

ANNUAL REPORT





TEAM 2019
Division of State Service Centers



DIVISION OF STATE SERVICE CENTERS
STATE FISCAL YEAR 2019 ANNUAL REPORT

ABOUT THIS REPORT

This report describes the operations and programmatic performance of the Department of Health and Social Services (DHSS), Division of State Service Centers (DSSC) during State Fiscal Year 2019 (July 2018 through June 2019).

This report was prepared primarily to share the impact of critical services provided by our Division in partnership with our stakeholders to include: clients, staff, Department, State leadership, legislators, and the community at large.

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DIRECTOR'S AND DEPUTY DIRECTOR'S MESSAGE



Deputy Director Cynthia Manlove and I have had the great privilege and honor of serving this Division and State of Delaware residents for the last five years. This year has been particularly special in our leadership in that it marks the 50th year since the founding of this very important Division. Fifty years ago—a half century—the vision of Charles Debnam was realized when the governor, legislators, and community members came together to create what they described as convenient one-stop-shops for health and social services, catering specifically to the needs of individuals and families within community catchment areas.

In the decades that followed, the idea expanded not only geographically to 15 Centers statewide, but internally in terms of agency partners housed within the Centers, Federal and State programs administered, resources both human and financial, mission scope, and experience. However, what has not changed are the core values: Service to Others, Care and Compassion, Collaboration and Partnership, Character and Integrity, Fairness, Diversity, Respect, Teamwork, Innovation, Creativity, Effectiveness, and Efficiency. These organizational principles provide the foundation for how this Division performs our work each day and helps guide our decision-making on how to best serve our community.

Our charge at the DSSC is one of great responsibility — to provide convenient access to human services, assist vulnerable populations, support communities, and promote volunteer and service opportunities. In State Fiscal Year 2019, the Division continued to work in partnership with our sister Divisions and community partners in meeting the needs of more than 600,000 Delaware residents. This report shares successes but also demonstrates that the impact we make is not done in silos but rather through strategic partnerships forged within our Department and with community partners. We have important work ahead of us — work that requires stewardship of the finite resources, knowledge of trends in social service provision, and implementation of holistic services. Services that meet clients where they are, taking into account current barriers while understanding how past experiences impact their success.

As we plan for 2020, I have great confidence that the DSSC team will continue delivering sustained and significant improvements for the people we serve.

Sincerely,

Renée Beaman
Director
Division of State Service Centers

Cynthia Manlove
Deputy Director
Division of State Service Centers



LEADERSHIP TEAM



FAITH MWAURY

Social Services Senior Administrator
Director's Office



KIM NEWELL

Training Administrator
Director's Office



JOANNE SUNGA

Social Services Senior Administrator
Fiscal Management Unit



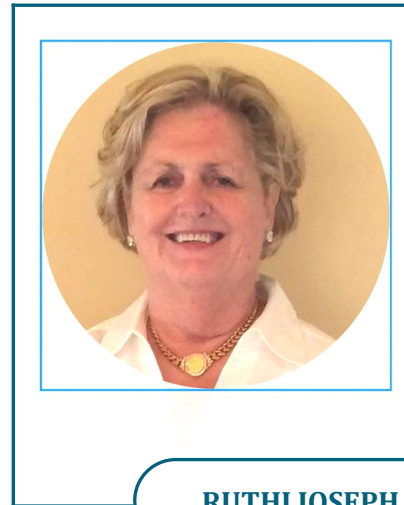
KANANI HINES MUNFORD

Social Services Senior Administrator
State Office of Volunteerism



JOYCE MIXON

Regional Administrator
(New Castle County)
Family Support Services



RUTHI JOSEPH

Regional Administrator
(Kent and Sussex counties)
Family Support Services

Under the leadership and guidance of the Director, the Division of State Service Centers' (DSSC) Leadership Team administers federal and state programs and works to fulfill the overarching mission to provide convenient access to human services, assist vulnerable populations, support communities, and promote volunteer and service opportunities.

LEADERSHIP TEAM CONTINUED



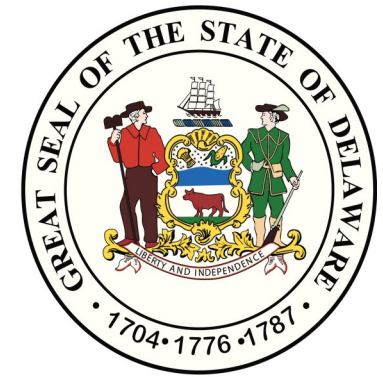
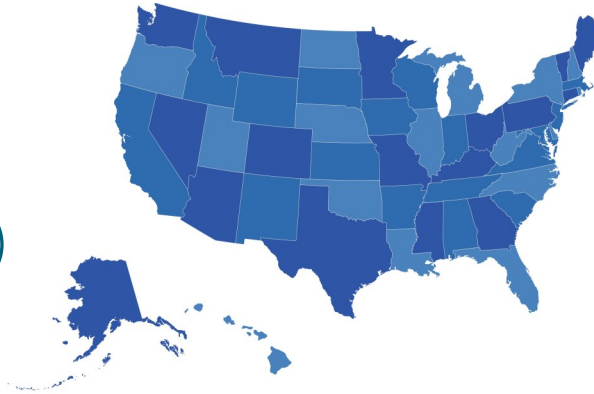
ALBERTA CROWLEY

