

Friendship House, Inc.
P.O. Box 1517
Wilmington, Delaware
19899



www.friendship-house.org
www.facebook.com/friendshiphouseofwilmington

“A Sanctuary and a Stepping Stone”

Homeless Resource Guide

(Updated August 2014)

Table of Contents:

Introduction	Pg. 3
How To Use This Guide	Pg. 4
Assessment Tools	Pp. 4 -- 14
Resource Tools	Pp. 15 -- 60
Maps	Pp. 16 – 17
Birth Certificates, I.D. Etc.	Pp. 18 – 21
Daytime Sanctuary and Services	Pp. 22 – 23
Food	Pp. 24 – 25
Clothing	Pp. 26
Shelters & Housing	Pp. 27 – 36
Medical Resources	Pp. 37 – 38
Public Assistance	Pp. 39 -- 42
Employment & Employment Training	Pp. 43 – 46
Legal & Criminal Issues	Pp. 47 – 52
Addiction Issues	Pp. 53 – 56
Veterans Resources	Pg. 57
Senior Citizen Resources	Pp. 58 – 69
Emergency Hot Line Numbers	Pg. 60
Agency Directory	Pp. 61 – 67
Agency Websites	Pp. 68 – 72

Introduction:

Finding oneself physically homeless is seldom the result of one unfortunate incident. It is usually the culmination of a series of external circumstances and internal life choices that have been building to a breaking point for some time. Just as *Home* means more than physical shelter, losing one's *Home* is a life experience with wide-ranging consequences. Besides physical shelter, *Home* is also *the place where we belong*; it is our circle of family and friends; it is where we develop a sense of identity and community. Having a home provides us with privacy, security, accessibility to resources and the ability to network with others. Having my own home gives me the freedom to maintain an independent lifestyle – to decide where I will live, what I will eat, when I will go to bed, with which I will share my days. *When any of us lose a piece of Home, we temporarily become a displaced person.* Life seems out of order; our old patterns of living no longer fit; we are challenged to put the pieces back together and create a new sense of *Home*. Re-integrating our lives after such an experience is a painful and challenging task. When this experience includes the loss of one's possessions and personal space, the recovery process is even more daunting.

Since it first opened its doors twenty-seven years ago, Friendship House has walked with thousands of homeless, displaced persons on their road back to independent, self-sufficient lives. This experience has taught its staff and volunteers important lessons about the nature of homelessness, recovery and community.

The first important lesson to learn is that you need to survive before you can recover. If you have exhausted your economic resources, if your problems are more than you can handle on your own, if you are sick and tired of being sick and tired, you need to humble yourself and accept the help that is available. In New Castle County, there is a network of homeless ministries that provide those in need with food, clothing, shelter and medical care. Because these ministries are serving a large population, they cannot usually personalize their services to each individual client. *Quite simply, if you want the help, you need to play by their rules.*

The second important lesson is that recovery takes time. If you really want to put your life back in order and not simply stick a finger in the latest leak in the dike that is your survival network, you need to be motivated, honest, patient and dedicated. *Motivation* means that a person takes personal responsibility for his or her own recovery; I make it happen rather than waiting for the world to change. *Honesty* means a willingness to speak the whole truth to yourself and the people that are trying to help you. A person in recovery mode needs to stop telling people what he or she thinks that they want to hear. *Patience* means that a person sets realistic goals for themselves. No one can do everything at once. People in recovery need to set priorities and address their issues in stages. Lastly, *Dedication* means that a person recognizes that to accomplish one's goals, he or she must give them the time and energy that they demand. There are no shortcuts to recovery.

