

Boston Public Health Commission (BPHC) Homeless Services Bureau (HSB) Annual Shelter Data Report 2024

Scope

Boston Public Health Commission's Homeless Services Bureau (HSB) runs three of Boston's emergency shelters: 112 Southamptton Street, Woods Mullen Shelter, and the Friends Floor at 112 Southamptton Street. In addition, HSB provides various social services to people experiencing homelessness in the city of Boston, including harm reduction, job training, employment search, and housing search services

The scope of this report is data from HSB's shelter activities in the calendar year of 2024, January 1 2024 – December 31 2024. More information on HSB's non-shelter services can be found on BPHC's website: <https://www.boston.gov/government/cabinets/boston-public-health-commission/homeless-services>

Methods

All data is sourced from ETO, the Homeless Management Information System (HMIS) used by BPHC. Information on income, benefits, insurance, and disability are from the HUD HMIS Assessment. Information on reason for seeking shelter is from the Front Door Triage Assessment.



Abbreviations (Glossary)

112 = 112 Southamptton Street, the men's shelter run by BPHC

BPHC = Boston Public Health Commission

FF = The Friends Floor, a low-threshold shelter housed within 112 Southamptton Street

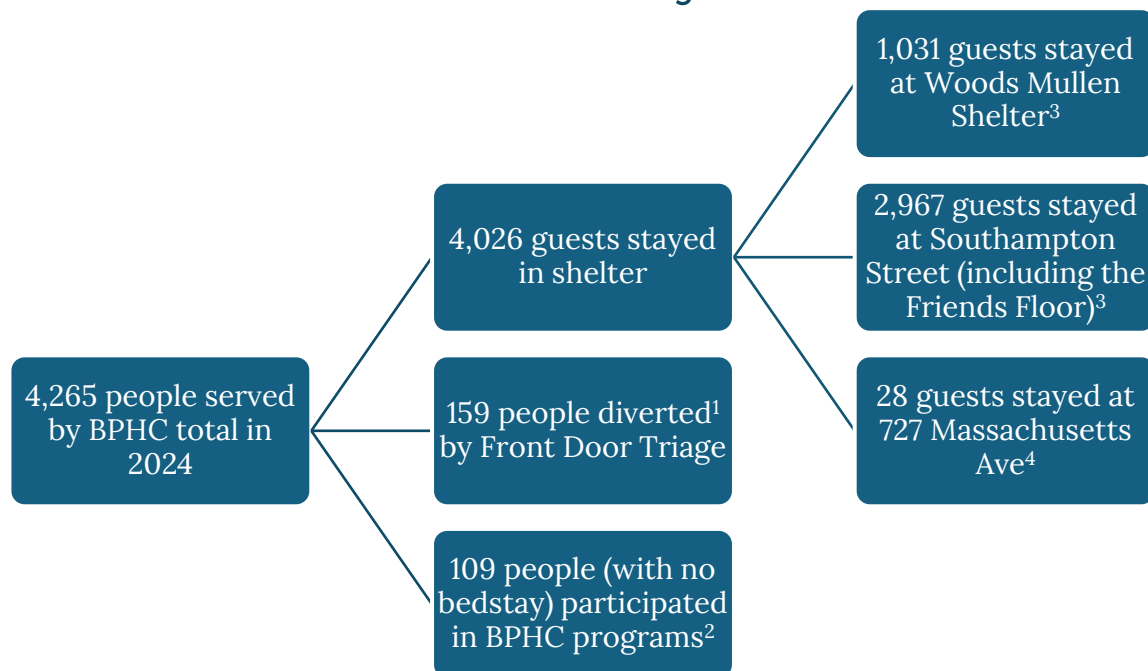
HSB = Homeless Service Bureau

HUD = The U.S. Department of Housing and Urban Development

ETO = The homeless management information system (data system) used by BPHC

WMS = Woods Mullen Shelter, the women's shelter run by BPHC

Who Did We Serve Between January – December 2024?



¹ Diversions are when someone's instance of homelessness is resolved without them spending a night in shelter.

