

Friendship House, Inc.
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19899



www.friendship-house.org

“A Sanctuary And A Stepping Stone”

Homeless Survival Guide For Wilmington, Delaware

(Updated June, 2012)



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HOMELESS SURVIVAL GUIDE

Introduction:

Before someone can recover from homelessness, they need to survive the experience. The first stage of recovery is damage control. The more thoroughly and efficiently a homeless person's physical, emotional and spiritual needs are met, the more quickly that person will be able to begin his/her recovery to self-sufficiency.

Because so many people in our society are dependent upon the hospitality of strangers for food, clothing and shelter, most of these survival services have to function in an institutional mode and can therefore seem rigid and insensitive. Given the level of need and scarcity of resources, there is really no other alternative. For the staff and volunteers who struggle daily to keep these services available, there is little comfort in a job well done. Better than anyone, they know how much more is needed and how humiliating it is for able-bodied men and women to be dependent upon charity for the essentials of life.

The goal of the homeless survival network is to meet the basic physical needs of all our homeless citizens and to provide them with the emotional stability needed for the recovery process to begin. While striving to meet the physical needs of as many homeless clients as possible, those who serve within this network should always strive to treat each client as a unique individual with special gifts and needs. In many ways, the manner in which each of us serves one another is more important than the deeds that we do. At the same time, we are all human. Along the way we hurt others and are hurt ourselves. For any of us to move beyond mere survival, we have to learn to let go and forgive the daily slights and insults to our pride. Most people give each day their best shot. When I learn to be satisfied with the best from others, I will learn also to accept myself as I am.

How To Use this Guide:

The Homeless Survival Guide is divided into three parts. The first part is a self-inventory through which a person can honestly analyze his or her present condition and needs. The second part is an action guide through which a person can get some simple advice about the appropriate course of action to take to meet his or her survival needs. The numbers on the Action Guide match the questions on the self-inventory. The third part is a set of resource pages, supplying the person with the information needed to implement his or her chosen actions. The various resource maps are arranged in the same sequence as the action guide.

Although this guide is designed for independent use, it is most effective when accompanied by a strategy session with a staff person from the Homeless Survival Network. The staff of both the Friendship House Men's Center and Women's Center welcome such sessions with any of their clients. **The Men's Center is located in the Old Asbury Church at 3rd and Walnut St. and is open weekdays from 6:00 A.M. to noon** **The Friendship House Women's Center is located at 720 N. Orange St and is open weekdays from 6:30 A.M. to 2:30 P.M.**

Friendship House Homeless Survival Guide

Self-Inventory

1. Do I know my way around the city? Yes No
 If “no”, am I just passing through? Yes No
2. Am I alone? Yes No
 If “no”, is my spouse and/or children with me? Yes No
3. Does a family member know where I am? Yes No
4. Do I have somewhere to stay for the next seven nights? Yes No
5. Do I have money and/or food stamps to provide meals for myself? Yes No
 If “no”, do I have a place to store and prepare food? Yes No
6. Do I have adequate clothing to protect me from the weather? Yes No
7. Do I have a secure place to store my most important belongings? Yes No
8. Do I have the means to keep my clothing and myself clean? Yes No
9. Do I have personal I.D.? Yes No
 If “yes”, does it include a driver’s license? Yes No
 does it include a social security card? Yes No
 does it include a birth certificate? Yes No
10. Do I have a local mailing address? Yes No
11. Do I have a phone where I can make and receive calls? Yes No
12. Do I have a medical condition that needs attention? Yes No
 If “yes”, have I seen a doctor? Yes No
 Should I be on medication? Yes No
13. Do I have reliable transportation? Yes No
14. Am I able to work? Yes No
 If “no”, am I disabled? Yes No
15. Do I have a regular source of income? Yes No
 If “yes”, is it adequate for my basic needs? Yes No
 Am I expecting it soon? Yes No
16. Do I use alcohol, drugs or tobacco? Yes No
17. Do I need someone to talk to? Yes No

Friendship House Homeless Survival Guide

Action Guide

1. **If you are new to the city**, don't be afraid to ask for directions. Most Friendship House clients would be happy to show you where things are. If you are trying to move on to another city, be aware that Traveler's Aid no longer operates out of Delaware. Friendship House might be able to get you to Philadelphia where you could seek help from the Traveler's Aid office in that city.
2. **When looking for assistance**, it is very important to tell the people whether you are alone or with your family. Many of the available services are reserved for one group or the other. If you are looking for assistance for your family as well, you will probably be required either to have them present or to present their I.D.
3. **In case of medical emergency where you are unconscious**, it is very important to have an emergency contact who is a family member and able to supply the doctors with necessary medical information about you. If you are not speaking to your family, you should still have a close friend or agency whom the hospital could contact.
4. **If you do not have a safe place to stay**, you need to consider getting into one of the city's shelters. Many people say that they would rather camp out than stay in a homeless shelter. At least shelters are reasonably safe and you will be able to get a meal, a hot shower and some sleep. Many shelters also have counselors on site who can help refer you to other agencies that help the homeless.
5. **If you lack the funds and the place to prepare meals**, you need to start eating at the various feeding programs in the city. Friendship House can provide you with a list of locations where you can get a free breakfast, lunch and supper each day. If you have no regular source of income, you may also be entitled to food stamps which you can use as a supplement or substitute for the feeding programs. If you have a place to store and prepare food, you may be able to get referral to a local food closet which will provide you with a bag of groceries. Since the demands on food closets are very great, most of their services go to families with children. Most require picture ID.
6. **If you need clothing**, you can order clothing once every other month from the Friendship House Clothing Bank. If you have a specific need or an unusual size, there are also several thrift stores where clothing can be purchased for a minimal price.
7. **If you need a place to store your most important possessions**, Friendship House does provide limited storage. Other options are family and friends. The less that you have to store, the more willing people will be to help you. Most people who try to hide their belongings where they hope that they will not be found end up losing everything.
8. **If you need a place to shower and do laundry**, you will find it easier to keep yourself clean than your clothes. All of the shelters provide showers, but only some also allow you to do your laundry. People not staying in the shelters can get a free shower at several places. Only Connections at 801 n. west St. currently offers laundry services to its daytime clients. People needing to do laundry generally have to get it done at the local laundromats.