The last important lesson is that everyone recovers in their own way and at their own paces. Regarding life recovery programs, there is "no one size fit all". What worked for you may not work for me. There is a broad enough variety of life recovery resources available in New Castle County that most people committed to addressing their issues and getting back on their feet can find a program that is right for them. Like the survival resources, however, most life recovery programs have their own structure and style of ministry. Just as you are not required to join their program, they are not required to customize their program to fit your personal preferences. *Just as one needs to find the program that fits, so too one needs to accept that his or her life-recovery journey is going to take as long as it takes.* There may be several missteps on that journey. Someone may become impatient with themselves or the process and relapse into self-destructive life choices. Others may do everything right, being totally committed to their programs and still get knocked down by something beyond their control. If one learns from it, no life experience is a loss. Sometimes one learns more from a mistake than from a success. If this is the first or the hundredth time that a person finds himself or herself a homeless and displaced person, they should not lose faith in the value of their life and their ability to achieve their dreams. THE TIME IS NOW. Learn from the past, but don't brood on it. Believe in the future, live in today and make it happen.

For Whom Was This Guide Written:

While Homeless Resource Guide is primarily a manual for Friendship House staff and volunteers, it is available to anyone that may find its contents helpful. This includes the parish staff and lay ministers of Friendship's House's sponsoring faith communities. Copies of the FH Resource Guide can be downloaded from the Friendship House website (www.friendship-house.org) or are available through the Friendship House office (302-652-8133). Please be aware that, as community resources are constantly changing, the resources listed on each resource guide can quickly become dated. For this reason, at the bottom of each resource page is the last time it was updated.

While homeless individuals can use this resource guide to implement their own recovery strategy, most will find it helpful to collaborate with an experienced case manager from any of the various homeless services agencies listed in this guide. **The Friendship House Men's Center is located at 226 N Walnut St in Wilmington 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. The Friendship House Newark Empowerment Center is located at 69 E Main St in Newark and is open weekdays from 1:00 – 4:00 PM.**

How to Use This Guide:

The Friendship House Resource Guide is divided into four parts:

Part I is a set of assessment worksheets that

- gather basic personal information,
- identify immediate survival needs
- links survival needs to action steps and resources
- inventory a client's economic, social and personal assets and liabilities
- life recovery goal sheet

Part II is set of resource pages, supplying the person with the information needed to implement his or her chosen actions. Some are pathways to vital survival needs (Shelter, Food, Clothing, Medical Needs, etc.). Others are more geared to helping clients access the resources needed to implement their life recovery strategy.

Part III is listing of HOT LINE EMERGENCY NUMBERS.

Part IV an agency directory of primary providers of homeless services.

Part V is a listing of the principal homeless service providers in New Castle County.

Friendship House Homeless Resource Guide

Part I: Assessment Worksheets

A. Basic Client Information

All personal information supplied by a client during a Friendship House interview is confidential and is not shared with other human service agencies without the client's written permission. The two exceptions to this rule are:

- A medical emergency where the client is unconscious and the health service providers need his or her personal information and emergency contact.
- The investigation of a crime when the police are looking for information about a specific individual, who is either the perpetrator or the victim. This includes clients that are wanted for *a capias* (i.e. bench warrant) and/or violation of their probation.

Vital Statistics:

Name:	
Date of Birth:	
Social Security Number: (Optional)	
Phone Number:	
Email Address:	
Home Address or Shelter where one is staying:	

Do You Possess Necessary Identification?

Birth Certificate (Certified Copy)	Yes	No	If yes, make a photocopy If no, see Action Guide #9
Valid Delaware State I.D. or Driver's License	Yes	No	If yes, make a photocopy If no, see Action Guide #9
Valid State ID or Driver's License from another State	Yes	No	If yes, make a photocopy and see Action Guide #9
Expired State ID or Driver's License	Yes	No	If yes, make a photocopy and see Action Guide #9
Social Security Card	Yes	No	If yes, make a photocopy If no, see Action Guide #9
Green Card (Right To Work Card for Legal Immigrants)	Yes	No	If yes, make a photocopy If no, did the client ever have a valid green card?

Other Picture ID <i>Welfare, Prison, VA, Employer, etc.</i>	Yes	No	If yes, make a photocopy If no, has the client presented any verifiable proof of his or her identity? If yes, make them an FH picture ID card
Copy of High School Diploma or GED Certificate?	Yes	No	If yes, make a photocopy If no, is one available?
Medical Insurance	Yes	No	If yes, make a photocopy If no, see <i>Resource Guide # H</i>

Emergency Contact:

Name	
Address:	
Phone Number:	
Relationship:	
Have You Had Recent Contact With This Person?	