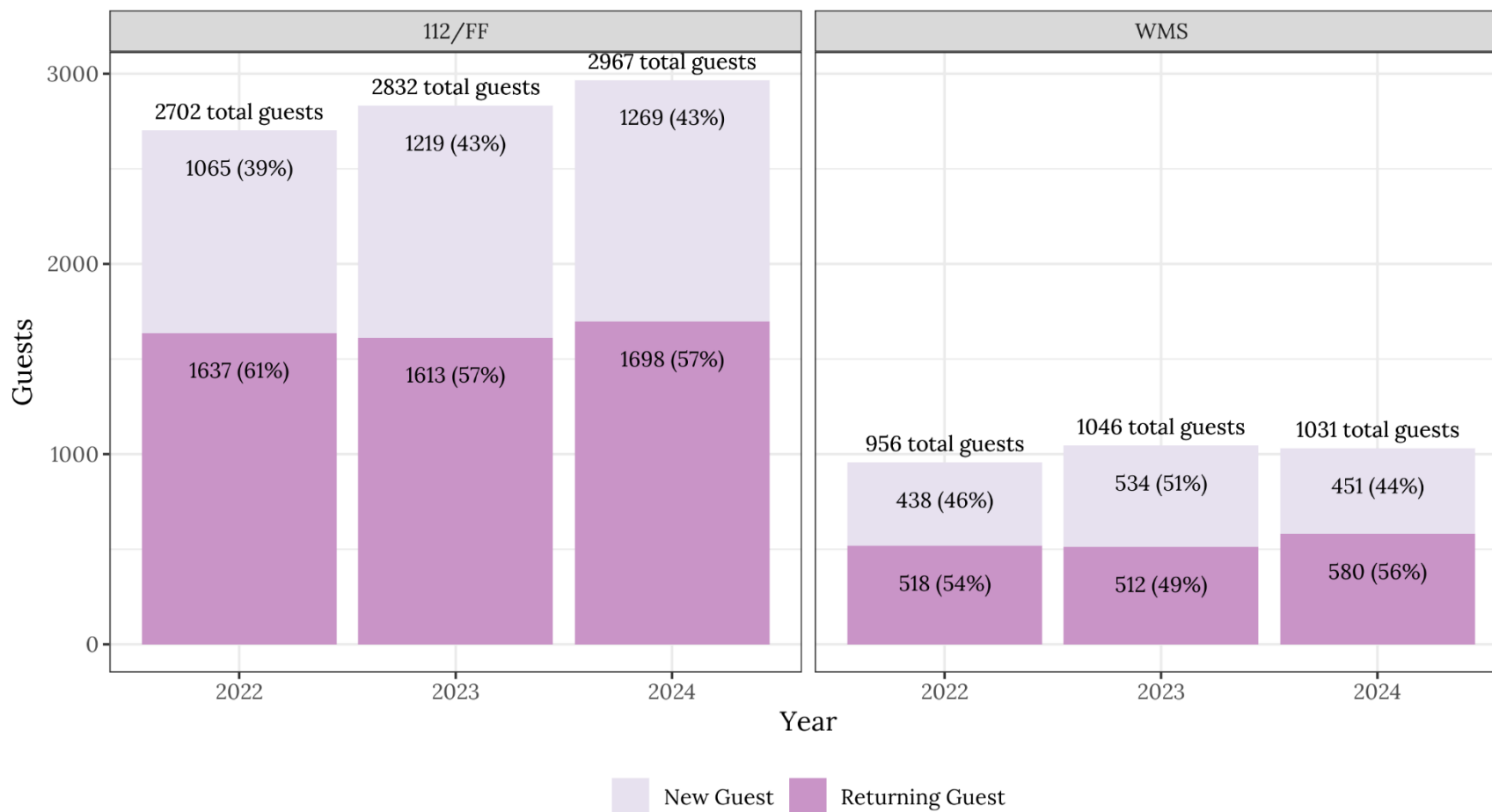
² 721 people **total** participated in BPHC HSB programs. For more information on BPHC programs, see Figure 8 on page 10.

³ In 2024, an average of 469 guests stayed at 112 Southampton each night, and an average of 175 guests at Woods Mullen (644 guests across both shelters combined).

⁴ 30 people **total** stayed at 727 Mass Ave temporary low-threshold shelter, but 2 of those people also stayed at either Woods Mullen Shelter or Southampton Street sometime in 2024.

