



MAYOR'S OFFICE OF
HOMELESS SERVICES

2025 ANNUAL REPORT



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A MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Baltimore,

As we continue our shared mission to make homelessness rare, brief, and nonrecurring in Baltimore City, I remain inspired and deeply grateful for the collective commitment of the Mayor's Office of Homeless Service (MOHS) staff, the Baltimore City Continuum of Care, our nonprofit providers, fellow city, state, and federal agency partners, advocates, and individuals with lived experience. Together, we continue to build a more responsive, coordinated, and compassionate homeless response system for the residents of Baltimore.

As I reflect on 2025, I would describe it as both transformative and affirming. Despite ongoing uncertainty surrounding federally funded housing programs, our partnerships remained strong and our shared commitment never wavered. Across agencies, providers, and community organizations, we stayed grounded in our mission to serve Baltimore's most vulnerable residents with dignity, compassion, and supportive services.

Because of this collaboration, more than **21,000** Baltimore residents received street outreach alongside emergency shelter, permanent housing, and supportive services this year. Our outreach teams engaged and served nearly **4,000** unsheltered residents, connecting individuals and families to critical resources and pathways to services and housing stability.

Guided by our principles and passions, we continued to prioritize long-term housing stability and system improvement. Together, our community served **4,215** individuals through permanent housing programs, and celebrated with **1,119** residents as they successfully exited homelessness into stable, permanent housing.

I am especially proud that, for the second consecutive year, our collective efforts helped more than **1,000** Baltimore residents transition out of homelessness and into permanent housing. These outcomes are only possible because of the strong partnerships between nonprofit providers, local and state government agencies, healthcare and behavioral health partners, advocates, and our Continuum of Care network. Together, we also secured more than \$31 million in HUD funding to support **43** critical housing and service projects throughout Baltimore City.

As we look ahead to 2026, we remain committed to strengthening cross-agency collaboration, expanding Baltimore's affordable and supportive housing inventory, deepening partnerships with clinical and behavioral health providers, and increasing access to workforce development opportunities that support long-term stability for residents.

It is an honor to serve as Executive Director of the Mayor's Office of Homeless Services. I remain grateful for your partnership, patience, expertise, and unwavering dedication to improving our homeless response system and creating lasting outcomes for the people of Baltimore. Together, we will continue transforming hope into housing and building a stronger, healthier city for all.

In service,

A handwritten signature in blue ink, appearing to read 'ES', followed by a horizontal line.

Ernestina Simmons, LCSW-C
Executive Director



OUR 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 responsive homeless response system in Baltimore City.



21,168 total clients served and **3,839** unhoused residents served by homeless outreach teams



3,053 residents accommodated in city-funded shelters



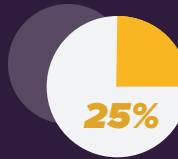
4,215 residents served by a permanent supportive housing program



1,615 households served through MOHS diversion services



783 households supported with permanent housing dedicated to persons living with HIV/AIDS served by MOHS and partners



249 households experiencing domestic violence served by House of Ruth Maryland with **190** households receiving emergency shelter, **589** total clients served with **150 (25%)** of those clients exiting homelessness



158 households served through Flex Fund Initiative funded by the American Rescue Plan Act (ARPA)

The program fully closed on Monday, June 30, 2025

OUTREACH AND ENCAMPMENT OUTCOMES

BALTIMORE CITY'S GUIDING ENCAMPMENT PRINCIPLES



HOUSING FIRST

The primary goal is to connect individuals and families experiencing unsheltered homelessness to permanent housing. If housing is unavailable, then shelter will be offered.



CLIENT-CENTERED APPROACH

The well-being of individuals residing in encampments is at the forefront of the work, and solutions are tailored to meet their specific needs. Those individuals reserve the right to engage with outreach and choose to accept the solutions that are offered.



TRAUMA-INFORMED CARE

Homelessness, and often the circumstances that cause homelessness, are traumatic experiences. Outreach Teams strive to foster trusting relationships with individuals residing in encampments and mitigate retraumatization by supporting essential needs and avoiding additional displacement.



EQUITY

In order to produce a homeless response system that works to end homelessness in Baltimore City, this policy and procedure seeks to:

1. Identify and address factors leading to the over-representation of people of color in the population of people experiencing homelessness,
2. Understand how facets of the homeless response system benefit or burden people of color and pinpoint opportunities to advance racial equity within the system,
3. Formulate key elements of a model homeless response system, including optimal types and quantities of housing units and service programs; and
4. Explore options to more effectively and equitably allocate resources, prioritize placement, and advance proactive, targeted strategies to prevent and end homelessness.



ACCESS TO STORAGE

To avoid the destruction of personal belongings when an encampment closes and provide storage for at least 30 days to allow individuals to collect their belongings. The fear of losing personal items and belongings can be a determining factor of whether a person chooses to transition into a shelter.