Financial Resources:

Type	Average Monthly Amount	Last Date Received
Salary or Pay Check		
Unemployment		
Pension		
Alimony or Child Support		
Social Security, SSD, SSI or VA Check		
State Public Assistance		
Food Stamps		

Friendship House Homeless Resource Guide

Part I: Assessment Worksheets

B. Key Homeless Survival Questions

1. Have I Been Homeless Before?	Yes No	If Yes, when, where, how long ago? If No, see Action Guide #1
2. Am I new to New Castle County, DE?	Yes No	If yes, see Action Guide #1 If no, how well do you know your way around?
3. Do I intend to stay or am I just passing through?	Yes No	If yes, discuss both survival and recovery plans In no, what is your destination? See Action Guide #1
4. Am I here on my own?	Yes No	If yes, direct to services for single people If no, try to gather information on all members of the household. See Action Guide #2
5. Does a family member know where I am?	Yes No	If no, see Action Guide # 3
6. Do I have a safe place to stay for the next week?	Yes No	If yes, how stable is this housing? If no, see Action Guide #4 & 8
7. Am I able to provide for my own meals?	Yes No	If no, see Action Guide #5
8. Do I have clean and adequate clothing to wear?	Yes No	If no, see Action Guide # 6 & 8
9. Do I have a secure place to store my belongings?	Yes No	If yes, how long is it available? If no, see Action Guide #7
10. Do I need a mailing address?	Yes No	If no, see Action Guide #10
11. Do I have a phone?	Yes No	If no, see Action Guide #11
12. Do I need medical attention?	Yes No	If yes, see Action Guide #12
13. Do I have a reliable means of transportation?	Yes No	If yes, be sure your car is insured and parked where it will not get parking tickets. If no, see Action Guide #13
14. Am I able to work?	Yes No	If yes, see Action Guide #14
15. Am I dealing with a legal or criminal problem?	Yes No	If yes, see Action Guide #

Friendship House Homeless Resource Guide

Part I: Assessment Worksheets

C. Action Guides

1. **If a homeless person is new to the city**, he or she should not be afraid to ask for directions. Most Friendship House clients would be happy to show you where things are. *See Resource Guide A for DART maps of Wilmington and Newark*. If someone is trying to move on to another city, they should be aware that most agencies do not have funds for out-of-state bus tickets.
2. **When looking for assistance**, it is very important to tell the agency whether you are alone or with your family. Many of the available services are reserved for one group or the other. If a person is seeking assistance for his or her family, the parent should either to have their family present or to be able to present their I.D.
3. **In case of a medical emergency where one is 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 the person is not speaking to his or her family, they should still share the name and phone number a close friend or agency that the hospital could contact.
4. **If someone does not have a safe place to stay**, they need to consider getting into one of the city's shelters. *See Resource Guide F for a listing of emergency shelters*. Many people say that they would rather camp out than stay in a homeless shelter. At least shelters are reasonably safe and one is able to get a meal, a hot shower and some sleep. Many shelters also have counselors on site that can help refer their clients to other agencies that help the homeless. Since it sometimes takes a while to get admitted to a shelter, begin the process before you lose your current residence.
5. **If someone lacks the funds and the place to prepare meals**, they need to start eating at the various community dining rooms that serve free meals. *See Resource Guide D for the locations*. If a person has no regular source of income, they are also entitled to food stamps. *To learn where and how to apply for food stamps, turn to Resource Guide H*. If a person has a place to store and prepare food, they can get referral to a local food closet which will provide you with a bag of groceries. *For a list of food closets in your area, see Resource Guide D*. Since the demands on food closets are very great, most of their services go to families with children. Most require picture ID.
6. **If someone is in need of clothing**, they can order clothing once every other month from the Friendship House Clothing Bank. If they have a specific need or an unusual size, there are also several thrift stores where clothing can be purchased for a minimal price. *For more information, turn to Resource Guide E*.
7. **If someone needs a place to store their most important possessions**, Friendship House, St Patrick's Day Center and the RVRC Resource Center do provide limited storage. Other options are family and friends. The less that one has 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 usually End up losing everything.
8. **If you need a place to shower and do laundry**, you may 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 Samaritan Outreach, the RVRC and Hicks Anderson Community Center. The St Patrick's Day Center and the R.V.R.C. Resource also offer laundry services to its daytime clients. *For a listing of Day Centers and their services, turn to Resource Guide C.*

