



MAYOR'S OFFICE OF
HOMELESS SERVICES

**CITY FISCAL YEAR 2026
(CFY26) FINAL REPORT**

***AGENCY
METRICS***

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EXECUTIVE SUMMARY

Communities across the country, and in the City of Baltimore, are handling an unprecedented rise in the number of people experiencing homelessness due to the increased cost of living and lack of affordable housing. While there is a demand for swift action, focusing on permanent and sustainable solutions is crucial.

The Mayor's Office of Homeless Services (MOHS) continues to work in partnership with homeless service providers to provide critical resources that leads to housing stability for Baltimore City residents. **In 2026, our latest Point-in-Time (PIT) reflected a 12% decline in homelessness.** As a result of your partnership, our community provides homelessness prevention to help at-risk residents stay in their homes, street outreach to connect with unsheltered individuals, emergency and temporary housing to provide immediate safety, and permanent housing solutions to secure long-term stability for our most vulnerable Baltimore City residents.

Throughout City Calendar Fiscal Year 2026 (CFY26), MOHS, and its partners, maintained critical operations while responding to the demand for shelter and outreach services driven by the lack of housing affordability and increased cost of living pressures. Despite these challenges, the agency achieved strong full fiscal-year results, through high-impact street outreach outcomes, increased client income gains, expanded permanent housing capacity, and solid performance on PIT benchmark measures.

Looking ahead, MOHS is leveraging these strengths to address key growth opportunities across the homelessness system. Strategic priorities focus on expanding intensive street outreach programs, decreases in length of stay, increases in affordable housing, and enhancing post-placement retention to ensure long-term housing stability, and accelerating system flow from temporary shelter into permanent homes.

This progress is a reflection of our community work and commitment to serve during periods of uncertainty and shifts in Federal funding, that is having a tremendous impact on our service delivery.

MOHS and partner agencies are maintaining critical operations while responding to the demand for shelter driven the lack of affordable housing and the increase of cost of living

CLEAN, HEALTHY, AND SUSTAINABLE COMMUNITIES PILLAR

Mayor Brandon M. Scott's Second Term Action Plan for Baltimore outlines six core pillars:

- | | |
|--|---|
| 1. Enhancing Public Safety | 4. Equitable Economic Development |
| 2. Prioritizing Youth, Older Adults, & Vulnerable Communities | 5. Responsible Stewardship of City Resources |
| 3. Clean, Healthy, and Sustainable Communities | 6. Modernizing Public Infrastructure |

Mayor Scott recognizes the connection between neighborhood cleanliness and public health; the goals within the Clean, Healthy, and Sustainable Communities pillar support the work to rehouse people experiencing unsheltered homelessness and to address encampments by prioritizing provider support, resources, and emergency shelter.

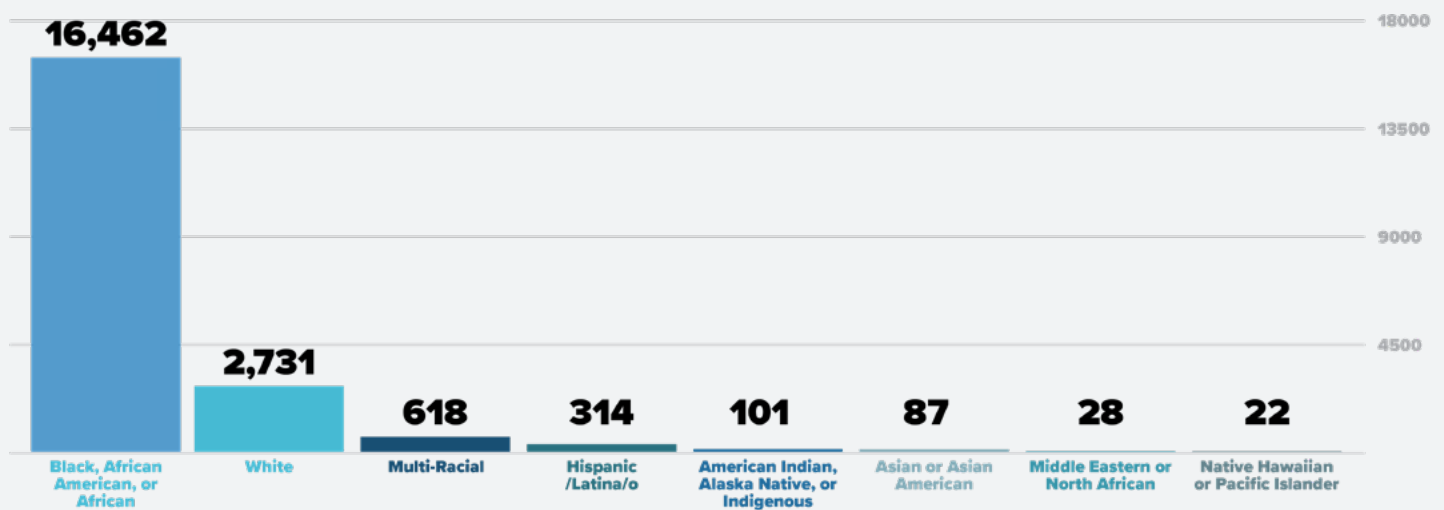
CFY26 DEMOGRAPHICS

HOMELESSNESS, RACE, AND ETHNICITY

Homelessness continues to disproportionately affect Black Baltimoreans. According to U.S. Census Bureau, it estimates approximately 60% of Baltimore City's population identifies as Black or African American, and 27% identifies as White.¹ However, the percentage of Black or African American people experiencing homelessness in Baltimore makes up 80% of the population, while 13% are White.

