

MOHS Administration - Homeless Services

Priority Outcome: Clean and Healthy Communities

Service Number: 356

Fiscal 2022 Recommended Budget: \$7,274,558

Service Description

The mission of the Mayor's Office of Homeless Services (MOHS) is to make homelessness rare, brief, and preventable by providing outreach and emergency services to individuals and families. MOHS became a stand-alone agency in Fiscal Year 2020, when the Mayor's Office of Human Services was split to form MOHS and the Mayor's Office of Children and Family Success (MOCFS). MOHS administers the federal, state, and local funding that is awarded to the City of Baltimore to address homelessness. The agency contracts with more than 50 local service providers to provide permanent, transitional, and temporary housing, in addition to emergency shelter, supportive services, and outreach to individuals experiencing homelessness. MOHS coordinates the City's application for federal Continuum of Care funding and manages all reporting and monitoring requirements. The agency's Homeless Management Information System compiles data on services provided, supports over 300 users, and is used to monitor program and system outcomes.

Major Budget Items

- The budget makes several General Fund position changes based on grant availability and City staffing needs.
- The budget includes a Public Relations Officer position created to implement the agency's outreach and communications efforts to provide critical information to agency partners, clients and other stakeholders.
- The budget reflects \$693,000 in Activity 012-Planning Grant for the Federal Continuum of Care (CoC) contract that covers administrative costs related to planning for CoC related activities.
- The Mayor's Office of Homeless Services has received Casino Support for Homelessness Strategies funding to support two outreach positions dedicated to the South Baltimore Gateway area to address needs of the homeless population in the following areas within that district: Horseshoe Casino, Sharpe Leadenhall, Riverside Park, Federal Hill, Pigtown, MLK Corridor, Ravens Stadium and Oriole's Stadium. Additionally, it funds one emergency shelter position to provide oversight for hotels that were contracted for decompression efforts in response to COVID-19 through Fiscal 2022.

Key FY 2021 Work & Accomplishments- Service 356

In March 2020, the Mayor's Office of Homeless Services (MOHS) moved swiftly – and mindfully – to implement its COVID-19 Response Plan to mitigate risks to people experiencing homelessness as they are a particularly vulnerable population. The plan has remained in effect throughout FY 2021.

MOHS Administration - Homeless Services (356)

- To streamline the housing application process for clients, MOHS partnered with the Motor Vehicle Administration (MVA), Social Security Administration (SSA), and Vital Records to get clients the vital identification documents needed to obtain housing and other public services
- The City launched My Digital Data Locker Baltimore – a free, safe, digital platform on which individuals experiencing homelessness can store copies of vital documents, which are crucial to the housing application process, and share with case managers
- MOHS has leveraged our non-profit community to provide move-in packages, furniture, and support for other housing expenses not covered by federal funding
 - Total of \$1.3 million raised to support Rapid Rehousing and other programs
- MOHS has expanded services and programming to address the most vulnerable: youth experiencing homelessness, unsheltered neighbors, and victims of domestic violence.

Homeless Prevention and Support Services for the Homeless

Priority Outcome: Clean and Healthy Communities

Service Number: 893

Fiscal 2022 Recommended Budget: \$523,618

Service Description

Homelessness prevention services include financial assistance, housing relocation case management, financial counseling, and other direct services for households at imminent risk of eviction.

Major Budget Items

- The Mayor's Office of Homeless Services anticipates that a minimum of 375 additional households will receive homelessness prevention assistance in Fiscal 2022 through funding under this Service.
- The agency anticipates that COVID-19 related programming will continue into Fiscal 2022 using resources from a variety of sources budgeted in the Mayor's Office of Children and Family Success.

