

Division of State Service Centers

Providing Access to Delaware's Health and Human Service System

2018 ANNUAL REPORT



STATE OF DELAWARE
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF STATE SERVICE CENTERS

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DIVISION OF STATE SERVICE CENTERS

Providing convenient access to human services, assisting vulnerable populations, supporting communities and promoting volunteer and service opportunities.



**DHSS, CABINET SECRETARY
DR. KARA ODOM WALKER,
MD, MPH, MSHS**

Dear Fellow Delawareans,

More than 4,000 men and women work tirelessly throughout the 11 divisions of the Delaware Department of Health and Social Services (DHSS). Much of our work across our divisions is collaborative, with a focus on improving the quality of life of Delaware's residents by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.

During 2018 the Divisions of State Service Centers (DSSC), Social Services (DSS) and Child Support Services (DCSS), with the full support of DHSS and in accordance with the Governor's Executive Order #24, began the work of making Delaware a trauma-informed state. Over 1,000 State employees, from all three divisions, received extensive trauma-informed approach training. This training gave State staff new awareness and a culture change that considers client experiences of trauma by asking, what happened to you, instead of, what's wrong with you.

Furthermore, the Division of State Service Centers is breaking down barriers to service with the creation of the Golden Ticket Pilot program at Porter State Service Center in Wilmington. The Golden Ticket Pilot program provides collaborative 30-day case management for individuals and families with complex issues such as homelessness, unemployment, etc.

Attached is the annual report of the Division of State Service Centers. This report not only shines a light on our efforts to improve services to Delawareans, it also details the skills, dedication, and special passion for the community possessed by my colleagues in DSSC. It also confirms the profound needs within our state, the importance of our safety net programs and the impact of critical services provided by DHSS to those Delawareans in most need.

Our success across DHSS, just as it is at the Division of State Service Centers, is rooted in working hand in hand with our partners – clients, staff, Department/State leadership, legislators and the community at large. Thank you for recognizing the critical needs addressed daily by DHSS's Division of State Service Centers and supporting and embracing the services we offer. We welcome your feedback and embrace continuous improvement.

Yours sincerely,

Kara Odom Walker, MD, MPH, MSHS
Cabinet Secretary, Department of Health and Social Services

EXECUTIVE SUMMARY



Renée P. Beaman
Division Director



Cynthia M. Manlove
Deputy Director

We are pleased to present the *Division of State Service Centers (DSSC) State Fiscal Year 2018 Annual Report*. As a state agency we are always working three years at a time; reporting on the last complete fiscal year, implementing the one we are in, while documenting current trends with a keen eye and plan of execution focused on the future. This report allows us to reflect on the past year. First, where has DSSC been? Next, what were some of the most important achievements of the year? Third, where are we going and how can you, our valued community partners come alongside us? Check out our goals, our data, our partnerships in this issue to get a snapshot of a busy and impactful 2018!

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 Family Support Services 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, and the homeless amongst other vulnerable populations. Constituent needs are met throughout the State, including even those in hard to reach areas. 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.

As this report demonstrates, in 2018 the Division worked on various programs and projects that yielded real benefits for the Delawareans we serve. As we move into a new year, there continues to be a demand for increased services provided through our agency. We remain committed to addressing the challenges posed by the vulnerable populations we serve, including delivering quality services, exercising sound fiscal management, strengthening community partnerships, promoting volunteer and civic engagement, and enhancing our technological capacity. Even as funding continued to decrease we were able to accomplish the following:

- 664,890 client visits were recorded at our 15 statewide State Service Centers - approximately 48,000 more visits than last year.
- Our staff provided emergency housing, utility, rent, mortgage, and food assistance to more than 12,000 households and families.
- 3,553 homeless individuals and families were housed through our Emergency Shelter, or Transitional Housing partners.
- 712 families with a history of domestic violence and abuse were provided a safe and secure supervised access and visitation location at our centers.

- More than 12,000 households received assistance through the Low Income Home Energy Assistance Program (also known as LIHEAP).
- Delawareans continue to put their passion into action with over 640,000 volunteer hours recorded which are, per the National Volunteer Calculator, equivalent to \$15.9 million.
- To address those experiencing poverty the Community Services Block Grant provided services to 10,561 low-income individuals.
- Our Community Food and Nutrition Program, food closets and community pantries, provided emergency food to 138,624 individuals and families.

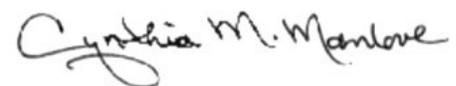
Future Priorities

Looking ahead to improve our quality of services for our clients, our Division continues to focus our priorities and activities in alignment with the Governor’s Action Plan. One such area is implementing Trauma Informed Services. Trauma is widespread, harmful and costly as a public health problem. The need to address trauma is increasingly viewed as an important component of effective behavioral health service delivery. Additionally, it has become evident that addressing trauma requires a multi-pronged, multi-agency public health approach inclusive of public education, awareness, prevention and early identification. With the Governor's signing of Executive Order #24 this past October to make Delaware a Trauma-Informed State, our Division served as the leader of the Department’s Trauma Informed Approach training initiative. Staff training was conducted in partnership with our sister divisions, the Division of Social Services and the Division of Child Support Services, along with our academic partner, Wilmington University. Our Division is an active participant on the **Governor’s Family Services Cabinet Council’s subcommittees** that are addressing trauma statewide as well as planning the inaugural trauma awareness month and compassionate champion awards scheduled for May. Our Division also serves on our First Lady Tracey Quillen Carney’s, First Chance Initiative, which focuses on adverse childhood experiences and childhood trauma.

In recognition of the fact that we are living in the age of Digital Customer Interaction Management, our Division will work alongside other Divisions to pilot queue management systems to help eliminate waiting, improve customer satisfaction, boost productivity, and increase operational efficiencies via modern queuing and scheduling technology. Our most important resource is time, and queue management systems will allow for virtual waitlists, flexible appointments, interactive communication, customized marketing, real-time user tracking and reporting – all required components for effective interaction with our clients/consumers.

We are excited to have a cross divisional collaborative pilot program with the Division of Social Services at the Porter State Service Center called the “Golden Ticket”. This program provides specialized social service support for families and individuals with complex needs which are addressed through assessment, intensive 30 day case management and internal and external partners. It is a privilege to lead a team of dedicated and professional staff who work together to make the Division of State Service Centers a unique model of service integration while serving our fellow Delawareans in need.

Employees of DSSC are proud of the tremendous work they carried out in 2018 on behalf of Delaware. Working with our community partners and colleagues in our Department, 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



Cynthia M. Manlove
Deputy Director
Division of State Service Centers



WHO WE ARE

OUR DEPARTMENT

The Department of Health and Social Services fulfills its mission “to improve the quality of life for Delaware’s citizens by promoting good health and well-being, fostering self-sufficiency, and protecting vulnerable populations” through its 11 Divisions. Divisions provide services in the areas of public health, social services, substance abuse and mental health, child support, developmental disabilities, long-term care, visual impairment, aging and adults with physical disabilities, emergency/crisis services, management services, financial coaching, and Medicaid and medical assistance. The Department includes a public library, three long-term care facilities, a public psychiatric hospital and the Delaware Psychiatric Center.





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.

The Division is an important entrée to the myriad of programs and services under the DHSS umbrella; those co-located across the State in our 15 State Service Centers as well as via partnerships with external State and non-profit agencies.

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 including **Family Support Services, Fiscal Management, Office of Community Services, and State Office of Volunteerism.**

We effectively and efficiently develop, manage and deliver a diverse range of safety net programs and services focused on improving the lifetime wellbeing of individuals and families in Delaware. **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.

OUR LEADERSHIP TEAM



As Director of the Division of State Service Centers, Renee Beaman, directs and oversees the critical infrastructure that is the DHSS, State Service Centers. She plans, organizes, and coordinates Family Support Services' administrative and direct services operations for Delaware's statewide 15 State Service Centers as well as the Office of Community Services and

the State Office of Volunteerism. She leads strategic planning, organizational development, and management of the day-to-day activities for many public assistance programs.

As Deputy Director, Cynthia Manlove assists the Division Director in planning, organizing, coordinating and directing administrative operations including participating in strategic planning, organizational development, managing the day-to-day activities for the State Office of Volunteerism, the Office of Community Services, and the DSSC Training and Development Office. She plays a key role in assisting the Director in fiscal, human resource management, training and performance for more than 120 Employees.



Executive Assistant to the Director,
Pamela Grimes



Administrative Assistant to the Deputy Director,
Tynietta Congo



As the Senior Administrator within the Director's Office and Executive Assistant to the Director, Faith Mwaura serves as a key leader in the oversight and management of Division wide programs and policies in the areas of Family Support, Community Services & Volunteerism.