9. **If you lack personal I.D.** Friendship House can assist you with getting a new birth certificate and social security card. If you are not a convicted felon, you may also register to vote and use your voter registration card as proof of residence. To get a State I.D. (Which is a requirement of many employers), you need your social security card, proof of birth and proof of residence. Friendship House is able to help with any financial charges.
10. **If you need a local mailing address**, Friendship House can provide you with one through its Home Base Program. See a staff member for details.
11. **If you need to use a phone** from which you can make and receive calls and messages, Friendship House can provide you with that as well through its Home Base Program. See a staff member for details.
12. **If you have a medical condition that needs attention**, you can not ignore it in the hope that it will go away. Medical services are available from a number of local doctors and clinics. See Friendship House for locations and times. If you need financial assistance for either a doctor's visit or a prescription, ask a Friendship House staff person for help.
13. **If you lack reliable transportation**, you will probably need to walk to most of the places where you need to go. Fortunately, most of the emergency homeless services are located in the downtown area and are within waling distance of one another. Friendship House does assist clients with round-trip bus passes to verifiable doctor's appointments and job interviews.
14. **If you are able to work**, you might consider trying to get some day work to earn some immediate cash. Unfortunately with the current recession, day work is in very limited supply. Some folks make a little extra cash selling newspapers. There is also a wide variety of Temp Services in the city, but most require I.D., flexible hours and reliable transportation.
15. **If you have some regular source of income**, you need to figure out how long you have until you receive it. Since you are no longer living at your old address, you also need to inform the source of the income of your new location. In order to avoid having your money run out on you again, you also want to discuss budgeting with a Friendship House staff person.
16. **If you use alcohol, drugs or tobacco on a regular basis**, be aware that many of the shelter will not admit you if you are intoxicated and often place sharp restrictions on where you are allowed to smoke.
17. **If you need someone with whom to talk**, the Friendship House staff is always there for you. You don't need a specific request to talk to them. There is also a wide variety of support groups in the city where you could meet people with common experiences.

Friendship House Homeless Survival Guide

Home Base Resources

Day-Time Sanctuary, Mailing Address, Phone Service, & Rest Rooms:

Friendship House Men's Center	226 N Walnut St	6:00 AM – Noon Weekdays
Friendship House Women's Center	720 N Orange St	6:30 AM – 2:30 PM Weekdays
Connections CSP	801 West St	8:00 AM – 4:00 PM Weekday
RVRC Center	801 West St	8:00 AM – 4:00 PM Weekdays
Samaritan Outreach	1410 N Claymont St	8:00 – 11:00 AM Weekdays

Storage For Personal Belongings:

Friendship House Men's Center	226 N Walnut St	6:00 AM – Noon Weekdays
RVRC Center	801 West St	8:00 AM – 4:00 PM Weekdays

Online Computer Lab:

Friendship House Men's Center	226 N Walnut St	7:00 AM – Noon Weekdays
Friendship House Women's Center	720 N Orange St	8:00 AM – 2:30 PM Weekdays
RVRC Center	801 West St	8:00 AM – 4:00 PM Weekdays
Wilmington Library	704 King St 3 rd Floor	9:00AM – 5:00 PM Weekdays

Friendship House Homeless Survival Guide

Food Resources

Free Meals: Open To All

Breakfast

Monday-Friday:	Emmanuel Dining Room West	2 nd & Jackson St., 7:30-8:30 A.M.
Saturday:	Connections	8 th & Washington St., 8:30-9:00 A.M.
Sunday:	Friendship House	8 th & Shipley St., 5:30-8:00 A.M.

Lunch

Everyday:	Emmanuel Dinning Room West	2 nd & Jackson St., Noon-1:00 P.M.
	Emmanuel dining Room East	3 rd & Walnut St., Noon-1:00 P.M.
	Emmanuel Dining Room South	500 Rodgers Rd., Noon-1:00 P.M.

Supper

Everyday:	Sunday Breakfast Mission	110 N Poplar St., 6:00 – 6:30 P.M.
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Numerous other churches, community groups and individuals feed throughout the week. Some drop off bag lunches; others serve hot meals at the local parks.