Type	Measure	Actual 2017	Actual 2018	Actual 2019	Target 2020	Actual 2020	Target 2021	Target 2022
Output	# of clients enrolled in homeless prevention services	3,104	2,609	1,829	2,700	1,810	2,000	2,500
Effectiveness	% of homeless households who are first-time homeless	N/A	73%	69%	63%	44%	63%	63%

Outreach to the Homeless

Priority Outcome: Clean and Healthy Communities

Service Number: 894

Fiscal 2022 Recommended Budget: \$2,009,678

Service Description

Outreach services provide people experiencing homelessness assistance with basic needs (i.e. food, clothing, personal hygiene etc.), connections to housing, case management, medical and/or substance abuse treatment, job readiness and employment services, and other community resources. Street outreach services are provided to Baltimore City's unsheltered homeless population (people living in places not meant for human habitation such as outside, in cars, in abandoned housing, etc.). The Mayor's Office of Homeless Services directly operates a street outreach team and funds other street outreach service providers.

Major Budget Items

- The Mayor's Office of Homeless Services has received additional federal funding to provide street outreach services under the Emergency Solutions Grant-CV program provided by the U.S. Department of Housing and Urban Development. This funding will be used to expand the number of outreach workers on the City's street outreach team as well as to fund mobile shower truck projects serving unsheltered individuals across Baltimore City.

Type	Measure	Actual 2017	Actual 2018	Actual 2019	Target 2020	Actual 2020	Target 2021	Target 2022
Output	# of street outreach contacts	1,329	2,133	3,492	2,800	4,376	4,000	4,200
Effectiveness	% of persons engaged through street outreach of all contacted	59%	79%	77%	75%	87%	80%	80%
Outcome	% of persons who exit from a street outreach project to shelter, transitional, or permanent housing	33%	21%	20%	50%	16%	25%	25%

Key FY 2021 Work & Accomplishments- Services 893 and 894

In March 2020, the Mayor's Office of Homeless Services (MOHS) moved swiftly – and mindfully – to implement its COVID-19 Response Plan to mitigate risks to people experiencing homelessness as they are a particularly vulnerable population. The plan has remained in effect throughout FY 2021.

Homeless Prevention and Support Services for the Homeless (893)

- Partnered with the Mayor's Office of Children and Family Success for the Eviction Prevention Program
- Supported special populations through partnerships with House of Ruth and Youth Empowered Society
- Supported housing relocation services for households at risk of eviction through a partnership with the United Way of Central Maryland.

Outreach to the Homeless (894)

- Expanded Outreach team and partnered with Downtown Partnership of Baltimore (DPOB) and People Encouraging People (PEP) to meet growing needs of the pandemic
- **21,899** services were provided by outreach teams from March 1, 2020 to March 1, 2021
- Through the successful collaboration of MOHS, PEP, DPOB, Health Care for the Homeless and other community partners, **90** of our neighbors experiencing homelessness at the I-83 encampment have been connected to more stable housing and appropriate wrap around services
- Partnered with Baltimore City Health Department (BCHD) for mobile vaccine clinics to serve unsheltered homeless neighbors
- Outreach Services includes: meals delivered daily to encampments, mobile shower, and PPE kits

Temporary Housing for the Homeless

Priority Outcome: Clean and Healthy Communities

Service Number: 895

Fiscal 2022 Recommended Budget: \$21,088,966

Service Description

Temporary housing is short-term overnight housing assistance provided to homeless households. This service is provided at emergency shelters, safe havens, transitional housing, and through the City's winter shelter program. The City funds a total of nine (9) emergency shelters across the City, including shelters which specifically serve families, unaccompanied homeless youth, and households fleeing intimate partner violence.

Major Budget Items

- The demand for emergency shelter services have dramatically increased in Fiscal 2021 as a result of the COVID-19 pandemic. While many occupants continue to reside in hotels, service providers are continuing to house occupants at a decreased capacity to provide more space for social distancing.
- The budget includes \$9 million of unallocated grant funding in anticipation of additional federal support, as homeless individuals are particularly vulnerable to the COVID-19 pandemic.