9. **If someone lacks personal I.D.** Friendship House can assist them with getting a new birth certificate and social security card. If you have not been convicted of a felony, they may also register to vote and use their voters' registration card as proof of residence. To get a State I.D. (which is a requirement of many employers), a person needs their social security card, proof of birth and proof of residence. Friendship House is able to help with any financial charges. *For detailed instructions on acquiring ID, see Resource Guide B.*
10. **If someone needs a temporary local mailing address,** Friendship House can provide you with one through its Home Base Program. See a staff member for details. *For a listing of Day Centers and their services, turn to Resource Guide C.*
11. **If a person needs to use a phone, fax a document or check their email,** the Friendship House Day Centers provide those services as part of their Home Base Program. Most homeless clients are also eligible for a free "Safe Link" cell phone. *To order a Safe Link phone and for a listing of Day Center services, turn to Resource Guide C.*
12. **If a person has a medical condition that needs attention,** they should not ignore it in the hope that it will go away. Medical services are available from a number of local doctors and clinics. *See Resource Guide G 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. At least leave the name and phone number of your doctor with Friendship House as well as a list of your medications.
13. **If a person lacks reliable transportation,** they 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 walking distance of one another. Friendship House does assist clients with round-trip bus passes to verifiable doctor's appointments and job interviews.
14. **If a person is able to work,** he or she should 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. *See Resource Guide I for employment services.*
15. **If a person is the recent victim of a crime, has an outstanding warrant, is on probation or is a registered sex offender,** they need to give this issue top priority. *See Resource Guide J for detailed instructions on resolving each of the above issues.*
16. **If the person uses alcohol, drugs or tobacco on a regular basis,** they need to be aware that many of the shelters will not admit them if they are intoxicated. By Delaware law, people are also not allowed to smoke inside facilities that serve the public. There is therefore a No Smoking rule in most shelters; some, not all, allow people to go outside to smoke. *See Resource Guide K for Addiction Recovery Services.*

Friendship House Homeless Resource Guide

Part I: Assessment Worksheets

D. Client Resource Self-Assessment

Introduction:

In facing life's challenges, each of us possesses a unique combination of resources. These Resources or assets may be:

- Material (e.g. a good-paying job, a car, money in the bank)
- Social (e.g. a supportive family, a network of good friends, a safe neighborhood)
- Personal (e.g. a good education, strong life-skills, a health)

Using these assets, we are able to achieve our goals, support ourselves, and take care of our loved ones and handle the hard times that everyone faces at some point in their lives. Without enough of each kind of the above resources, we end up in crisis:

- When we try to achieve our goals, we always fall short.
- Our support systems seem to break down just when we need them the most.
- We need to turn to strangers for help during our hard times.

Organizations like Friendship House can help clients survive a crisis by providing them with emergency resources like food, clothing and shelter. They can even help clients get back on their feet temporarily with financial assistance, transitional housing and employment training. This help, however, doesn't solve the client's long-term problem. If someone wants to assure that they do not find themselves in the same situation again and again, they have to:

- Accumulate long-term material assets. (E.g. get a better-paying job; save more money; get an apartment of one's own, etc.)
- Invest in a reliable community. (E.g. become an active member of at least one organized community; choose your friends wisely; think of others, not just yourself.)
- Commit to ongoing self-improvement. (E.g. Take care of one's health; never stop learning; Address one's weaknesses)

The people that really succeed in life are those that develop all three resource areas – economic, social and personal. Focus all your time and energy on just one area and you will find yourself in the same situation every time life gets hard.

