

# Boston Public Health Commission (BPHC) Homeless Services Bureau (HSB) Annual Shelter Data Report 2025

## Scope

Boston Public Health Commission's (BPHC) Homeless Services Bureau (HSB) runs two of Boston's emergency shelters: 112 Southampton Street and Woods Mullen Shelter. 112 Southampton Shelter includes a designated low-threshold shelter space with services specific for people living with substance use disorder (SUD called the Friends Floor. In addition, HSB provides various social services to people experiencing homelessness in the city of Boston, including substance use services/connections, behavioral health services/connections, job training, employment search, and housing search services. This report summarizes shelter guest and stay data from the calendar year of 2025, January 1, 2025 – December 31, 2025. More information on HSB's non-shelter services can be found on BPHC's [website](#).

## Methods

All data is sourced from ETO (Efforts to Outcomes), the Homeless Management Information System (HMIS) that is 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 Southamton Street, the men's shelter run by BPHC

BPHC = Boston Public Health Commission

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

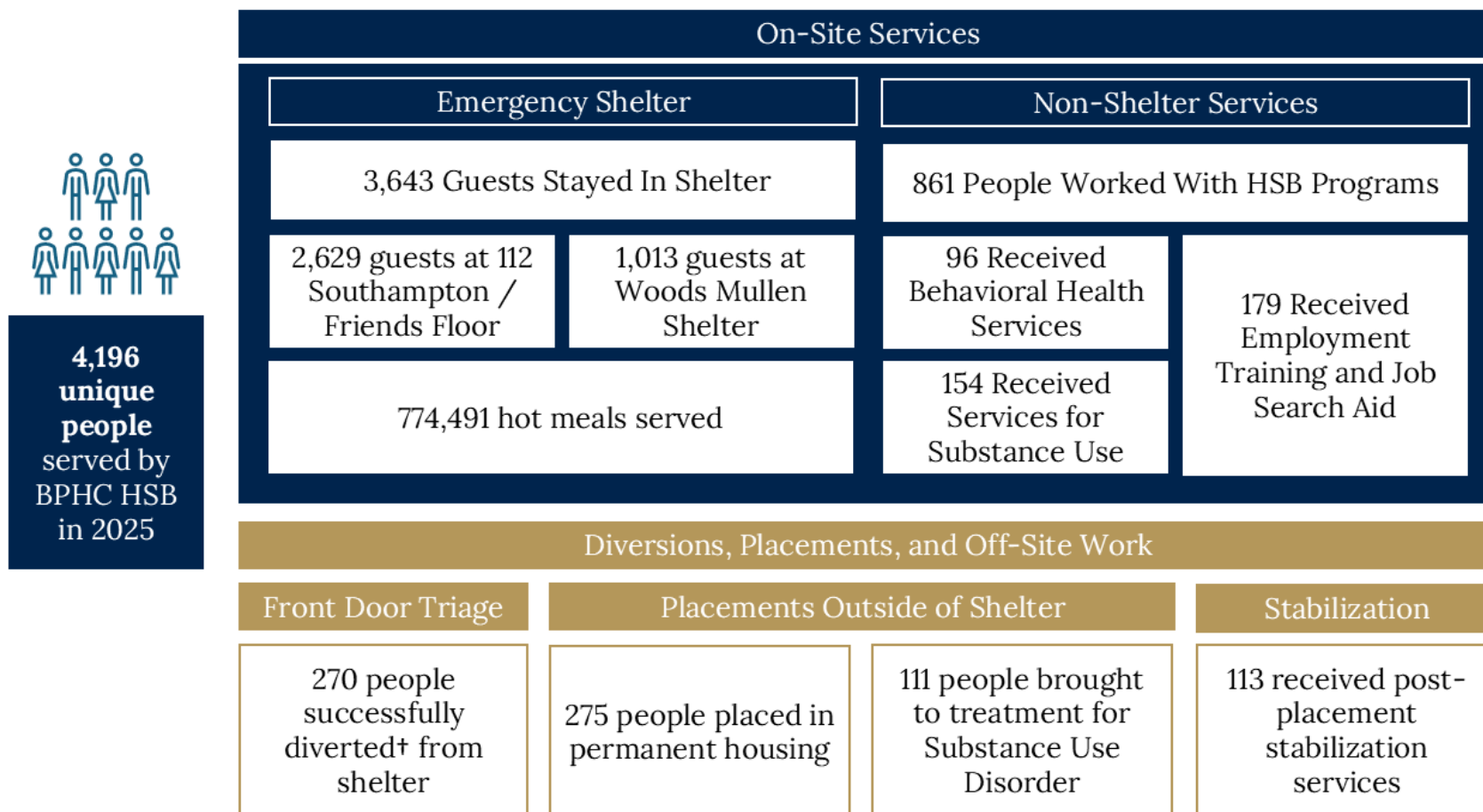
HSB = Homeless Service Bureau of the Boston Public Health Commission

