



Delaware Health and Social Services

Department of Health and Social Services

Division of State Service Centers

**Joint Finance Committee Hearing
Fiscal Year 2017**

**Renee P. Beaman
Division Director
Tuesday, February 23, 2016**

Delaware Health and Social Services

Senator McDowell, Representative Smith, members of the Joint Finance Committee, and members of the public, my name is Renee Beaman, the Director of the Division of State Service Centers. With me today is Cynthia Manlove, the Deputy Director of the division. Thank you for the opportunity to speak with you today.

Information pertaining to our Division's FY '17 Governor's Recommended Budget can be found in the attached Budget Overview handout.



Delaware Health and Social Services

Division of State Service Centers

Mission

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.



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The mission of the Division of State Service Centers is our foundation and guide as we strive to mitigate the causes and conditions of poverty in Delaware.

In order to make our mission attainable and goals realistic, we continue to maintain valued partnerships and foster new ones with various agencies, faith based organizations and others to help address hunger, homelessness, poverty and the many other social ills that plague our communities.

Our goal is to use all public and private resources efficiently and effectively.



Delaware Health and Social Services

15 Community-Based Locations

- **Regional Centers**

Adams (Georgetown), Milford, Williams (Dover),
Hudson (Newark), Northeast (Wilmington),
and Porter (Wilmington)

- **Area Centers**

ShIPLEY (Seaford) and DeLaWARR (New Castle)

- **Neighborhood Centers**

Bridgeville, Laurel, Pyle (Frankford), Smyrna,
Appoquinimink (Middletown), Belvedere (Wilmington),
and Claymont



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Our greatest efficiency is our 15 conveniently located State Service Centers that serve as “one-stop shops” with multiple services offered through the partnership and co-locations of other divisions and agencies.

Our staff are often the initial point of contact for those entering the social service system.

Over 636,000 client visits were made to our State Service Centers last year as we provided increased emergency assistance services (e.g., rent, utilities, emergency shelter) to our clients.



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Office of Community Services

COMMUNITY SERVICE BLOCK GRANT (CSBG)

Funds address the causes and conditions of poverty, promote self-sufficiency, family stability, economic opportunity and community development. CSBG works in partnership with First State Community Action Agency.

EMERGENCY AND TRANSITIONAL HOUSING SERVICES

We assist 14 agencies as they serve families and individuals who find themselves in crises and in need of obtaining a safe place to live.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

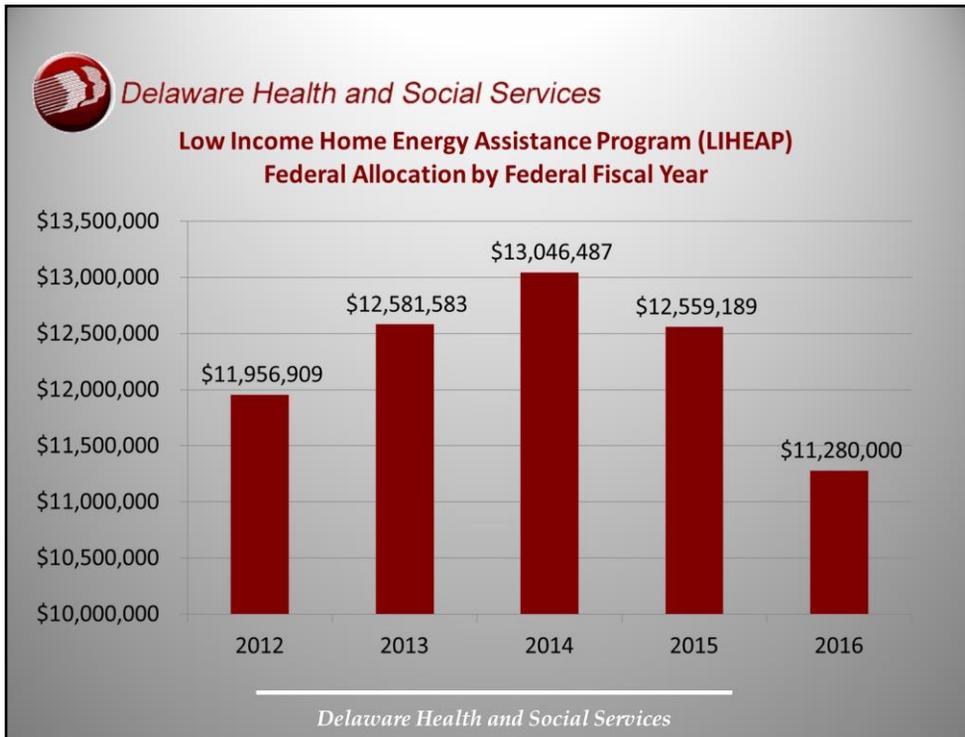
LIHEAP helps Delawareans with incomes up to 200% of poverty with heating and cooling bills. This program is administered in partnership with Catholic Charities.