1. Economic Resource Inventory

	Asset (In My Favor)	Liability (Help Needed)
1. Housing. A. Is my name on the lease? B. Is my rent up to date? C. Can stay with family or friends for next 90 days?		
2. Current Employment A. Steady, reliable hours? B. Make enough money to cover my expenses? C. Offers benefits (e.g. health insurance, sick time)? D. Eligible for Unemployment Insurance if let go?		
3. Employability A. Strong work history? B. Verifiable job skills? C. Good professional references? D. Never been fired? E. Can pass criminal background test? F. Can pass drug test?		
4. Personal Savings A. Enough funds to live on until 1 st pay check? B. Enough funds to pay one month's worth of bills? C. Possess a bank account?		
5. Personal Savings A. Enough funds to live on until 1 st pay check? B. Enough funds to pay one month's worth of bills? C. Possess a bank account?		
6. Other Income A. Do I get a monthly check from the government? B. Do I get child support or alimony? C. Do I get a pension or unemployment check?		
7. Personal Credit A. Do I know my credit score? B. Do I owe money (credit cards, child support, hospital bills, payday loans etc.?)		
8. Transportation A. Do I own an affordable car? B. Is public transportation accessible?		

2. Social Resource Inventory

	Asset (In My Favor)	Liability (Help Needed)
1. Family A. Am I in regular contact with my family? B. Is the relationship a good one? C. Have I shared my current situation? D. Are they able to help me out economically? E. Will they support me in other ways?		
2. Community Group A. Am I a Member in an organized group? – Church? – 12 Step Group? – Social Club or Fraternal Organization? – Military/ Veteran’s Administration? B. Am I active and known in the group? C. Have I shared my current situation? D. Are they able to offer me any kind of support at this time?		
3. Long-Term, Personal Friendships A. Am I in regular contact? B. Do any of them live nearby? C. Have I shared my current situation? D. Can they offer me any kind of support at this time?		
4. Work Place A. Good job references? B. No write ups or disciplinary actions? C. Never been fired? D. Get along well with co-workers?		
5. Society in General? A. Any legal problems? B. Any criminal history? C. Any no contact orders?		
6. Spirituality A. Do I believe in a Divinity or Higher Power? B. Do I pray or meditate regularly?		

3. Personal Resource Inventory

	Asset (In My Favor)	Liability (Help Needed)
1. Physical, Emotional and Mental Health A. Any work limitations? B. Any chronic health issues? C. Any current health issues? D. Any addiction issues? Ever been to a rehab? E. Any regular medications? Am I taking them? F. Do I have a regular doctor? Last visit? G. Am I on fixed income because of my disability?		
2. Life Skills A. Personal Hygiene? B. House-keeping? C. Money-Management? D. Time Management?		
3. Relationship Skills A. Do I get along well with family and friends? B. Any relationships that have ended badly? C. How are my parenting skills? D. Do I ever have problems in group situations? E. Have I ever been arrested because of a personal dispute or confrontation? F. Am I willing to follow the directions of people in authority? G. Have people I trusted let me down too many times?		
4. Education A. Do I have a high school diploma or GED? B. Do I have any college or vocational training? C. Can I pass the employment aptitude test? D. Am I a good reader? E. Do I learn new things quickly?		
5. Current Physical and Emotional Stamina A. Do I get stressed out on a regular basis? B. When was the last time I work 40 hours per week for 12 consecutive weeks? C. Do I think that with time and help I can work my way out of my current situation? D. Am I able and willing to stick with a plan to address my issues for 90 consecutive days?		

Friendship House Homeless Resource Guide

Part I: Assessment Worksheets

E. Life Recovery Goal Sheet

Issue To Be Addressed	Goal	Action Step
1.		
2.		
3.		
4.		
5.		