MULTI-AGENCY AND CROSS SECTOR RESPONSE

The well-being of individuals residing in encampments is at the forefront of the work, and solutions are tailored to meet their specific needs. Those individuals reserve the right to engage with outreach and choose to accept the solutions that are offered.

ENCAMPMENT RESOLUTION PROTOCOL

Launched in 2024, the [Encampment Resolution Protocol \(ERP\)](#), outlines the agency's trauma-informed and strategic approach to engaging and 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.

During the year 2025, **18 encampments were resolved** across Baltimore City under the ERP in addition to the following data:



177 individuals were engaged at various encampment sites



70 individuals accepted shelter



82 individuals received housing navigation services



In addition to targeted encampment resolutions, the MOHS Outreach Team maintains partnerships with **People Encouraging People (PEP)** and **Downtown Partnership of Baltimore (DPOB)**. Together, these collaborative efforts resulted in:



69,453 interactions made to 3,839 unhoused residents by homeless outreach teams



428 individuals accepted shelter



719 individuals received housing navigation services

ENCAMPMENT RESOLUTION WORKGROUP

The Encampment Workgroup was formed in alignment with the ERP to ensure seamless coordination with encampment resolutions and as a safeguard to address encampment challenges in a way that is coordinated, humane, and focused on long-term solutions rather than displacement.

Since the formation of the Encampment Resolution Workgroup, there have been over 90 individuals who have accepted shelter.

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)



Baltimore Police Department (BPD)



Baltimore City Department of Public Works (DPW)



Baltimore City Department of Recreation and Parks (BCRP)



MOHS EMERGENCY SERVICES



CODE RED EXTREME HEAT ALERT

MOHS released its annual Code Red Extreme Heat Alert Plan for Fiscal Year (FY) 25-26 at the beginning of the season which ran from May 15, 2025, to September 15, 2025, 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 **14 days** that the city was under an official Code Red Extreme Heat Alert declaration this season, we served **6,457 Baltimore City residents, including people experiencing homelessness** through community-based partnerships and our City-funded shelters.



14 days of official Code Red Extreme Heat Alert this season



6,457 Baltimore City residents were served emergency services during heat alerts

We are thankful to our partners at Manna House, My Sister's Place Women's Center, Weinberg Housing & Resource Center (WHRC), Beans & Bread, and Franciscan Center for serving the majority of residents in need this summer. Our partners all operated as cooling centers and critical access points for residents in need of a break from the heat. This was our second Code Red Extreme Heat season with WHRC serving residents along the Fallsways and central Downtown corridor and was able to successfully serve **96 residents** during times of extreme heat.

CODE PURPLE WINTER SHELTER SEASON

MOHS released its annual Code Purple Winter Shelter Activation Plan, FY 25 at the beginning of the season, effective from November 15 to March 15 each year. This plan outlines the agency's role in coordinating efforts with BCHD, OEM, and 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 of 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 FY25-26 Code Purple Season which ran until March 31st, an extension of sixteen days due to inclement weather, MOHS had **78 declarations**, and BCHD had **21 Code Blue Extreme Cold declarations**.

During the data collection period, MOHS and our partnering homeless service providers accommodated **1,551 residents** during MOHS winter shelter activations and Code Blue declarations made by the Health Commissioner and overflow shelters; **566 residents** were accommodated in City-funded shelters when winter shelter declarations were inactive; **65 youth** ages 18-24, were accommodated during MOHS winter shelter activations and Code Blue declarations made by the Health Commissioner; and **168 youth** were engaged by MOHS outreach teams.



78 Code Purple and 21 Code Blue Extreme Cold declarations



1,551 residents were accommodated during winter shelter activations



65 youth (ages 18-24) were accommodated during winter shelter activations and Code Blue declaration, and 168 youth were engaged by MOHS outreach teams

GRANT MANAGEMENT



MOHS has the privilege of being the collaborative applicant for the 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), Department of Housing and Community Development (DHCD-State), Homeless Solutions Programs, American Rescue Plan Act (ARPA), as well as additional local funds.

BALTIMORE CITY CoC GRANT COMPETITION

In January 2025, the U.S. Department of Housing and Urban Development (HUD) announced the FY 2024 CoC funding awards. Baltimore City's CoC was awarded over **\$31 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**



**Youth Homelessness
Demonstrations
Program (YHDP)**



**Domestic
Violence Programs**

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

MOHS is responsible for administering the HOPWA for the Baltimore Towson Eligible Metropolitan Statistical Area (EMSA).

In FY2025, MOHS received approximately \$7 million in funding. The Baltimore Towson EMSA includes the jurisdictions in the chart below.