During CFY26, **MOHS served over 16,000 clients who identify as Black or African American** across all of our prevention programs, outreach, and supportive services. In comparison, less than 3,000 clients served by MOHS in CFY26 identified as White.

RACE DEMOGRAPHICS SYSTEMWIDE

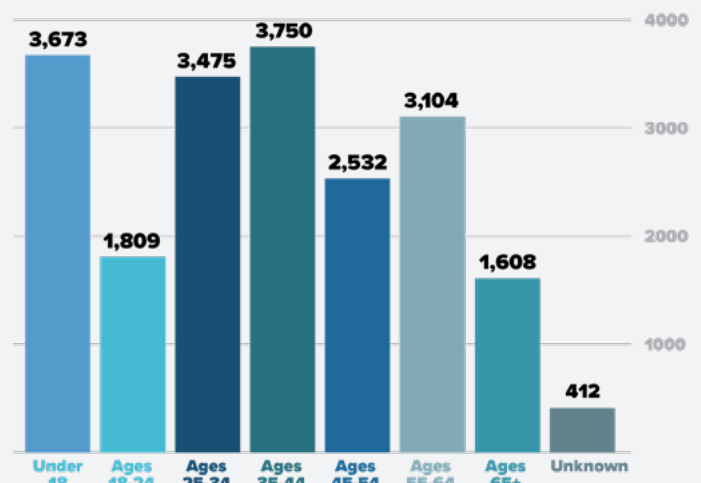


HOMELESSNESS AND AGE

Compared to the city's overall demographics, individuals experiencing homelessness tend to be older, particularly in sheltered settings. These findings highlight the urgent need for age-appropriate strategies, supportive services, and permanent housing options that meet the needs of middle-aged and older adults experiencing prolonged housing instability. **11% of our homeless populations are seniors over the age of 65 years of age. This is a decrease by 12% in 2025.**

In the [2026 PIT Count](#), 12% of households experiencing homelessness indicated that they were a part of a household that has at least one adult and one child. This is a decrease by 2.7% from 2025.

AGE DEMOGRAPHICS SYSTEMWIDE



¹ U.S. Census Bureau, U.S. Department of Commerce. "ACS Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, <https://data.census.gov/table/ACSDP5Y2023.DP05?q=060XX00US2451090000>. Accessed on 7 Aug 2025.

CFY26 STREET OUTREACH

PERFORMANCE OUTCOMES

HOMELESS PREVENTION AND SUPPORT SERVICES

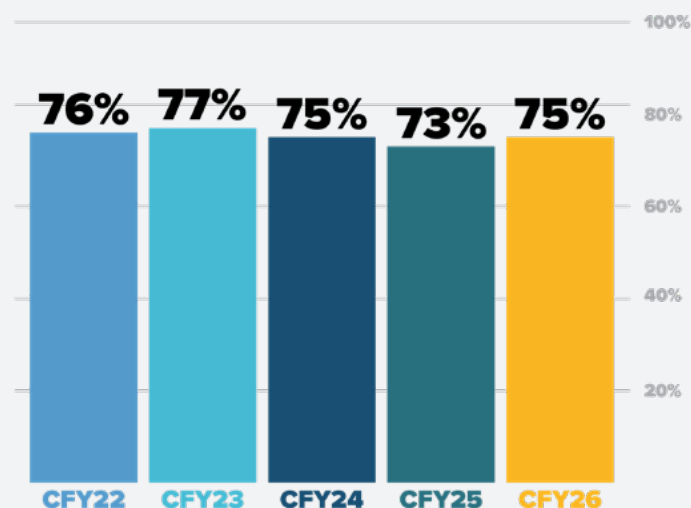
Throughout CFY26, with funding from ARPA, MOHS served as housing navigators in six public libraries, stabilized residents at risk of homelessness through targeted diversion tactics, direct financial assistance, proactive landlord engagement, and housing-focused case management.

Across the fiscal year, MOHS served 558 clients through prevention programs, achieving 93% of its annual 600-client target. Program delivery maintained strong momentum in the second half of the year, providing support to 278 clients in Quarter 3 and 276 clients in Quarter 4.

There were significant transitions near the close of the fiscal year due to ARPA funding ending. Navigation services based at Enoch Pratt Free Library branches ended on May 29, 2026, followed by the official citywide conclusion of the Navigator program on June 30, 2026, creating a notable reduction in community-level access to prevention resources.