**Social Services Senior Administrator
Office of Community Services**



PAMELA BROOKS-GRIMES

**Administrative Specialist III
Director's Office**



DEBORAH TOKARSKI

**Volunteer Services Administrator
Director's Office**



TYNIETTA CONGO

**Administrative Specialist II
Director's Office**



MISSION & VISION



MISSION

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



VISION

Our Vision is to strategically work hand in hand with the community in the delivery of effective, efficient, and excellent impactful services within our State.

DIVISION OF STATE SERVICE CENTERS

CO-LOCATED SERVICES

With 15 statewide locations, the Division of State Service Centers (DSSC) serves as a one-stop-shop housing a diverse array of public/private health and social service partners.

The goal of DSSC is to promote access to Delaware's health and human service system.

Each center provides a mix of services based on the needs of its community.

DSSC delivers more than 160 programs.

Department of Health and Social Services (DHSS)

Delaware Department of Labor (DOL)



Delaware Department of Corrections (DOC)

Department of Services for Children Youth & Families (DCYF)

AGENCY OVERVIEW



The Division of State Service Centers is structured under the Delaware Department of Health and Social Services.

Led by the Office of the Director, the Division is comprised of four Units/Sections: Family Support Services, Office of Community Services, State Office of Volunteerism, and Fiscal Management Unit.

OUR STAFF

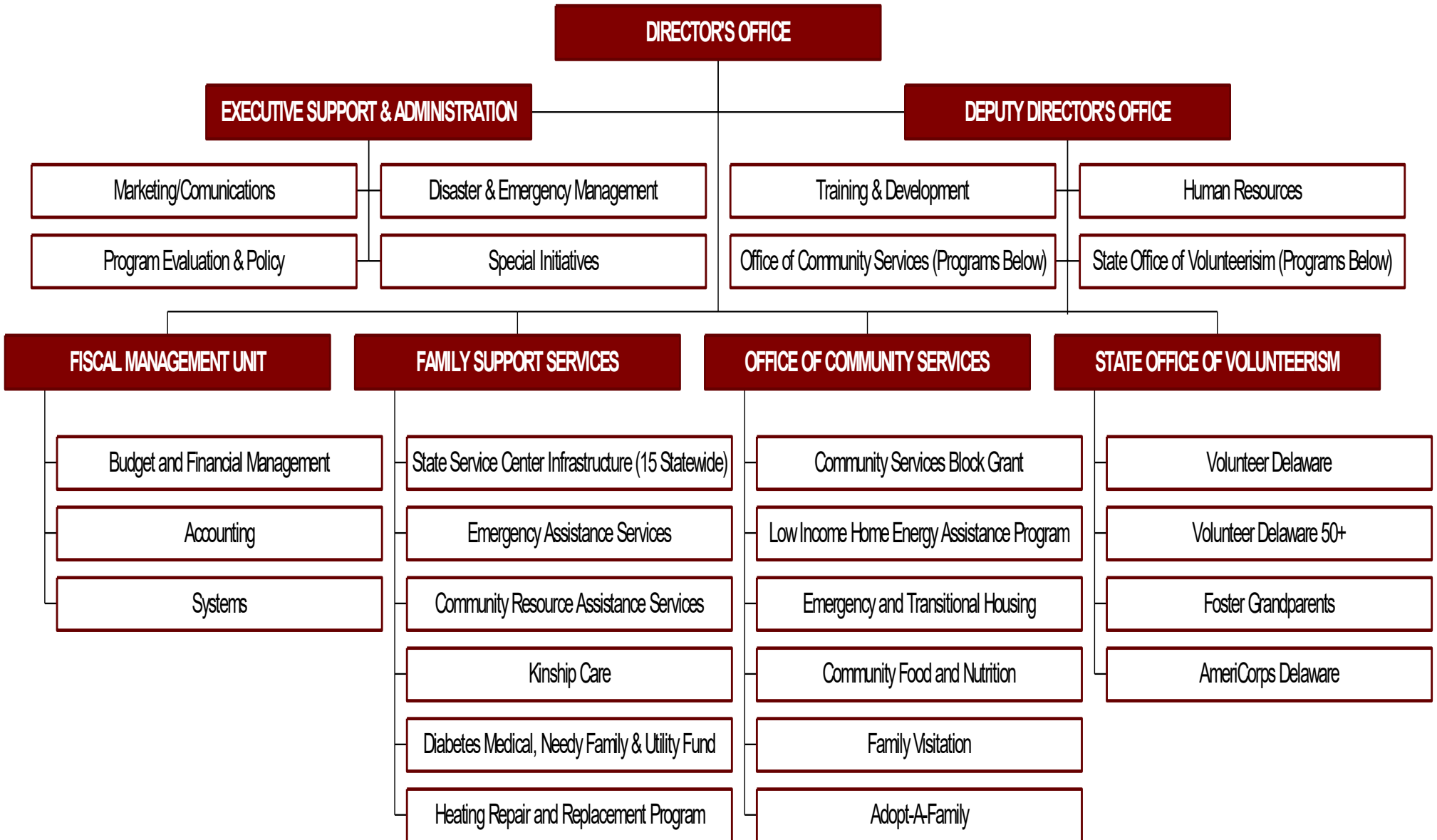
The Division of State Service Centers employs more than 120 staff, operating across Delaware with approximately 70 percent of our staff based out of the 15 State Service Centers network, and approximately 30 percent located within our administrative headquarters at the DHSS Herman Holloway Campus, Charles Debnam Building.