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We accomplish our mission by providing direct services and resources to those persons in greatest need, whether those needs are shelter, food, heating or cooling assistance, or the basic needs that we might take for granted through our Office of Community Services (OCS) and Family Support Services (FSS).

Through the Community Service Block Grant funds and our long standing partnership with the First State Community Action Agency, we continue to address poverty, with approximately 11,000 individuals receiving services last year.

With the centralized intake process for those needing shelter for homelessness, our DSSC team continues to work closely with the Homeless Planning Council (HPC) to review system improvements to serve as a conduit for client placement. Currently, we are piloting a program in which the Porter State Service Center houses HPC staff on site to facilitate an easier referral process for those needing emergency housing.



Our Low Income Home Energy Assistance Program (LIHEAP) provides heating and cooling assistance for low income Delawareans.

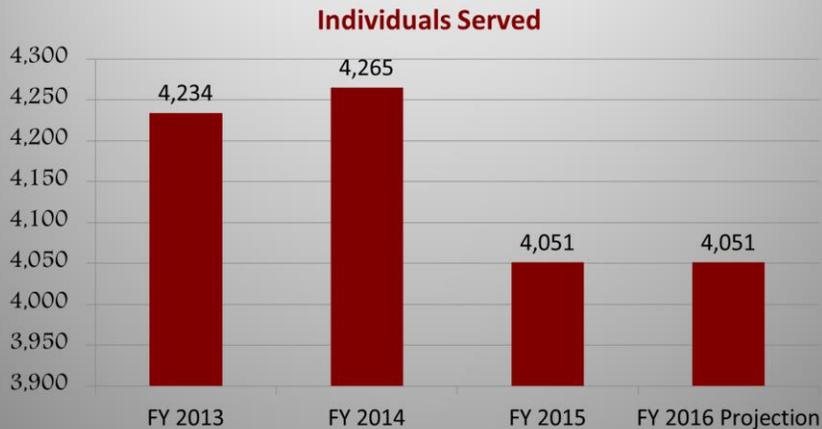
Last year, we assisted 15,806 households; 14,362 with heating assistance, 1,657 with a crisis benefit and 9,415 with cooling assistance.

The Federal Fiscal Year (FFY) 2016 allocation for the State of Delaware is currently \$11,280,000. Based on historical trends, we anticipate this amount to increase to \$12,000,000, with a second installment of approximately \$800,000 to \$1,000,000 generally received in February or March.



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Emergency & Transitional Housing Services



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We contract with 15 agencies to operate 27 emergency shelter and transitional housing programs for approximately 618 beds.

In FY 2015, slightly over 4,000 individuals were assisted. Of those who received shelter services, 2,521 individuals successfully departed to stable housing.



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Office of Community Services

Family Visitation

Provides a safe haven for children to visit and re-unite with non-custodial parents. This program is mandated by court order and administered in partnership with Family Court and community agencies.

Adopt-A-Family

Provides special assistance to low income households at holiday time, back-to-school, and year-round.



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For the past 20 years, our Family Visitation Program has provided a safe, neutral setting where children can maintain or re-establish a relationship with a non-custodial parent.