MOHS system-wide data showed that 75% of homeless households served throughout the year were identified as first-time homeless. While the overall annual rate is slightly higher than desired thresholds, performance improved substantially in Quarter 4, dropping to 65% and indicating a reduction in the entry rate of new households entering the homelessness system as the year concluded.

% OF HOMELESS HOUSEHOLDS WHO ARE FIRST TIME HOMELESS



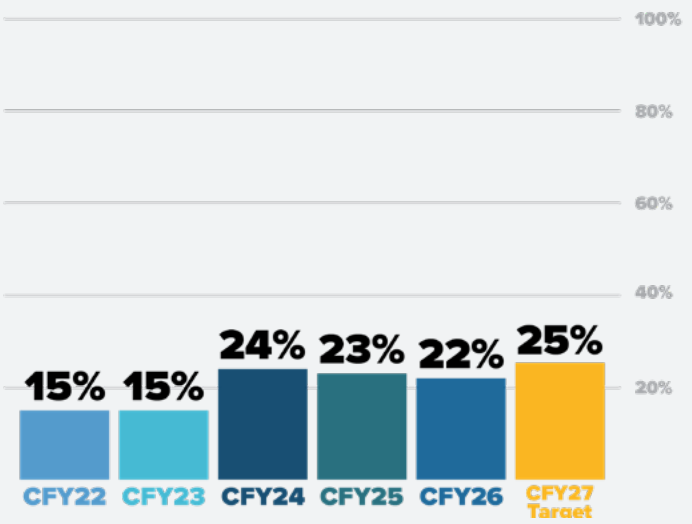
STREET OUTREACH

Street Outreach teams maintained a consistent frontline presence across Baltimore City throughout CFY26, delivering emergency shelter, active encampment engagement, rapid dispatch response, essential wellness checks, access to behavioral health treatment. The team serve as a vital entry point to the care continuum, directly connecting unsheltered residents to Coordinated Access.

In 2026 according to our PIT Count we saw a 12% reduction in homelessness and we saw a similar trend in Street Outreach enrollments. In previous years there were 3,105 unduplicated Street Outreach enrollments compared to 3,690 in CFY25. Outreach teams successfully enrolled 22% of participants into Coordinated Access, surpassing the 20% annual target. **34% of individuals exiting Street Outreach successfully transitioned into shelter, transitional housing, or permanent housing destinations**, surpassing the 27% target and marketing a substantial improvement over the 22% rate achieved in CFY25.

Toward the end of the fiscal year, the Street Outreach team reached 42%, underscoring the growing effectiveness of outreach efforts in moving unsheltered residents off the streets and into safe, stable housing environments.

% OF STREET OUTREACH ENROLLMENTS WITH COORDINATED ACCESS ENROLLMENTS



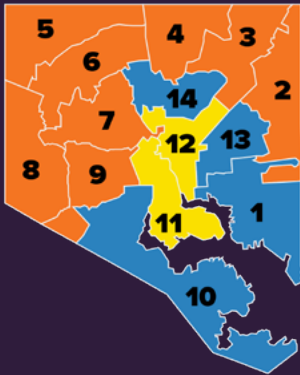
3-1-1 CALLS IN CFY26



CITY OF BALTIMORE STREET OUTREACH MAP

The Mayor's Office of Homeless Services (MOHS), Downtown Partnership of Baltimore (DPOB), and People Encouraging People (PEP) have demonstrated steady, measurable progress in reducing encampments and offering supportive services to individuals. This success is anchored in the initial creation and deployment of a formal Encampment Protocol, which established unified standards for tracking, outreach, and site management. The Encampment Protocol resulted in a 40% reduction between 2023 and 2024 for encampment sites (45 down to 27). Building on this momentum under the established framework, the team managed a total of 48 reported encampments in 2025, successfully navigating 37 of them through to complete resolution. This included 82 individuals receiving housing navigation services and 70 individuals accepting shelter, which demonstrates the long-term effectiveness of the protocol.

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. During Baltimore's 2026 PIT Count 188 people were counted as unsheltered. (Due to extreme weather conditions the 2026 unsheltered count was not conducted, and the number was used from the 2025 PIT count.)