The contribution, diversity, and expertise of our team is highly valued and encourages a culture where, despite statewide locations across multiple facilities, teamwork is the routine rather than the exception. This supports our vision of being an effective, efficient, and excellent agency in Delaware.

Our staff members are key to ensuring a welcoming and supportive entrée to the myriad of programs and services under the DHSS umbrella. These are co-located across the State in our 15 State Service Centers as well as via partnerships with external State Departments and nonprofit agencies.

AGENCY OVERVIEW

Division of State Service Centers Organizational Chart



AGENCY OVERVIEW

ADMINISTRATION

The Division of State Service Centers is not only geographically spread out but also very diverse in function. For these reasons, our administration and leadership are key in supporting the goals of the Agency by implementing, facilitating, and coordinating critical resources and essential support through the provision of:

- ⇒ Finance Budget & Accounting Services
- ⇒ Contracts & Procurement Services
- ⇒ Information Technology
- ⇒ Training and Career Development
- ⇒ Program Integrity & Quality Assurance
- ⇒ Centralized Operations Planning
- ⇒ Facilities and Emergency Management Services
- ⇒ Public Inquiries Coordination
- ⇒ Marketing & Communications
- ⇒ Legislation and Policy Review
- ⇒ Human Resource and Recruitment Coordination
- ⇒ Strategic Planning



DIRECTOR'S OFFICE

The Office of the Director provides oversight and management of the Division as well as training, planning and evaluation, emergency management, and the publication of the Directory of Human Services for Delaware.



FISCAL MANAGEMENT UNIT

The Fiscal Management Unit provides fiscal management and financial monitoring, as well as technical support to improve service delivery through the use of automated information systems and telecommunications equipment.

AGENCY OVERVIEW



FAMILY SUPPORT SERVICES

The Family Support Services unit provides one-stop service access for clients through the management of 15 State Service Centers. Family Support Services also provides direct support services including:

[Emergency Assistance Services](#)

[Community Resource Assistance Services](#)

[Information and Referral](#)



OFFICE OF COMMUNITY SERVICES

The Office of Community Services administers both state and federal programs including:

[Community Services Block Grant \(CSBG\)](#)

[Emergency Housing](#)

[Community Food and Nutrition Program](#)

[Low-Income Home Energy Assistance Program \(LIHEAP\)](#)

[Adopt-A-Family](#)

[Delaware 211](#)

[Family Visitation Centers](#)



STATE OFFICE OF VOLUNTEERISM

The State Office of Volunteerism (SOV), supported by the Governor's Commission on Community and Volunteer Service, helps state and nonprofit agencies with volunteer programs through technical assistance, training, public relations, and assistance with volunteer recognition programs. The SOV recognizes the contributions of volunteers in annual events and administers programs.

[AmeriCorps Programs](#)

[Foster Grandparents Program](#)

[Volunteer Delaware](#)

[Volunteer Delaware 50+](#)

AGENCY GOALS

Key goals and performance measures guide DSSC's operational, tactical, and strategic objectives.

DSSC leadership and employees are committed to:



GOAL 1

Target and provide services and resources to those individuals and families in greatest need.



GOAL 2

Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware.



GOAL 3

Deliver high-impact services that support and meet the expectations of all our internal and external customers/stakeholders to better advance our mission in the present, with an eye toward the future.



GOAL 4

Increase access to information regarding services via effective communication networks and increased technological capacity.



GOAL 5

Ensure operational effectiveness, efficiency, and excellence for all DSSC programs.



AGENCY ACCOMPLISHMENTS

STATE FISCAL YEAR 2019

The Division of State Service Centers' **15** statewide locations
recorded **647,765** visits this year.