Who Did We Serve In 2022?	Who Did We Serve In 2023?
<ul style="list-style-type: none"> 4,164 people served total <ul style="list-style-type: none"> 3,658 stayed in shelter 282 diverted from shelter 224 participated in programs (with no bedstay) 	<ul style="list-style-type: none"> 4,258 people served total <ul style="list-style-type: none"> 3,878 stayed in shelter 171 diverted from shelter 209 participated in programs (with no bedstay)

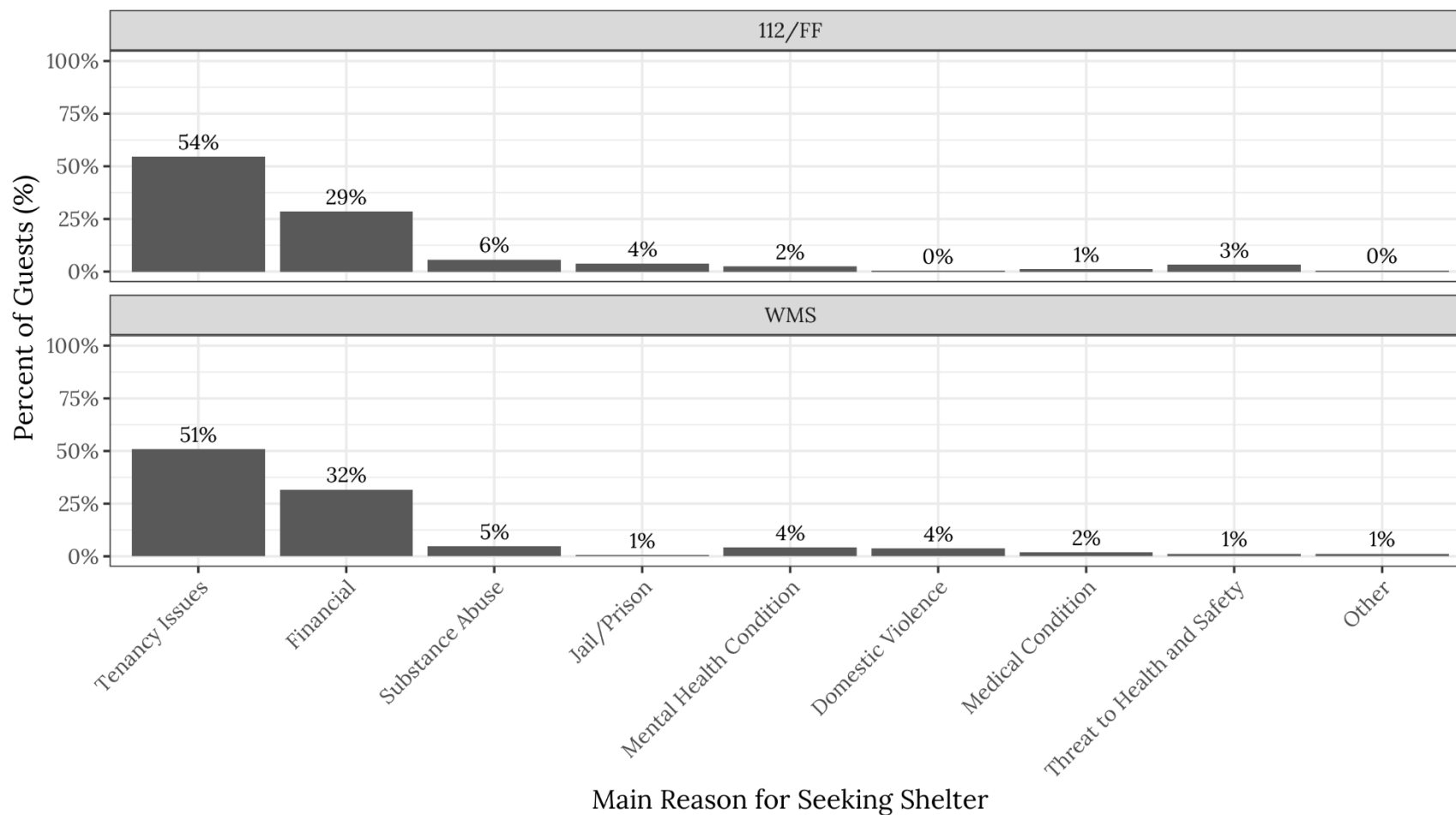
1 Total Guests in 2022, 2023, 2024: New vs. Returning



Data Source: BPHC ETO.

3,998 guests stayed in BPHC’s two shelters in 2024; **2,967** in 112 Southampton Street, and **1,031** in Woods Mullen Shelter. “New guests” had never stayed at BPHC before the year in question. “Returning guests” had stayed at BPHC prior to that year. In 2024, an average of 469 guests stayed at 112 Southampton each night, and an average of 175 guests at Woods Mullen (644 guests across both shelters combined).