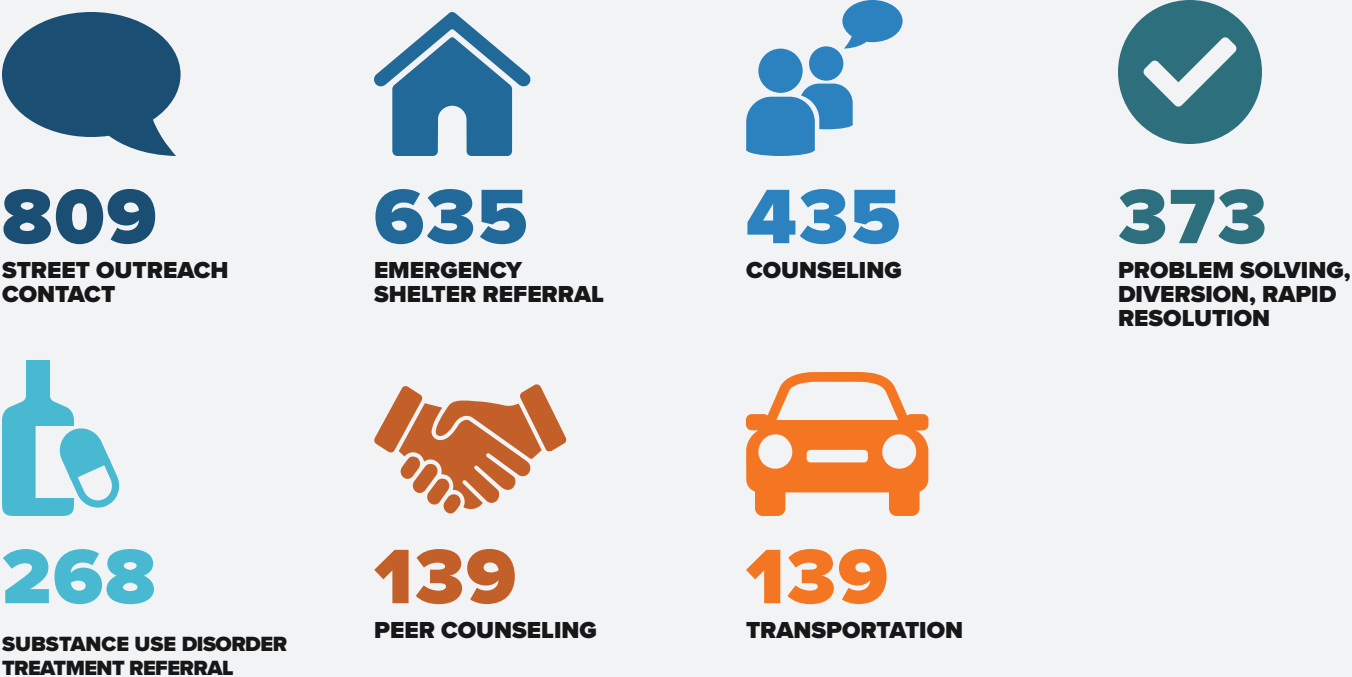


- MOHS Districts: 1, 10, 13, 14
- DPOB Districts: 11, 12
- PEP Districts: 2, 3, 4, 5, 6, 7, 8, 9

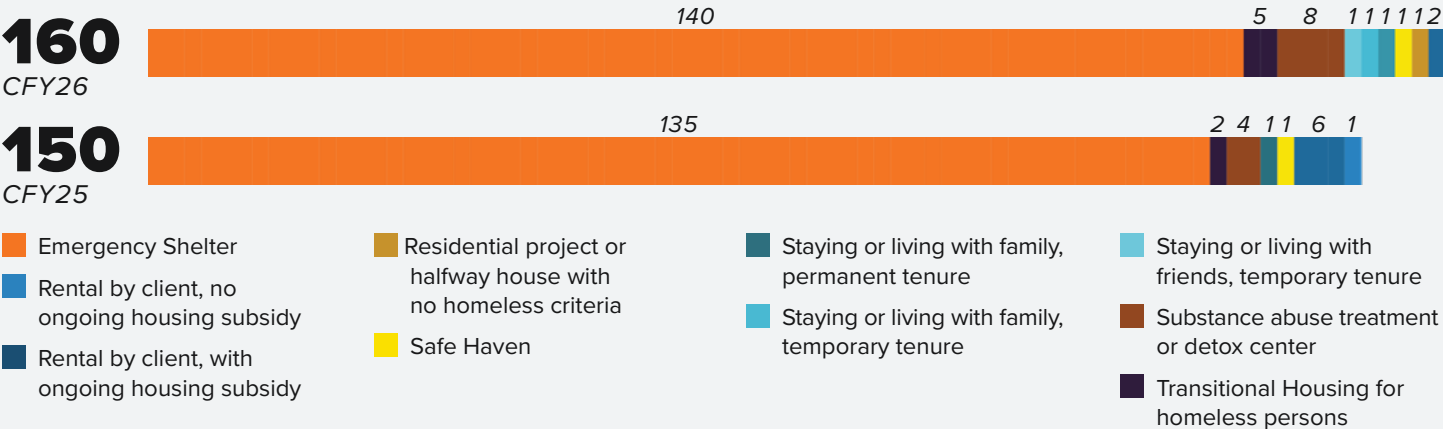
STREET OUTREACH OUTCOMES FOR CFY26

STREET OUTREACH SERVICES PROVIDED

3,105 clients were provided the following **top services** by Street Outreach teams in CFY26:



POSITIVE EXITS FROM STREET OUTREACH



CFY26 PERMANENT AND TEMPORARY HOUSING PERFORMANCE OUTCOMES

Throughout CFY26, MOHS managed demand driven by lack of affordable housing, decreased eviction prevention dollars, and permanent housing capacity while working through challenges around shelter stay durations, system flow, and long-term housing retention.