Groceries: Usually Requires A Referral, Proof of Residence And Photo ID

Lutheran Community Services (1304 N Rodney St., 654 - 8886) operates food pantries at: St. Stephen's Lutheran Church, Hope Lutheran Church and Zion Lutheran Church. It also distributes fresh produce at St. Stephen's Lutheran Church and St. Philip's Lutheran Church. The Center is open 8:00 AM – 4:00 PM Monday thru Friday.

Sunday Breakfast Mission Community Outreach Program (110 N Poplar St, 652-8314) also distributes weekly food boxes.

West End Neighborhood House Crisis Alleviation Program (710 N Lincoln St, 658-4171) serves all of New Castle County.

Claymont Community Center (3301 Green St, 792-2757) has a food pantry for people in the Claymont area.

Friendship House Survival Guide

Clothing Resources

Emergency Clothing:

Clothing Bank of Delaware

Friendship House operates the Clothing Bank of Delaware, which receives donated clothing from various churches and businesses. Through a referral from Friendship House or another human service agency, clients may order clothing for themselves and/or their children from the Clothing Bank every other month. If the appropriate clothing in the necessary sizes are available, orders are usually filled in five working days.

During cold weather, the Friendship House Day Centers tries to keep some items like gloves, knit hats and socks on hand.

Clothing Closets:

St. Patrick's Center:	107 E 14 th St.
Hanover Presbyterian Church	1801 N Jefferson St
Samaritan Outreach:	1410 N Claymont St.
Sunday Breakfast Mission:	110 N. Poplar St.

Thrift Stores:

Salvation Army Thrift Store:	107 S Market St, Wilmington
Sunday Breakfast Mission Thrift Store:	110 N Poplar St, Wilmington
Goodwill Outlet Store:	400 Centerpoint Blvd. New Castle
	2701 Philadelphia Pike, Claymont
	4317 Kirkwood Highway, Wilmington

Friendship House Homeless Survival Guide Emergency Shelter Resources

For Single Men:

Sunday Breakfast Mission	110 N Poplar St	Night to Night	Admission at the door
Andrew's Place for Elderly Homeless Men	720 N Orange St	October Thru June	Register at Friendship House Men's Center
House of Joseph I for Employable Homeless Men	1328 W 3rd St	30 – 45 days	Interview Required

ABOUT THE SUNDAY BREAKFAST MISSION :

The Sunday Breakfast Mission is a Christian organization which operates both a faith-based residential treatment program for men, women and families (1 – 3 years) as well as a 75 bed emergency shelter single men. Admission for the treatment program is by interview. Anyone, who is willing to follow the shelter rules and is in line by 7:00 PM can get emergency shelter.

ABOUT ANDREW'S PLACE:

Andrew's Place is an emergency night shelter operated by Friendship House for homeless men 55 years or older. Admission is by interview. Once an applicant is admitted to Andrew's Place, he has his bed until he does not come in or breaks a major shelter rule.

ABOUT THE HOUSE OF JOSEPH I:

House of Joseph I provides emergency shelter and services to homeless employable men. Residents come to the shelter for reasons that include family challenges, substance abuse, mental health disorders, unemployment or underemployment. Case managers initially help the men to resolve immediate crises. Subsequently, they begin the process of identifying barriers to long-term self-sufficiency. The opportunity to learn life management skills has proven especially helpful. Throughout every resident's stay, House of Joseph I strives to help each man reach his next step on the road to independent living.

For Single Women:

Hope House I	1105 W 8th St	30 -45 days	Interview Required
Salvation Army EHR	500 Orange St	30 – 45 days	Interview Required
Sunday Breakfast Mission	110 N Poplar St	Unlimited	Program Participation Required

ABOUT HOPE HOUSE I:

Hope House I provides housing and supportive services for those women 18 and over who want to address the root causes of their homelessness. Programs include intensive case management, drug and alcohol counseling, mental health services, housing assistance and placement, and job search and training.

ABOUT SALVATION ARMY EHR:

The Emergency Housing Residence Program is a complete package of services providing lodging that is clean and comfortable, equipped with a food service and dining program, a carefully protected entrance with security equipment and a front desk clerk on duty around the clock. Routine checks are made throughout the building during sleeping hours. Caseworkers provide social and referral services that are vital to the needs of the clients we serve. House capacity is 52 beds and 4 cribs.

ABOUT THE SUNDAY BREAKFAST MISSION PROGRAM FRO WOMEN:

Homeless women in need of emergency shelter are welcomed to become part of the Sunday Breakfast Mission’s residential program. They should be aware, however, that new residents are not allowed to leave the shelter during their probationary period and are expected to participate fully in the discipleship program.

FOR MOTHERS WITH CHILDREN:

Hope House II	121 N Jackson St	30 – 45 days	Interview Required
Hope House III	515 N Broom St	30 – 45 days	Interview Required
Salvation Army EHR	500 N Orange St	30 – 45 days	Interview Required
Emmaus House Family Shelter	34 Continental Ave	30 days	Interview Required
Battered Women’s Shelter	Confidential Call 762-6110	30 – 45 day	Interview Required
Martha House	602 Philadelphia Pike	6 months maximum	Interview Required
Family Promise	Rotating Location Call 998-2222	15 week maximum	Interview Required
Sunday Breakfast Mission	110 N Poplar St	Unlimited	Program Participation Required

ABOUT HOPE HOUSES II & III:

These cheerful, comfortable sites provide residents with a stable environment of support and guidance along with nourishing, well-balanced meals for 30 to 45 days. In their journeys toward self-sufficiency, the women also have an opportunity to acquire skills in life management and parenting and also to use Ministry of Caring child care services. Their children receive educational and recreational enrichment throughout their stays. Hope House II & III are key points of entry into the

Ministry continuum of care for the homeless. Case managers can easily connect women with services such as job training/placement assistance, medical and dental care and personal counseling.