- **34,172** clients were served through the **Community Resource Assistance Program (CRASP)**
- **12,573** received help with shelter, food, and electric through the Emergency Assistance Services Program.
- **21,517** were provided with access to **EBT cards**.
- **1,582** were assisted with the **Delaware Electric Cooperation Utility Fund**.
- **166** received supplies through the **Diabetes Medical Fund**.
- **77** grandparents and other eligible family caregivers were assisted through the **Kinship Care Program**.
- **108** individuals/families were assisted through the News Journal funded **Needy Family Fund**.

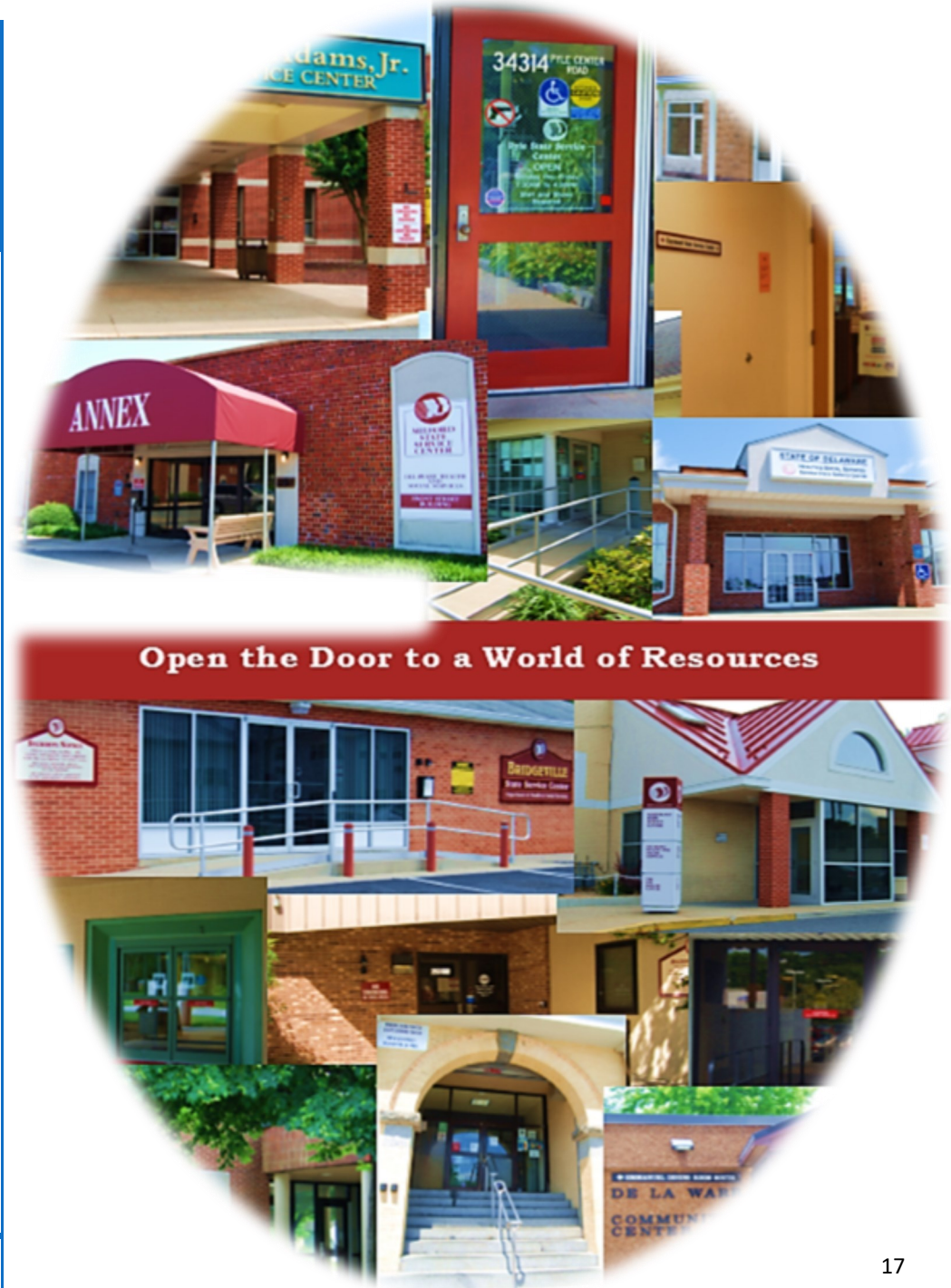
The Division of State Service Centers, Office of Community Services administers 100% of State General funds to private, nonprofit agencies in Delaware that provide **Emergency Shelter and/or Transitional Housing to homeless individuals and families**.