Our Housing Opportunities for Persons with AIDS program (HOPWA) served 1,084 people in 2025.

<i>Jurisdiction</i>	<i>Award Amount</i>	<i>Activities</i>
Baltimore City	\$4,694,465	Tenant Based Rental Assistance (TBRA), Supportive Services, Permanent Housing Placement (PHP), Administrative Costs (Admin)
Anne Arundel County	\$527,755	TBRA, Short Term Rent Mortgage and Utility (STRMU) Assistance, PHP and Admin
Baltimore County	\$1,315,960	TBRA, STRMU, PHP, and Admin
Carroll County	\$68,540	TBRA
Harford County	\$178,203	TBRA
Howard County	\$260,450	TBRA & Admin
Queen Anne's County	\$20,570	TBRA

ARPA IN ACTION



HOUSING NAVIGATION

Now in its second year, the Housing Navigation Program, 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 serve residents in need of housing solutions, and to provide connections to additional vital services including mental health, substance use, meals, transportation, and more.

Through the efforts of the Housing Navigators, 2,235 individuals across 1,615 unique households have received homeless diversion services.



HOUSING ACCELERATOR FUND PROGRAM

The Housing Accelerator Fund (HAF) is a collaborative initiative between MOHS and the Baltimore City Department of Housing & Community Development (DHCD). In 2025, a joint Notice of Funding Opportunity (NOFO) was released for both ARPA-Housing Accelerator and HUD-HOME ARPA funds.

As of December 31, 2025, the Baltimore City Board of Estimates (BOE) has approved **12** permanent supportive housing (PSH) contracts. These approvals provide the necessary funding to create **83** total PSH units, which include **71** HAF projects and **12** HOME-ARP funded units.

The following projects are slated for completion this year:

BEACON HOUSE SQUARE

Project PLASE and Beacon Communities broke ground on what will become Beacon House Square, a transformative housing development. Once the site of St. Joseph's Monastery School, the 70,000-square-foot property will be reimaged as a trauma-informed residential community for individuals experiencing homelessness, veterans, and people with disabilities. The development will include **90** units in total including **12** permanent supportive housing units, **44** affordable units, and **24** temporary single-room occupancy units, managed by Beacon Communities and operated by Project PLASE.

This project is projected to come online in the Spring of 2026.

SPRINGBOARD COMMUNITY SERVICES YOUTH TRAINING CENTER

Springboard Community Services Youth Training Center will provide wrap-around services, behavioral health services, transitional housing, and permanent supportive housing to youth (18-24) years of age. The facility will include **10** dorm units with **24** transitional housing beds and **8** permanent supportive housing units.

We anticipate the center opening in Spring 2027.

BELVEDERE PLACE/BRIDGES

Belvedere Place/Bridges will develop **83** total affordable 1-, 2-, and 3-bedroom units, **11** which are PSH.

The project has a projected lease-up date of November 1, 2026.



SUPPORTING HOUSING PROJECTS & SHELTER DIVERSION



YOUTH HOMELESSNESS

In December 2025, the City of Baltimore expanded its partnership with the Baltimore City Department of Social Services (BCDSS) to rapidly house vulnerable youth and families at risk of homelessness. Older youth experiencing out-of-home care currently occupy units at Restoration Gardens I in Northwest Baltimore, which provides **44 available units** of supportive housing. Transitional aged youth with minor children occupy **12 dedicated units** at the Y in Central Maryland's Geraldine Young Family Life Center in West Baltimore. Under the partnership, BCDSS funds the case management services for the youth it refers. In 2025, MOHS has expanded our partnership with BCDSS to include family investment (family preservation), in each of the city funded shelters. In FY 2026 services will expand to workforce development.

IKIA'S STORY

For most youth, their 21st birthday is something that they look forward to, however, for Ikia, she feared that on her 21st birthday she would become homeless.

*As a foster care youth, Ikia was going to "age out" of the program. As such, her team at Baltimore City DSS referred her to **Restoration Gardens** which is a 44 unit building that is now dedicated to youth aging out of foster care.*

*On September 19, 2025, just two days before her 21st birthday Ikia was approved for housing at Restoration Gardens. Now, **Ikia is able to have a safe place to transition into adulthood with dignity** while learning skills like budgeting, workforce development, paying bills, and more, that will last a lifetime.*

"Homes for America is grateful for our strong collaboration with MOHS.

As a nonprofit, mission-driven housing organization, HFA values our work with a like-minded partner that brings a range of resources to better serve youth and families in Baltimore — today and into the future."

*Dana Johnson
President & CEO, Homes for America*

HOTEL ACQUISITIONS FOR PERMANENT SUPPORTIVE HOUSING AND EMERGENCY SHELTER

In 2024, the City purchased two hotels: the former Holiday Inn Express and the former Sleep Inn & Suites for the purpose of converting the properties into permanent supportive housing units.