2 Main Reason for Seeking Shelter, 2024



Data Source: BPHC Front Door Triage Assessment

The most commonly cited reason for guests' homelessness (self-report) was tenancy issues, followed by financial issues. Guests at Woods Mullen were more likely to cite domestic violence as a reason for homelessness. "Threats to Health and Safety" are defined as overcrowding, violations of sanitary code, non-domestic violence, etc.

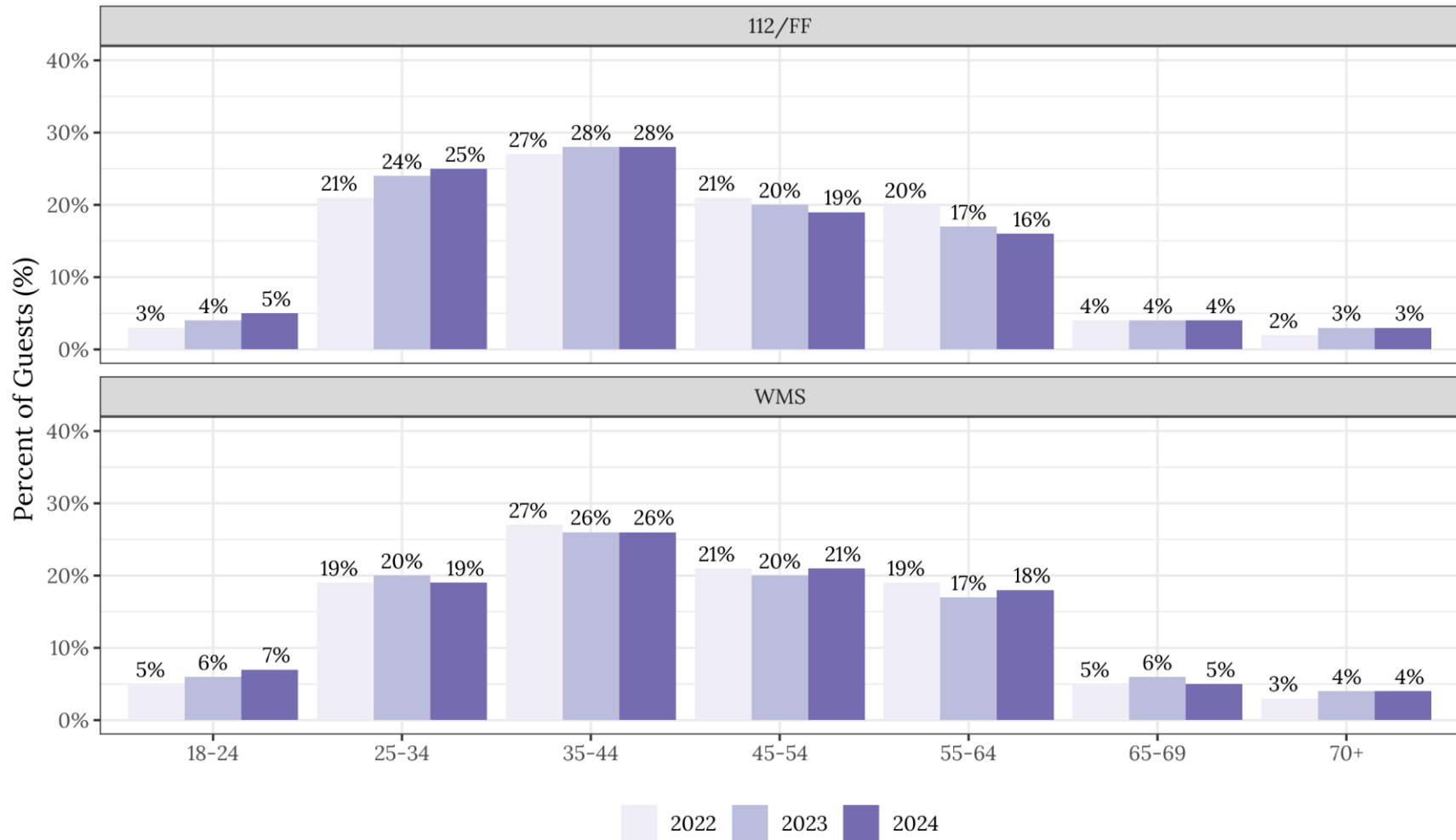
3 Race / Ethnicity



Data Source: BPHC Homeless Services Bureau, HUD Assessment

112/FF = 112 Southamptton Street, Including The Friends Floor
 nHL = Neither Hispanic or Latinx