These funds provide operational assistance to agencies as they serve families and individuals who are experiencing homelessness. In State Fiscal Year 2019:

- **2,858** homeless individuals were **housed**
- **11,593** total **departures** were reported
- **571** departed to **positive destinations**

AGENCY ACCOMPLISHMENTS – FAMILY SUPPORT SERVICES

STATE SERVICE CENTER LOCATION	TOTAL # UNDUPLICATED CLIENT VISITS 07/2018 - 06/2019
ADAMS	59,718
APPOQUINIMINK	30,394
BELVEDERE	2,340
BRIDGEVILLE	3,078
CLAYMONT	45,475
DELAWARR	34,391
HUDSON	76,631
LAUREL	10,592
MILFORD	35,253
NORTHEAST	57,330
PORTER	129,421
PYLE	28,933
SHIPLEY	49,603
SMYRNA	15,514
WILLIAMS	69,092
TOTAL	647,765



AGENCY ACCOMPLISHMENTS – FAMILY SUPPORT SERVICES

- The Family Support Services Unit works closely and collaboratively with the Office of Community Services (OCS) housed within the Division of State Service Centers. Through the Community Food and Nutrition Program administered by OCS, Family Support Food Closets partnered successfully with other community closets to provide food to **103,817** (duplicated) individuals and families in need of emergency food.



139 heaters were replaced through the Replace Repair Heaters and Conserve Energy (RRHACE) program. The RRHACE program is yet another partnership with OCS and First State Community Action Agency.

The **OCS Adopt-A-Family Program** is housed within State Service Centers and also partners with Family Support as well as schools and other community agencies. They yielded the following outcomes for children, individuals, and families in need of school supplies, basic needs, and holiday gifts:

- Adopt-A-Family (Holiday) served **2,548 families**
- Adopt-A-Mom served **114 children**
- Adopt-A-Student served **948 students**

The **Division's Porter State Service Center** served as the location for the **Golden Ticket Pilot Project** for the proposed **Dual Generation Center**. This pilot was started to test the idea of a ONE-STOP-SHOP concept where clients can come and get all of their needs met in one place and become self-sufficient.

The pilot, in partnership with Division of Public Health, Division of Child Support, Department of Labor, and Division of Services for Children, Youth and Their Families, has been successful and has built the capacity of our staff who have been trained as service navigators while also meeting the needs of the clients in a more efficient way.

DSSC developed a partnership with **Ministry of Caring** to **provide shelter and case management services for homeless families**, securing **23 beds and 12 cribs**.

The pilot program is part of a strategic focus of the Emergency Shelter Program to create partnerships that avoid placing families in motels and provide supportive services. This is the second such pilot shelter program in New Castle County. The first, which continues to be successful, is through Peace by Piece, Inc.

DSSC established a partnership with the Division of Social Services' (DSS) Community Partner Support Unit (CPSU) to assist at centers statewide with client services, specifically housing, transportation, food, and community outreach, such as picking up food from area grocery stores for client giveaway or transporting clients. This partnership has proved invaluable as we seek better ways to streamline services and serve our clients holistically.

AGENCY ACCOMPLISHMENTS – OFFICE OF COMMUNITY SERVICES (OCS)

The Low-Income Home Energy Assistance Program (LIHEAP) helped keep families safe and healthy through initiatives that assisted families with energy costs. The program provided \$13,000,000 in federally funded assistance in managing costs associated with: Home energy bills, Energy crises, Weatherization, and energy-related minor home repairs. In FFY 2018, 11,786 unduplicated households were served of which 76.76% of the households served included at least one member considered by LIHEAP to be part of the vulnerable population (elderly, disabled, or young child).

4,180 unduplicated low-income individuals (125% of the poverty level and below) were served through the Community Services Block Grant (CSBG):

- ◇ **2,978** received services that led to successful outcomes.
- ◇ **1,253** obtained and maintained employment.
- ◇ **386** individuals increased income and or maintained benefits; **311** reported improved financial well-being.
- ◇ **1,063** obtained safe and affordable housing.
- ◇ **634** individuals were assisted with housing counseling services and avoided foreclosure/eviction.
- ◇ **12** individuals were assisted with obtaining a GED or high school diploma.
- ◇ **48** children and youth demonstrated improved positive approaches to learning.
- ◇ **95** individuals demonstrated improved health and well-being.

CSBG partnered with Jewish Family Services to provide assistance in meeting the complex needs of refugees who come to Delaware, and in helping them to successfully transition into Delaware’s communities. Through this program 30 refugee families were supported.

CSBG discretionary funds supported the inaugural DSSC Cares Family Fun Day at Herman Holloway Park/Compton Park in Wilmington on Saturday, October 26, 2019.

More than **400 people** attended the community-oriented and family-focused event. More than **30 social service, health care, and other related organizations and businesses took part**, promoting access to health and human services and educating, engaging, and empowering individuals, families, and communities.

Staff from the Division of Child Support Services, the Division of Social Services, local and state agencies, and nonprofits were on hand to provide information about services available for Delaware residents. There was also free food and entertainment for all ages, including a live performance by Mike Hines and The Look, bounce houses, face painters/balloon twisters, a juggler, and games. Participants also received bags with dental kits, activity books, and more.

The day also served as a way to observe “**Make a Difference Day**,” a national observance that emphasizes community service and volunteerism.

