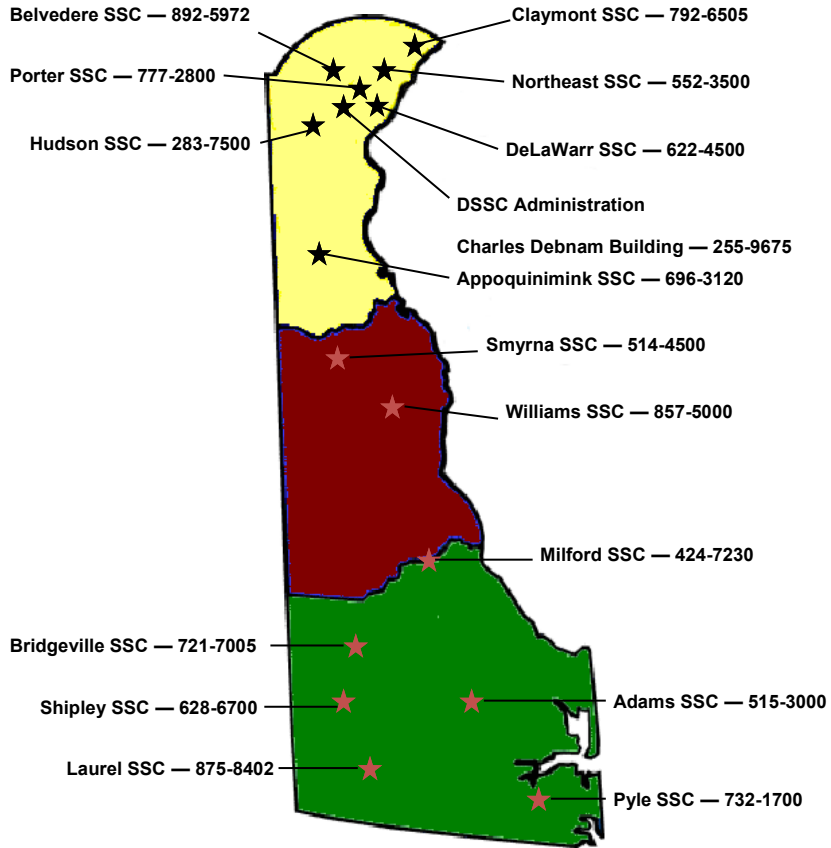




**DELAWARE HEALTH
AND SOCIAL SERVICES**
Division of State Service Centers



Open the Door to a World of Resources



<http://dhss.delaware.gov/dhss/dssc/>



**DELAWARE HEALTH
AND SOCIAL SERVICES**
Division of State Service Centers



DELAWARE HEALTH AND SOCIAL SERVICES

Division of State Service Centers

Frequently used abbreviations are listed below:

- DCSS**..... Division of Child Support Services
- DDDS**..... Division of Developmental Disabilities Services
- DFS** Division of Family Services
- DHCQ**..... Division of Health Care Quality
- DHSS** Delaware Health and Social Services
- DMMA** Division of Medicaid & Medical Assistance
- DMS**..... Division of Management Services
- DOE** Department of Education
- DOL**..... Department of Labor
- DOS** Department of State
- DPH** Division of Public Health
- DSAAPD** Division of Services for Aging and Adults with Physical Disabilities
- DSAMH** Division of Substance Abuse and Mental Health
- DSCYF** Department of Services for Children, Youth and Their Families
- DSS**..... Division of Social Services
- DSSC** Division of State Service Centers
- DVI** Division for the Visually Impaired
- DVR**..... Division of Vocational Rehabilitation
- OMB**..... Office of Management and Budget

- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

Foster Grandparent Program

LIHEAP

State Office of Volunteerism (Volunteer Delaware)

Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health (WIC, Dental, TB Clinics, STD Clinics)

Division of Substance Abuse and Mental Health

Division of Medicaid & Medical Assistance

Division of Prevention and Behavioral Health Services/DSCYF



Williams State Service Center

Address: 805 River Road,

Dover, DE 19901

Phone number: 302-857-5000

Hours of Operation: 7:30am to 4:30pm

Wednesday evenings: Limited services available until 7pm.



