

Division of State Service Centers



“Working hand in hand with our community”



www.dhss.delaware.gov/dssc



DELAWARE HEALTH AND SOCIAL SERVICES
Division of State Service Centers

Delaware Helpline: 1-800-464-4357

Volunteer Delaware: 1-800-815-5465



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Division of State Service Centers
Charles H. Debnam Building
1901 North DuPont Highway
New Castle, Delaware 19720
302-255-9675

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New Castle County

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CHARLES H. DEBNAM BUILDING



Address: 1901 N. DuPont Hwy
New Castle, DE 19720

Phone: 302-255-9675

Hours: 8:00 a.m. – 4:30 p.m.

Services: Central Administration
Office and Support
Services; Office of
Community Services;
State Office of
Volunteerism

Programs: Retired and Senior
Volunteer Program
Foster Grandparent Program
Volunteer Resource Center

**Co-located
Division:** Division of Management
Services/Applicant
Services

In order to accomplish its mission and objectives, the Division of State Service Centers (DSSC) administers a number of programs and services. The goal of the centers is to promote access to Delaware's health and human service system by providing a mix of services appropriate to the community they serve. There are more than 160 programs and services delivered through the Division. Annually, more than 450,000 visits are made to service centers throughout Delaware. Division programs include the Office of Community Services (OCS), the Office of Family Support Services (FSS) and the State Office of Volunteerism (SOV). The Division also publishes the *Directory of Human Services for Delaware*.

The Office of Community Services administers the Low Income Home Energy Assistance Program (LIHEAP), the Community Service Block Grant (CSBG), the Weatherization Assistance Program, emergency and transitional housing, emergency food distribution, taxpayer donations to the Emergency Housing Assistance Fund, and manages state funds for the Governor's Advisory Council on Hispanic Affairs.

The Office of Family Support Services manages crisis intervention assistance services statewide through the 15 State Service Centers. Services include: Adopt-A-Family, Emergency Assistance Services, the Medical and Diabetes Medical Funds, the Needy Family Fund, the Utility Fund, Repatriation Assistance, the Kinship Care Program, the Teen Voucher Program, Family Visitation Centers, and the Community Resource Assistance Services Program.

The State Office of Volunteerism offers both volunteer and service opportunities, provides technical assistance for community volunteer programs, and sponsors volunteer recognition events. SOV programs include AmeriCorps, Foster Grandparents, the Retired and Senior Volunteer Program, and the State Volunteer Resource Center. SOV operates in partnership with the Governor's Commission on Community and Volunteer Service.

APPOQUINIMINK



Address: 122 Silverlake Road
Middletown, DE 19709

Phone: 302-378-5770

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Delaware City,
Middletown, Odessa
Port Penn, St. Georges,
and Townsend

Obtaining Service: Walk-in, referral or
by appointment

APPOQUINIMINK STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Teen Voucher
- Utility Assistance
- Kinship Care Program
- Food Closet
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

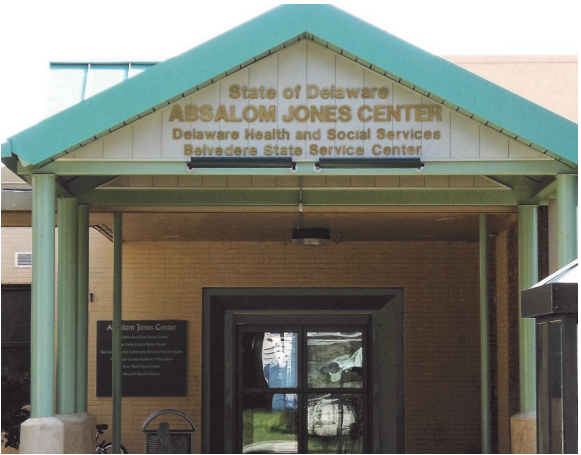
Foster Grandparent Program (FGP)

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Vocational
Rehabilitation/DOL
- Division of Youth Rehabilitative
Services/DSCYF

BELVEDERE



Address: 310 Kiamensi Road
Wilmington, DE 19804

Phone: 302-995-8545

Hours: 7:30 a.m. – 4:30 p.m.

Eligibility: Varies by program
or service

Area Served: Newport, Belvedere,
Elsmere and
Marshallton areas, also
some of Wilmington
19805

Obtaining Service: Walk-in, referral or
by appointment

BELVEDERE STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance
Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Family Visitation Center

Co-located Division:

***Contact individual Division directly
to obtain information or services!***

- Division of Public Health

BRIDGEVILLE



Address: 400 Mill Street
Bridgeville, DE 19933

Phone: 302-337-8261

Hours: 8:00 a.m. – 4:30 p.m.