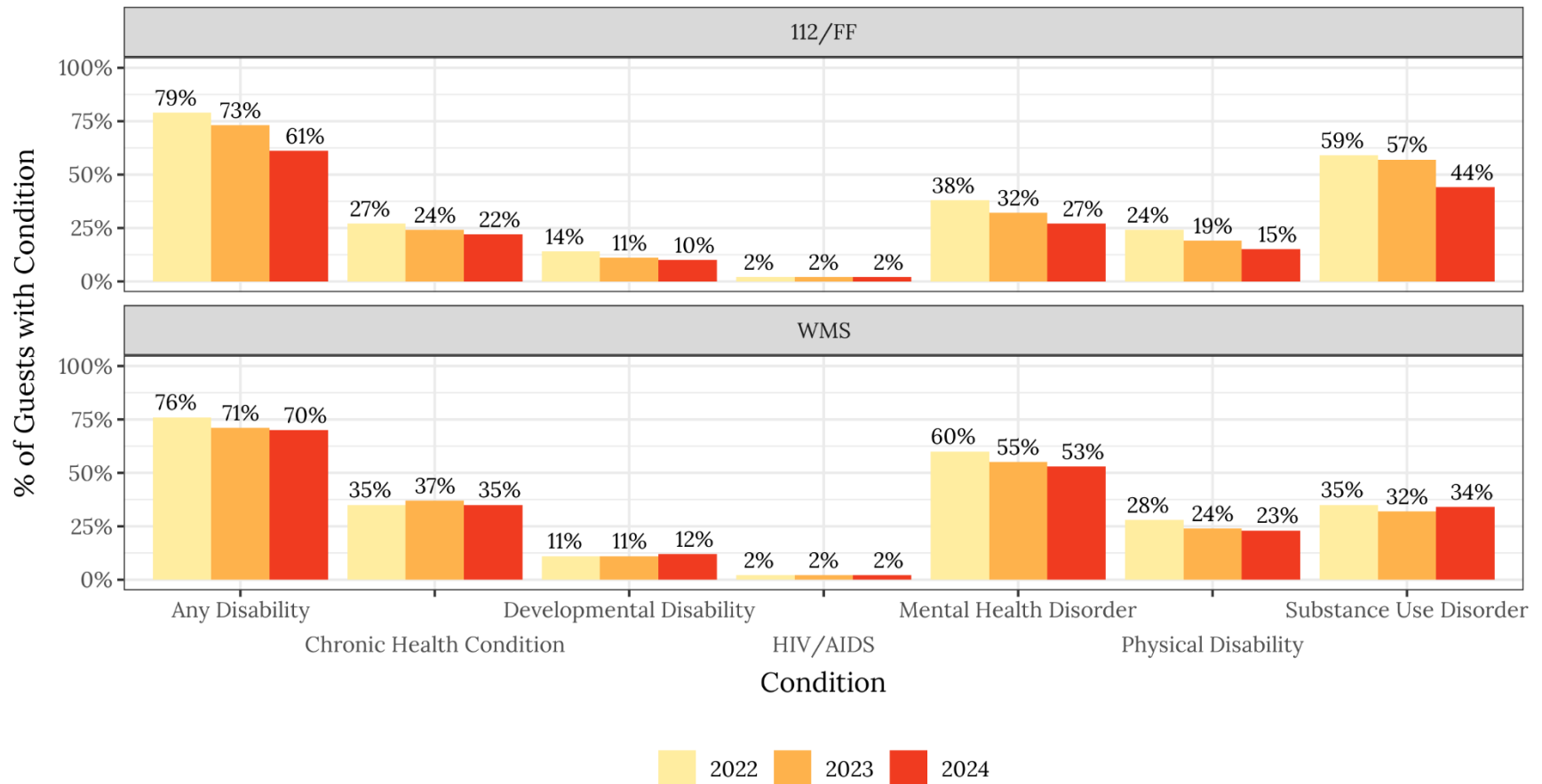
4 Age Category



Data Source: BPHC Homeless Services Bureau, HUD Assessment

There are no significant changes from 2023 as to the age composition of our guests. Note: Age groups are not all the same size (e.g., the first group is 7 years, the second group is 10 years).