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

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

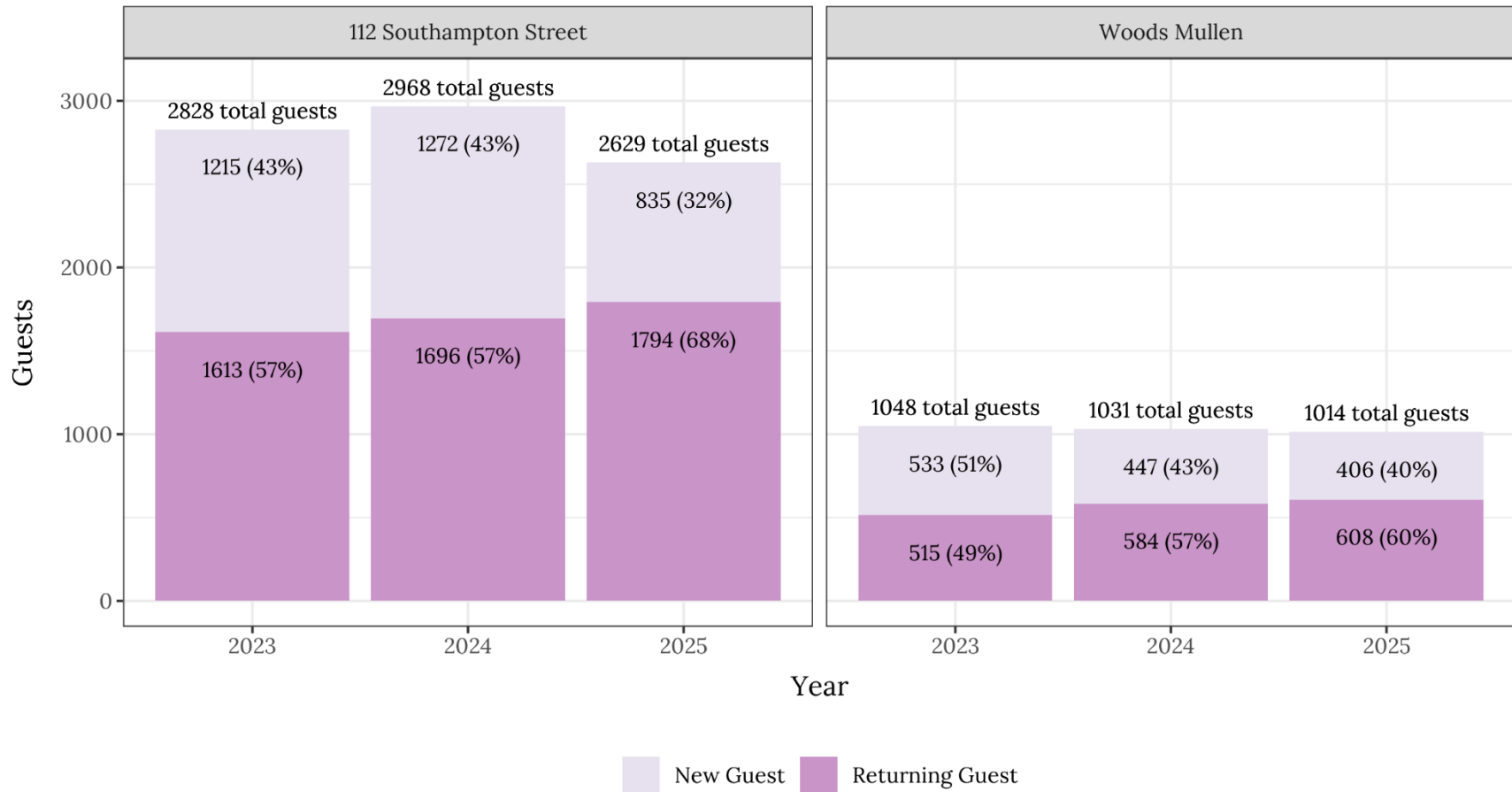
WMS = Woods Mullen Shelter, the women's shelter run by BPHC

# Image 1. Summary of HSB Activities, 2025



† Diversions are when someone’s instance of homelessness is resolved without them spending a night in shelter. In 2025, 844 people **total** participated in BPHC HSB programs; 571 had a corresponding shelter stay, while 273 worked with BPHC programs but did not stay in a BPHC shelter. For more information on BPHC programs, see Figure 8.