In partnership with Child Inc., People's Place and five Family Visitation program stations, we provide a safe environment for children.

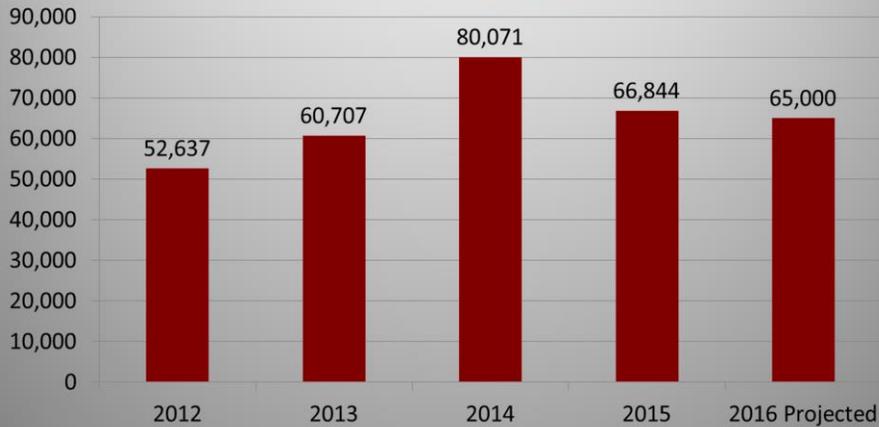
Our year round Adopt-A-Family program provided assistance to over 8,000 persons through our Holiday, Adopt-A-Student and Adopt-A-Mom programs.



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Community Food and Nutrition Program

Households Served



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Through the Community Food and Nutrition Program (CFNP), we provide funds to the Food Bank of Delaware and Catholic Charities which supplement nonprofit and state community food closets and mobile pantries, which provide convenient access to food, especially to our vulnerable populations.

In FY 2015, 66,844 households in need of emergency food accessed and received food through this program.



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State Office of Volunteerism (SOV)



AmeriCorps and Senior Corps

Federally funded community service programs under the Corporation of National and Community Service (AmeriCorps and Foster Grandparent Program [FGP]).

Volunteer Delaware 50+



This program replaced the Retired and Senior Volunteer Program-RSVP (April 2015). Volunteer opportunities are provided for those 50 years and older statewide.

Volunteer Delaware



Website maintenance; consultations with non-profit organizations; volunteer opportunities; special events; high school volunteer credit; and days of service coordination.

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The State Office of Volunteerism’s annual budget is \$3.2 million, which is leveraged to provide at least four times that amount in volunteer dollars.

These volunteer hours result in valuable, impactful outcomes in the areas of health, education, environment, mentoring, public safety and human services in partnership with numerous organizations and agencies.

Last April, we launched the state funded Volunteer Delaware 50+ Program, replacing the federal and state funded Retired and Senior Volunteer Program (RSVP). Our program goal is to provide meaningful opportunities statewide to our valued senior volunteers, lowering the program enrollment age from 55 to 50 and provide a larger scope of services. In partnership with the Modern Maturity Center in Kent County, we will provide a referral process for volunteers to participate in their RSVP programs.

We thank the Governor's Commission on Community Volunteer Services for their support to advance volunteerism in Delaware.



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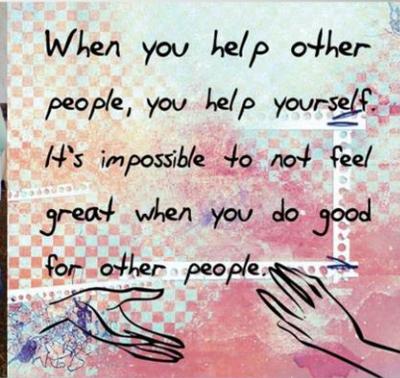


Delaware Health and Social Services

Our Division, in alignment with our mission, vision, guiding principals and goals, links Delawareans with programs and services that strengthen individuals, families and communities.



Delaware Health and Social Services



Thank You!

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Thank you for the work that you do to balance the budget, which provides Delawareans with a government that works for them.