ABOUT SALVATION ARMY EHR:

(See Description Under Single Women)

ABOUT EMMAUS HOUSE FAMILY SHELTER:

Homeward Bound, Inc. Of Newark Delaware operates Emmaus House, a fourteen (14) bed unit with the capacity to house up to four (4) families for 30 days. This program provides shelter and food for families while addressing the root cause(s) of each families housing crisis through case management services.

The rationale of the emergency shelter program is if residents are given 30 days of a respite during a time of chaos and crisis they can then regroup and take the initial steps towards self-sufficiency. The structure and support this program affords each family the opportunity to evaluate their situation, develop an Individual Monthly Plan with a case manager, and take the necessary steps towards self-sufficiency.

The emergency shelter program also allows staff to assess the willingness of participants to obtain permanent housing through self-sufficiency. Participants who demonstrate a willingness and ability to become self-sufficient are encouraged to apply for the second step or transitional housing programs.

ABOUT THE BATTERED WOMEN'S SHELTERS:

CHILD, Inc. operates two shelters for battered women and their children, one in Southern New Castle County (Sarah's House) and the second in Northern New Castle County, (Martha's Carriage House). The mission of CHILD, Inc.'s sheltering program is to reduce domestic violence by providing safety, support, and advocacy to victims. If a Spanish-speaking client seeks refuge at either Martha's Carriage House or Sarah's House, she will receive additional help from bilingual case managers.

ABOUT FAMILY PROMISE:

Family Promise of Northern New Castle County provides shelter to homeless families with children through a network of congregations that host these families directly in their houses of worship, staffed by caring volunteers. Families stay at a different host site each week for about 15 weeks. During this time, Family Promise staff and volunteers help each family move toward lasting independence by providing a safe place to eat and sleep, intensive case management, life skills training, support, and encouragement. Each guest and volunteer is important to us, and we are joyful about all of the acts that happen in our midst to restore families to stable housing

ABOUT SUNDAY BREAKFAST MISSION:

The Mission's New Life Program offers homeless families a safe, supportive environment and a holistic faith-based program while they rebuild their lives. Services include Bible-based counseling, life skills training, GED and education assistance, work training and job coaching, budget counseling, major life issues classes, parenting skills classes, nutrition education and family therapy.

FOR FATHERS WITH CHILDREN:

Family Promise	Rotating Location Call 998-2222	15 week maximum	Interview Required
Emmaus House Family Shelter	34 Continental Ave	30 days	Interview Required
Sunday Breakfast Mission	110 N Poplar St	Unlimited	Program Participation Required

ABOUT FAMILY PROMISE:

(See Description Under Mothers With Children)

ABOUT THE EMMAUS HOUSE FAMILY SHELTER:

(See Description Under Mothers With Children)

ABOUT THE SUNDAY BREAKFAST MISSION NEW LIFE PROGRAM:

(See Description Under Mothers With children)

FOR FAMILIES WITH CHILDREN:

Family Promise	Rotating Location Call 998-2222	15 week maximum	Interview Required
Emmaus House Family Shelter	34 Continental Ave	30 days	Interview Required
Sunday Breakfast Mission	110 N Poplar St	Unlimited	Program Participation Required

ABOUT FAMILY PROMISE:

(See Description Under Mothers With Children)

ABOUT THE EMMAUS HOUSE FAMILY SHELTER:

(See Description Under Mothers With Children)

ABOUT THE SUNDAY BREAKFAST MISSION NEW LIFE PROGRAM:

(See Description Under Mothers With children)

FOR HOMELESS CHILDREN:

Governor Terry Children Center	Call 762 – 6110		Age 9 – 17
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The Governor Terry Children’s Center is the only temporary shelter for children and youth in the state. It offers a temporary sanctuary to dependent, neglected and/or abused children and youth by providing emergency shelter, food, clothing and age-appropriate counseling to children ages nine through seventeen. These children are in the care or custody of the State of Delaware, Division of Family Services.

Friendship House Homeless Survival Guide

Employment Resources

Department of Labor:

The Delaware Department of Labor connects people to jobs, resources, monetary benefits, workplace protections and labor market information to promote financial independence, workplace justice and a strong economy. Several divisions of the Dept of Labor provide vital resources for employable homeless adults trying to re-enter the workforce. They are:

- The Division of Employment and Training
- The Division of Unemployment Insurance
- The Division of Vocational Rehabilitation

Administrative offices of the Department of Labor are located at 4425 North Market Street Wilmington, Delaware 19802

The Division of Employment and Training:

The mission of the Division of Employment & Training (DET) is to provide services enabling employers and job seekers to make informed employment and training choices leading to employment. This division offers a wide variety of One-Stop integrated employment and training services that include the following:

- Occupational Skills Training Programs
- Reemployment Services
- Job Seeker Services
- User Friendly Resource Rooms
- Veterans Service Assistance
- Migrant & Seasonal Farm Worker Program
- Foreign Labor Certification Program
- Labor Market Information
- Individual Case Management

The Division of Unemployment Insurance:

The Dept of Labor Website contains useful information for new claimants including a useful handbook. Unemployment Insurance Information Hotline is (302) 761-6576.