5 Disabling Conditions



Data Source: Front Door Triage Assessment

60% of guests at 112 Southamptton Street Shelter and 70% of guests at Woods Mullen Shelter report having at least one disabling condition. The most common disabling conditions were mental health disorders, substance use disorder, or an unspecified chronic health condition.

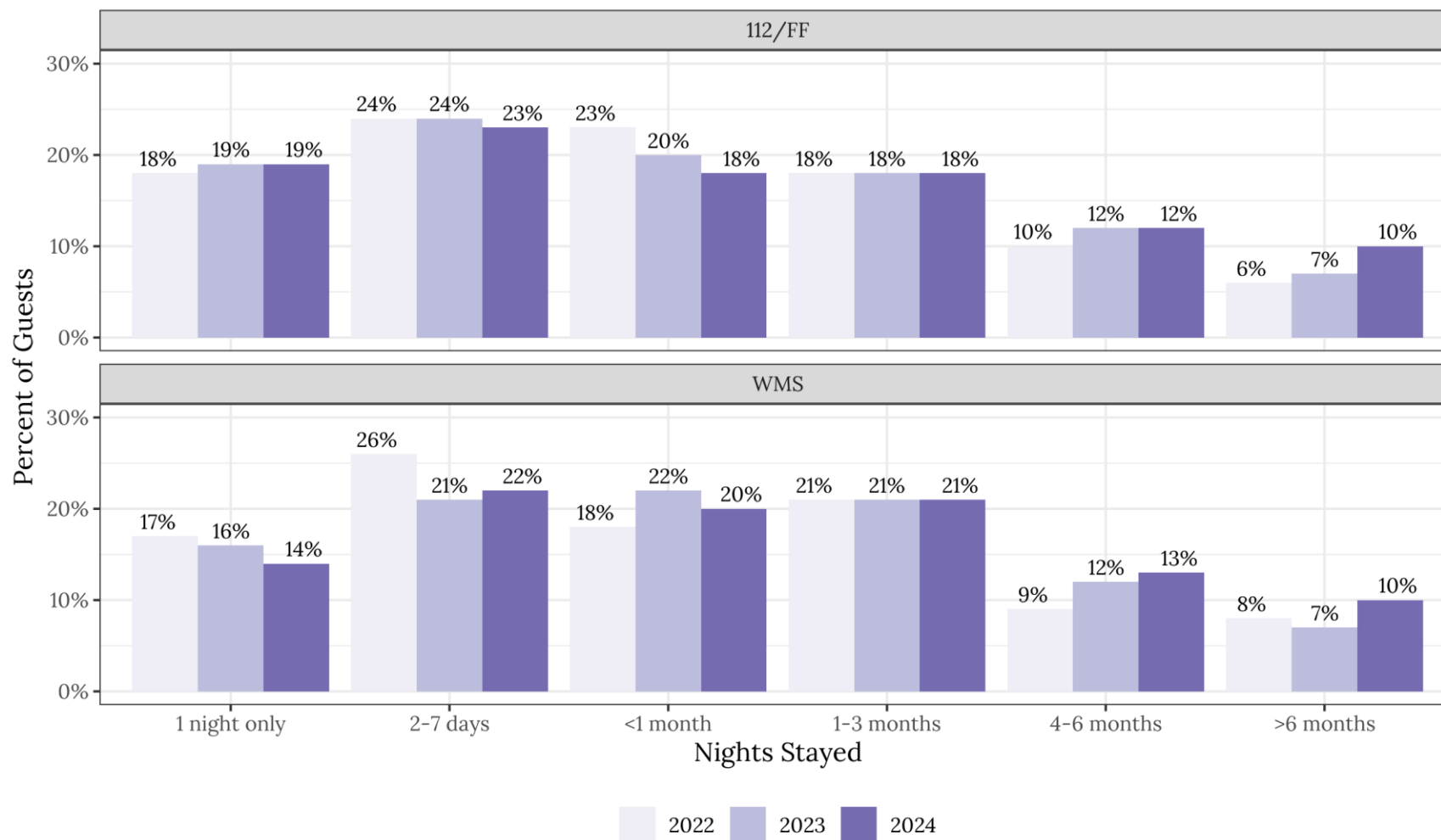
6 Income, Benefits, and Insurance



Data Source: Front Door Triage Assessment

At 112 Southampton Street Shelter, 79% of guests report having health insurance, 20% of guests report having income, and 46% report having other benefits (e.g. SNAP). At Woods Mullen shelter, 83% report having health insurance, 36% report having income, and 56% report having other benefits.

