Cold declarations** in which MOHS responds with a shelter-in-place order for all shelter guests.

During the data collection period, MOHS and our partnering homeless service providers accommodated 1,361 residents during MOHS winter shelter activations and Code Blue declarations made by the Health Commissioner; 672 residents were accommodate in City-funded shelters when winter shelter declarations were inactive; 70 youth ages 18-24 were accommodated during MOHS winter shelter activations and Code Blue declarations made by the Health Commissioner; and 101 youth were engaged by MOHS outreach teams.

GRANT MANAGEMENT

The Mayor's Office of Homeless Services has the privilege of being the collaborative applicant for the Baltimore Continuum of Care (CoC) and also administers additional homeless services grants that includes Housing Opportunities for People with AIDS (HOPWA), Ryan White State Special Funds, Emergency Solutions Grant (ESG), Community Development Block Grants (CDBG), DHCD (State) Homeless Solutions Programs, ARPA as well as additional local funds.

- ☐ HUD Continuum of Care (CoC)
- ☐ HUD HOPWA
- ☐ Community Development Block Grant
- ☐ Ryan White State Special Funds
- ☐ Emergency Solutions Grant
- ☐ Community Development Block Grant
- ☐ DHCD Homeless Solutions Program

BALTIMORE CITY COC GRANT COMPETITION

On Monday, January 29, 2024, the U.S. Department of Housing and Urban Development (HUD) announced the Fiscal Year (FY) 2023 Continuum of Care (CoC) funding awards. Baltimore City's CoC was awarded over \$29 million that will fund 43 projects across 19 homeless services organizations.

Projects include the following:

- ☐ Permanent Supportive Housing

- ☐ Rapid Re-housing
- ☐ Transitional Housing
- ☐ Support Services
- ☐ Safe Haven projects

Annually, MOHS releases a Consolidated Funding Application (CFA) which includes funds received from DHCD Homeless Solutions Program, Ryan White State Special Funds, Emergency Solutions Grant (ESG) and City general funds and issue a Request for Proposals (RFP that is open to community based non-profit organizations to apply for. In 2024, we a

MOHS is responsible for administering the Housing Opportunities for Persons with AIDS (HOPWA) for the Baltimore Towson Eligible Metropolitan Statistical Area (EMSA). In FY2024, MOHS received \$7.2 million in funding. The Baltimore Towson EMSA includes the jurisdictions in the chart below.

Jurisdiction	Award Amount	Activities
Baltimore City	\$4,546,896	Tenant Based Rental Assistance (TBRA), Supportive Services, Permanent Housing Placement (PHP), Administrative Costs (Admin)
Anne Arundel County	\$561,696	TBRA, Short Term Rent Mortgage and Utility (STRMU) Assistance, PHP and Admin
Baltimore County	\$1,544,655	TBRA, STRMU, PHP, and Admin
Caroll County	\$70,212	TBRA
Harford County	\$210,636	TBRA
Howard County	\$2,880,848	TBRA & Admin
Queen Anne's County	\$23,412	TBRA

ARPA IN ACTION

HOUSING NAVIGATION

The Housing Navigation Program, now in its second year, is a collaboration between MOHS and the Enoch Pratt Library System. MOHS Housing Navigators are stationed at three strategic Enoch Pratt Free Library locations throughout Baltimore City to service

residents in need of housing solutions and to provide connections to additional vital services including mental health, substance use, meals, transportation, and more. As of December 2024, MOHS has been able to provide housing-related services to **2,730 residents**. Through the efforts of the Housing Navigators, **559** individuals across 466 unique households have received diversion services

Housing Navigators are available for free, in-person consultations from 11:00 am - 4:00 pm at the following locations:

- ❑ Cherry Hill Branch (606 Cherry Hill Rd., Baltimore, MD 21225)
- ❑ Walbrook Branch (3203 West North Ave., Baltimore, MD 21216)
- ❑ Waverly Branch (400 E. 33rd St., Baltimore, MD 21218)

HOUSING ACCELERATOR FUND PROGRAM

The Housing Accelerator Fund (HAF) is a collaboration between MOHS and the Baltimore City Department of Housing & Community Development (DHCD). A Notice of Funding Opportunity (NOFO) was released for both ARPA-Housing Accelerator and HUD-HOME ARP Funds.

As of December 31, 2024, 12 permanent supportive housing (PSH) unit contracts have been approved by the Baltimore City Board of Estimates (BOE), which enables us to fund the creation of 117 HAF projects and 56 HOME-ARP-funded PSH units.

153 additional units of a combination of permanent supportive housing and affordable housing.

Five new and emerging development teams completed the Supportive Housing Institute that provided education and technical assistance in providing PSH units and services to households exiting homelessness. Based on program completion and a submitted application to second NOFO that was released in the summer of 2024, the development teams are eligible for up to \$150,000 for early-predevelopment funding.

RAPID RE-HOUSING & FLEX FUND

RAPID REHOUSING

Six providers were funded to provide financial assistance and case management services to individuals and families experiencing homelessness. The program began on October 1, 2022 and ended on September 30, 2024. A total of 126 households were served, with 86 percent remaining permanently housed.

FLEX FUND

The Flex Fund Initiative is a collaboration between MOHS and the United Way of Central Maryland. As of December 31, 2024, \$1,477,304.51 in financial assistance was distributed to **341 unique households**, with **269 households** being able to leverage this funding to avoid imminent eviction.

SUPPORTIVE HOUSING PROJECTS & SHELTER DIVERSION

YOUTH HOMELESSNESS

Springboard Community Services will provide 14 transitional housing, dormitory style beds for youth who are matched with housing through Coordinated Access.

Homes for America will provide 44 units for youth aging out of foster care.