Additionally, she oversees critical Director's Office responsibilities to include:

emergency management, disaster preparedness, marketing and branding strategies and supports the overarching achievement of Division goals, performance standards and

As the Fiscal Social Services Senior Administrator, Joanne Sunga manages the Fiscal Management Unit which 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.

Under Joanne's leadership, the fiscal unit provides financial accountability and enhance program integrity through leadership, oversight, collaboration, and innovation.



The Regional Administrators for the Family Support Services team, Joyce Mixon (New Castle County) and Ruthi Joseph (Kent and Sussex counties), lead a statewide team that 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



As the Senior Administrator within the Office of Community Services, Ceasar McClain oversees both state and federal anti-poverty grants, programs and services including:

- Community Services Block Grant
- Emergency and Transitional Housing
- Family Visitation Program
- Community Food and Nutrition Program
- Low Income Home Energy Assistance Program
- Adopt-A-Family
- Replacing/Repairing Heaters and Conserving Energy



The Senior Administrator within the State Office of Volunteerism, Kanani Hines Munford, leads a statewide team that assists state and non-profit agencies with volunteer programs through technical assistance, training, public relations and assistance with volunteer recognition programs. Programs include:

- AmeriCorps National Service Program
- Foster Grandparents Program
- Volunteer Delaware 50+
- Volunteer Delaware



As the Training Administrator within DSSC, Kim Newell helps develop, coordinate and implement training and development activities to ensure that all DSSC staff are equipped to perform their jobs in a manner that supports the achievement of Division goals; facilitate adherence to performance standards; and help maintain quality services.

Deborah Tokarski serves as the Division's marketing & communications coordinator. Serving within the Director's Office her responsibilities include serving as a liaison between volunteers, staff, media and agencies; coordinating events, marketing and public relations; and enhancing the public's understanding and perception of DSSC services.





SECTIONS AND PROGRAMS



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 around 30 percent located within our administrative headquarters at the DHSS Herman Holloway Campus, Charles Debnam Building.

The contribution, diversity and expertise of our people is highly valued. Our Division encourages a culture where despite state-wide locations across multiple facilities, teamwork is the routine rather than the exception, supporting our vision of being an effective, efficient and excellent agency in Delaware.

OUR VALUES

Our agency values reflect our broader Departmental priorities and goals and are central to the way we work with our colleagues, stakeholders and the public.

Departmental priorities include:

- Maximizing Personal and Family Independence.
- Self-correcting as an organization and working to retool to keep pace with changing client needs and a changing service delivery environment.



FAMILY SUPPORT SERVICES

Family Support Services manages crisis intervention assistance services statewide through 15 State Service Centers. Services include:

- ◆ **Emergency Assistance Services** – Emergency Assistance Services is 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** – The Diabetes Medical Fund provides emergency need based diabetes services, medications and supplies to Delaware residents.
- ◆ **Needy Family Fund** – The Needy Family Fund is provided by donations given to the News Journal which assists those eligible for emergency assistance resulting from unforeseen circumstances beyond the recipient's control that cannot be met otherwise.
- ◆ **Utility Fund** – The Utility Fund assists eligible individuals and families with emergency utility needs.
- ◆ **Kinship Care Program** – The Kinship Care Program assists non-parent caregivers during the transition period when a child initially moves into the non-parent caregivers home.
- ◆ **Community Resource Assistance Services Program** – The Community Resource Assistance Services Program provides emergency funding through community partnerships and resources to assist those in crisis.
- ◆ **Repair Heaters & Conserve Energy Program** – The Repair Heaters & Conserve Energy Program is a statewide program available to help eligible low income home owners repair or replace furnaces, boilers and other heating components necessary to keep the home's primary heating source functional.



OFFICE OF COMMUNITY SERVICES

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 the period of 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.
- ◆ **Adopt-A-Family** – Provides special assistance to low income households at holiday time, back-to-school, and year-round.
- ◆ **Family Visitation Program** – Provides safe supervised locations for families transitioning child residency.
- ◆ **Repair Heaters & Conserve Energy Program** – The Repair Heaters & Conserve Energy Program is available statewide. This program helps income eligible homeowners repair or replace furnaces, boilers and other direct heating components
- ◆ **Community Food and Nutrition Program** – The 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.



STATE OFFICE OF VOLUNTEERISM

- ◆ **Volunteer Delaware** – 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.
- ◆ **Volunteer Delaware 50+ program** – 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 volunteer.delaware.gov.
- ◆ **AmeriCorps*Delaware** – 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 Program**– 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.



PERFORMANCE & ACCOUNTABILITY



GOAL ONE

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



OFFICE OF COMMUNITY SERVICES

138,624 food closet visits were made by individuals and families in need of emergency food.

10,561 unduplicated low-income individuals (125% of poverty and below) were served through the Community Services Block Grant.

- **1,647** were **people with disabilities**
- **2,327** were **seniors**
- **3,551** **lacked health insurance**

265 furnaces were replaced or repaired through the Replace Repair Heaters & Conserve Energy (RRHACE) Program.

24,976: number of times **homeless and/or disabled** individuals were served via our pass through contract with St. Patrick's.

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

47,237 requests for services were made by contacting State Service Centers' partner **Delaware Helpline 2-1-1.**



The Division of State Service Centers, Office of Community Services administers 100% State General funds to private, non-profit 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 2018:

- **3,553** homeless individuals were **housed**
- **2,070** total **departures** were reported
- **946** departed to **positive destinations**

EMERGENCY & TRANSITIONAL SHELTER OPERATIONS

LIHEAP Data keeps our State, the federal government, and other interested parties informed about issues related to Energy Assistance and Weatherization assistance for low income populations.

In FFY 2017, 81.67% of the households served included at least one member considered by LIHEAP to be part of the vulnerable population (elderly, disabled or young child).

The percent of vulnerable households served in FFY 2014 was 67.92% and in FFY 2015 it was 67.47%, In FFY 2016, 75.24%.



LIHEAP



Year round, the Adopt-A-Family program aids families in crisis by providing critical household supplies, financial assistance, school supplies, holiday gift assistance and emergency assistance through the generous donations of sponsors and community partners. During the holiday season the program anonymously matches donors to a senior, individual with a disability or a family with at least one child.

Adopt-A-Family received a generous donation of over 200 boxes of clothing, household supplies, backpacks and other items, from Amazon.

Overall in **2018**, the **Adopt-A-Family Holiday program**, through the leadership of the **Human Services Councils of New Castle County and Kent/Sussex counties**, helped 2,467 Delawareans.

ADOPT-A-FAMILY



For over 20 years the Division of State Service Centers has provided Family Visitation Centers statewide in partnership with Peoples Place and Child, Inc. The Centers provide a continuum of services designed to help address custody and visitation issues in families with a history of **domestic violence and abuse**. Clients are referred by Family Court.

Family Visitation Notable Trends

There were a total of 692 families served during 2018. Monitored exchanges increased from 1,479 to 1,549. Individual Visitation decreased from 2,137 to 1,910 as a result of alterations to the visitation space at the Hudson State Service Center due to construction of an elevator.

Group Visitations decreased slightly.

Comparative Data for FY 16, 17, and 18 (see chart)

DSSC PERFORMANCE MEASURES	2016	2017	2018
Monitored Exchange	1,186	1,479	1549
Individual Visitation	2,111	2,137	1910
Group Visitation	1,349	1,688	1638