# Figure 1. Total Guests in 2023, 2024, 2025: New vs. Returning



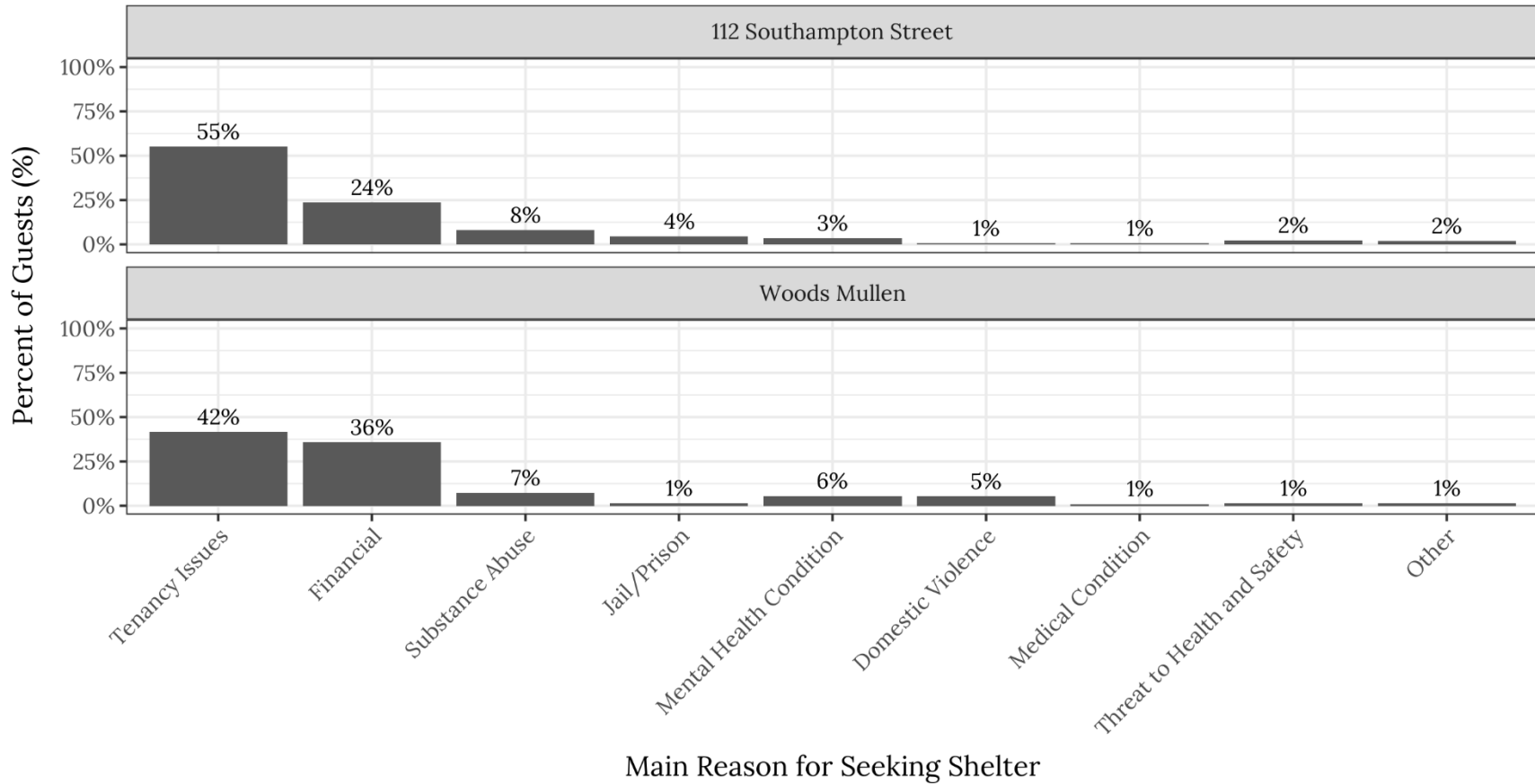
Data Source: BPHC ETO

In 2025, **3,640** guests stayed in BPHC’s shelters; **2,613** men in 112 Southampton Street, and **1,027 women** 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 2025, an average of 424 guests stayed at 112 Southampton each night, and an average of 167 guests at Woods Mullen (591 guests across both shelters combined).



## Figure 2. Self-Reported Guest Main Reason for Seeking Shelter, 2025

The most 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.