Friendship House Homeless Resource Guide

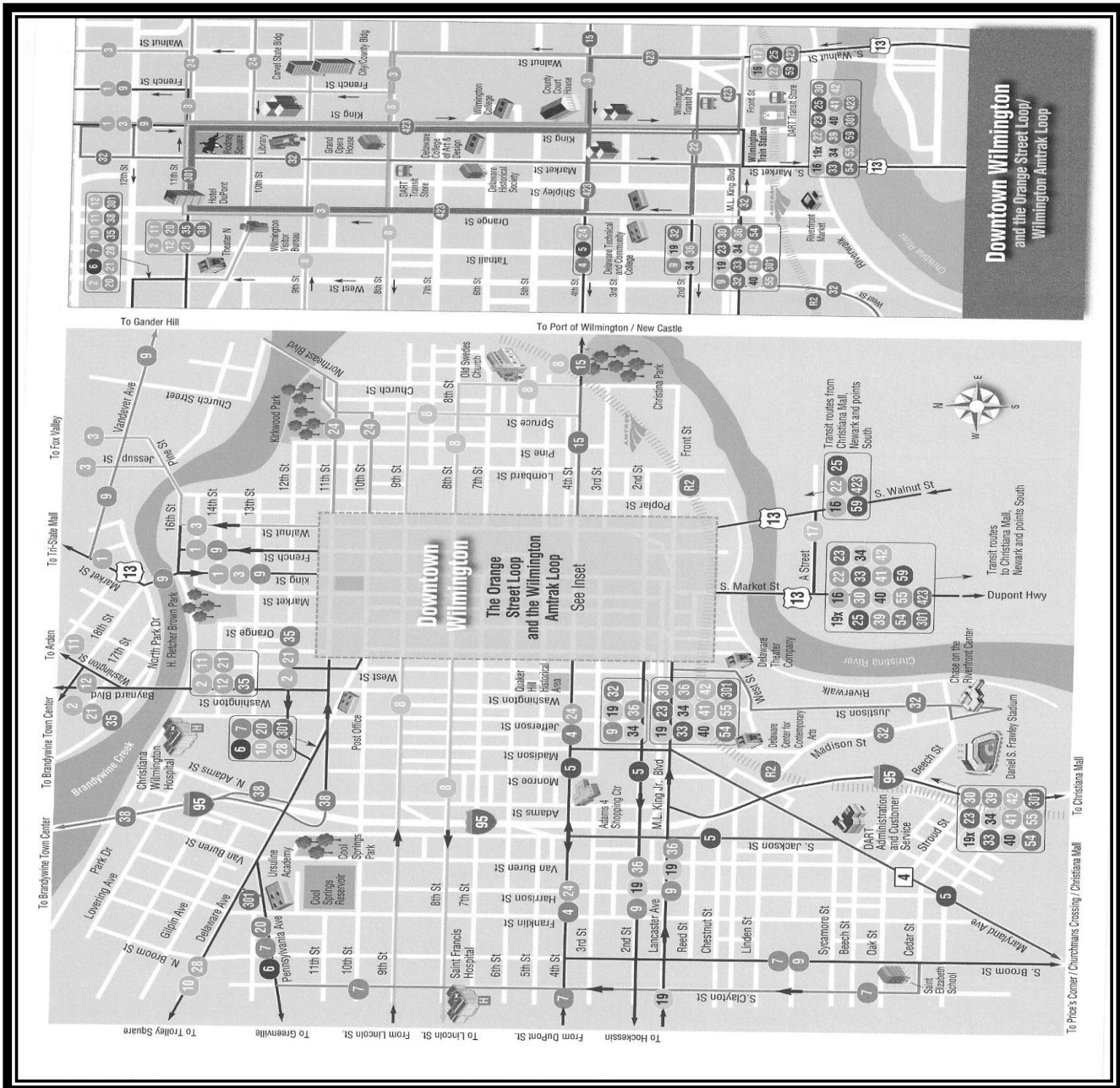
Part II: Resources By Category

A. DART Maps of Wilmington & Newark	Pp. 16 -- 17
B. Resources for People in Need of ID or Certification Documents	Pp. 18 -- 21
C. Day Center Resources for Shelter Residents and Homeless Campers	Pg. 22 -- 23
D. Resources for People in Need of Food	Pp. 24 – 25
E. Resources for People in Need of Clothing	Pg. 26
F. Resources for People in Need of Shelter or Housing	Pp.27 – 36
G. Resources for People with Medical Issues	Pg. 37 -- 38
H. Resources for People in Need of Public Assistance	Pp. 39 – 42
I. Resources for People Seeking Employment	Pp. 43 – 46
J. Resource for People Dealing with Legal or Criminal Issues	Pg. 47 – 52
K. Resources for People Seeking Recovery from an Addiction	Pp. 53 – 56
L. Resources for Veterans	Pg. 57
M. Resources for Seniors	Pg. 58 -- 60