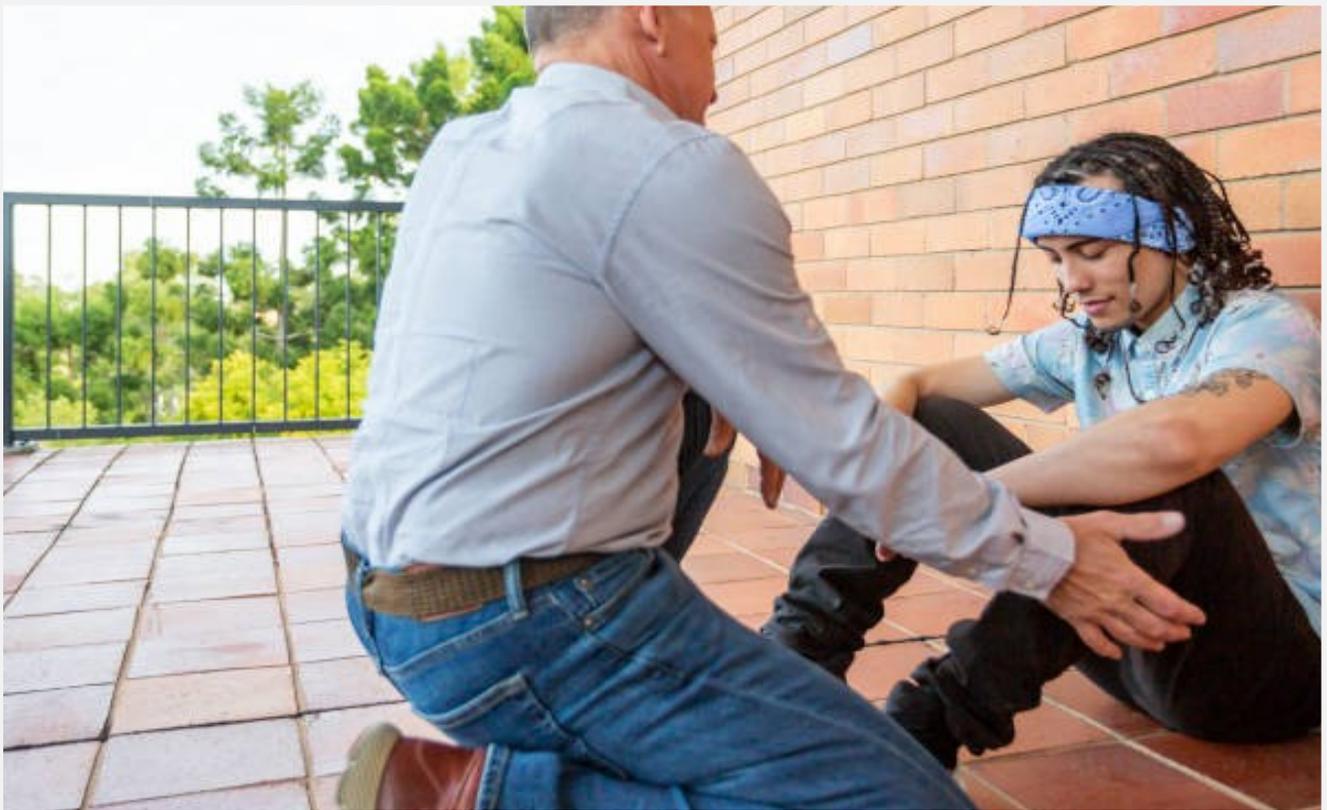
FAMILY VISITATION PROGRAM



FAMILY SUPPORT SERVICES

616,407 client visits were made and **47,938** individuals and families were served through Division of State Service Centers **Direct Services** located at our 15 State Service Centers. Of these individuals and families:

- **18,957** received help with **shelter, food and electric** through the **Emergency Assistance Services Program**.
- **11,985** were assisted through the **Community Resource Assistance Program**.
- **10,641** were provided with access to **Electronic Balance Transfer cards**.
- **1,739** were assisted with the **Delaware Electric Cooperation Utility Fund**.
- **192** received supplies through the **Diabetes Medical Fund**.
- **162** grandparents and other eligible family caregivers were assisted through the **Kinship Care Program**.
- **130** individuals/families were assisted through the News Journal funded **Needy Family Fund**.



PARTNERSHIP GAPS AND OPPORTUNITIES!

The Division of State Service Centers, Family Support Services often has to provide assistance to clients that need more help than is available through the State. However, the needs in the community often outweigh the resource base available internally and externally through our State and Community partner organizations. For example:

- **11,985** individuals and families were assisted through our **Community Resource Assistance Services Program (CRASP)** in SFY2018. However, of the total clients referred, **9,748** families needs remained unmet due to lack of adequate resources from the state and community organizations.
- Additionally, the Emergency Assistance Program, whose purpose is to avoid the destitution of a child or of a needy, distressed resident of the State, faces the same challenge of meeting all the needs caused by unforeseen circumstance or combination of circumstances. In 2018, of the clients coming in for **Emergency Assistance** to alleviate or eliminate an emergency condition (food, shelter and/or utility help), **3,623** were not able to get all their needs met.

COMMUNITY RESOURCE ASSISTANCE SERVICES



STATE OFFICE OF VOLUNTEERISM

The State Office of Volunteerism intentionally seeks, matches and facilitates the potential that each individual has to take action and impact change within their community and around the world. The Office does this by seeking out partnerships, experiences designed to foster new ideas, leveraging relationships, and generating solutions to problems that cut across sectors in Delaware. The State Office of Volunteerism in SFY18 continued its mission of facilitating change in communities through volunteerism and service and recognizing individuals, families, and groups for their service. In total **647,848** volunteer hours were recorded equal to \$15.9 million.

As a nation, altogether, Americans volunteered nearly 6.9 billion hours, worth an estimated \$167 billion in economic value, based on the Independent Sector's estimate of the average value of a volunteer hour for 2017. Millions more are supporting friends and family (43.1 percent) and doing favors for their neighbors (51.4 percent), suggesting that many are engaged in acts of "informal volunteering."



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. Foster Grandparents:

- ◆ Help children learn to read and provide one-on-one tutoring.
- ◆ Mentor troubled teenagers and young mothers.
- ◆ Care for premature infants or children with disabilities.
- ◆ Help children who have been abused or neglected.

In SFY 2018 the Foster Grandparents Program:

- ◆ **188 Foster Grandparents** served in the **SFY 2017 program.**
- ◆ **192,912 volunteer hours** were donated by our generous and valued **Foster Grandparents.**
- ◆ **121 volunteer stations/agencies** participated.
- ◆ **1,130 children with special needs** were assisted.

FOSTER GRANDPARENTS PROGRAM



A Matter of Balance is an 8-week structured group intervention that emphasizes practical strategies to reduce fear of falling and increase activity levels. Participants learn to view falls and fear of falling as controllable, set realistic goals to increase activity, change their environment to reduce fall risk factors, and exercise to increase strength and balance. National Council on Aging



Twenty-Nine A Matter of Balance multi-session classes were held in New Castle, Kent and Sussex counties with **307 participants** completing five or more multi-session classes. Two Moving for Better Balance classes (Tai Chi) were held with **33 participants** completing.

VOLUNTEER DELAWARE 50+



Seventeen agencies received over 5,000 hand-made beautifully knitted and crocheted items from the Carewear and Nimble Fingers programs which included sweaters, blankets, gloves and hats in time for the winter season.



The Nimble Fingers group knit, crocheted and sewed more than 3,750 items and delivered their goods to approximately 51 agencies during the Christmas/New Year holiday.

The programs share a mission which is to provide warm clothing and blankets to vulnerable populations.

CAREWEAR & NIMBLE FINGERS

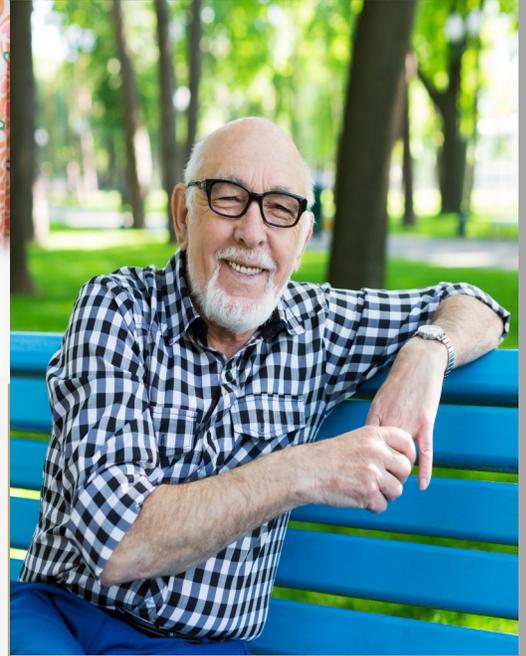


PARTNERSHIP GAPS AND OPPORTUNITIES!

Through Volunteer Delaware we offer 2 direct programs to offer supportive services for persons with disabilities and adults age 50 and over. A Matter of Balance addresses visually impaired persons over 21 and those over 60 with fear of falling challenges. This 8 week program helps increase physical abilities, overcome psychological concerns and develop strength to lessen the chances of a serious fall for a person that feels threatened by a fall. After a summer Master training course, there are now 4 Master trainers in Sussex County capable of providing training for new coaches. We are challenged with providing enough volunteer coaches to teach A Matter of Balance classes. There is almost always a waiting list for the classes.

Nimble Fingers members fight loneliness and isolation, along with some physical changes that come with aging such as arthritis. The participants in Nimble Fingers gather to knit, sew and crochet for vulnerable populations. Volunteer Delaware 50+ staff also partners with the Sussex County Committee on Aging and Adults with Physical Disabilities to plan a conference.

VOLUNTEER DELAWARE



Ronisha Quinn, M. Ed, BSW, the Training and Development Coordinator at First State Community Action Agency, received her national certification as a Results Oriented Management and Accountability (ROMA) Implementer/Trainer.