HOUSING AUTHORITY OF BALTIMORE CITY PARTNERSHIP

The Housing Authority of Baltimore City (HABC) will provide 66 permanent public housing units to households exiting homelessness.

HOTEL ACQUISITION & CONVERSION

MOHS, in partnership with the Mayor's Office of Recovery Programs (MORP), the Baltimore City Department of Real Estate, purchased two hotels in the Downtown Baltimore corridor at 221 N. Gay St. and 301 Fallsway for the purpose of converting the properties into permanent supportive housing (PSH) units for people experiencing homelessness. Through a competitive request for proposals process, Episcopal Housing Corporation, Health Care for the Homeless (HCH), the HCH Real Estate Corporation, and Beacon Communities Development, LLC. were [selected to develop and operate 100 PSH units](#), with the potential of adding a medical respite to the City of Baltimore.

FY 24 ACIS STATEWIDE EXPANSION

The Assistance in Community Integration Services (ACIS) pilot program, informally known as the Medicaid supportive housing waiver, was created with initial funding secured by the Harry and Jeanette Weinberg Foundation with help from Program Director Amy Kleine to improve the health of Medicaid beneficiaries with chronic health conditions who are experiencing homelessness and frequenting emergency rooms. The program funds intensive supportive services like housing tenancy support and case management. While ACIS funds services and does not pay for housing, the vast majority of participants receive housing vouchers through HABC. Through this partnership, we have been able to show that by matching clients to affordable housing programs with services they will be able to connect with critical services like mental health, substance use treatment, and healthcare.

Highlights:

- Since the pilot program's launch in 2018, ACIS has experienced tremendous success and more recently has received support at the State level to facilitate statewide expansion of the program. In FY 24 (July 1, 2023 - June 30, 2024) the program was able to fill 283 of 300 (94 percent) slots by enrolling individuals and

families in the program. Of those enrolled, 98 percent were able to remain stably housed, and our partnering local hospitals saw a decrease of 45 percent in emergency department visits.

- Currently, as of February 28, 2025, we have exceeded the annual goal of enrolling 300 beneficiaries by the end of FY25 (June 30, 2025). In the first quarter, the program has continued to build on its success in the years prior with Health Care for the Homeless providing 4,925 service visits since the program launched.

2024 PIT COUNT REPORT

The Point-in-Time (PIT) Count is a U.S. Department of Housing and Urban Development (HUD) mandated assessment that provides a snapshot of homelessness in a community on a single night in January to better understand the multifaceted challenges that people experiencing homelessness face daily. The count is typically conducted over the span of two nights due to the transient nature of people experiencing homelessness, however, the data is deduplicated to ensure that each respondent is accounted for only once.

HUD mandates cities to assess both the sheltered and unsheltered count of individuals experiencing homelessness on odd-numbered years. For the year 2024, MOHS conducted a count of individuals in our shelters on any given night in January. According to the report, 1,487 people experiencing homelessness were counted as residing in emergency and temporary shelter.

View the full report [here](#).

MOHS & THE COMMUNITY

This year MOHS participated in several community engagement and resource events across Baltimore City in collaboration with the Mayor's Office, Baltimore City Continuum of Care (CoC), various city agencies, MOHS providers, Baltimore City State's Attorney's Office, and many more. These events served as key access points in connecting MOHS to the communities and residents we serve to distribute vital resources from our providers, employment opportunities, contact information, housing guides, etc.

HOUSING SUCCESS STORIES

MOHS is proud to uplift the housing success testimonial stories yielded from the collective efforts and support of our dedicated MOHS staff, Baltimore City CoC, city

leaders, partners, funders, service providers, advocates, volunteers, community members, and people with lived experience of homelessness. These incredible partners work every day to connect clients to safe, stable, and sustainable housing solutions and a variety of supportive services. The following client testimonials were some of the top-performing posts on social media for the year 2024. To read more about these clients and learn about their individual housing journey, visit our [blog](#) located on the MOHS website.

- [Kalantae C.](#)
- [Jane N.](#)
- [Darryl R.](#)
- [Devonte](#)
- [Karen W.](#)

CONCLUSION

In 2024, MOHS supported the Scott Administration's core pillar of creating Clean and Healthy Communities by focusing efforts on being an access point for all neighbors in need by connecting them to housing opportunities, supportive services, transportation, financial and employment assistance, and more resources that will help to divert homelessness. Under the leadership of Executive Director Ernestina Simmons, MOHS will continue to leverage grant funding, strategic public-private partnerships, and increase cross-agency collaboration to promote long-term success. Caring for our neighbors is a collaborative effort, and because of the support from all levels of government, our Continuum of Care (CoC), partners, funders, service providers, advocates, volunteers, and community members, we were able to provide housing-related services to 2,730 clients through coordinated access, and we've successfully diverted 1,297 clients from homelessness through early intervention and proactive support strategies that were all made possible through your strategic investment into our homeless response system.

LOOKING AHEAD

Last year, MOHS built on its progress in addressing the needs of Baltimore's most vulnerable residents through engagement and providing access to vital services. In 2025 and beyond, MOHS will continue to build on the foundation laid in years prior to increase milestone achievements for the City of Baltimore as we gain immense ground in our mission of making homelessness rare, brief, and nonrecurring in Baltimore City.

CONTACT US

To get involved with the Baltimore City CoC, visit journeyhomebaltimore.org or email info@journeyhomebaltimore.org.

To connect with MOHS for shelter and support services, visit homeless.baltimorecity.gov/get-help-now.

If you are in need of immediate shelter, call the Baltimore City Shelter Hotline at 443-984-9540

To connect with Baltimore City Outreach Teams, call 410-545-1862 or email homelessoutreach@baltimorecity.gov.