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund

Community Services Block Grant

The Community Services Block Grant (CSBG), administered by the State of Delaware, provides core funding to local agencies to reduce poverty, revitalize low-income communities and to empower low-income families to become self-sufficient. The CSBG is currently authorized under the 1998 CSBG Act.

CSBG is a federal, anti-poverty block grant which funds the operations of a state-administered network of local agencies. This CSBG network consists of more than 1,000 agencies that create, coordinate and deliver programs and services to low-income Americans in 99 percent of the nation's counties.

Most agencies in the **CSBG** network are Community Action Agencies (CAAs), created through the Economic Opportunity Act, a predecessor of the CSBG. Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tri-partite board. Because the CSBG funds the central management and core activities of these agencies, the CSBG network is able to mobilize additional resources to combat the central causes of poverty.

**Charles Debnam Building
Office of Community Services
1901 North DuPont Hwy
New Castle, DE 19720**

**Phone: 302-255-9875
Fax: 302-255-4463**



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

LIHEAP

Adopt-A-Family Program

Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health: WIC

Division of Medicaid & Medical Assistance

Division for the Visually Impaired



Smyrna State Service Center

Address: 200 S. Dupont Blvd.,
Smyrna, DE 19977

Phone number: 302-514-4500

Hours of Operation: 7:30am to 4:30pm



Dear Fellow Delawareans,

More than 4,000 men and women are spread across the 11 divisions of the Delaware Department of Health and Social Services (DHSS). Their goal each day? To improve the quality of life of Delaware's residents by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.

While providing those services is a critical part of our mission, we also are dedicated to ensuring that your tax dollars are well managed. We take our

responsibility as stewards of the taxpayers' money seriously. That's why we work hard to provide the best services we can in the most effective and efficient way possible, and welcome the opportunity to embrace continuous improvement.

The Division of State Service Centers offers a convenient, effective and efficient entryway for Delaware's residents to the many programs and resources available through all the divisions within our department.

I welcome your comments on the job we are doing for you as clients, consumers, family members or taxpayers. Together, we can build a stronger and healthier state for all of us.

Yours sincerely,

A handwritten signature in black ink, which appears to read "Kara Walker".

Kara Odom Walker, MD, MPH, MSHS

Cabinet Secretary



Renée P. Beaman
DSSC Division Director

Since 1970, the Division of State Service Centers has been a beacon of hope to many communities, families and individuals in Delaware. As part of the Department of Health and Social Services (DHSS), we have a commitment to improving the lifetime wellbeing of individuals and families. This goal is accomplished through a diverse array of public/private health and social programs and services offered by staff located statewide at our 15 State Service Centers,

the State Office of Volunteerism, and the Office of Community Services.

We provide assistance to those Delawareans who need it most – children, families, the elderly, the sick, those with disabilities, low-income populations, the homeless amongst other vulnerable populations. Our staff, along with hundreds of community partners, make a meaningful difference to the citizens of our great state by providing quality services to meet specific needs during crisis.

It is a privilege to lead a team of dedicated and professional staff who work together to make the Division of State Service Centers the unique model of service integration while serving our fellow Delawareans in need. Working with our community partners and colleagues in the Department of Health and Social Services, we will continue our focus on providing convenient access to health and social services to better enhance and protect the health and well-being of the people we serve.

Renée P. Beaman
Director
Division of State Service Centers

Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

LIHEAP, Weatherization and Furnace Repair
Adopt-A-Family Program

Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health: WIC and Dental Services

Division of Medicaid & Medical Assistance

Division of Family Services/DSCYF

Division of Probation & Parole/DOC



Shipley State Service Center

Address: 350 Virginia Avenue,
Seaford, DE 19973

Phone number: 302-628-6700

Hours of Operation: 7:30am to 4:30pm

Additional Information:

- Evening hours on Wednesdays & Thursdays:
Limited services until 6pm.
- Open on Wednesdays & Thursdays from 7:30am
to 6pm for Probation & Parole and Domestic
Violence Meetings (Court ordered)
- 1st and 3rd Wednesdays: WIC open until 6pm.

