Delaware Helpline: 1-800-464-4357

Volunteer Delaware: 1-800-815-5465
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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 Senior Volunteer Program
Foster Grandparent Program
State 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), emergency and transitional housing, emergency food distribution, taxpayer donations to the Emergency Housing Assistance Fund, the Family Visitation Centers, and the Adopt-A-Family Program.

The Office of Family Support Services manages crisis intervention assistance services statewide through the 15 State Service Centers. Services include: Emergency Assistance Services, the Diabetes Medical Fund, the Needy Family Fund, the Utility Fund, Repatriation Assistance, the Kinship Care Program, the Teen Voucher Program, 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 Senior Volunteer Program, and the State Volunteer Resource Center. SOV operates in partnership with the Governor’s Commission on Community and Volunteer Service.
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
ADAMS
STATE SERVICE CENTER

Services provided:
Emergency Assistance
  • Emergency Shelter
  • Food Closet
  • Kinship Care Program
  • Teen Voucher
  • Utility Assistance
  • Needy Family Fund
  • Diabetes Funds

Community Resource Assistance Services (CRAS)
LIHEAP
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
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
Services provided:

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

Community Resource Assistance Services (CRAS)

LIHEAP

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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

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: 7:30 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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

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
Services provided:

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

Community Resource Assistance Services (CRAS)

LIHEAP

Adopt-A-Family Program

Co-located Division:

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

- Division of Social Services
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
DELAWARR
STATE SERVICE CENTER

Services provided:

Emergency Assistance
  • Emergency Shelter
  • Food Closet
  • Kinship Care Program
  • Teen Voucher
  • Utility Assistance
  • Needy Family Fund
  • Diabetes Fund

Community Resource Assistance Services (CRAS)

LIHEAP

Co-located Divisions:

*Contact individual Divisions directly to obtain information or services!*
  • Division of Social Services
  • Division of Public Health
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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

Family Visitation Center

Delaware Financial Empowerment 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. – 4:30 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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

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
• Divisions 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 Fund

Community Resource Assistance Services (CRAS)
- LIHEAP
- 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.
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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

Co-located Divisions:

Contact individual Divisions directly to obtain information or services!

• Division of Social Services
• Division of Public Health
Address: 509 W. 8th Street
Wilmington, DE 19801

Phone: 302-777-2800

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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

Co-located Divisions:

Contact individual Divisions directly to obtain information or services!

• Division of Social Services
• Division of Public Health
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 Fund

Community Resource Assistance Services (CRAS)
LIHEAP

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
Services provided:

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

Community Resource Assistance Services (CRAS)

LIHEAP

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 and Parole/DOC
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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

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

30
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 Fund

Community Resource Assistance Services (CRAS)

LIHEAP

Foster Grandparent Program (FGP)

Co-located Divisions:

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

• Division of Social Services
• Division of Medicaid and Medical Assistance
• Division of Public Health
• Division of Substance Abuse and Mental Health
• Division of Prevention and Behavioral Health 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 Walnut Street Building  
(DSAAPD)  
18 N. Walnut Street

Milford River Walk  
(DPH, DMMA, DMS, DSCYF)  
253 NE Front Street  
Riverwalk Shopping Center