Charlisia Coleman a 23-year-old client with a 2-year-old child was involved in a car accident in mid-August and has been out of work. She reported having issues with her back, nerve damage and constant migraines. Client was encouraged to look into additional resources, disability options and referred to Promoting Safe and Stable Families for further Case Management. The client was in immediate need of Emergency Assistance with Delmarva Power. Emergency Services was able to assist client with \$240.00 and payment plan with Delmarva Power. She was also given a resource listing that she may be able to use in the future.

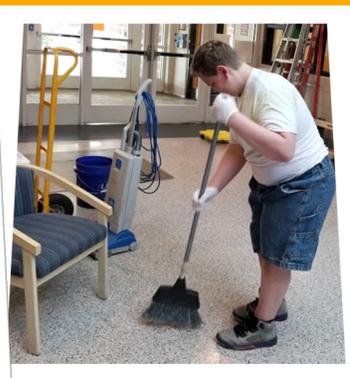
This is a great accomplishment for the State of Delaware as Ms. Quinn is the first person to receive this certification within the State. In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation. Prior to this First State as well as the State CSBG Administrator had to rely on the Maryland Community Action Partnership to review and advise on its plans.

Gary Bell Jr. came in for rental assistance from the Emergency Services program after being left unexpectedly to care for his three children without any support systems in place. Mr. Bell had fell behind due to missing work to take care of the challenges of becoming a single father and learning to juggle work and family. Mr. Bell was eligible for past due rental assistance and was referred to local churches and another First State Community Action Agency Program, Promoting Safe and Stable Families, which was also able to help him secure funds for past due rent.



GOAL TWO

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



OFFICE OF COMMUNITY SERVICES

A significant and valued partner to the Division of State Service Centers, Office of Community Services (OCS) is First State Community Action Agency. As the sole eligible entity for the OCS administered Community Services Block Grant (CSBG), the agency offers a variety of after school and summer programs throughout Kent and Sussex County that give low-income youth a safe place to go while school is not in session.

In SFY 2018, OCS partnered with First State to provide the Youth Employment Program (YEP). YEP provided employment and training to ten Delaware youth ages 14 to 19 years-old to help them obtain skills leading to economic self-sufficiency. These targeted youth faced barriers to educational and employment success such as, but not limited to, basic academic skills beyond grade level, school dropout, homelessness or risk of being a runaway, foster care and disability.

The process includes recruiting, interviewing, orientating, and hiring youth with the desire to gain part-time employment during afterschool hours and during the academic school year. The youth are placed in an environment that is conducive to working, learning, and obtaining gainful employment. During the time spent on the job, the youth engage in informational sessions that focus on work skills, leadership and overall positive youth development.



According to the Website www.talkpoverty.org/state-year-report/Delaware-2017-report, Delaware's current poverty rate is 11.7% which equals to a total of 108,211 people living in poverty resulting in a 6,149 person reduction from the previous year. Delaware ranked 16th in the nation for the percentage of people who fell below the poverty line as compared to being ranked 18th in the previous year.

RGGI – Heater Replacement and Repair services saw almost a \$1million reduction in funding in comparison to the prior year. This directly impacted the number of units of service provided in FY18.

LIHEAP 2016 grant funds, for which carryover obligation period closed on 9/30/2017, were utilized 99.9546%. LIHEAP obligated 96.79% of its 2017 grant funds by 09/30/2017. The carryover obligation period closed successfully on 9/30/2018. LIHEAP 2017 grant funds successfully provided over \$6.44M in heating benefits and as of date LIHEAP 2018 Grant funds have used 3.59M in heating benefits.

The Low Income Home Energy Assistance Program (LIHEAP) through its DEAP contract reviewed and revised the LIHEAP Benefit matrix which is applicable to Delaware LIHEAP energy providers. The program also worked diligently with a Massachusetts law firm to provide The Home Energy Affordability Gap data report.

In a nod to the competence and expertise of our Delaware LIHEAP staff, the LIHEAP program partnered with The Federal Department of Health & Human Services to provide best practice training at National conferences.

LIHEAP



STATE OFFICE OF VOLUNTEERISM

The State Office of Volunteerism cultivated, enhanced and fostered trustworthy relationships and partnerships with faith-based and community organizations to increase opportunities and delivery of services. The following are some highlights from 2018:

Foster Grandparents Program: The Foster Grandparents Program began a new partnership this year with Perdue Chicken. Perdue offered every volunteer an oven stuffer roster during the holiday season. Several volunteers reported that the oven stuffer provided a holiday meal for their families.

Volunteer Delaware 50+: Sussex County partnered with two faith-based thrift shops, and a county-wide Code Purple organizing group, Love, INC. Volunteer Delaware 50+ seeks a one-time per month support that our staff performs an outreach for a partner. This support specifically helps the partner achieve a goal and enable success. The programs were able to publish their needs for services and goods in SOV newsletters, opportunity listings and also on social media and the webpage.



The State Office of Volunteerism also built and strengthened partnerships with federal, state and local organizations through the work of Volunteer 50+ Sussex in the following ways:

Sussex County Volunteer Delaware 50+: Volunteer Delaware 50+ is constantly and eagerly seeking partnerships with county, state and other non-governmental stakeholders. State partner listings include the State Ombudsman program, Family Court CASA, Delaware Veteran’s Home and Prime Hook National Wildlife Refuge.

Volunteers serve worthy organizations with causes such as mentoring children to kind animal visits. Volunteer Delaware 50+ staff build partnerships by serving on Board of Directors, attending appropriate interagency meetings and conferences and facilitating training for community partners. The largest was Festival Hispano which was in Sept and saw hundreds of attendees good for our visibility in the community.

STATE OFFICE OF VOLUNTEERISM

DELAWARE GIVES BACK.



Last year, more than **243,000** Delaware residents volunteered.

Their service has an estimated economic value of more than **\$589.4 Million.**



[SERVE.GOV](https://www.serve.gov)

[#GoVolunteer](https://twitter.com/GoVolunteer)

Corporation for
NATIONAL &
COMMUNITY
SERVICE ★★ ★

AmeriCorps*Delaware reached out to entities such as VISTA, Public Allies, and Office of Community Services to investigate possible collaborations with AmeriCorps. Potential AmeriCorps sub-grantees, in all three counties with comparable focus priorities, explored possible grant pursuits and or other partnerships. Service activities include supporting education, environmental stewardship, healthcare, human services, and more. By making a one year commitment, AmeriCorps members build job skills while creating a positive and lasting impact in your community. Current AmeriCorps Programs are:

Delaware State Parks

Ministry of Caring

Reading Assist Institute

Summer Learning Collaboration

Teach for America

United Way of Delaware

Teen Sharp

Immanuel Shelter

Delaware Hospice

AMERICORPS



FAMILY SUPPORT SERVICES

Family Support Services cultivates, enhances and fosters trust worthy relationships and partnerships with faith-based and community organizations to increase opportunities and delivery of services:

STATE SERVICE CENTER LOCATION	TOTAL CLIENT VISITS 07/2017-06/2018
Adams	76,535
Appoquinimink	29,361
Belvedere	2,393
Bridgeville	2,937
Claymont	39,227
DeLaWarr	39,694
Hudson	83,862
Laurel	10,872
Milford	39,560
Northeast	48,399
Porter	106,581
Pyle	28,766
Shiplay	59,920
Smyrna	15,635
Williams	81,148
TOTAL	664,890



FAMILY SUPPORT SERVICES

From providing crisis services through to supporting Department programs such as Social Services, Public Health, Medicaid, Aging and Disability as well as community programs that support children and older Delawareans; DSSC plays a vital role in providing the facilities and human services that vulnerable Delawareans depend on at all stages of life. To maintain these services, the Division has to cultivate and establish new partnerships within our community. The Family Support Services Section established new partnerships with:

- **University of Delaware - creative writing class for statewide administrators.**
- **University of Delaware Nursing Program - medical examination and other supportive health services**
- **Kind to Kids - children toys, educational games, free family events and bags for love program**
- **Division of Social Services, Community Partner Unit - assist clients with job sustainability**
- **Ursuline Academy and DART Transportation - bus ticket donations**
- **James Grove High School for Adults - education services for clients needing GED**
- **Year Up - college credit and job placement for banking 18-24- referral program**
- **Expansion of Food Distribution through Mobile Food Pantry**
- **C.O.P.E. Nonprofit - mobile van that strengthens communities by helping people overcome challenges**
- **Stand by Me financial coaching - free tax service , mortgage & debt repayment assistance & credit card education.**

GOAL THREE

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



OFFICE OF COMMUNITY SERVICES

LIHEAP, through its partnership with Catholic Charities and Delaware Department of Natural Resources and Environmental Control, provided 12,218 heating, 8,797 cooling, 8,636 crisis, and 104 weatherization benefits throughout the state. In total, LIHEAP served 12,464 unduplicated households in the state during the 2017 program year.