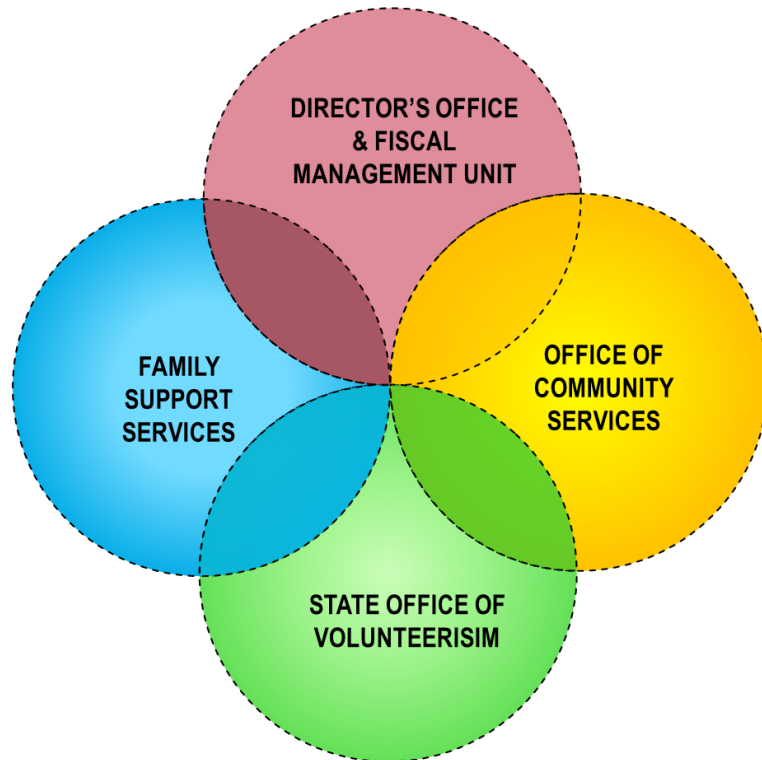


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The Division of State Service Centers (DSSC) is one of 11 Divisions that make up the Department of Health and Social Services – the Department’s mission of which the State Service Centers plays a key role is *“to improve the quality of life for Delaware’s citizens by promoting good health and well being, fostering self-sufficiency, and protecting vulnerable populations.”*

Four sections make up the Division of State Service Centers.



DSSC Director's Office

302-255-9740

1901 N. Dupont Highway
Charles Debnam Building
New Castle, DE 19720

Services Available:

- Emergency Assistance
- Emergency Shelter
 - Food Closet
 - Furnace Replacement
 - Kinship Care Program
 - Teen Voucher
 - Utility Assistance
 - Needy Family Fund
 - Diabetes Fund
 - Rent/Mortgage
- Community Resource Assistance Services Program (CRASP)
LIHEAP



Co-located Divisions and/or Agencies:

- Division of Social Services
- Division of Public Health
- Division of Family Services/DSCYF



Pyle State Service Center

Address: 34314 Pyle Center Road,
Frankford, DE 19945

Phone number: 302-732-1700

Hours of Operation: 7:30am to 5pm



Pyle State Service Center provides convenient access to the following:

- Pyle Child Development Center
- Roxana CHEER Senior Center

The mission of the Division of State Service Centers is to provide convenient access to human services, assist vulnerable populations, support communities and promote volunteer and service opportunities.



Family Support Services

Family Support Services

manages crisis
intervention assistance
services statewide
through 15 State Service
Centers. Services include:
Emergency Assistance
Services, the Diabetes
Medical Fund, the Needy Family Fund, the Utility
Fund, the Kinship Care Program and the Community
Resource Assistance Services Program.

Family Support Services

Working hand in hand

with our communities since 1970.



- **Emergency Assistance Services** – utilized to avoid the destitution of a child or of a needy distressed resident of the State by providing payments which eliminate or alleviate an emergency condition.
- **Diabetes Medical Fund** – provides emergency need-based diabetes services, medications and supplies to Delaware residents.
- **Needy Family Fund** – provided by donations given to The News Journal to assist those eligible for emergency assistance resulting from unforeseen circumstances beyond the recipient's control that cannot be met otherwise.
- **Utility Fund** – assists eligible individuals and families with emergency utility needs.



Porter State Service Center has a partnership with the Housing Alliance Delaware.