Despite serving fewer residents than targeted, frontline teams delivered high-impact outcomes across outreach and prevention services. Prevention services supported 558 clients at risk of eviction (93% of its 600-client target) and helped lower first-time homeless entries to 65%, though community prevention access following the citywide conclusion of the Navigator and Library Navigation programs in June 2026.

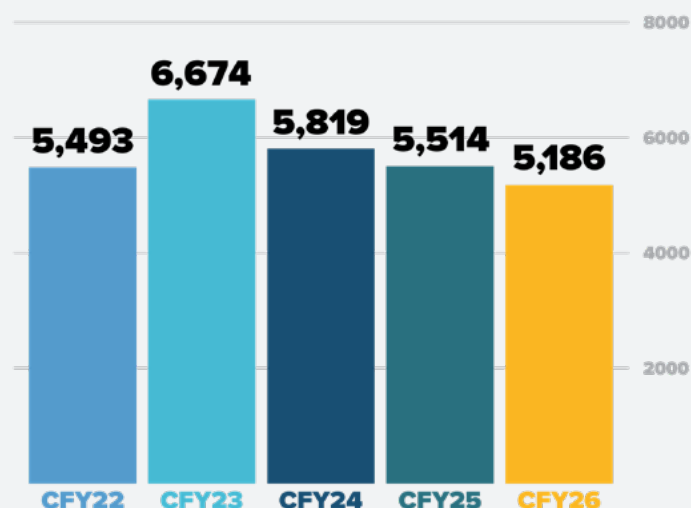
Permanent Housing programs maintained outstanding client stability across 5,186 permanent housing beds, achieving a 96% housing retention rate alongside strong client financial gains. Adults in permanent housing exceeded benchmarks for both earned income growth (9%) and non-employment benefit connections (34%).

However, people returning to homelessness after two-years rose to 20%, surpassing the 14% target maximum and showcasing an urgent demand for enhanced post-placement stabilization and landlord engagement to combat rising rental costs.

Temporary Housing continued providing essential crisis shelter, with 31% of residents exiting to permanent homes, an improvement over CFY25 (28%).

Severe housing affordability and availability pushed the averaged shelter stay to 156 days against a 120-day target, driven by Quarter 4 surge to 255 days. While earned income growth within temporary housing fell short at 11%, non-employment income growth surged to 17%, demonstrating progress in connecting shelter residents to public benefits while showing a need for stronger employment and housing transition pipelines moving forward.

NUMBER OF PERMANENT HOUSING BEDS



CFY27

GOALS

MOHS has the following desired outcomes heading into CFY27 to continue the work of making homelessness rare and brief in Baltimore City.

GOAL 1: INCREASE HOUSING AND SHELTER EXITS

CORE OBJECTIVE

Move more individuals from unsheltered street homelessness into safe, temporary, or permanent housing options by the end of the CFY27.

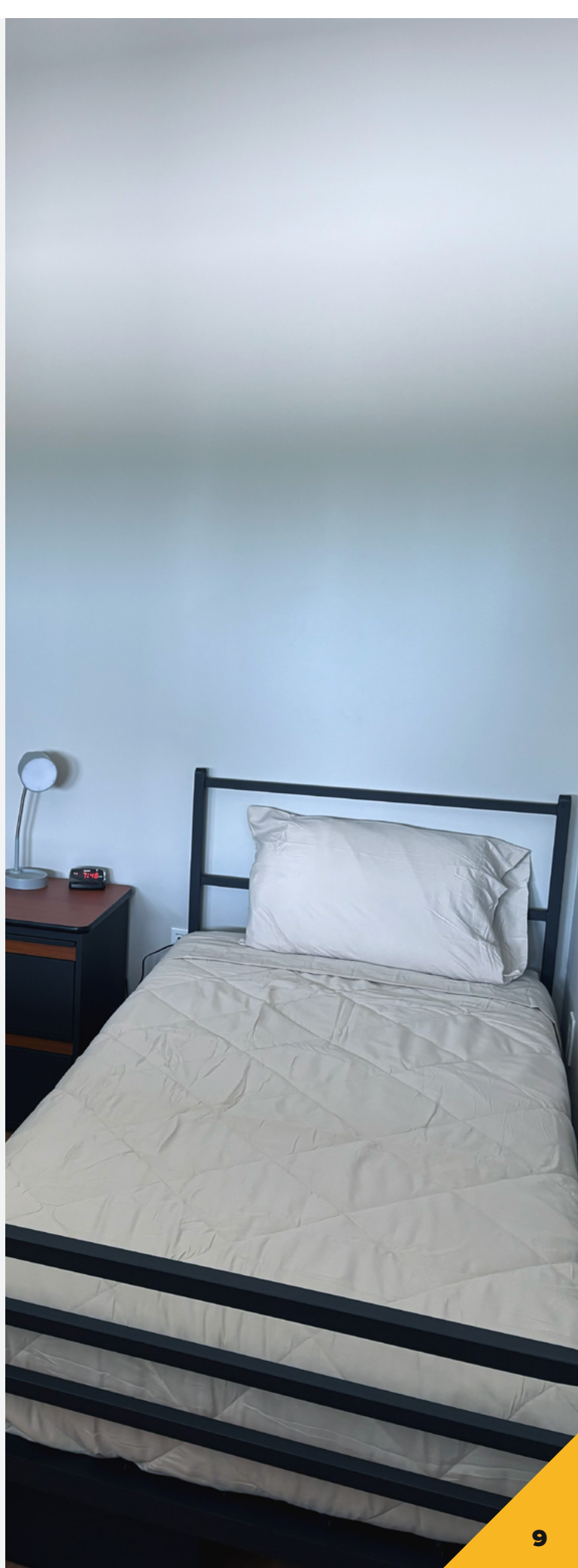
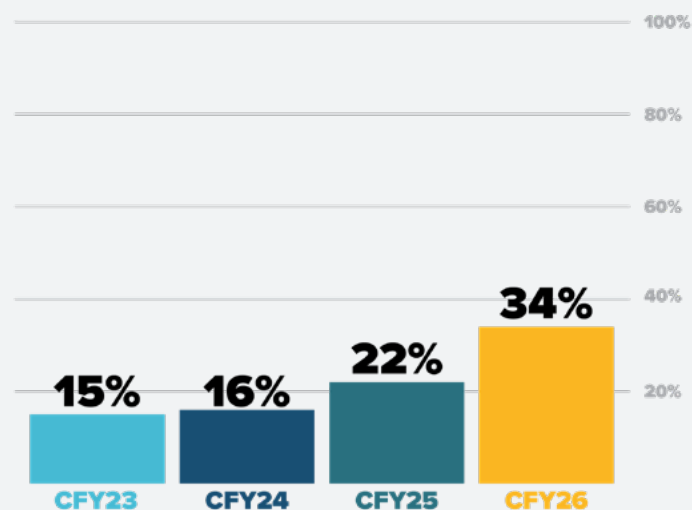
TARGET