Type	Measure	Actual 2017	Actual 2018	Actual 2019	Target 2020	Actual 2020	Target 2021	Target 2022
Effectiveness	% of adults enrolled in temporary housing that increased their total cash income	N/A	N/A	23%	N/A	22%	30%	30%
Outcome	% of persons exiting to permanent housing destinations	26%	20%	21%	30%	25%	30%	30%
Efficiency	Average length of time that persons are homeless in emergency shelter, housing, and transitional housing projects	151	136	138	90	129	90	90

Permanent Housing for the Homeless

Priority Outcome: Clean and Healthy Communities

Service Number: 896

Fiscal 2022 Recommended Budget: \$37,273,132

Service Description

The Mayor's Office of Homeless Services administers community-based programs that provide medium to long-term housing assistance and supportive services to Baltimore City residents experiencing homelessness. Permanent housing refers to both rapid rehousing and permanent supportive housing (PSH) programs. Rapid rehousing programs provide participants with short to medium-term (3 to 24 months) rental assistance and supportive services/case management. Permanent supportive housing programs focus on serving chronically homeless and highly vulnerable households, who have complex and serious ongoing health needs. PSH provides program participants with rental assistance and intensive case management services for as long as the household needs assistance. MOHS's permanent housing program portfolio includes programs that provide services for the general public as well as for specific vulnerable populations, including unaccompanied homeless youth, families, veterans, and victims of intimate partner violence.

Major Budget Items

- The service is supported by multiple grants, including a federal grant of \$20.6 million for the Continuum of Care program. This program assists in rehousing homeless individuals and families, while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness.
- The budget includes an additional \$3.7 million of federal funding for the Youth Homeless Demonstration Program. The program will provide funding to providers to operate outreach, housing, and supportive services to youth clients who are at risk and/or experiencing homelessness in the City of Baltimore.
- The budget includes \$9.3 million of federal funding for the Housing Opportunities for Persons with AIDS (HOPWA) program. Through HOPWA, low-income persons living with HIV/AIDS and their families are provided with housing assistance and/or related supportive services to prevent clients from becoming homeless.

Type	Measure	Actual 2017	Actual 2018	Actual 2019	Target 2020	Actual 2020	Target 2021	Target 2022
Effectiveness	% of adults enrolled in permanent housing that increased their total cash income	N/A	N/A	38%	30%	37%	30%	30%
Outcome	% of homeless households retaining permanent housing	91%	91%	97%	85%	97%	85%	88%
Outcome	% of homeless households who return to a homeless services project within 2 years of an exit to permanent housing	15%	14%	19%	15%	17%	15%	15%

Key FY 2021 Work & Accomplishments- Services 895 and 896

Temporary Housing for the Homeless (895)

- Since March 2020, **500+** clients have been temporarily housed in five hotels serving as non-congregate shelter sites
- Along with BCHD, we accessed all shelters operating in Baltimore City and implemented infection control protocol
- Supported the opening of the COVID-19 Lord Baltimore TRI Center isolation site to provide shelter and supportive services to COVID-positive individuals experiencing homelessness and others who were unable to safely isolate at home
- City-funded Emergency Shelter Providers: Associated Catholic Charities, Baltimore Station, Health Care for the Homeless, Historic East Baltimore Community Action Coalition, House of Ruth, McVets, Project PLASE, St. Vincent de Paul, and TIME Organization

Permanent Housing for Homelessness (896)

- From March 2020 through April 2021, the Mayor's Office of Homeless Services has moved **579** individuals and families into housing through our three housing programs: ESG-CV Rapid Rehousing, Traditional Rapid Rehousing, and Permanent Supportive Housing
- As of May 12, 2021, 137 ESG-CV Rapid Rehousing offers have been accepted
 - \$10 million is allocated to provide approximately 250 clients with a rental subsidy up to 18 months
- There are **1,692** clients receiving ongoing support in the Traditional Rapid Rehousing and Permanent Supportive Housing programs
- Youth Homelessness Demonstration Program projects launched to serve youth aged 16-24 experiencing homelessness. The program includes: two shelter diversion projects, one rapid rehousing project, and one permanent supportive housing project.