Eligibility: Varies by program
or service

Area Served: Bridgeville

Obtaining Service: Walk-in, referral or
by appointment

BRIDGEVILLE STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Vocational
Rehabilitation/DOL

CLAYMONT



Address: 3301 Green Street
Claymont, DE 19703

Phone: 302-798-2870

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Claymont

Obtaining Service: Walk-in, referral or
by appointment

CLAYMONT STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Adopt-A-Family Program

Co-located Division:

***Contact individual Division directly
to obtain information or services!***

- Division of Social Services

DELAWARE



Address: 500 Rogers Road
New Castle, DE 19720

Phone: 302-577-2970

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Central New Castle
County and South
Wilmington

Obtaining Service: Walk-in, referral or
by appointment

DELAWARE STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health

GEORGETOWN



Address: 546 S. Bedford Street
Georgetown, DE 19947

Phone: 302-856-5574

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Sussex County

Obtaining Service: Walk-in, referral or
by appointment

GEORGETOWN STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance
Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Family Visitation Center

Foster Grandparent Program (FGP)

Retired & Senior Volunteer
Program (RSVP)

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Substance Abuse
and Mental Health
- Division of Medicaid & Medical
Assistance
- Division of Family Services/
DSCYF
- Division of Probation & Parole/
DOC
- Fleet Services/OMB

FLOYD I. HUDSON



Address: 501 Ogletown Road
Newark, DE 19711

Phone: 302-283-7500

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Southern and Western
New Castle County

Obtaining Service: Walk-in, referral or
by appointment

**FLOYD I. HUDSON
STATE SERVICE CENTER**

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance
Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Family Visitation Center

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health

LAUREL



Address: 31039 North Poplar Street
Laurel, DE 19956

Phone: 302-875-6943

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Southern Seaford,
Laurel and Delmar

Obtaining Service: Walk-in, referral or
by appointment

LAUREL STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance
Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Family Visitation Center
(pending future grant award)

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Vocational
Rehabilitation/DOL
- Division of Child Mental Health
and Youth Rehabilitative
Services/DSCYF
- Office of the Public Guardian/
Delaware State Courts

MILFORD



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

Phone: 302-424-7230

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Southern Kent County
and Northern Sussex
County

Obtaining Service: Walk-in, referral or
by appointment

*** MILFORD
STATE SERVICE CENTER**

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance
Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Adopt-A-Family Program

Family Visitation Center

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Medicaid &
Medical Assistance
- Division for the Visually Impaired
- Division of Management Services
- Division of Services for Aging
and Adults with Physical
Disabilities
- Divisions of Family Services and
Child Mental Health/DSCYF

* See back panel for additional Milford
State Service Center buildings.

NORTHEAST



Address: 1624 Jessup Street
Wilmington, DE 19802

Phone: 302-552-3500

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Wilmington

Obtaining Service: Walk-in, referral or
by appointment

NORTHEAST STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health

WINDER L. PORTER



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

Phone: 302-577-3400

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Wilmington

Obtaining Service: Walk-in, referral or
by appointment

WINDER LAIRD PORTER STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health

EDWARD W. PYLE



Address: 34314 Pyle Center Road
Frankford, DE 19945

Phone: 302-732-9501

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Southern Sussex
County

Obtaining Service: Walk-in, referral or
by appointment

EDWARD W. PYLE STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Family Services/
DSCYF
- Division of Vocational
Rehabilitation/DOL

ANNA P. SHIPLEY



Address: 350 Virginia Avenue
Seaford, DE 19973

Phone: 302-628-2000

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

**Area
Served:** Seaford

**Obtaining
Service:** Walk-in, referral or
by appointment

ANNA P. SHIPLEY STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Family Services/
DSCYF
- Division of Vocational
Rehabilitation/DOL
- Division of Probation &
Parole/DOC

SMYRNA



Address: 200 S. DuPont Boulevard
Suite 101
Smyrna, DE 19977

Phone: 302-514-4500

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Smyrna and other
nearby communities

Obtaining Service: Walk-in, referral or
by appointment

SMYRNA STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Medicaid &
Medical Assistance
- Division of Substance Abuse
and Mental Health

JAMES W. WILLIAMS



Address: 805 River Road
Dover, DE 19901

Phone: 302-857-5000

Hours: 7:30 a.m. – 5:00 p.m.

Eligibility: Varies by program
or service

Area Served: Kent County

Obtaining Service: Walk-in, referral or
by appointment

JAMES W. WILLIAMS STATE SERVICE CENTER

Services Provided:

Emergency Assistance

- Emergency Shelter
- Food Closet
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds

Community Resource Assistance
Services (CRAS)

LIHEAP, Weatherization and
Furnace Replacement Referrals

DART Bus Ticket Sales

Foster Grandparent Program (FGP)

Co-located Divisions:

***Contact individual Divisions directly
to obtain information or services!***

- Division of Social Services
- Division of Public Health
- Division of Substance Abuse
and Mental Health
- Division of Family Services/
DSCYF

ADDITIONAL INFORMATION

Medicare: 1-800-633-4227

Social Security: 1-800-772-1213

Poison Control: 1-800-222-1222

Domestic Violence Hotline:

New Castle County: 302-762-6110

Kent/Sussex Counties: 302-422-8058

Child Abuse Hotline: 1-800-292-9582

Adult Protective Hotline: 1-800-223-9074

Medicaid (Diamond State Health Plan):

1-800-996-9969 (0)

DART First State Rider Information:

New Castle County: 302-652-3278

Kent/Sussex Counties: 1-800-553-3278

*** Additional Milford State Service Center buildings:**

The Church Street Building

(DPH, DMMA, DMS)

11-13 Church Avenue

The Walnut Street Building

(DSAAPD)

18 N. Walnut Street

The Draper Building

(DSCYF)

10 Church Avenue