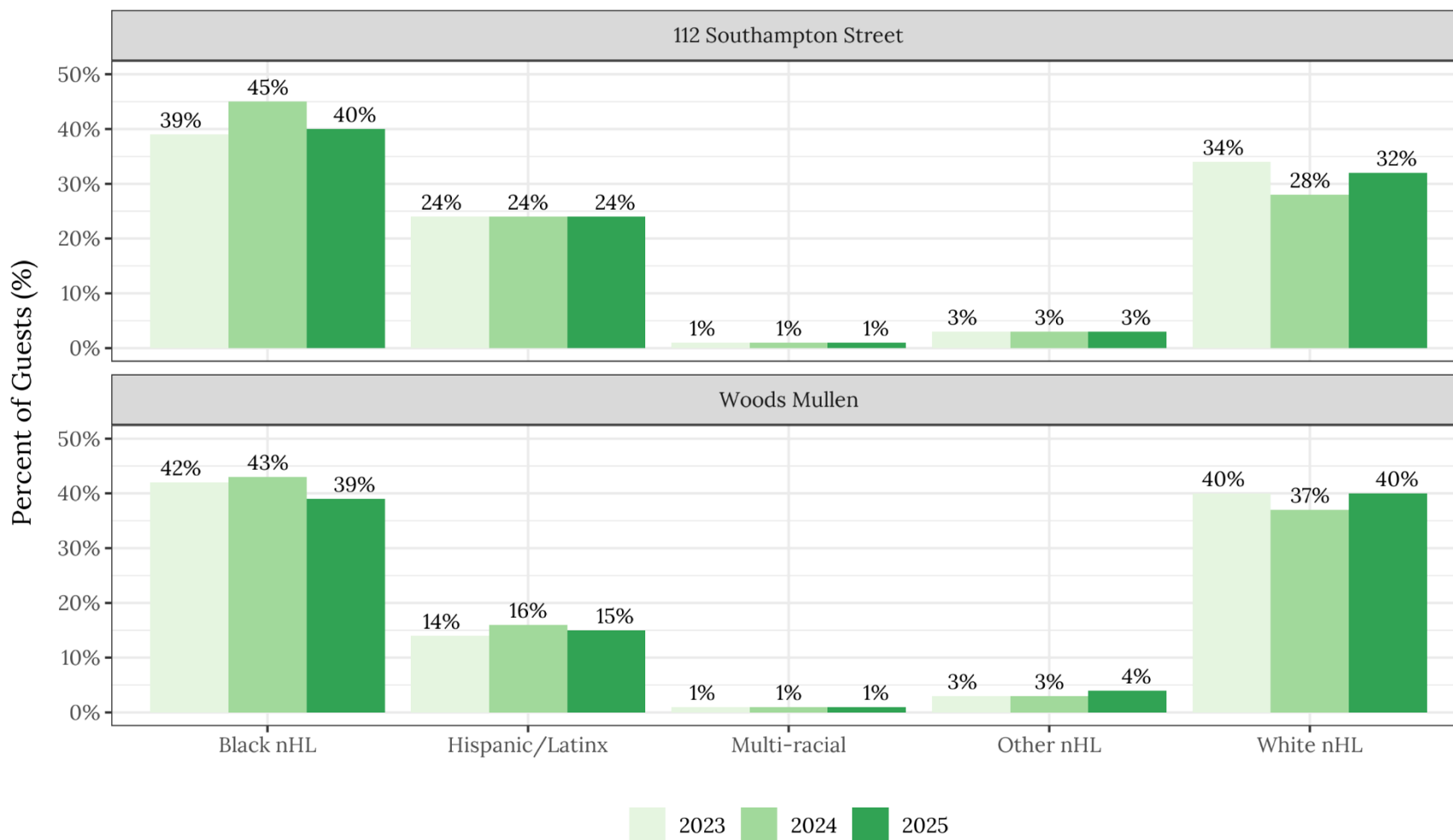


Data Source: BPHC Front Door Triage Assessment

Threats to Health and Safety are defined as overcrowding, violations of sanitary code, non-domestic violence, etc.