The Division of Vocational Rehabilitation:

Their mission is to provide opportunities and resources to eligible individuals with disabilities,

leading to success in employment and independent living. Go to their Website for a referral form. Their direct number is 302-761- 8275.

Delaware Job Link:

If you have previously received services from the Delaware Department of Labor, Division of Employment and Training, they have created a Delaware JobLink account for you and linked the account to your records. In order to obtain the Username and Password for your account, please contact your nearest One-Stop Center: Wilmington - (302) 761-8085 Newark - (302) 368-6622.

A Delaware JobLink Job Seeker account provides the ability to:

- Conduct a Job Search
- Build an Online Resume
- Register with a One-Stop Center
- Receive Email Notification of New Job Openings

Job Readiness And Training Programs:

Workforce Training Department:

The Workforce Training Department (WFTD) is a unit of Corporate and Community Programs that provides job skills training for unemployed and underemployed residents. Programs, supported by state and federal funds, focus on occupational skills, career exploration programs and short-term training. Assistance with continued education and job placement is provided.

Program offerings depend on grants and may change based on the grant stipulations. Short Term Occupational Skills Training The Delaware Department of Labor funds occupational skills training programs for low-income adults, displaced workers and other residents of Delaware in need of training. All state residents are eligible. There is no charge for these programs. Programs include Medical Records Technician, Computerized Office Technician, Automated Accounting, and Medical Office/Coding and Certified Nurses' Assistant. These programs are available through Del Tech (Stanton Campus).

There is a mandatory work requirement following training, and job placement assistance is included. Employment Connections Delaware's A Better Chance (DABC) Welfare Reform Program provides educational programs and job placement assistance to help welfare recipients move into self-sufficiency and financial independence.

Goodwill Industries:

Goodwill Industries of Delaware offers a number of employment training programs in the

following areas:

- Computerized Office Skills
- Customer Service Skills
- Industrial Cleaning Skills
- ShopRite Cashiers Training

Before placement in a training program, applicants meet for two weeks with a Goodwill instructor who assesses their skills and abilities. During this period, the instructor will determine whether the students should enter the job training program or begin a job search with Goodwill's assistance.

Ministry of Caring Job Placement Center:

The Job Placement Center (JPC), which opened in 1985, gives our clients employment and education opportunities – an essential part in the fight against poverty. The goal of the center is to help the working poor and homeless individuals develop employment search skills and obtain work. A client's journey at JPC begins with an appointment to meet with a case manager. The case manager learns what the client is looking for in a job, what their specific talents are, and helps the client create their resume. Afterwards, the job search begins. Computers and other research tools are used to see what jobs are available. Interviews are then scheduled for possible jobs. The Job Placement Center gives clients access to the important resources necessary for modern-day job procurement, like telephones and computers. Computer training, interview prep, and CNA classes are all available and encouraged.

Friendship House Job Readiness Program:

The Job Readiness Programs provides the employable homeless clients of Friendship House with the training and the resources necessary to acquire and maintain employment. To participate, clients must:

- Complete a Friendship House Intake
- Not be wanted by the police

Program services include:

- Assistance with acquiring work-mandated ID and certification
- Access to online computer lab monitored by volunteer mentors
- Assistance with online email accounts, resumes, job searches & applications
- Volunteer job coaches
- Individual case management
- Transportation assistance to job interviews
- Assistance with work clothing and work-mandated equipment

To apply, speak to a Friendship House staff person at any of its three Day Centers.

Wilmington Senior Center Employment Services:

Its Senior Employment Services professionals connect employable residents of New Castle County, DE that are over 50 years of age with local employers. After a basic skills assessment, a caseworker will try to match each client's interests and capabilities to the needs of a New Castle County employer. The qualifications they're looking for range from the basic to the highly specialized. Part-time and full-time work schedules, as well as job sharing, may be available.

The Wilmington Senior Center also administers the *Senior Community Service Employment Program (SCSEP)* offering job referral and placement services. SCSEP provides subsidized, part-time employment training opportunities. Persons enrolled in SCSEP are assigned to non-profit community service and -government agencies to gain practical work experience prior to entering the mainstream labor force. Participants work 20 hours per week at minimum wage.

To learn more, contact the Wilmington Senior Center at 302-651-3440

Connections CSP Connect To Work Program:

Connect to Work helps adults who have barriers to employment, get and keep a job by assisting them to improve their skills and overcome logistical barriers such as lack of transportation, child care and housing. The program works because it uses multiple approaches - case management, mentoring, help to get and keep housing, help with personal issues, and individualized training and job development. Connect to Work helps employers by conducting background checks, screening, and supervision of potential employees to make sure that they can meet employers' needs.

Connect to Work operates several business enterprises including janitorial and construction clean-up services, day laborers and a mobile care wash for the State of Delaware and private companies. We are developing additional ventures – such as a secure document destruction business and a commercial food service operation- both to generate revenue for the program and to create real jobs.