OCS continues to work on communication across Division offices (i.e. the Fiscal Management Unit, Family Support Services; and the State Office of Volunteerism) to increase operational effectiveness in the following ways:

- Attending FSS State-wide Administrator meetings to share program specific information and discuss relevant process changes to allow for more efficient program operations.
- Partnered with SOV in support of Operation Warm Hart 5K in effort to raise funds to provide warm coats to for school age children statewide.
- Meeting with FMU regularly to discuss State and Federal funding as well as the coordination of the annual Clearinghouse submission.
- Working on improving process efficiencies by partnering with Non-Profit Consultants (NPC) to complete Adopt A Family policies and procedures.



LIHEAP Trends & Comparative Data

In FFY 2017, 6,327 Delaware households were analyzed with 12 consecutive months of bill data for the federal LIHEAP (Low Income Home Energy Assistance Program) Performance Measures Report. The report demonstrated that for the specified households the average annual energy burden before receiving LIHEAP was 11.3% and after receiving LIHEAP benefits their average annual energy burden decreased to 7.6%.

Research by Fisher Sheehan & Colton suggests home energy bills to be unaffordable when they represent more than 6% of the household's annual gross income. It should be noted that 25% of the households had an average annual burden of 29.0% before receiving LIHEAP and 19.1% after receiving LIHEAP. This means that it is very likely the LIHEAP benefit is not sufficient to reduce their energy burden to the affordability standard of 6% for significant amounts of other Delawareans. Hence, these households need alternative sources of aid to reduce their energy burden to affordable level.

The households served has been declining during the recent years and the expected reasons for the decline have been among other things: smaller grant amounts and more days during the heating program season above 40°F than in previous years. For example, in federal fiscal year (FFY) 2014, DE received \$13,046,487, while in FFY 2017 DE received \$12,044,948. During the 2014 heating program season DE had 84 days above 40°F, while during the 2017 season DE had 117 days above 40°F.



STATE OFFICE OF VOLUNTEERISIM

Volunteer DE 50+ Sussex

Volunteer Delaware 50+ schedules weekly check-in meeting in which all staff bring to the table open communication on any topic and information sharing. A monthly staff meeting is also scheduled in which the finer operations of the program are discussed. Responsibility and accountability are discussed in individual Performance feedback sessions with each employee. At the Performance review and plan meetings, the open door policy is discussed, stressing the ideas of inclusiveness and respect of others opinions. At all levels, flexibility and responsibility are the norm in this area. Appreciation for citizens visiting our area, and on the phone is the upmost priority and appreciation for each other's work is important.

Foster Grandparents Program

While it is important the Foster Grandparent Program delivers volunteer services that measure impact to children, it is also important to recognize the value our volunteers receive from the Foster Grandparent Program. The daughter of a volunteer called the Program Manager with concerns that she noticed her mother becoming more confused about completing her volunteer stipend time sheet. The daughter continued to explain that though her mother seemed to sometimes be confused about her times sheet, she was able to still discuss her interactions with the children in her classroom with great clarity and understanding. The volunteer's daughter shared, "My mother would die if she did not do this (volunteer), I know she is getting older and she forgets things but sometimes but I know her health will quickly fail if she were to stop volunteering as a Foster Grandparent."



STATE OFFICE OF VOLUNTEERISM PROGRAM

The State Office of Volunteerism ensures that it meets the need of internal and external partners through its partnership with Points of Light—HandsOn Network. Through this network, the SOV helps forge new connections, inspiring and accelerating people-powered change in communities around the State.

SERVING THE SOCIAL SECTOR

There are three main ways Points of Light supports the needs of the social sector:

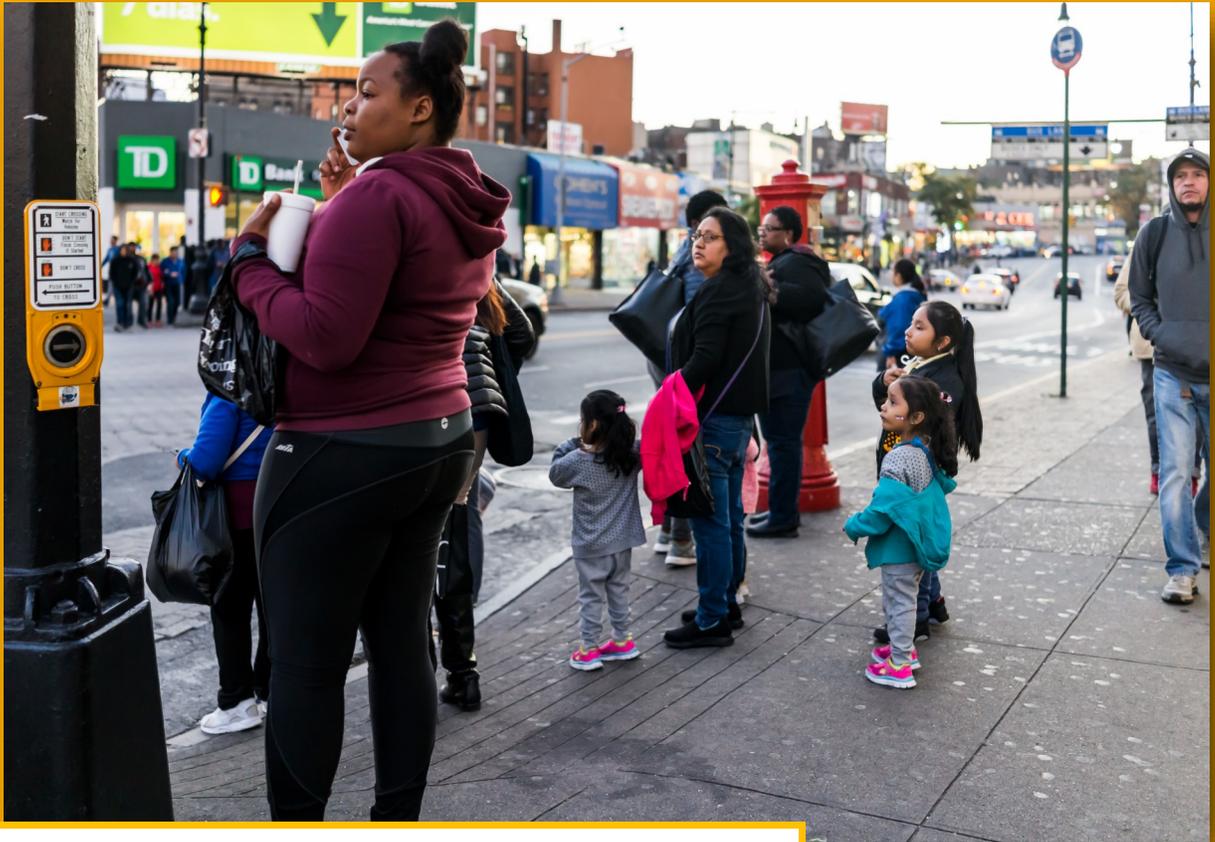
- **Strategic Volunteer Engagement:** We equip organizations with the skills and resources needed to leverage volunteers more effectively.
- **Partnerships:** We partner with organizations committed to strengthening local communities and shaping cultures of civic engagement around the world.
- **Thought Leadership:** We provide and participate in conversations that provide opportunities for social and civic leaders to gain and share knowledge, resources and connections needed to galvanize the power of people to create change.

PARTNERING WITH COMPANIES

We believe that companies, their employees, partners, vendors and customers can be drivers of transformative social change in communities around the world. There are so many ways to do this work. Whether you want to create a new employee engagement program, engage employees in service around the world, learn sound citizenship strategies, network with other leading companies, and gain visibility for leadership and excellence.

Adding Value to Volunteers

SOV makes it easy for you to search for volunteer opportunities by location and interest. We offer numerous projects for youth and families to help everyone get involved, and also recognize individual service contributions with the annual Governors Awards.



FAMILY SUPPORT SERVICES PROGRAM

To meet the needs of thousands of internal and external clients, vendors and stakeholders, the Family Support Services unit continues to work in partnership with the Division of Management Services to update and hopefully with more resources to replace legacy systems. This involves training of staff, transforming computing systems largely reliant on paper processes to fully automated solutions incorporating electronic applications. The unit is poised to integrate a different level of technological sophistication partially due to outside influences, such as the growth of cloud services and social media, and life cycles of state systems, such as an aging, legacy-system infrastructure.

The goal is to better meet the demand for the effective management and administration of more than 160 health and social programs housed with the State Service Centers at lower costs, through integration, better insights and innovation that will help address our funding and program imperatives quickly and cost-effectively. while delivering improved care and outcomes.



FAMILY SUPPORT SERVICES

Betty Bailys is 74-years-old and she has a disabled son living with her. For several months, she had been without water due to a broken water pipe. Every day she was going next-door carrying water to her home to cook and bathe.