Increase successful outreach exits (to emergency shelter, transitional housing, or permanent housing) from 22% (CFY25 baseline) to 30%.

KEY INITIATIVES

- Monthly tracking of positive exits, failed referrals, and placement delays to assign corrective actions.
- Monthly case reviews to resolve barriers for individuals facing prolonged homelessness.

% OF PERSONS WHO EXIT FROM STREET OUTREACH TO SHELTER, TRANSITIONAL HOUSING, OR PERMANENT HOUSING



GOAL 2: INCREASE ACCESS TO TEMPORARY SHELTER FOR PEOPLE EXPERIENCING HOMELESSNESS

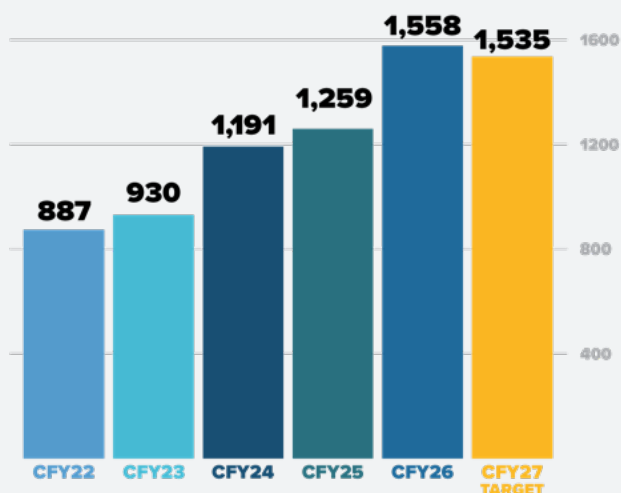
CORE OBJECTIVE

Provide more beds in emergency shelters, decrease the length of stay in emergency shelters, and increase the percentage of exits to permanent housing.

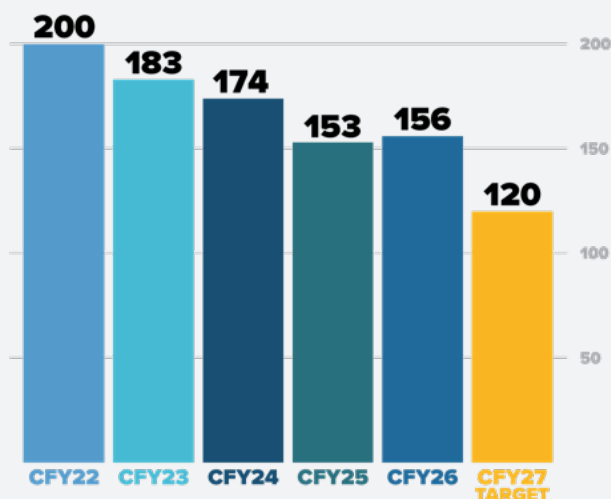
TARGETS

- Continue to exceed target goal of number of emergency shelter beds of 1,535 in CFY27 (1,558 CFY26 actual).
- Decrease length of stay in emergency shelters from 156 days (CFY26 actual) to 120 days in CFY27.
- Increase the percentage of those exiting to permanent housing from 31% (CFY26 actual) to 45%.