### Figure 3. Race and Hispanic/Latinx Ethnicity of Shelter Guests, 2025

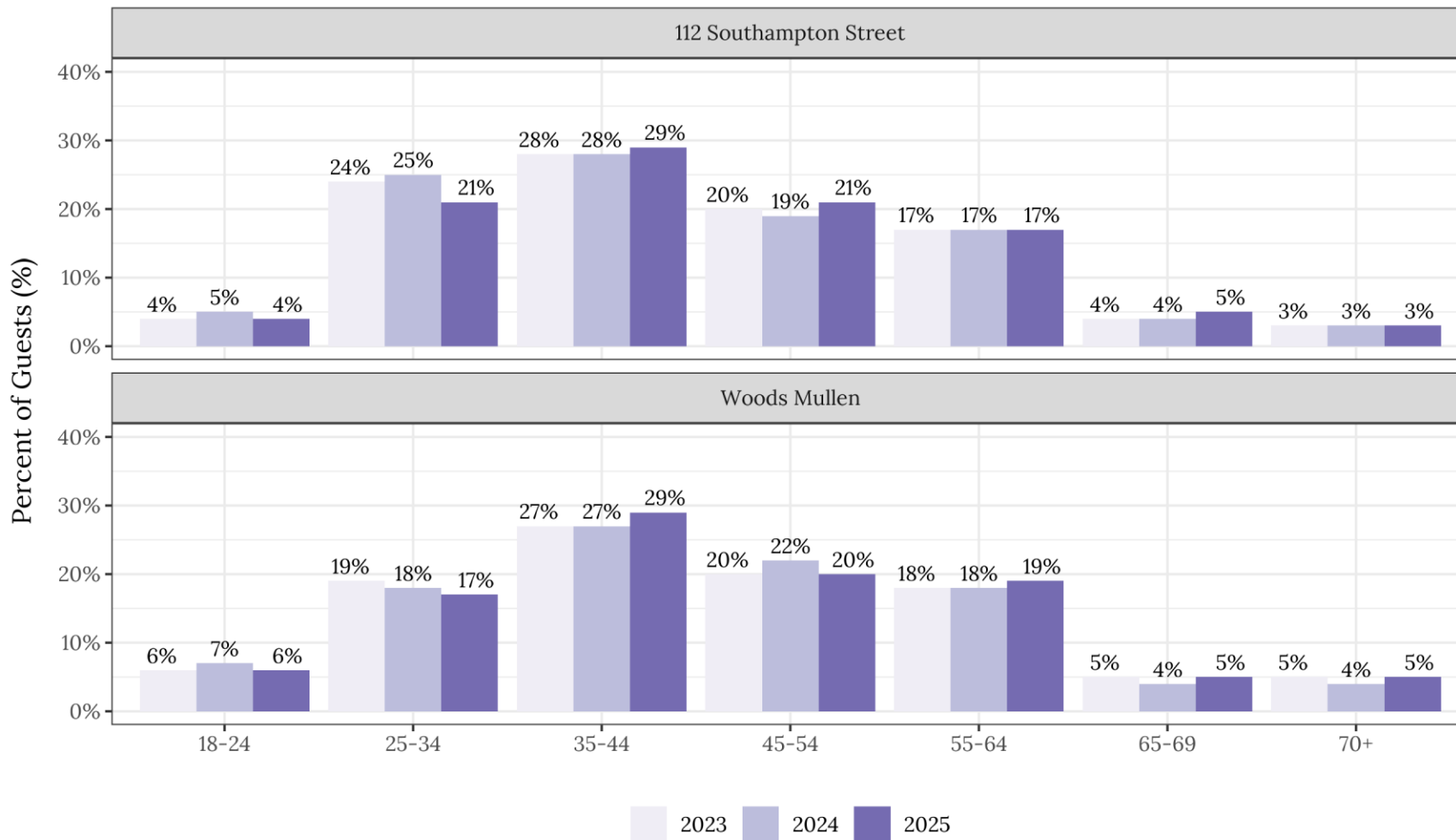


Data Source: BPHC Homeless Services Bureau, HUD Assessment



# Figure 4. Age Categories of Shelter Guests, 2025

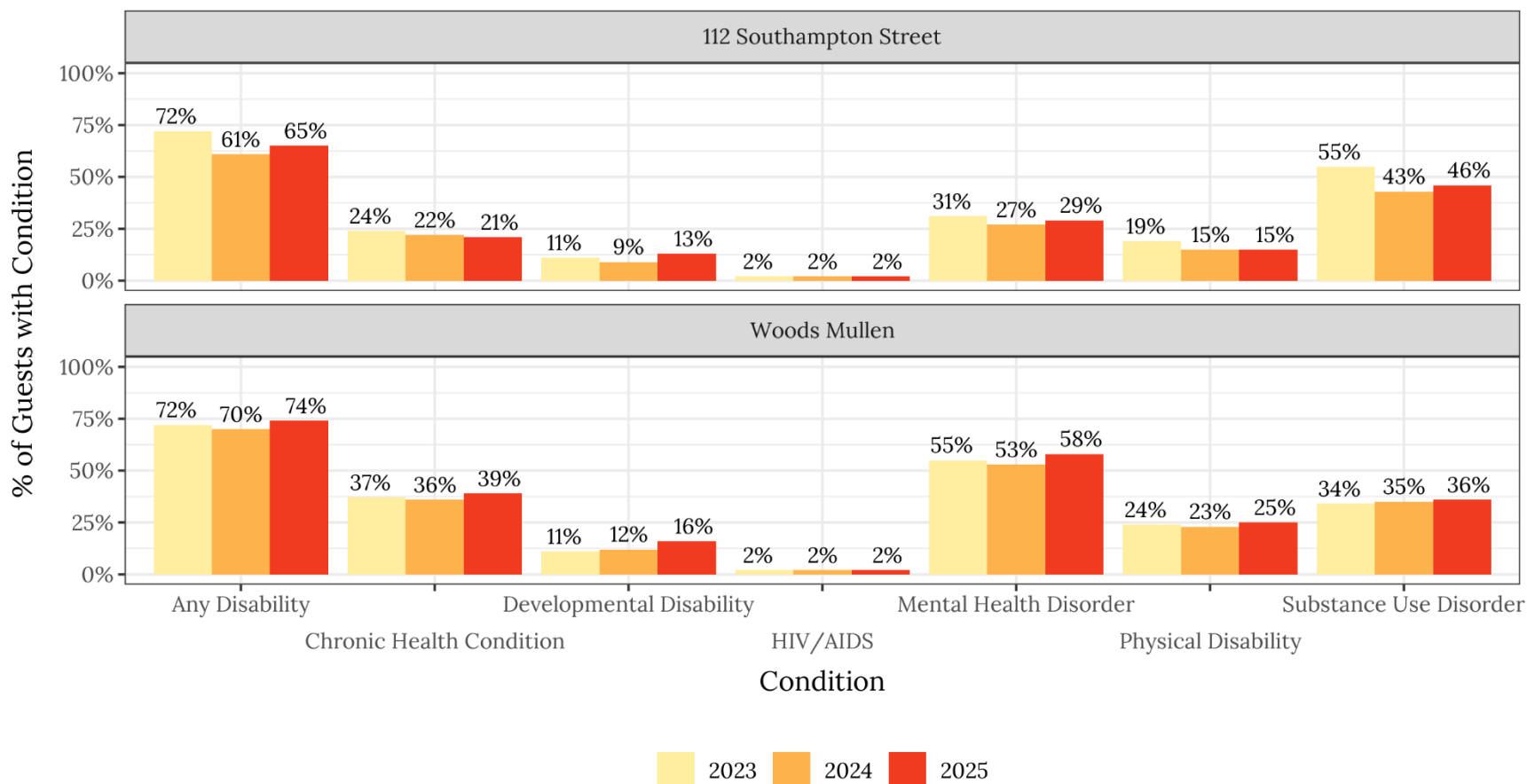
Age groups are not all the same size (e.g., the first group is 7 years, the second group is 10 years).