For more information, call the Connect To Work Hotline:1-866-477-5345

Job Center @ Delaware Libraries:

The Job Center@Delaware Libraries is a free service for Delaware's job seekers and career changers. It brings wireless technology to our public libraries and offers training, career counseling and resources that will help Delawareans find jobs and enhance their skills. Visit our Job Centers for one-on-one assistance. They will help equip you with the technology and skills needed to compete in today's job market, and help you plan your career, focus your job search, apply for jobs online, create a resume and cover letter and prepare for interviews.

Email DelawareJobCenter@lib.de.us for more information

**Friendship House Homeless Survival Guide
Homeless Services Directory**

Day Centers	Address	Phone
Friendship House Men’s Center	226 N. Walnut St	302-652-8278
Friendship House Women’s Center	720 N Orange St	302-652-8033
Connections CSP	500 W 8 th St 801 West St	1-866-477-5345
MOC Samaritan Outreach	1410 N Claymont St	302-594-9476
R.V.R.C. Center	801 West St	302-691-7946
Emergency Shelters	Address	Phone
Sunday Breakfast Mission for Men	110 N. Poplar St	302-652-8314
FH Andrew’s Place for Elderly Men	720 N Orange St	302-652-8278
MOC House of Joseph I	1328 W 3 rd St	302-652-0904
Salvation Army EHR for Women & Children	500 N Orange St	302-472-0760
MOC Hope House I for Single Women	1103 W 8 th St	302-652-9664
MOC Hope House II for Women & Children	121 N. Jackson St	302-652-1935
MOC Hope House III for Women & Children	515 N Broom St	302-652-0970
Bayard House for Pregnant Women	300 Bayard Ave	302-654-1184
Battered Women’s Shelter		302-762-6110
Homeward Bound, Inc Emmaus House	Newark	302-737-2241
Transitional Housing	Address	Phone
MOC House of Joseph Transitional Residence for men	704 West St	302-428-3708
MOC Hope House Transitional Residence for women	820 Jefferson St	302-652-8532
MOC St Francis Transitional Residence for women with children	103-107 N Jackson St	302-652-1935
MOC Nazareth House Transitional Residence I for families	106 N Broom St	302-652-1935

MOC Nazareth House Transitional Residence II	898 Linden St	302-652-1935
Sojourner's Place	2901 Northeqast Blvd	302-764-4713
Sunday Breakfast Mission for Families	110 N Poplar St	302-652-8314
Martha House I & II	602 Philadelphia Pike	302-764-0325
FH Transitional Housing Program for Men (Stage I) – Criswell House	724 N Madison St	302-652-8133
FH Transitional Housing Program for Men (Stage II) – Corner, Daughtry & Burton House	1503 W 13 th St	302-652-8133
FH Transitional Housing Program for women (Stage I) – Epiphany House	722 N Union St	302-428-0151
FH Transitional Housing Program for Women (Stage II) – Ashford & Patterson House	718 – 720 N Union St	302-428-0151
FH Transitional Housing Program for Women (Stage III) – Palmer & Concord House	1004 – 1006 N Lincoln St	302-428-0151
Gateway House	121 N Poplar St	302-571-8885
YWCA Home Life Management	700 N Madison St	302-658-7110
Long-term Supportive Housing	Address	Phone
MOC Bethany House I for Women	601 N Jackson st	302-594-9458
MOC Maria L Longo House for Women	822 Jefferson St	302-652-5523
Padre Pio House for Men	213 N Jackson St	
Connections CSP Oxford Houses Chance House Subsidized Rental Properties Group Homes	500 W 10 th St	1-866-477-5345
WHA	400 N Walnut St	302-429-6701
YMCA	501 W 11 th St	302-571-6950
YWCA		302-658-7161
Westend Neighborhood House Cornerstone West	710 N Lincoln St	302-888-5480

Dining Rooms	Address	Phone
Emmanuel Dining Room East	226 N. Walnut St	302-652-2577
Emmanuel Dining Room West	121 N Jackson St	302-652-3228
Emmanuel Dining Room South	500 Rogers Rd	302-577-2951
State & Federal Service Centers	Address	Phone
Porter State Service Center	509 W 8 th St	302-577-3400
Northeast State Service Center	1624 Jessup St	302-577-3150
DeLaWarr State Service Center	500 Rogers Rd	302-577-2970
Claymont State Service Center	3301 Green St	302-798-2870
Floyd Hudson Service Center	501 Ogletown Rd	302-283-7500
DSS – Canby Park	1920 Maryland Ave	302-498-5500
Westend Neighborhood House	710 N Lincoln St	302-888-5480
Office of Vital Statistics	258 Chapman Rd	302-283-7100
Social Security Administration	920 W Basin Rd	302-323-0304 1-800-772-1213
Community Centers	Address	Phone
Hicks Anderson Community Center	501 N Madison St	302-571-4266
Lutheran Community Center	1304 N Rodney St	302-654-8886
Kingswood Community Center	2300 Bowers St	302-764-9022
Wilmington Senior Center	1901 N Market St	302 - 651-3400
St Patrick’s Senior Center	107 E 14 th St	302-652-6219
Claymont Community Center	3301 Green St	302-792-2757
Hospitals & Clinics	Address	Phone
Wilmington Hospital	501 W 14 th St	302-733-1000
Christiana Hospital	4755 Ogletown-Stanton Rd	302-733-1000
St. Francis Hospital	701 n Clayton St	302-421-4100
VA Hospital	1601 Kirkwood Highway	302-994-2511
Westside Family Health Care	1802 W 4 th St	302-655-5822