AGENCY ACCOMPLISHMENTS – OFFICE OF COMMUNITY SERVICES

According to a study conducted by the Centers for Disease Control and Prevention (CDC), “Over half of the killings of American women are related to intimate partner violence.” However, despite the availability of programs and resources intended to provide supervised visitation and safe exchange options for families with a history of domestic violence, dating violence, sexual assault, child abuse, or stalking, awareness of the importance of these services is still lacking.

The Delaware Access and Visitation program provides services through its Family Visitation Centers (FVCs)—a safe, structured, and nurturing environment where children can maintain or re-establish a relationship with a non-residential parent. FVCs help keep children, adult victims, and other parties in cases of intimate partner violence safe during exchanges and visitation.

DHSS’ Division of State Service Centers administers this program on a contractual basis with CHILD, Inc. (New Castle County) and Turning Point at People’s Place II, Inc. (Kent and Sussex counties).

During State Fiscal Year 2019, 285 families were served statewide by the FVCs.

The centers facilitated 1,479 monitored exchanges, 2,137 individual supervised visits, and 1,668 group supervised visits.

852: the number of times **children** were served through our contract with Child, Inc.

The **Office of Community Services** spearheaded various campaigns to raise awareness of these critical services to include:

- ◆ Supervised Visitation Awareness (SVA) Month, Orange Ribbon Campaign, which included distribution of SVA Information Cards with Orange Pins
- ◆ A statewide Toy Drive to provide new toys, books, and games for use at Delaware’s six Family Visitation Centers (FVCs)
- ◆ A “Call to Action,” asking Delawareans to show support for Supervised Visitation Awareness Month by wearing orange ribbons and/or an orange item on May 17, 2019

**MAY IS
SUPERVISED VISITATION MONTH**

ORANGE RIBBON CAMPAIGN

TOY DRIVE

AGENCY ACCOMPLISHMENTS – STATE OFFICE OF VOLUNTEERISM

AmeriCorps*Delaware: The number of grants funded went from five competitive grants and two planning or formula grants in 2017-2018, to three competitive grants and seven total planning and formula grants in 2018-2019.

A Matter of Balance: Seventeen classes were offered, which is an increase of about 30% (four more classes) compared to last year. A Matter of Balance is a community-based, small-group (8-12 participants) program that helps older adults reduce their fear of falling and increase activity levels. It was held as a train-the-trainer program with Master Trainers training Coaches (lay leaders). Coaches work in pairs to lead small group community classes, which consist of eight two-hour sessions. For the first time, the State Office of Volunteerism was able to offer this class in Spanish to our Hispanic community at the Latin American Community Center. Coach trainings were also offered for the first time in New Castle County, and 11 new volunteer coaches were acquired. Of these 11, two are bilingual and facilitated class for our Spanish-speaking community.

Foster Grandparents: A New Volunteer Assignment Plan (VAP) was instituted this past year. The VAP measures volunteer impact on children in the following areas: (1) social and emotional development and (2) improvements in academics. Measured by reports from Pre- and Post-VAPs, a Pre-VAP is created in the fall to "assign" children to volunteers and determine their plan with each child. A Post-VAP is distributed in the spring to evaluate and measure improvements and activity in the plan. The new plan has been well-received by Stations and Volunteers, who consider it to be a more effective performance measurement tool. Increased notes, comments, and attention to the new Pre-VAP/Post-VAP indicated a stronger engagement and involvement between sites, volunteers, and the program, and it will continue to be used and developed.



AGENCY ACCOMPLISHMENTS – TRAINING

- ◆ Executed a Memorandum of Understanding between DHSS and Wilmington University to **develop a curriculum** and **train 26 supervisors and trainers** from the Division of State Service Centers (DSSC), Division of Child Support Services (DCSS), and Division of Social Services (DSS) as **train-the-trainers** for the Trauma-Informed Approach (TIA) training initiative.
- ◆ Developed a robust **nine-week (54-hour) train-the-trainer course** utilizing a curriculum developed by incorporating traditional PSY 420, PSY 421, and PSY 422 courses and instruction on training principles (teaching trauma content using trauma-informed educational practices), and the use of a flipped and blended learning model via face-to-face classes and online blackboard Learning Management System (LMS).
- ◆ Implemented, completed, and awarded **dual recognition certificates** from DHSS and Wilmington University to the 25 staff who completed the nine-week, 54-hour train-the-trainer course.
- ◆ Developed an **abridged DHSS Trauma-Informed Approach curriculum (12.5 total hours)** to be implemented both **face-to-face (6.5 hours)** and on the Wilmington University **online blackboard (6 hours)** for all **three Divisions' staff (1000 employees)**.
- ◆ **Training Milestones:**
 - * Implemented training and trained staff from April to December 2018.
 - * Completed 46 classes with over 980 staff trained.
 - * Formed a Trauma-Informed Approach Workgroup to maintain momentum and sustainability within the three Divisions.