Data Source: BPHC Homeless Services Bureau, HUD Assessment



# Figure 5. Self-Reported Disabling Conditions of Shelter Guests, 2025



Data Source: Front Door Triage Assessment

In 2025, 65% of guests at 112 Southampton Street Shelter and 73% of guests at Woods Mullen Shelter reported having at least one disabling condition. The most common disabling conditions were mental health disorder, substance use disorder, or an unspecified chronic health condition.



# Figure 6. Self-Reported Income, Benefits, and Insurance, 2025

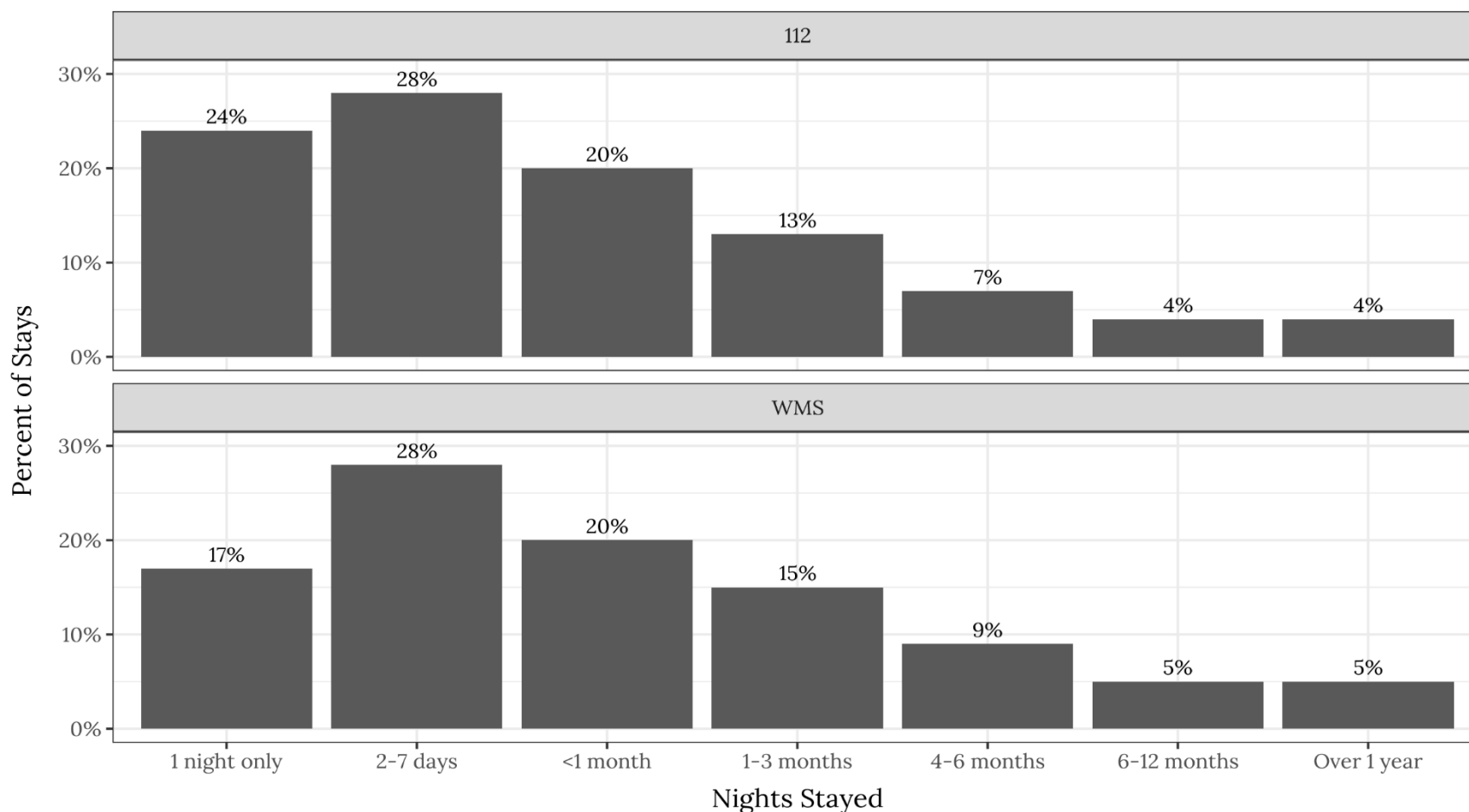


Data Source: Front Door Triage Assessment

In 2025, 85% of 112 Southampton Shelter guests reported having health insurance, 22% of guests reported having income benefits, and 49% reported having other benefits (e.g., SNAP). At Woods Mullen shelter, 88% reported having health insurance, 41% reported having income benefits, and 57% reported having other benefits.