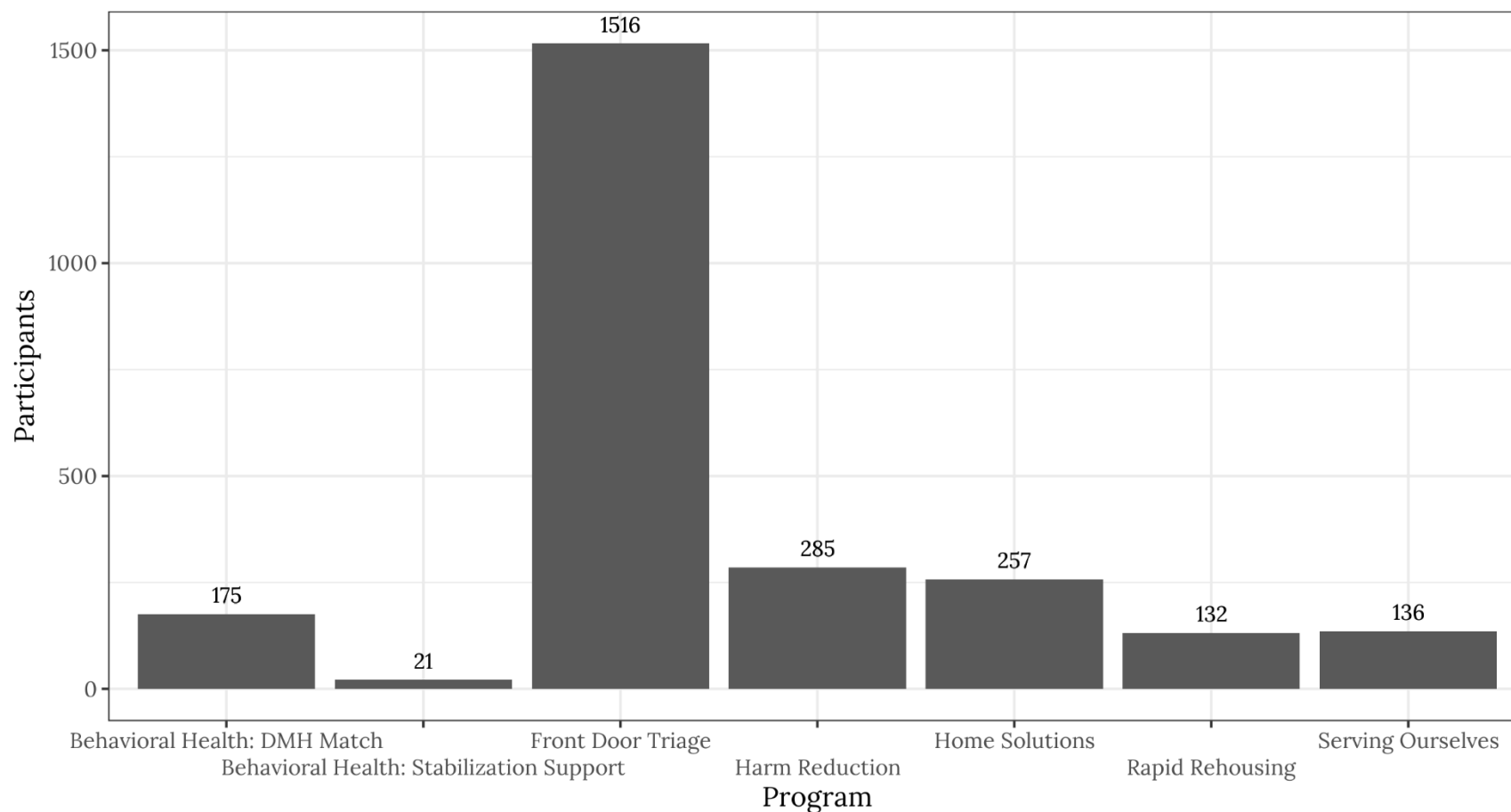
7 Total Nights Stayed in 2024, All Guests



Data Source: BPHC ETO

The maximum nights that guests could stay in one year is 365 nights. In 2024, 42% of guests at 112 Southamption Street and 36% of guests at Woods Mullen Shelter stayed a week or less (in total, throughout the year).