Ms. Bailys called several companies and community resources for assistance; however, no one was able to assist this situation, which led her to Family Support Services.

Family Support Services staff contacted Milford Housing, but they were unable to provide funds. Artesian Water Company was also contacted to see how they could assist. However, the cost of the damages was \$4,500.00 and they stated that the client would need to pay the full amount in order for the water to be restored.

Boulden Brothers provided an estimate for \$4,223.95 to complete the repairs. The Office of Community Services was contacted and they were able to provide the funds through the Community Services Block Grant. All repairs were completed and the client now has running water

Diane Giovannozzi- Electric was disconnected. She has two disabled people in the home and a small child. Her income is very limited and she had nowhere to go, which was why she contacted Family Support Services.

The total amount needed was \$2,791.00 to have service restored. Several community agencies were contacted for funds to no avail. Ms. Giovannozzi was able to sign up for the LIHEAP program, however she still needed the electric service restored. The Office of Community Services was able to provide the funds under the Community Services Block Grant and service was restored the next day.



GOAL FOUR

Increase access to information regarding services via effective communication networks and increased technological capacity, to better advance our mission in the present, with an eye toward the future.



MARKETING & COMMUNICATIONS

In 2018, the Division of State Service Centers developed the following publications to increase our community reach and better tell our story.

- 2018 DSSC Annual Report
- Governor's Commission on Community and Volunteer Service Annual Report
- Directory of Human Services—available on the Division of State Service Centers website
- DSSC Services Book—available on the Division of State Service Centers website

For a copy of any of these publications, please contact us at DHSS_DSSC@delaware.gov.

The Division of State Service Centers has also been actively updating their portion of the State of Delaware website (dhss.delaware.gov/dhss/dssc/) ensuring that Delawareans are able to quickly and accurately obtain information about Division of State Services Centers programs and services.



OFFICE OF COMMUNITY SERVICES—TECHNOLOGICAL CAPACITY

The LIHEAP software integration project led to significant changes that modify and correct system flaws, missing components, and help our agency prepare for required federal reports.

LIHEAP was able to perform all project tasks ahead of schedule for the LIHEAP Software project. LIHEAP Assist Platform version 1 was implemented in June 2018 and all required LIHEAP reports were submitted to the Federal Government.

LIHEAP successfully managed technical issues with legacy software by actively managing its helpdesk tickets with the help of CAI contractual staff. LIHEAP in partnership with CAI, Deloitte and IRM collaborated successfully to integrate LIHEAP into the Assist platform.

Adopt-A-Family Delaware increased social media engagements and leveraged its website content to enhance and increase donors and volunteers. As a result, Adopt-A-Family Delaware has seen an increase in the number of volunteers and program donations to include an Amazon donation of over 200 boxes of supplies for children and families.



STATE OFFICE OF VOLUNTEERISM—TECHNOLOGICAL CAPACITY

Volunteer Delaware

Volunteer Delaware launched their redesigned website that includes easy to navigate functionality and upgraded search capabilities along with a new look and design.

A community calendar, live feeds when community partners add activities/trainings/volunteer opportunities are automatically uploaded to encourage volunteers to become involved.

Community partners with the Volunteer Delaware webpage can register and enroll in online trainings/webinars offered through HandsOn Connect.

Volunteer Delaware Conference offered technology and data focused workshops/trainings such as “Fundamentals of Grant Writing and Data Collection for Impact.”

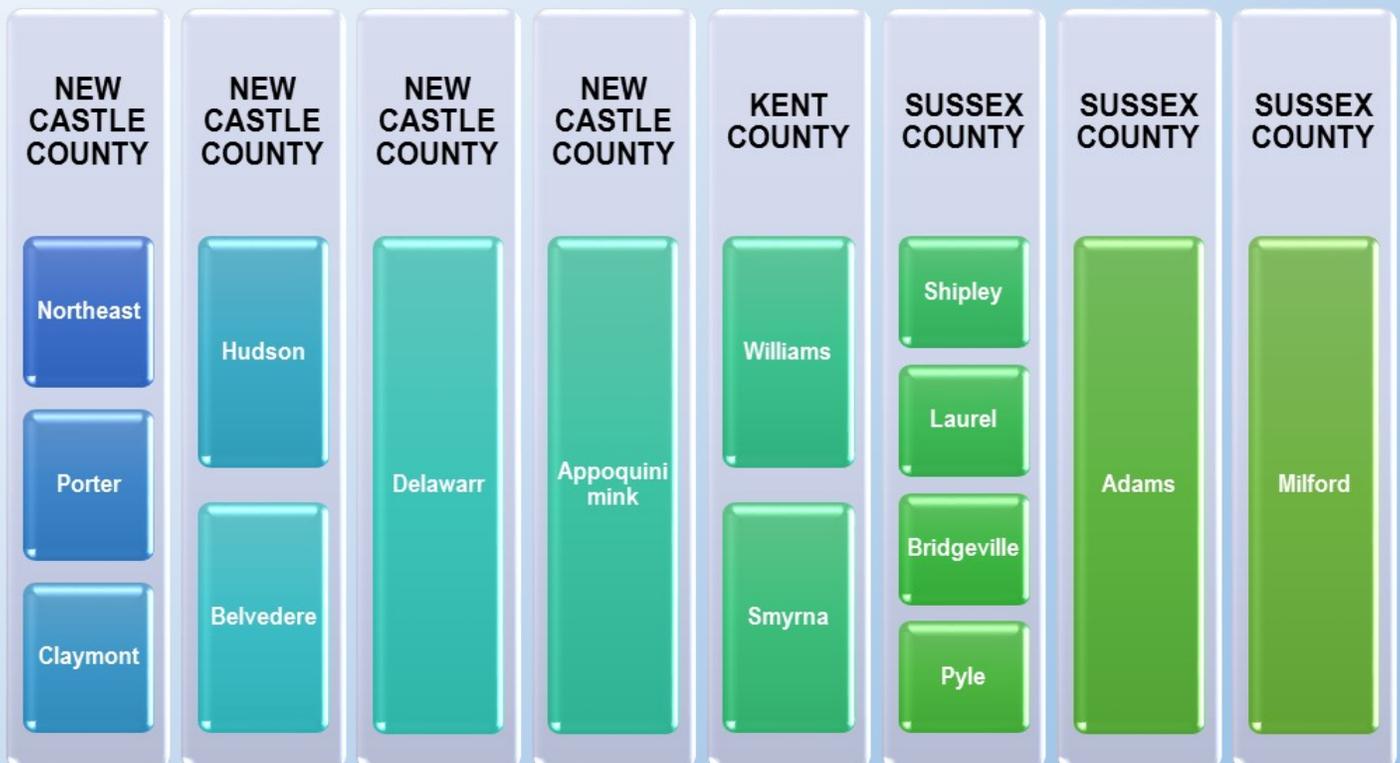
Volunteer Delaware 50+ Sussex shared its volunteer listings with all libraries in Sussex County via social media and through Volunteerdelaware.org webpage and the Facebook page.

AmeriCorps*Delaware was able to provide rapid turnaround of sub grantee invoice submission and payment. System is in place that improves this process, increasing communication with sub grantees and the Divisions’ Fiscal Management Unit.



COMMUNITY STAKEHOLDER MEETINGS

In this day and age of virtual meetings, the Division understands the importance of face to face interactions. We continue to hold quarterly Community Stakeholder meetings statewide, that are hosted by our State Service Center Administrators and attended by partners within each community catchment area. The Division uses these meetings to develop quality resources and partnerships with effective programs and services for to more effectively meet the needs of our shared constituents.





Left- Right: Bethany Hall-Long, Lt. Governor, Ben Fournier, Paul Wilkinson Lifetime Achievement Award Recipient, Renée Beaman, Director, Division of State Service Centers and Georgeanna Windley, Former Chair, Governor’s Commission on Community and Volunteer Service.

Ben Fournier, Paul Wilkinson Lifetime Achievement Award Recipient

For 27 years Ben Fournier has volunteered for Delaware Hospice’s grief camp for children, Camp New Hope. Ben is a professional photographer and has donated his services to capture the cheerful, soulful, silly and sad emotions that the children experience throughout the healing process of the four-day bereavement camp. In honor of his 25th year of volunteering, Ben launched a successful fundraiser that helped pay for the cost of sending nearly 100 children to camp. Two years, later, he is well into his third fundraiser and has a goal of reaching \$100,000 this year. Though he arrives each year as a photographer, Ben steps in wherever he is needed. Whether he acts as a fundraiser, lunch time helper, errand-runner or a human jungle gym for a group of six-year-olds, Ben comes to Camp New Hope ready to help.