### Figure 7. Length Of Stay For 2025 Guests

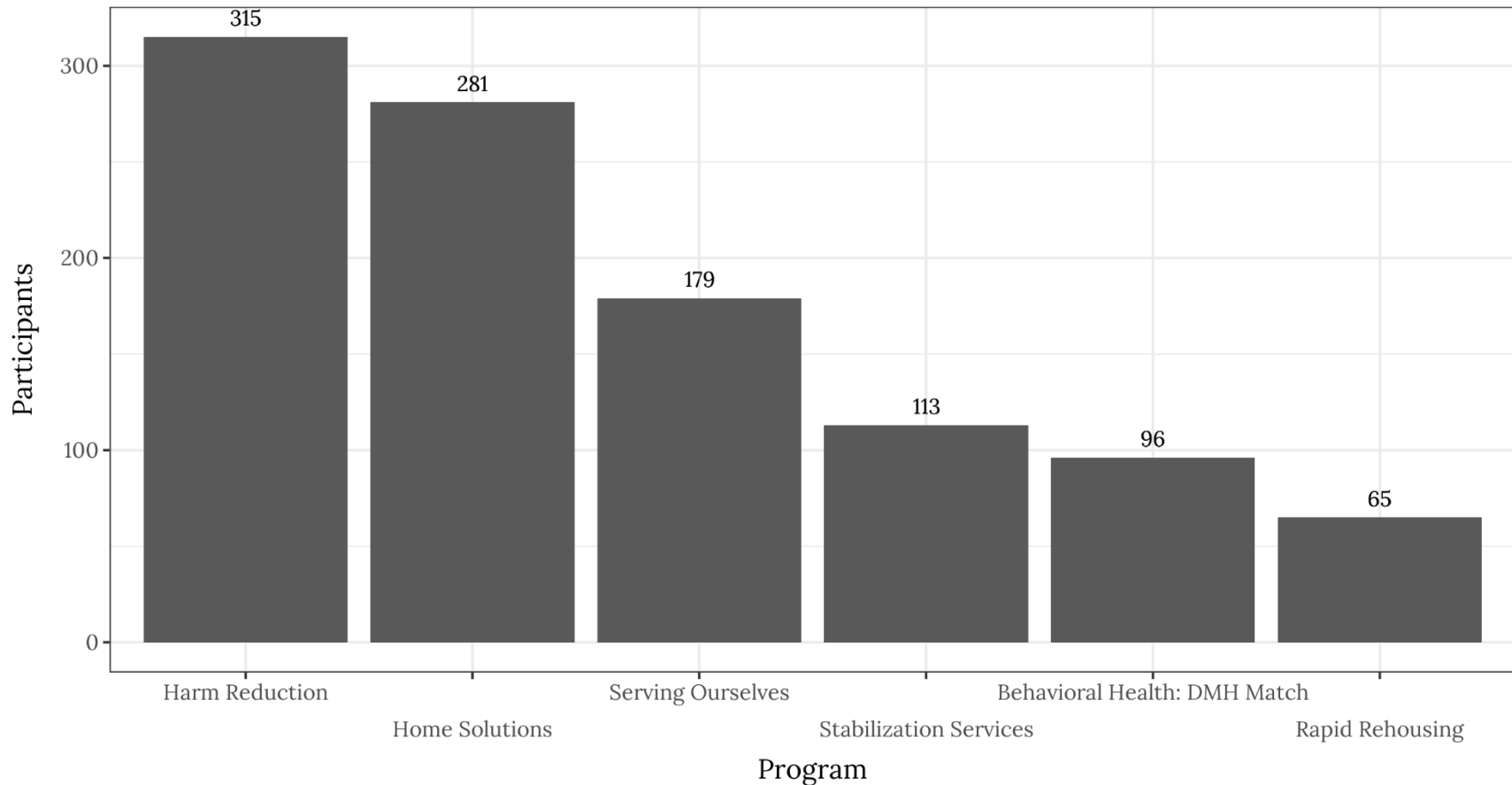


Data Source: BPHC ETO

In 2025, 52% of guests at 112 Southampton Street and 45% of guests at Woods Mullen Shelter stayed a week or less in total. 27% of guests at 112 Southampton Street and 31% of guests at Woods Mullen had more than one stay in the year.