Porter State Service Center

Address: 509 W. 8th Street,
Wilmington, DE 19801

Phone number: 302-777-2800

Hours of Operation: 7:30am to 5pm

Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage



Community Resource
Assistance Services
Program (CRASP)
Family Visitation Center
LIHEAP
Adopt-A-Family Program

Co-located Divisions and/or Agencies:

Division of Social Services
Division of Public Health

- **Kinship Care Program** – assists non-parent caregivers during the transition period when a child first moves into the non-parent caregiver’s home.
- **Community Resource Assistance Services Program** – provides emergency funding through community partnerships and resources to assist those in crisis.
- **Heating Repair and Replacement Program** – a statewide program available to help eligible low income homeowners repair or replace furnaces, boilers and other heating components necessary to keep the home’s primary heating source functional.

NCC Regional Administrator

302-255-9682

1901 N. Dupont Highway
Charles Debnam Building
New Castle, DE 19720

Kent/Sussex Regional Administrator

302-721-7011

Adams State Service Center
546 S. Bedford Street
Georgetown, DE 19947

Office of Community Services (OCS)

The Office of Community Services steps in when gaps exist in the public/private network of assistance services. Here's how the OCS helps:

- **Low-Income Home Energy Assistance Program (LIHEAP)** – helps low-income families meet the cost of home heating and cooling and educates the community on energy savings.



- **Community Services Block Grant (CSBG)** – supports activities that impact the causes and conditions of poverty.

- **Emergency and Transitional Housing** – provides funds to temporary shelters for families in crisis.
- **Fuel Assistance** – helps with home energy bills from October 1 - March 31. This includes grants to income eligible households to help pay for home heating, which includes electricity, natural gas, kerosene, propane, coal, or wood. Grants are made to both homeowners and renters.
- **Heating Repairing/Replacing & Conserving Energy (RRHACE) Program**– a statewide program that helps income eligible homeowners repair or replace furnaces, boilers and other direct heating components which are necessary to keep the home's primary heating source functional.

Community Resource Assistance Services Program (CRASP)
LIHEAP
Adopt-A-Family Program
The Life Health Center

Co-located Divisions and/or Agencies:

Division of Social Services
Division of Public Health
Division of Child Support Services



Northeast State Service Center

Address: 1624 N. Jessup Street,
Wilmington, DE 19802

Phone number: 302-552-3500

Hours of Operation: 7:30am to 5pm



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

- **Family Visitation and Exchange Program** – provides a safe, structured and nurturing environment where children can maintain or re-establish a relationship with a non-custodial parent at one of five locations situated throughout the State of Delaware. Locations include: Adams State Service Center, Belvedere State Service Center, Hudson State Service Center, Milford State Service Center and People’s Place, in Dover.



- **Adopt-A-Family** – offers programs of support both year-round and seasonally. Programs are referral-based and families may be referred to our agency through Delaware public and private social service agencies for a variety of unexpected and unforeseeable critical needs to help stabilize their family situation.
- **Community Food and Nutrition Program** – coordinates with private and public food assistance resources to better serve the food and nutrition needs of low-income populations in underserved or unserved areas statewide.

OCS Senior Administrator

302-255-9875

1901 N. Dupont Highway
Charles Debnam Building
New Castle, DE 19720

State Office of Volunteerism (SOV)

Lend a hand...volunteer! Volunteer Delaware, a program within the State Office of Volunteerism, is a free resource for volunteers and organizations alike. Volunteer Delaware helps



people find great places to volunteer at non-profit and community-based organizations throughout the state. For those 50 and older, the Volunteer Delaware 50+ program is specifically designed to provide personalized service

to meet your needs. To find the perfect opportunity for you, visit www.volunteerdelaware.org or call one of the numbers below.

302-255-9899 - New Castle County

302-857-5006 - Kent County

302-515-3020 - Sussex County



www.volunteerdelaware.org

www.facebook.com/volunteerdelaware

www.twitter.com/volunteerde



LIHEAP

Adopt-A-Family Program



Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health

Division of Medicaid & Medical Assistance

Division of Family Services/DSCYF

Division for the Visually Impaired

Division of Management Services

Division of Services for Aging and Adults with Physical Disabilities

Division of Prevention and Behavioral Health Services/DSCYF

Annex Building:

Victim Services

Domestic Violence Coordinating Council

The Walnut Street Building

Division of Services for Aging and Adults with Physical Disabilities

Child Development Watch

Milford River Walk

Delaware Medicaid & Medical Assistance

Department of Services for Children, Youth and their Families

Division of Management Services

Division of Public Health

Milford State Service Center

Address: 13 S.W. Front Street,
Milford, DE 19963

Phone number: 302-424-7230

Hours of Operation: 7:30am to 5pm



Services Available:

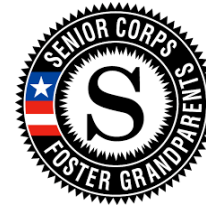
Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program
(CRASP)

Family Visitation Center

AmeriCorps Delaware provides grants to a network of local organizations and agencies committed to using national service to address critical community needs in education, public safety, health, and the environment.



Foster Grandparents are role models, mentors, and friends to children with exceptional needs. The program provides a way for volunteers age 55 and over to stay active by serving children and youth in their communities.

SOV Senior Administrator

302-255-9883

1901 N. Dupont Highway
Charles Debnam Building
New Castle, DE 19720



Division of State Service Centers Administration:

(302) 255-9675
1901 N. Dupont Highway, Charles H. Debnam Bldg.,
New Castle, DE 19720

Adams State Service Center: (302) 515-3000
546 S. Bedford Street, Georgetown, DE 19947

Appoquinimink State Service Center: (302) 696-3120
122 Silver Lake Road, Middletown, DE 19709

Belvedere State Service Center: (302) 892-5972
310 Kiamensi Road, Wilmington, DE 19804

Bridgeville State Service Center: (302) 721-7005
400 Mill Street, Bridgeville, DE 19933

Claymont State Service Center: (302) 792-6505
3301 Green Street, Claymont, DE 19703

DeLaWarr State Service Center: (302) 622-4500
500 Rogers Road, New Castle, DE 19720

Hudson State Service Center: (302) 283-7500
501 Ogletown Road, Newark, DE 19711

Laurel State Service Center: (302) 875-8402
31039 North Poplar Street, Laurel, DE 19956

Milford State Service Center: (302) 424-7230
13 S.W. Front Street, Milford, DE 19963

Northeast State Service Center: (302) 552-3500
1624 Jessup Street, Wilmington, DE 19802

Porter State Service Center: (302) 777-2800
509 W. 8th Street, Wilmington, DE 19801

Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program
(CRASP)

LIHEAP

Co-located Divisions and/or Agencies:

Division of Social Services



Laurel State Service Center

Address: 31039 N. Poplar Street,
Laurel, DE 19956

Phone number: 302-875-8402

Hours of Operation: 7:30am to 4:30pm



Pyle State Service Center: (302) 732-1700
34314 Pyle Center Road, Frankford, DE 19945

Shipley State Service Center: (302) 628-6700
350 Virginia Ave., Seaford, DE 19973

Smyrna State Service Center: (302) 514-4500
200 South Dupont Boulevard, Suite 101, Smyrna, DE 19977

Williams State Service Center: (302) 857-5000
805 River Road, Dover, DE 19901

dhss.delaware.gov/dhss/dssc/



Adams State Service Center

Address: 546 S. Bedford Street,
Georgetown, DE 19947

Phone number: 302-515-3000

Hours of Operation: 7:30am to 4:30pm



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

- Kinship Care Program
- Teen Voucher
- Utility Fund
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

Family Visitation Center

LIHEAP

Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health

Delaware Financial Empowerment Center

Nehemiah Gateway CDC

Department of Labor/Resource Center (DOL)

G.E.D. Program

Department of Services for Children, Youth and their Families (DSCYF)



Hudson State Service Center

Address: 501 Ogletown Road,
Newark, DE 19711

Phone: 302-283-7500

Hours of Operation:

Monday, Tuesday, Thursday, Friday: 7:30am to 5pm

Wednesday: 7:30am to 7pm

Division of Social Services: 4th Wednesday of each month 7:30am to 7pm



Services Available:

Emergency Assistance

- Clothing Closet
- Emergency Shelter
- Food Closet
- Furnace Replacement

Community Resource Assistance Services Program (CRASP)

Family Visitation Center

Foster Grandparent Program

LIHEAP

Volunteer Delaware 50+

Co-located Divisions and/or Agencies:

CHEER

Delaware State Police/SBI Unit

Division of Family Services/DSCYF

Division of Medicaid & Medical Assistance

Division of Prevention and Behavioral Health Services/DSCYF

Division of Public Health (WIC, Child Health, Environmental Health, Vital Statistics, TB Clinic, Office of Plumbing)

Division of Substance Abuse and Mental Health (Promise Program)

Division of Social Services

Human Relations

Office of the Public Guardian

The Adams State Service Center is named for Thurman Adams, Jr. and was formerly known as the Georgetown State Service Center.