Jacquelyn Janocha, Community Service Award Recipient

Displaying a consistent and sincere desire to help others, Jacquelyn Janocha has volunteered hundreds of hours to multiple nonprofit organizations. She has been a fundraiser for NAMI (National Alliance on Mental Illness) Delaware since 2015 and recently coordinated an awareness and fundraising campaign at her school, Cab Calloway School of the Arts. She developed a bracelet design (the sales of which were donated to NAMI Delaware) that included crisis service information and also arranged to have a NAMI Delaware representative speak to the students about mental health concerns in youth. Jacquelyn also spent close to 100 hours in 2017 volunteering at the Ronald McDonald House of Delaware, for which she also did fundraising.



Left- Right: John C. Carney, Governor; Kanani Hines Munford, Executive Director Governor’s Commission on Community and Volunteer Service; Chase A. Marvil, Jacquelyn Janocha, Community Service Award Recipient; and David L. Wilson, Senator.



Left- Right: Bethany Hall-Long, Lt. Governor; Harvey Kenton, Representative; Chase A. Marvil, Social Justice/Advocacy Award Recipient, Brian Pettyjohn, Senator; and Georgeanna Windley, Former Chair, Governor’s Commission on Community and Volunteer Service.

Chase A. Marvil, Social Justice/Advocacy Award Recipient

At the age of 15, Chase Marvel created “The Inspiring Project” with a purpose of promoting positivity and lending a helping hand to anyone and everyone in need. Beginning in 2013, Chase began posting inspiring messages on social media to help his followers who may be having a bad day feel better. The goal of the project is to shine light onto those who are feeling lonely, down or helpless. The long term objective is to help people experiencing bullying and decrease suicide. Not only does Chase promote positive outreach on the internet, he also hosts events at various businesses and has created “Inspiring Walls” that provide schools, businesses and organizations the opportunity to share their passions and inspirations on a large mural.



GOAL FIVE

**Ensure Operational effectiveness,
efficiency & excellence for all
DSSC Programs.**

Effective, Efficient and Excellence Plan “E-Plan”

A division-wide effort to advance DSSC operations launched in 2017, the “E-Plan” saw initiatives formally launched and a number of results begin to materialize in 2018. This work is spearhead by the Divisions’ Director’s Office team in partnership with applicable section teams. The following are areas of focus and preliminary accomplishments.

• Organizational Process Review



DSSC Leadership Team identified key areas of DSSC for improvement based on Operational Effectiveness assessment feedback: Work flow, Job structure, Equipment, Policies/Practices, Facilities and Training. The following objectives were addressed:

- Tie all organizational work to a common purpose and holistic vision.
- Manage resource allocation across the organization and instill accountability down through all levels.

• Enterprise Data Management

DATA TO INFORMATION



In 2018, DSSC took major steps forward in Divisional budgetary management, by developing new tools, policies and procedures for improving grants and contract management and reporting. As an agency spread out in 15 facilities throughout the State, overseeing a myriad of vendors and payments, directly and/or indirectly, DSSC intends to create a reputation for excellence in budgetary management and enhanced financial practices. The Leadership Team continued to successfully align the DSSC budgeting and operational planning in a way that enabled the DSSC to get on track with the State fiscal cycle. Ongoing work in this area includes:

- *The Division has worked to create fiscal and statistical data collection and information management a strategic process.*
- *All our programs have a uniform standard operating procedure for reporting and plan based upon 5 strategic goal areas and related objectives.*
- *Planning and reporting is integrated into performance accountability both at the individual and team level.*

• Performance Management System

IMPACTING ACCOUNTABILITY, COACHING, TRAINING & DEVELOPMENT



The training unit facilitated leadership classes for Managers/Supervisors utilizing Velsoft Software. Seven Leadership classes were delivered using the Velsoft Software. They were:

- Recognition
- Giving Effective Feedback-Recognizing Positive Results
- Active Listening
- Performance Management
- Managing Pressure: Maintaining Balance
- “Ubuntu” training for Leadership Team

The Office of Community Services continued to improve the experience for applicants and grantors through site and desktop monitoring as well as training and technical assistance. The Office of Community Services supported the following Training Workshops for Community Services Block Grant (CSBG) grantee First State Community Action Agency:

- ROMA Next Generation and the CSBG Annual Report
- Organizational Standards and the Community Needs Assessment
- Strategic Planning and the Community Action Plan
- Fiscal/OMB



TRAUMA INFORMED APPROACH INITIATIVE

As part of the State of Delaware’s Governors Action Plan, the Department of Health and Social Services, Division of State Service Centers in partnership with Wilmington University, College of Social and Behavioral Sciences engaged in a “Trauma Informed Approach” pilot program. The goal of the program was to train more than 1,000 frontline DHSS staff in better assessing and addressing the needs of clients statewide, many of whom have experienced trauma in their lives. The training focused on **staff self-care**, particularly the awareness of vicarious trauma and compassion fatigue; all occupational challenges faced by those working in the health and social services profession. The training now complete for one third of staff at DHSS hopes to increase **organizational capacity** and **transform the culture and practice** through the promotion of health and well-being and prevention of adverse outcomes for individuals, families, communities, and society.

[TIA Training Process](#)

- A memorandum of understanding was executed between DHSS and Wilmington University to develop a “train-the-trainers” curriculum and train supervisors and trainers, from the participating Divisions, for this project.
- The resulting curriculum engaged 25 staff in a nine-week (54 hours) train-the-trainer course. Staff was trained as trainers from these four divisions. Participants completed and were awarded dual recognition certificates from DHSS and Wilmington University. Wilmington University with input from the 25 DHSS trainers developed an abridged TIA curriculum (12.5 hours) to be conducted in face-to-face and online sessions by the DHSS staff trainers who in 2018 trained close to 1000 staff representing the following Divisions.
 - Division of State Service Centers (DSSC) – approximately 140 staff
 - Division of Social Services (DSS) – approximately 650 staff
 - Division of Child Support Services (DCSS) – approximately 170 staff
 - Division of Management Services (DMS) – approximately 8 staff
- A Trauma-Informed Workgroup was formed to ensure sustainability of this work within the three Divisions.



TRAUMA INFORMED IMPACT

“Since the TIA course began, I think I have a clear understanding of the science behind trauma, the impact of trauma on individuals, and how it effects not only the people we serve, but also myself, and my colleagues and co-workers. I have also learned more about the ACEs study, and took the opportunity to complete it for myself. I learned that the results of the survey, though significant, do not define me, and I've come to recognize that I am quite resilient and have overcome a lot. This initiative has come to me a lot to me, and I value all that I have learned. As we have talked about in class, I have taken various opportunities to talk about the TIA approach and what a system change could look like within the DHSS system, and also about the TIA in self care personal situations. All that we have learned has equipped me with the tools I need to share this message and this adjusted way of thinking.”

“The training has had a positive impact on me. It has given me an opportunity to learn about trauma and the long-lasting effects it can have on an individual if it is not addressed. I think it is wonderful that 1,000 people have completed this training. It shows the importance of this initiative and I know many more will complete TIA training in the future.”

“This class came at a time in my life that I needed it. It opened up my eyes to what trauma does to a persons mind and body. Toxic stress was a huge learning point for me. I thought that stress was just something we live with and there was not really anything we could do about it. I have learned techniques to cope better with stress during the last 3 months. I hope that when all the classes are rolled out in the next 8 months, the rest of the staff can learn and experience the training as I did.”





FACILITIES ADMINISTRATION /MANAGEMENT

A significant, yet often overlooked, part of the work of the Division of State Service Centers is ensuring the **safety and security** of over **1,100 state and nonprofit agency employees** who work and provide service for the **600,000 plus client visits** annually within our **15 State Service Centers**.

To do this our staff has to stay on top of **safety/emergency planning** (plans, policies and procedures, furnishing and maintaining AED and other safety kits); **training** (disaster preparedness, de-escalation, workplace violence); **security improvements** (security personnel, paging systems, security cameras); renovations, reconfigurations, maintenance (of reception areas, office furniture, carpet, roofs, elevators); **incident tracking** and all other direct or indirect **constituent issues**.



OUR COMMUNITY



SAFE HAVENS GRANT PARTNERSHIP WITH CHILD, INC.

In response to a growing need to increase the state's capacity, the Delaware Department of Health and Social Services' Division of State Service Centers, in collaboration with CHILD, Inc., applied for and became the recipient of the U.S. Department of Justice Office on Violence Against Women (OVW) Safe Havens: Supervised Visitation and Safe Exchange Grant Program Grant.

Although the federal grant was received in September 2012, the project had remained in the developmental stage for more than five years because of the requirements of the Office of Violence Against Women (OVW) regarding requirements for a site that could be used for the new center.