### Figure 8. Participation in HSB Programs, 2025

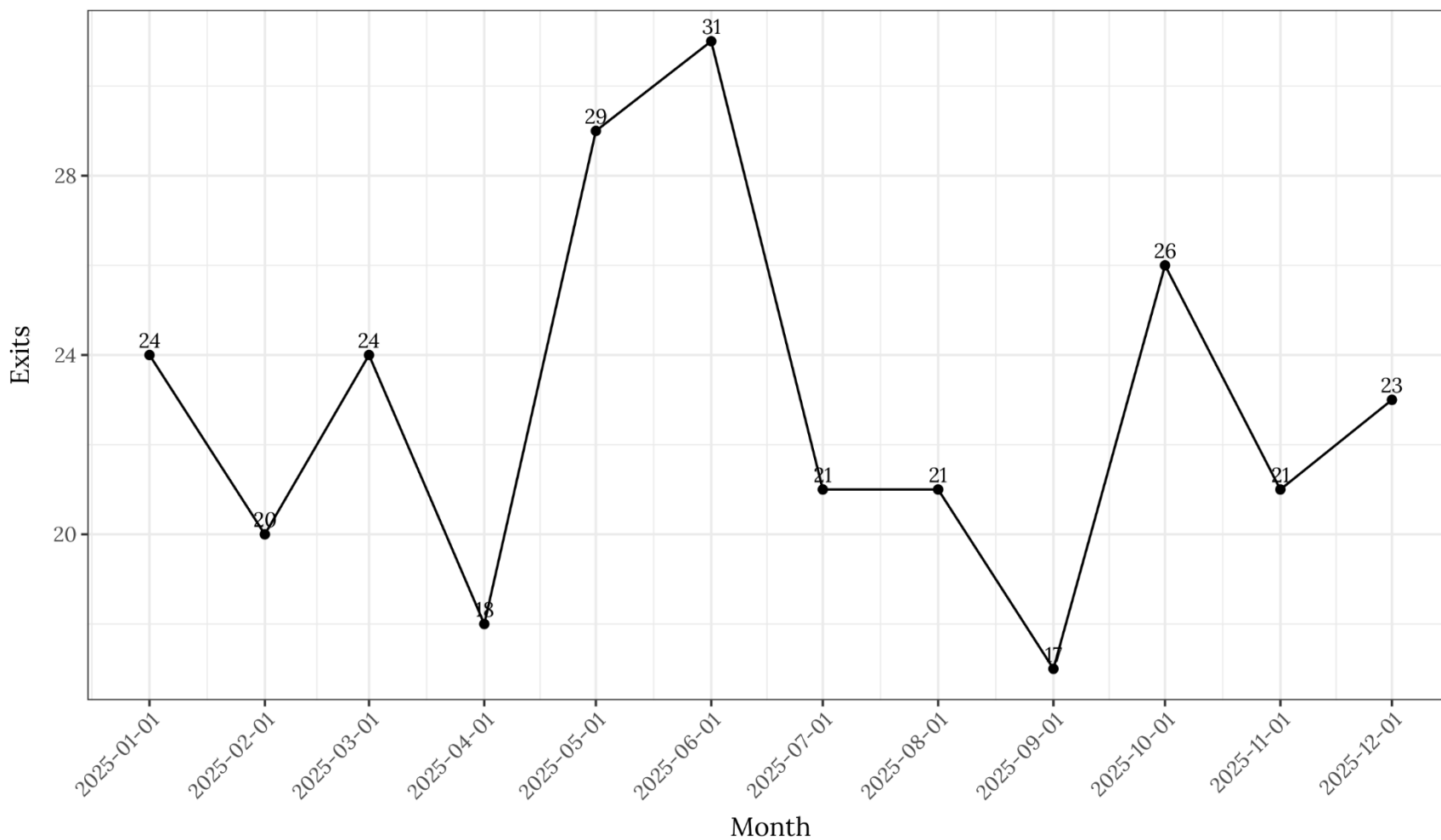


Data Source: BPHC ETO

This graph presents information on how many people utilized the services of various BPHC programs in 2025. For more information on the activities of each program, see BPHC’s Homeless Services Website: <https://www.boston.gov/government/cabinets/boston-public-health-commission/homeless-services>



### Figure 9. Shelter Exits (To Permanent Housing)



Data Source: BPHC ETO

BPHC placed **275 guests** into permanent housing in 2025. In the prior year, 2024, BPHC placed 372 people into permanent housing. 288 people were reunited with their community of origin.



## Figure 10. Substance Use Services, 2025

Substance Use Services* Provided		Exits to Treatment for Substance Use Disorder	
Substance use services were provided 625 times.		111 people were exited to treatment for substance use disorder.	
430 times at 112 Southampton Street Shelter	186 times at Woods Mullen Shelter	97 people connected from 112 Southampton Street Shelter	14 people connected from Woods Mullen Shelter

\*Substance use services are defined as meetings/interactions with our Harm Reduction team.