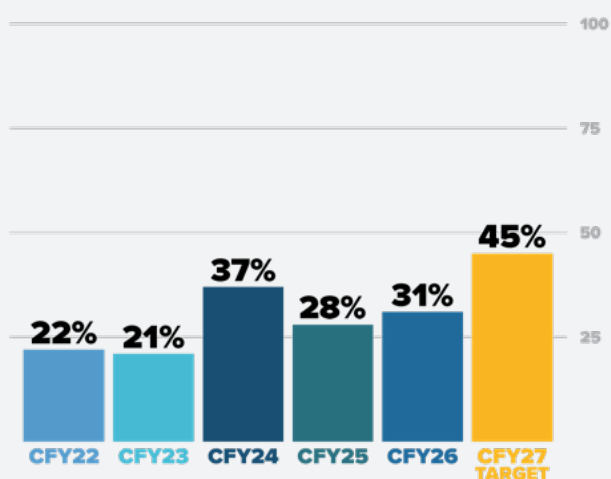
NUMBER OF EMERGENCY BEDS



LENGTH OF STAY IN DAYS



% EXIT TO PERMANENT HOUSING



GOAL 3: INCREASE PERMANENT HOUSING FOR PEOPLE EXPERIENCING HOMELESSNESS

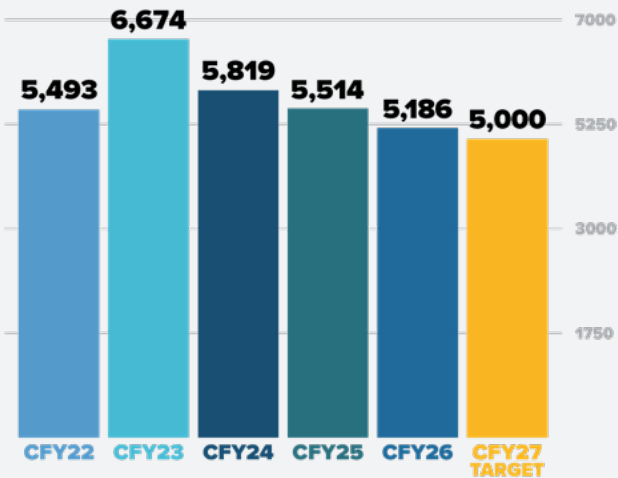
CORE OBJECTIVE

Increase medium and long-term housing assistance and supportive services to City residents experiencing homelessness through both rapid rehousing and permanent supportive housing programs.

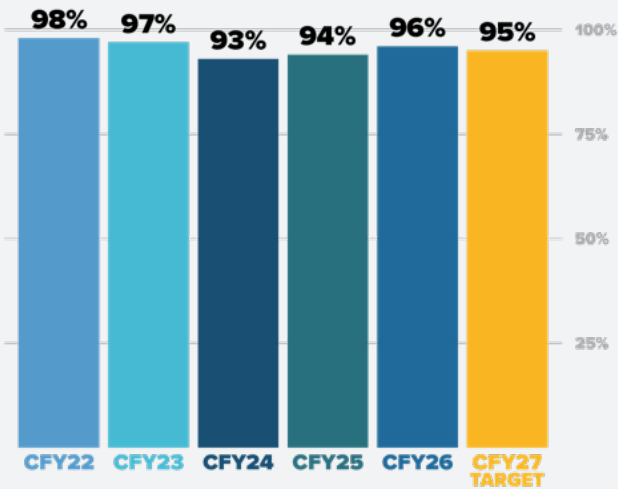
TARGET

- Continue to exceed target goal of number of permanent housing beds of 5,000 CFY27 target. (5,186 CFY26 actual)
- Continue to exceed target goal of number of homeless households retaining permanent housing of 95% CFY27 target. (96% CFY26 actual)
- Decrease the percentage of homeless households who return to a homeless services project within 2 years of exit to permanent housing from 20% (CFY26 actual) to 14% (CFY27 goal).