In 2025, through a combination of funding from the Baltimore City Mayor's Office and the American Rescue Plan Act (ARPA) the City was able to acquire its first non-congregate emergency shelter space at the former Fairfield Inn & Suites in Downtown Baltimore. This model will strengthen our ability to provide a safe and supportive environment for people to connect to services and exit to stability.

For the past two years, this site has served over 820 clients and has been successful in exiting 59% of their clients to permanent housing units.



FY 25 ASSISTANCE IN COMMUNITY INTEGRATION SERVICES (ACIS)

The Assistance in Community Integration Services (ACIS) program serves as Maryland's Medicaid supportive housing initiative, providing funding to intensive supportive services, such as housing tenancy support and case management to provide people with two or more chronic health conditions experiencing homelessness achieve housing stability and improved access to care.

In 2025, this program served 358 Households which included 656 clients. Building on strong outcomes and increased financial support from the State of Maryland, the Baltimore City Mayor's Office of Homeless Services (MOHS) continued strengthening ACIS implementation in FY25 by focusing on service quality, program sustainability, and continued partnership coordination.

- ACIS continued to build on the success of the initial pilot phase and advanced as an established program, supported by State-level expansion efforts.
- Strengthening ACIS care planning and documentation workflows, including improved use of the Housing Supports Care Plan (HSCP), to support consistent service coordination and participant outcomes.
- Continuing coordination with providers and housing partners to support housing stability and reduce avoidable emergency service utilization.
- Continued partnership with the Housing Authority of Baltimore City (HABC); the ACIS Housing Plus component **reached full capacity, serving 50 additional HH** with enhanced support for high-need participants.

In 2025, our ACIS program served 656 clients and provided 718 services.

2025 PIT COUNT REPORT



2025 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 2025, MOHS conducted a count of individuals in our shelters on any given night in January. According to the report, **2,024** 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 organizations. These events serve as key access points in connecting MOHS to the communities and residents we serve. These events allow us to distribute vital resources from our providers, employment opportunities, contact information, housing guides, and more.

MOHS COMMUNITY RESOURCE FAIR

This year, MOHS held its first community resource event at the end of May during Artscape weekend. The two-day event featured community-based organizations and homeless service provider vendors, free food, free drinks, free donated clothing, music, and other resources specifically for people experiencing homelessness.



WELLNESS CENTER GRAND OPENING AT WEINBERG HOUSING & RESOURCE CENTER

In partnership with the Department of General Services (DGS), MOHS established a Wellness Center located at the Weinberg Housing and Resource Center. The wellness center provides a supportive and holistic environment designed to strengthen the city's ability to serve individuals experiencing street homelessness. Since its partial opening in November 2025, the center has offered core services, including primary healthcare, entitlement benefits connection, alongside additional supportive resources tailored to client needs. In FY 2026 we anticipate a full array of comprehensive services.

2ND ANNUAL TOY DRIVE FOR THE HOLIDAYS

Led by the MOHS Emergency Services Department, the second annual school supply drive was a success! Each year, MOHS staff, CoC partners, community-based organizations, philanthropic organizations, and friends of the agency, are able to select toys and other gifts from our Amazon wish list to be collected, wrapped, and distributed to the 150+ students in our shelter system in celebration of the holiday season.



LOOKING AHEAD



In 2025, MOHS built 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.

As we head in to 2026, our focus is to increase our programs and our supports to strengthen our ability to serve individuals and families at risk of and currently experiencing homelessness. This includes expanding permanent housing opportunities, continuing to partner with organizations for workforce development, substance use disorder and mental health resources like the wellness center at the Weinberg Housing & Resource Center (WHRC), increasing our partnership with the Department of Social Services (DSS) and the Adult Protective Services Programs, as well as, working closely with their Family Preservation teams to ensure clients are knowledgeable about these voluntary programs.

Beyond these partnerships, we remain dedicated to advancing our progress in several key areas:



Expanding our network of service providers including increased partnerships for behavioral health.



Creating innovative housing opportunities in partnership with key stakeholders including the Housing Authority of Baltimore City and both state and local Departments of Housing & Community Development.



Increasing services and supports that help individuals and families break the cycle of homelessness (includes workforce development, earned income, case management, etc.)

CONTACT US



BALTIMORE CITY COC

To get involved with the Baltimore City CoC, visit baltimorecitycoc.com.

SHELTER AND SUPPORT SERVICES

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

SHELTER HOTLINE

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

BALTIMORE CITY OUTREACH TEAMS

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

HOUSING RESOURCE GUIDE

[Our Housing & Navigation Resource Guide](#) lists city and partner run shelters, housing programs, drop-in centers, and food resources across Baltimore City.