Henrietta Johnson Medical Center	602 New Castle Ave	302-655-6187
MOC House of Joseph II	9 W 18 th St	302-652-9943
MOC Pierre Toussant Dental Clinic	830 Spruce St	302-652-8947
Addiction Recovery Services	Address	Phone
NET Kirkwood De Tox	3315 Kirkwood Highway	302-691-0140
SODAT	625 N Orange St	302-656-4044
Salvation Army ARC	107 S Marhet St	302-654-8808
Brandywine Counseling	2713 Lancaster Ave	302-656-2348
Limen House for Men		302-652-7969
Limen House for Women	624 N Broom St	302-571-1216
Gateway Foundation	171 New Castle Ave	302-836-2000
Gaudenzia Treatment Program	604 W 10 th St	302-421-9945
Hogar Crea	1126 Brandywine St	302-654-1158
Sunday Breakfast Mission	110 N Poplar St	302-652-8314
TRIAD	1104 N Adams St	302-655-1153
1212 Corporation	2700 N Washington St	302-764-4048
Transportation	Address	Phone
DART First State	119 Beech St	1-800-652-DART
Greyhound	101 N French St	302-654-5609
AMTRAK	100 S French St	302-429-6530
SEPTA	100 S French St	1-800-652-3278
DMV – New Castle	Airport & Churchman’s Rd	302-326-5000
DMV – Wilmington	2230 Hessler Blvd	302-433-3200
Employment	Address	Phone
Department of Labor (Wilmington)	4425 N Market St	302-761-8085
Department of Labor (Newark)	225 Corporate Blvd, Suite211	302-45304350
Unemployment Insurance HOTLINE	4425 N Market St	302-761-6576
Goodwill Industries	300 E lea Blvd	302-761-4640

MOC Job Placement Center	1100 Lancaster Ave	302-652-5532
Connections Connect To Work Program		1-866-477-5345
Wilmington Senior Employment Services	1901 N Market St	302-651-3440
Courts & Prisons	Address	Phone
Superior Court	500 N King St	302-255-0800
Court of Common Pleas	500 N King St	302-255-0900
Family Court	500 N King St	302-255-0300
JP Court 20 (Criminal)	300 N Walnut St	302-577-7234
JP Court 11 (Criminal)	2 Penn's Way	302-323-4450
Wilmington Police	300 N Walnut St	302-654-5151
Community Legal Aid	100 W 10 th St	302-478-8850
Plummer Correctional Center	38 Todds Lane	302-761-2800
Howard Young Correctional Center for Men	1301 E 12 th St	302-429-7700
Baylor Correctional Center for Women	660 Baylor Blvd	302-577-3004
Hazel Plant Women's Treatment Facility	620 Baylor Blvd	302-777-6800
WEBB Correctional Center	200 Greenbank Rd	302-995-6129
Ferris School	959 Centre Rd	302-993-3800
James Vaughn Correctional Center	1181 Paddock Rd	302-653- 9261
Sussex Correctional Institute – Boot Camp	23203 Dupont Blvd	302-856- 5280
Sussex Work Release / VOP	23207 Dupont Blvd	302-856-5790

Friendship House Homeless Survival Guide Important Agency Web Sites

Friendship House, Inc. www.friendship-house.org

Based in New Castle County, Delaware, Friendship House is a non-profit Christian corporation in service to those individuals and families that are or are at risk of becoming homeless. Welcoming to all, Friendship House strives to serve and as sanctuary and a stepping stone to each person in need through the traditional spiritual ministries of hospitality, education, empowerment and community. A coalition of more than 100 faith communities, Friendship House operates one emergency shelter and ten halfway houses, serving seventy homeless individuals and families on any given night. Its three daytime centers in Wilmington and Newark daily serve over two hundred seventy-five homeless clients. Working with a coalition of twenty New Castle county congregations, its winter sanctuary program operates two weekend daytime drop-ins and two “Code Purple” night sanctuaries in Wilmington and Newark. Its clothing ministry–The Clothing Bank of Delaware–distributes more than 13,000 pounds of quality used clothing monthly through its network of more than two hundred fifty distribution centers and offers employment training to over 30 women yearly.

Ministry of Caring, Inc. www.ministryofcaring.org

The Ministry of Caring is a community-based nonprofit organization that provides a network of social, health and support services for the poor, including the homeless and working poor, in greater Wilmington. Services comprise case management, emergency shelters, transitional and long-term residences, a residence for people with AIDS, dining rooms for the hungry, a job placement center, child care centers, an outreach center, medical and dental programs and a distribution center.