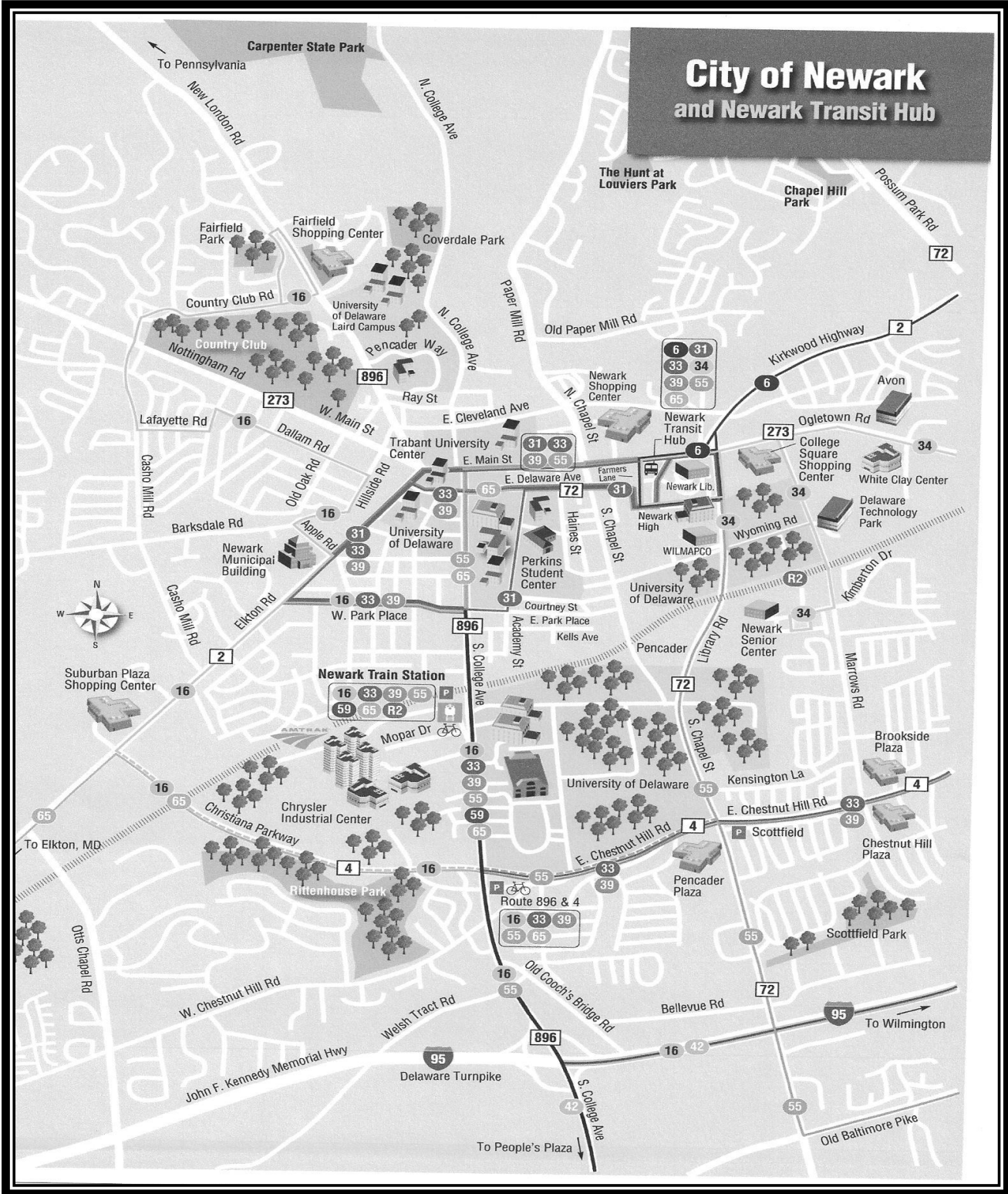
Friendship House Homeless Resource Guide