- ◆ DSSC engaged three **interns from Wilmington University** to assist with two projects as part of this initiative. The first project involved re-researching and developing a Trauma-Informed Approach organizational assessment tool that utilized TIA principles for the observation and evaluation of our physical workplace/sites, staff, and client interactions. The second was the development of TIA-focused toolkits for our Managers and Supervisors to assist with monthly staff meetings.
- ◆ The work we have done as a Division for our staff and consequently to benefit our clients was recognized at the Department level with a third-place win in the humanities category of the **Research, Innovation and Humanity (RIH)** poster contest.
- ◆ At the State level, this project received the **Compassionate Champion Award** —a new trauma-informed care recognition program to highlight outstanding achievement by individuals and organizations that provide trauma-informed services.



STRATEGIC INITIATIVES

STATE FISCAL YEAR 2020 AND BEYOND

FUTURE STRATEGIC INITIATIVES

DIVISION OF STATE SERVICE CENTERS



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

Our Vision is to strategically work hand in hand with the community in the delivery of effective, efficient, and excellent services that provide positive impact within our State.

FINANCIAL

1. Meet **financial challenges** of the **future** with **priority-based training, decision-making**, focused on **long-term strategies**.
2. Promote **Effective and Efficient Management** and **Stewardship**.
3. Manage **human capital** to achieve the agency mission.



CUSTOMERS

1. Create **safe/secure** and **trauma-informed** buildings and services.
2. Increase awareness and **accessibility** of services to our customers.
3. Offer opportunities for **financial stability** and advancement for all social-economic levels.
4. Provide **excellent customer service** experiences.

ORGANIZATION CAPACITY

1. **Optimize information technology** investments to improve **process efficiencies** and enable the **innovation** needed to advance program mission and goals.
2. Protect the safety and integrity of our **human, physical, and digital assets**.
3. Research and leverage the use of **best practices** to support adoption of **evidence-based programs** and practices.

INTERNAL BUSINESS

1. Generating Efficiencies through **Streamlined Services**.
2. Moving to a **21st century workforce**.
3. Working to make DSSC more **innovative and responsive**.

DIVISION OF STATE SERVICE CENTERS (DSSC)
DSSC CARES
ANNUAL FAMILY & COMMUNITY ENGAGEMENT DAY



HOSTED BY:
DEPARTMENT OF HEALTH AND SOCIAL SERVICES (DHSS)
DIVISION OF STATE SERVICE CENTERS (DSSC)

FIND US ONLINE & ALL SOCIAL MEDIA
[HTTPS://DHSS.DELAWARE.GOV/DHSS/](https://dhss.delaware.gov/dhss/)
EVENT HASHTAG: #DSSCCARES



DSSC CARES INITIATIVE

After a very successful launch of the DSSC Cares Initiative, the Division plans to continue utilizing the **Community Services Block Grant** (CSBG)—funds intended to alleviate the causes and conditions of poverty in communities—to support the sustainability and expansion of this initiative across low-income communities. The initiative parallels the intent of the CSBG, which is to address the needs of low-income individuals, including the homeless, migrants, and the elderly, and to provide services and activities addressing employment, education, better use of available income, housing, nutrition, emergency services, and/or health. The Division will work across sections, programs, and staff to raise awareness of all our programs, engage residents, and promote and help build resiliency in individuals and communities, allowing more people and families to thrive.

STRATEGIC INITIATIVES: FAMILY SUPPORT SERVICES



COMMUNITY INVOLVEMENT

Community engagement works best when and where it is an ongoing cumulative process enabling relationships and trust to build and strengthen over time. The Division will continue to identify and invite the involvement of community stakeholders in informing our efforts while addressing their concerns, therefore demonstrating how collaboration is beneficial to all involved.

A strategic future focus of the Division's stakeholder meetings will be to provide training and technical assistance to ensure clear purpose, scope, and depth of engagement in order to meet objectives, anticipated outcomes, and timelines for identified community needs, projects, and services. The current Family Support Services community stakeholders meetings will provide a range of participation levels for our stakeholders— from providing resources and advice to co-designing the process— undertaking some aspects of the engagement and working on key deliverables that meet key community outcomes.

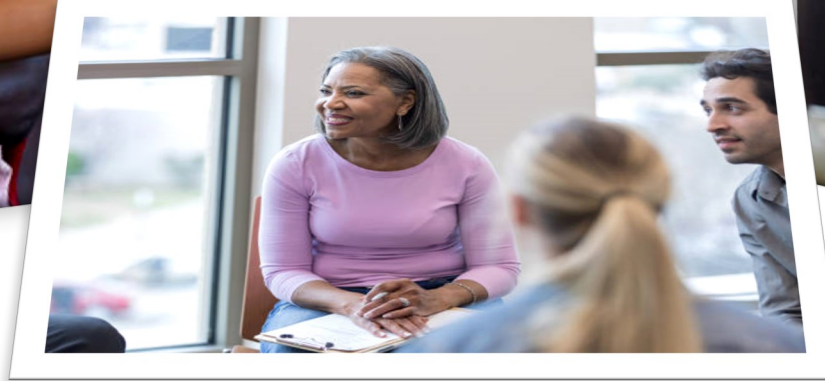
STRATEGIC INITIATIVES: FAMILY SUPPORT SERVICES