Working hand-in-hand with CHILD, Inc., the Office of Community Services within DHSS toured more than 20 facilities available for commercial lease. Sites were ruled out for a variety of reasons, including size, compliance under the Americans with Disabilities Act, cost and safety. The search ended when CHILD, Inc. secured a landlord-donor who provided the Middletown site. The facility is new construction and finally passed the Office of Violence Against Women's requirements and the Town of Middletown's zoning.

The Family Visitation Program provides a safe, structured, and nurturing environment where children can maintain or re-establish a relationship with a non-residential parent, and help keep children, adult victims and other parties in cases of intimate partner violence safe during exchanges and visitation. The Safe Havens Family Visitation Center is now open at 210 Cleaver Farm Road, Middletown.

NEW CASTLE COUNTY VOLUNTEER DE 50 + ADVISORY COUNCIL



The New Castle County Volunteer DE 50 + Advisory Council is a 501 C 3 organization which has supported the work of the NCC Volunteer DE 50 + program for more than a quarter century.

Originally created to support the RSVP program, which was part of a larger federal program under the auspices of the Corporation for National and Community Service, 2018 marked the second year that the program functioned as a totally state funded program, with a new name, and new opportunities to expand and enhance the senior volunteer experience in the community.

As it has in the past, the Council provided significant funds through a legacy donation and from other donations to support several key programs. In 2018, the Council provided funding for the Care Wear project. Nearly 40 senior volunteers create thousands of beautiful hand knitted items for two dozen different charities); the annual Volunteer Recognition luncheon (additional funding to make the event extra special); and a Community Partners Breakfast, to develop a strategy to work collaboratively as we all expand and enhance the senior volunteer experience.

The council is always seeking members that have a strong knowledge of the senior community in NCC, the capacity to help with outreach and marketing, and creative ideas about recruiting and sustaining people in the 50 – 65 age range, who will bring a diverse perspective to volunteer action.

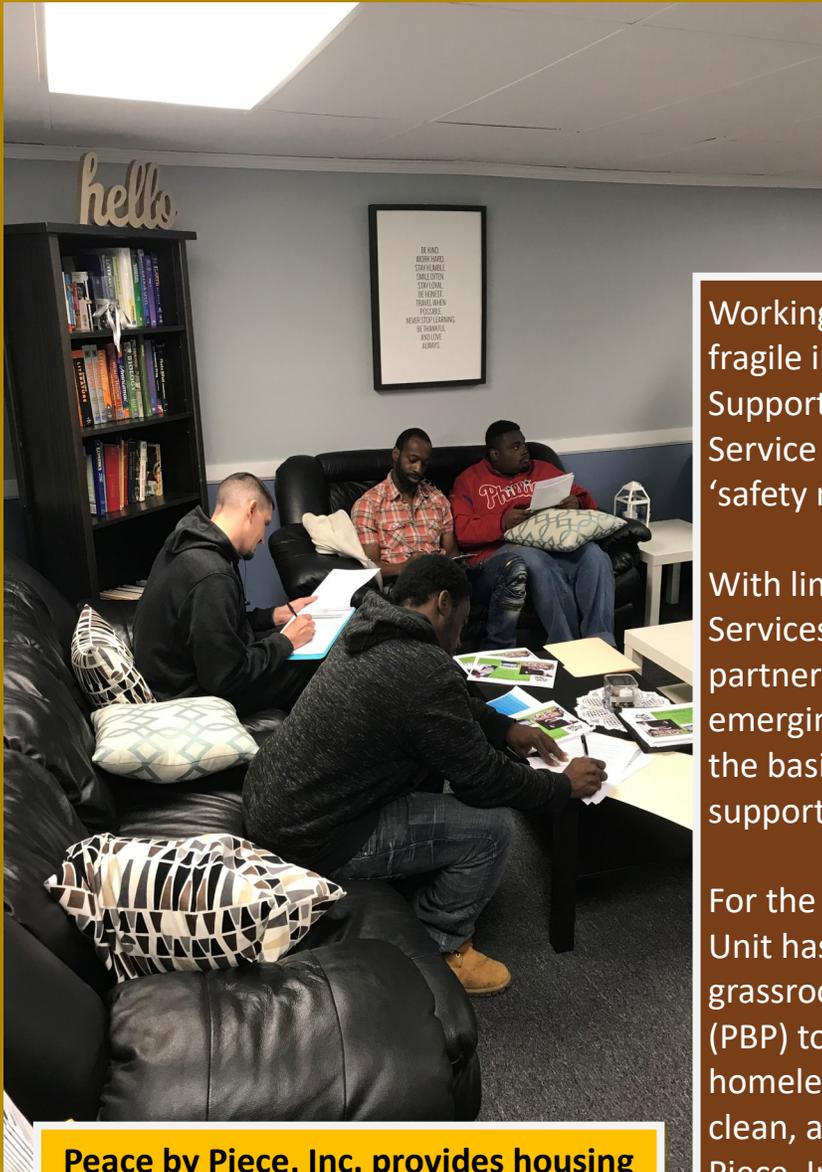
In 2018, the Advisory Council members identified three key purposes to focus on for 2019:

To evaluate the effectiveness of the program.

To promote and inspire community confidence and interest in the program.

To foster constructive relationships with key individuals, organizations, and agencies in New Castle County.

**PEACE
BY
PIECE, INC.**



Peace by Piece, Inc. provides housing for those persons experiencing homelessness or threat of homelessness due to financial crisis, domestic violence, divorce, exiting incarceration or institutionalization, eviction, overcrowding, disabilities, substance abuse disorders, behavioral health issues and substandard unsafe housing conditions, etc. PBP helps individuals to establish stable housing, employment skills, job placement and access to wrap around supportive services to remove barriers and ultimately obtain permanent housing and employment.

Working in community with vulnerable and fragile individuals and families, the Family Support Services Unit of the Division of State Service Centers provides a much needed 'safety net' and life line to those in need.

With limited resources, the Family Support Services unit leverages resources through partnerships with well established, as well as emerging grassroots organizations, to meet the basic needs of shelter, food, and supportive services.

For the past two years, the Family Services Unit has worked in partnership with the grassroots nonprofit, Peace by Piece, Inc. (PBP) to stop the revolving door of chronic homelessness by providing dignified, safe, clean, and supportive housing. Peace by Piece, Inc. staff work closely with Family Support Services case managers on the placement and progress of individuals and families to attain self sufficiency.

Our sole requirement to maintain housing is to abide by the rules of conduct and adhere to the policies for communal living. Like the Family Support Services unit, PBP views affordable, safe, secure, and sanitary permanent housing as the most basic need for a family or individual. Housing and employment are fundamental goals for PBP participants and a vital part of them actualizing their full potential.



The continuum of housing options includes re-entry, family, and sober living. PBP provides temporary safe and secure housing for individuals and families who are homeless in a supportive environment from 6 weeks to 9 months. Re-entry Housing is offered to persons leaving institutionalization or incarceration and Sober Living Housing is offered to persons who are recovering from alcohol or substance abuse disorder. Residents are offered the opportunity to participate in PEERS Mentoring Center workforce development programs. Upon completion of the program, Peace by Piece staff work with participants on job placement, retention, and permanent housing options.

Consistent with the values of the Family Support Services unit, PBP works in partnership with participants by providing options and a platform from which they can develop a recovery plan to end homelessness, obtain support services, and pursue employment and permanent housing. Program participants chose their level of engagement. At the basic level, participants can opt to solely select housing, or they can choose to participate in a mentoring program, workforce development, behavioral health counseling programs, and/or self-help group meetings.

PBP empowers participants to choose their level of engagement and commitment to wrap around services offered, acknowledging that participants know their needs and goals better than anyone. PBP endeavors to support individuals to actualize their full human potential and achieve self-sufficiency by experiencing hope, healing and recovery. The fundamental mission of PBP is to restore lives by empowering individuals to make choices to meet their basic needs and to avail themselves of opportunities to create a better future for themselves and their family. This is accomplished by reflecting the values of respect, compassion, empowerment, non judgement and open communication.



The words “thank you” hardly seem enough to express our sincere gratitude for the time and talents that you, our community partners generously give to further our mission. Your ability to look at complex community issues and see inside them—gathering insight along the way—have been invaluable in forging our partnership and path forward.

We are celebrating our 48th year of work in this community, and we are excited to be doing it with all of you. We have asked you to come forward with your stories of how the Division of State Service Centers has affected you, and the response has been beautiful. We have received stories from Executive Directors, Program Staff, clients, volunteers and staff.

This Annual Report is here to tell our agency story but also your story ,and how together we impact our community story. We would be honored if you would share with us how our Division has affected your agency programs and clients.

Please email Faith Mwaura at Faith.mwaura@delaware.gov with your partner stories and pictures if you wish to have your agency featured in our next issue.

Thank you and we look forward to even more community impact for the benefit of all Delawareans!

THANK YOU!

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

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