Sunday Breakfast Mission www.sundaybreakfastmission.org

Sunday Breakfast Mission serves the homeless, addicted and impoverished through Christ-centered programs to meet their spiritual, social and physical needs. Our primary goal is to restore people to right relationship with God, their families and society. Its programs include

- Shelter for more than 280 homeless men, women, and children nightly.
- Long-term substance abuse programming for 90 homeless and addicted men and women.
- Community meals for over 200 men, women, boys and girls nightly as well as food boxes for over two hundred needy families monthly, breakfasts for homeless men and lunch for program people.
- Free clothing and furniture with counseling for needy families through our Community Outreach.
- Christian worship and Bible studies daily.
- Great Thanksgiving Food Outreach providing over 1000 families annually with large food boxes, turkeys, pies, rolls, and access to other services.

- Back-to-School Rally for over 3000 providing encouragement, positive messages, and backpacks with school supplies annually.
- Career Education Center giving hundreds of individuals the opportunity to learn to read, graduate from high school, and plan a new work life.
- Thrift Store Ministry giving underprivileged families and individuals the opportunity to acquire desired materials unavailable otherwise because of cost.
- Vehicle Donation and Resale providing low-cost vehicles to low-income families

Connections CSP, Inc. www.connectionsosp.org

Connections is a 501(c)(3) not-for-profit organization that has been providing community-based housing, health care and employment services in Delaware since 1985. Through its housing, employment, prevention and treatment programs, Connections will serve nearly 10,000 unduplicated individuals in 2012 in 55 separate grassroots locations in all of the major population centers across the state, including New Castle, Kent, and Sussex Counties. Connections is the largest provider of housing for persons with incomes at or below 30% of area median in Delaware. With more than 500 units of permanent housing, it will provide 180,000 nights of safe, affordable housing this year.

Connections is the largest provider of housing for persons with incomes at or below 30% of area median in Delaware, owning and operating more than 500 housing units. In addition to housing, its services include outpatient mental health and substance abuse treatment; DUI services; homeless outreach; primary medical care; community-based case management; home health care; and employment assistance for people who have barriers to employment. Connections' programs are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF-accreditation guarantees that its programs have passed an in-depth review, which takes place every three years to ensure continued compliance and exceptional treatment services to the individuals we serve.

STEHM, INC. www.stehm.org

Since 1986, Supportive Transitional and Emergency Housing Ministry (STEHM) has been servicing the Wilmington, Delaware area by offering two housing solutions for individuals requiring shelter in an emergency situation or on a temporary basis. The Motel Ministry provides short-term emergency housing for needy or displaced persons. Martha House provides long term transitional housing for women and their children, fostering the goal of independent living through counseling and life skills training in a safe, supportive environment. It strives to reintegrate individuals by encouraging self-sufficiency, addressing the fundamental causes of homelessness, poverty, joblessness and inability to find and maintain affordable housing.

Salvation Army, Delaware: www.salvationarmydelaware.org

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination. The mission of The Salvation Army in the State of Delaware remains as it began. The work and ministry will continue to grow providing human outreach by offering spiritual, emotional and material assistance to people in need. Its programs include:

- Family Services
- Emergency Shelter for Women and Children
- Code Purple Winter Sanctuary
- The Adult Rehabilitation Center
- Community Center
- Senior Center
- Early Childhood and Afterschool Daycare
- Disaster Relief
- Holiday Assistance

Homeward Bound, Inc. www.homewardbound.org

Homeward Bound, Inc. is a private non-profit agency dedicated to serving families in crisis by providing effective and responsive programs and services. Through the Emmaus House program Homeward Bound provides safe and stable shelter to homeless families with children . At the Emmaus House families are given the opportunity to stay together while addressing the underlying causes of their homelessness

Family Promise of Northern New Castle County www.familypromisede.org

Family Promise of Northern New Castle County helps homeless families with children move toward lasting independence by providing a safe place to eat and sleep, intensive case management, life skills training, support, and encouragement. Each guest and volunteer is important to us, and we are joyful about all of the acts that happen in our midst to restore families to stable housing.

RVRC Resource Center www.rickvanstorycenters.org

The mission of the Rick VanStory Resource Center (RVRC) is to be the premier peer support center promoting recovery, quality of life, advocacy, education, mutual support, peer directed services, and participation in mental health policy design for individuals throughout the state of Delaware. The Rick van Story Resource Center is staffed entirely by volunteers who are in recovery from mental illness. Its services will be determined by the needs of its clients. The center currently offers:

- Recovery Maintenance Support

- Computer Lab and Library
- Clothing Closet and food Pantry
- Housing and Employment
- Skills Assistance
- Accompaniment to Mental Health Court
- Peer Support
- Daytime Sanctuary to the Homeless Mentally Ill

Child, Inc of Delaware www.childinc.com

CHILD, Inc. is a private, non-profit organization dedicated to being advocates for and serving the needs of Delaware's children. CHILD, Inc. especially works with children who may be troubled, dependent, neglected and abused. CHILD, Inc. also works with children and families who have been impacted by domestic violence. The Mission of CHILD, Inc. is to be the leading advocate for Delaware's children. It provides creative prevention and treatment programs that meet the changing needs of families. It serves dependent, neglected and abused children and their parents. It provides programs for those involved in domestic violence situations, especially children. By protecting the victims and treating those responsible for acts of domestic violence Child, Inc. helps children heal. Its programs include:

- Emergency shelter for children
- Battered Women's Shelter
- Family Support and Parent Education
- Domestic Violence Services
- Domestic Violence Treatment Programs