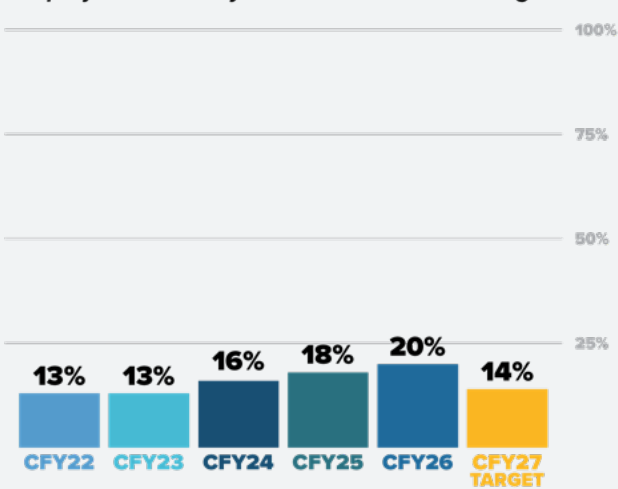
NUMBER OF PERMANENT HOUSING BEDS



% OF HOMELESS HOUSEHOLDS RETAINING PERMANENT HOUSING



% HOUSEHOLDS RETURN TO HOMELESS SERVICES



ENCAMPMENT ENROLLMENT PROTOCOL

7 PRINCIPLES FOR ADDRESSING ENCAMPMENTS



PRINCIPLE 1

Establish a Cross-Agency, Multi-Sector Response



PRINCIPLE 2

Engage Encampment Residents to Develop Solutions



PRINCIPLE 3

Conduct Comprehensive and Coordinated Outreach



PRINCIPLE 4

Address Basic Needs and Provide Storage for Personal Belongings



PRINCIPLE 5

Ensure Access to Shelter or Housing Options



PRINCIPLE 6

Develop Pathways to Permanent Housing and Support



PRINCIPLE 7

Create a Plan for What Will Happen to Encampment Sites After Closure

PARTICIPATING BALTIMORE CITY AGENCIES

AGENCY	ROLE
Mayor's Office of Homeless Services (MOHS)	Leads Coordination
Baltimore City Fire Department (BCFD)	Conduct safety assessment
Baltimore Police Department (BPD)	Conduct safety assessment; if necessary, enforce encampment clearing; conduct on-going monitoring post-resolution
Baltimore City Recreation and Parks (BCRP)	<i>If the encampment is located in a city park:</i> produce and post signage; store personal belongings of encampment residents, as requested; clean up trash and abandoned items; conduct on-going monitoring post-resolution
Baltimore City Health Department (BCHD)	Conduct safety assessment (related to outbreaks and other public health concerns); make referrals to health-related services
Office of Emergency Management (OEM)	Assist in coordination, especially around inclement weather
Department of Housing and Community Development (DHCD)	Lead coordination effort on private property
Department of Public Works (DPW)	Clean up trash and abandoned items; manage bio-hazard concerns, when needed; conduct on-going monitoring post-resolution
Department of Transportation (DOT)	Print and post cleanup notification signage; transport personal belongings of encampment residents, as requested, to storage location; conduct on-going monitoring post-resolution
Mayor's Office of Community Affairs (MOCA)	Assist with community engagement in areas around the encampment site
Department of General Services (DGS)	Provide storage for personal belongings of encampment residents, as requested

ENCAMPMENT RESOLUTION TIMELINE



DESIRED OUTCOMES

The Encampment Resolution Protocol aims to address homelessness, while prioritizing households experiencing unsheltered homelessness, by implementing proactive and humane resolutions through outreach, engagement, and using the Housing First model.

The City of Baltimore remains committed to a client-centered, equitable, and collaborative approach in its efforts to end homelessness and is committed to ensuring we offer shelter or housing options to every client before resolving an encampment site.



ACCESS TO SAFE AND STABLE HOUSING

- Increase individuals transitioning from unsheltered homelessness to stable housing.
- Improve coordination with housing partners and City agencies to provide timely housing options.
- Expand access to supportive services such as rental assistance, case management, and housing navigation.



SUPPORT AND STABILITY FOR INDIVIDUALS LIVING IN ENCAMPMENTS

- Reduce the frequency and size of encampments by connecting individuals to affordable housing options.
- Provide trauma-informed outreach that builds trust with encampment residents, expands peer support networks, and connects residents to community resources.



EFFECTIVE ENGAGEMENT AND COLLABORATIVE SOLUTIONS

- Provide comprehensive support services that will increase successful encampment resolutions through collaborative partnership and decision-making.
- Increase communication and transparency among encampment residents, participating City agencies, service providers, and community stakeholders.
- Promote alternative options for shelter, housing, or diversion based on the experiences of encampment residents to prevent further instability or trauma.



CONCLUSION

Looking ahead, MOHS enters CFY27 positioned to continue CFY26 achievements into long-term systemic progress for Baltimore City. Rather than simply managing crisis response, MOHS continues to shift toward proactive, trauma-informed interventions that address root causes and streamline pathways out of homelessness.

To build on this foundation, MOHS will focus its strategic direction on expanding frontline capacity and reinforcing housing retention. By targeting an expansion of street outreach coverage to 4,000 enrollments, raising Coordinated Access intake to 25%, and driving successful housing exits to 30%, the agency is aligning cross-sector partnerships from emergency shelters to healthcare and housing providers for continued support.

Addressing key outcomes like lengthened shelter stays and post-placement returns will be instrumental. Through coordinated case management, targeted landlord engagement, and enhanced homeless prevention strategies, MOHS is committing its CFY27 resources to ensuring that homelessness across Baltimore City is not only addressed with care, but made genuinely rare, brief, and non-recurring.

MOHS continues to shift toward proactive, trauma-informed interventions that address root causes of homelessness



SUBMIT A HOMELESS OUTREACH REQUEST



CALL [410-545-1862](tel:410-545-1862) OR [3-1-1](tel:311)



EMAIL HOMELESSOUTREACH@BALTIMORECITY.GOV



COMPLETE THE [HOMELESS OUTREACH REQUEST FORM](#)



SUBMIT A TICKET ON THE BALTIMORE CITY [311 MOBILE APP](#)