8 HSB Program Utilization in 2024

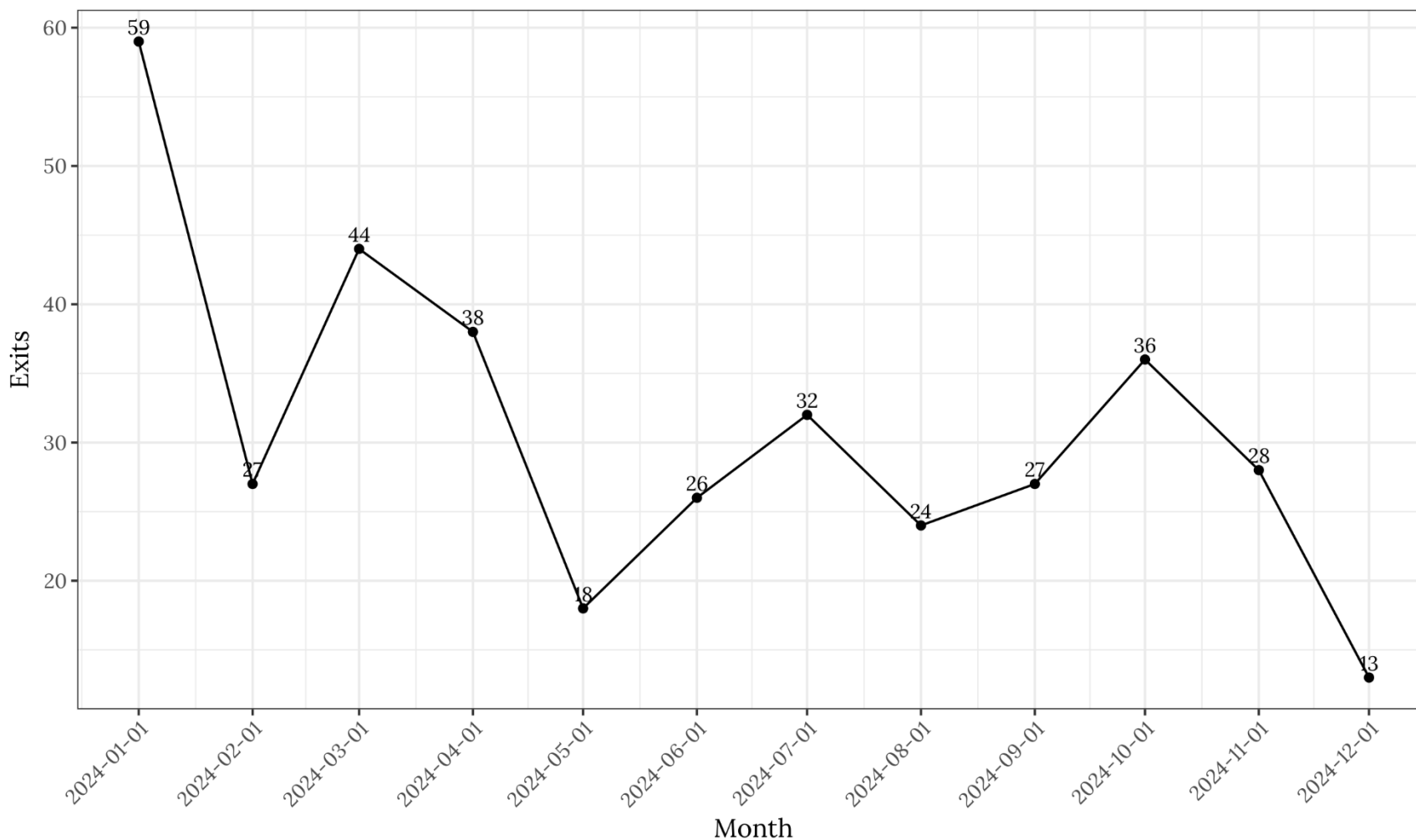


Data Source: BPHC ETO

This graph presents information on how many people utilized the services of various BPHC programs in the year 2024. For more information on the activities of each program, see the BPHC Website:

<https://www.boston.gov/government/cabinets/boston-public-health-commission/homeless-services>

9 Information on Shelter Exits (To Permanent Housing)



Data Source: BPHC ETO

BPHC placed **372 guests (11% of guests who had more than one night in shelter)** into permanent housing in 2024. In the prior year, 2023, BPHC placed 323 people into permanent housing.