Appoquinimink State Service Center

Address: 122 Silver Lake Road,
Middletown, DE 19709

Phone number: 302-696-3120

Hours of Operation: 8am to 4:30pm

The Appoquinimink State Service Center is located in the same campus and building as Middletown High School.



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance

Community Resource Assistance Services Program
(CRASP)
LIHEAP

Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health

Division of Medicaid & Medical Assistance

The Emmanuel Dining Room, located in the same building as DeLaWarr State Service Center, provides lunch served Monday through Friday from noon to 1pm.

Emmanuel Dining (302) 622-4555



DeLaWarr State Service Center

Address: 500 Rogers Road,
New Castle, DE 19720

Phone number: 302-622-4500

Hours of Operation: 7:30am to 5pm



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

Foster Grandparent Program

LIHEAP

Adopt-A-Family Program

Christiana Counseling

School-Based Wellness Center

Co-located Divisions and/or Agencies:

Division of Social Services

Division of Family Services/DSCYF

Division of Vocational Rehabilitation/DOL



Belvedere State Service Center

Address: 310 Kiamensi Road,
Wilmington, DE 19804

Phone: 302-892-5972

Hours of Operation: 8am to 4:30pm



Belvedere State Service Center shares a building and parking lot with the Absalom Jones Center.



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

LIHEAP

Adopt-A-Family Program

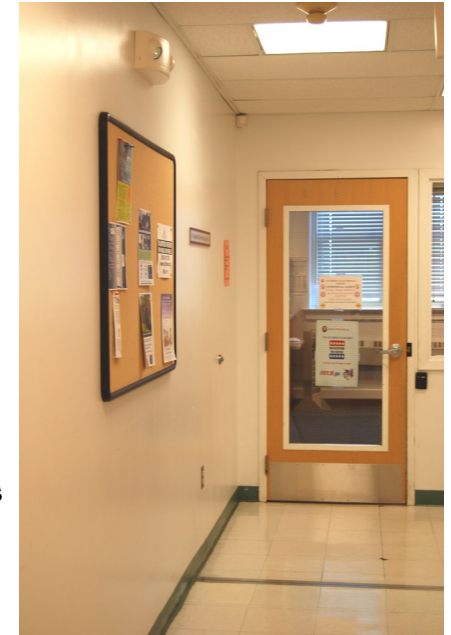
Co-located Divisions and/or Agencies:

Division of Social Services

Division of Public Health

Division of Family

Services



Claymont State Service Center assists the Read-A-Loud program, which gives books to children to help get and keep children reading.

Claymont State Service Center facilitates a shoe drive to help with the fight for cancer research and treatment funding.

Claymont State Service Center

Address: 3301 Green Street,
Claymont, DE 19703

Phone: 302-792-6505

Hours of Operation: 7:30am to 5pm



Claymont State Service Center has Access Wireless who distributes phones to clients who are qualified through Social Services Programs.



The Claymont State Service Center is located on the third floor of Claymont Community Center.

Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Diapers
- Rent/Mortgage
- Clothes Closet

Community Resource Assistance Services Program (CRASP)

Family Visitation Center

LIHEAP

NCC Senior Center

Head Start

WAG Staff Daycare

Co-located Divisions and/or Agencies:

Division of Family Services/DSCYF



Bridgeville State Service Center

Address: 400 Mill Street,
Bridgeville, DE 19933

Phone number: 302-721-7005

Hours of Operations: 7:30am to 4:30pm



Services Available:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Furnace Replacement
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes Fund
- Rent/Mortgage

Community Resource Assistance Services Program (CRASP)

LIHEAP

Adopt-A-Family Program

Delaware Financial Empowerment Center

Co-located Divisions and/or Agencies:

Division of Social Services