GUN VIOLENCE INTERVENTION

Governor John Carney, Wilmington Mayor Michael Purzycki, Attorney General Kathy Jennings, Wilmington Police Chief Robert Tracy, and Department of Health and Social Services (DHSS) Secretary Kara Walker, the Delaware Department of Correction, and the Department of Services for Children, Youth and Their Families announced last year their shared commitment to launching the evidence-based Group Violence Intervention (GVI) strategy in Wilmington. The Division of State Service Centers will continue to play a key role in contributing to the social service supports required as part of the broader partnership with law enforcement to prevent gun violence in the City of Wilmington. Evidence shows that gun violence is concentrated among a small number of people at very high risk for both victimization and violent offending. The GVI strategy is intended to help these high-risk individuals avoid involvement in the criminal justice system, keep them safe, stabilize their lives, and create accountability for violence. 28

STRATEGIC INITIATIVES: TRAINING



TRAUMA-INFORMED APPROACH

The Trauma-Informed Approach (TIA) requires a system to make a paradigm shift from asking, “What is wrong with this person?” to “What has happened to this person?” TIA is an approach in the human service field that assumes that an individual is more likely than not to have a history of trauma. The approach strives to understand the whole of an individual who is seeking services, recognizes the presence of trauma symptoms, and acknowledges the role trauma may play in an individual’s life, including staff and systems responsible for the services provided. The Division of State Service Centers will continue to work on an organizational and systemic level to change organizational culture with an emphasis on staff self-care, awareness, and training, responding appropriately to the effects of trauma at all levels and resisting re-traumatization of clients. Our intention is not to treat symptoms or issues related to sexual, physical, or emotional abuse or any other form of trauma but rather to provide support services in a way that is accessible and appropriate to those who may have experienced trauma.



HUMAN TRAFFICKING INITIATIVE

The Division of State Service Centers in partnership with organizations such as the Salvation Army will continue to work to build the capacity of our staff to identify and respond to the complex needs of all survivors of human trafficking and address the root causes that make individuals, families, and communities vulnerable to trafficking. Survivors and those at risk of human trafficking need coordinated and trauma-informed services before, during, and after their trafficking exploitation, regardless of their age, gender, nationality, sexual orientation, or type of exploitation. The Division is committed to reducing the vulnerabilities of those most at risk of human trafficking and increasing victim identification and access to trauma-informed services.



DUAL GENERATION PARTNERSHIP

The Division of State Service Centers believes that when children are surrounded by strong families and healthy communities, they can overcome the challenges of poverty and fulfill their potential. Many programs and providers offer support, but isolated approaches have not enabled families and neighborhoods to break the cycle and achieve greater stability. For this reason, the Division of State Service Centers' one-stop-shop model continues to be successful by sustaining long-standing partnerships while creating new partnerships to ensure that services are coordinated among those who bring expertise from experience. One such initiative the Division is committed to is the **Dual Generation Center**—an initiative that engages the strength of its community partners to work in concert because giving parents and children the opportunity to succeed together best positions families to thrive and fortifies the whole community. The Dual Generation Center is currently partnering with Christina School District to provide basic needs (clothing, food, and shelter) as well as supportive services for the many homeless children identified in the district.



VOLUNTEER OUTREACH AND MARKETING INITIATIVES

Immigrants: The Division is working to engage volunteers who reflect the racial and ethnic diversity of the communities we serve. It is important to create more inclusive volunteer programs within the nonprofit and government organizations we work with as well as the programs we administer.

Youth Engagement: Delaware's youth are a powerful force that many nonprofits and government agencies find difficult to access and engage. The Division's State Office of Volunteerism will work with high schools through the Volunteer Youth Credit Program to address issues including disconnect, unsuitable roles, mismatched schedules, and a lack of online presence on the part of our community partners.

Volunteer 50+ : Volunteering is known to increase the well-being of older adults and seniors —it is one of the best ways to stay active, meet new people, and participate in their communities. The Volunteer Delaware 50+ program will be working to recruit those older adults aged 50-55 who would benefit tremendously from volunteerism.



THANK YOU!

Stay connected to the Department of Health and Social Services,
Division of State Service Centers

[Visit us online at dhss/delaware.gov/dhss/dssc](https://www.dhss.delaware.gov/dhss/dssc)

Like/Follow us on Facebook

<https://www.facebook.com/DelawareDHSS/>

<https://www.facebook.com/VolunteerDelaware/>

<https://www.facebook.com/AdoptAFamilyDelaware/>

<https://www.facebook.com/AmeriCorpsDelaware1/>