Part II: Resources

A. DART Maps of Wilmington And Newark



City of Newark and Newark Transit Hub



Friendship House Homeless Resource Guide

Part II: Resources

B. Resources for People in Need of ID or Certification Documents

With the passage by Congress of the REAL ID ACT of 2005, everyone needs **valid, certified copies** of their birth certificate, social security card and state ID or driver's license. Without these documents, a person cannot apply for public assistance, open a bank account, enroll their children in school, get a job or travel between states by train or plane. In addition to valid ID, many employers are also requiring job applicants to supply proof that they graduated from high school or possess a GED certificate.

To ensure against criminal impersonation and identity theft, this same REAL ID ACT has also made it very difficult to get new documents if the old ones are lost or stolen. This process gets even harder if the person is homeless, unemployed and without money to pay the fees. Every year, the staff of the Friendship House Day Centers spends nearly a third of their time and about \$20,000 of Friendship House funds helping clients acquire various forms of identification.

To Get A Certified Copy of One's Birth Certificate:

Vital records of one's birth, marriage or death are kept in the Office of Public Records in the state in which these events occurred. Thus, if you were born in Maryland, you would have to write or go in person to the office of public records in Maryland for a copy of your birth certificate. Likewise, if you were born in Maryland, but got married in New York, you would have to write to or visit the office of public records in New York for a copy of your marriage certificate. Whether you go in person, apply by mail or go online to get a certified copy of your birth certificate, the REAL ID ACT of 2005 required that you present a valid copy of your state ID or driver's license as proof of your identity.

To apply in person, go to the nearest office of vital records in your birth state. Fill out an application that will require you to state:

- Your name at birth
- Your birth date
- The town, city or county in which you were born
- Your father's first and last name
- Your mother's first name and maiden last name.

If the information you supply match their records, if you possess a valid state ID or driver's license and if you have the funds to pay the fee, you will immediately be given a copy of your birth certificate embossed with the state seal. The State seal is what makes this a certified copy. A photocopy of a birth certificate is not considered to be a certified copy.

To apply by mail, fill out the birth certificate application form of the state in which you were born. A copy of this form may be obtained at the Friendship House day centers or by visiting the website of your home state. Fill out the information listed above, attach a photocopy of your valid state ID or driver's license and enclosed a check or money order of the state fee and mail it to the central office of vital statistics which is usually located in your home state's capital city. Please note: the return address on your birth certificate application must match the home address on your state ID or driver's license.

To apply online, go to any of the commercial sites that will get you a copy of your birth certificate in 2 – 3 business days. Be aware that they will charge you a \$20 service charge in addition to the state fee for the birth certificate. You will still need to supply them with the personal information listed above and a valid copy of your state ID or driver's license. In addition, the name on the credit card must match the name of the person on the birth certificate application.

How do I obtain a birth certificate for a child or other dependent?

In order to obtain a birth certificate for someone else, reasonable proof that you are the person’s custodial parent or caregiver may be required. Because the office(s) protect(s) the confidentiality and legality of all of its documents, all requests for information or documents for other persons are reviewed by a panel prior to release of information.

“What if I do not have a valid copy of my state ID or driver’s license?”

If you do not have a valid copy of your state ID or driver’s license, you can get someone to apply for your birth certificate using their valid ID. If this person is a close relative with the same name (e.g. parent, grandparent, sibling, son, daughter, etc.), no further proof is needed. If the person is a social worker or friend, you will need to supply the office of vital records with a notarized letter authorizing the person to apply on your behalf. You will also need to attach some kind of picture ID for yourself (e.g. an expired state ID, a prison ID, a student ID, etc.) and a photocopy of your representative’s valid state ID or driver’s license. Although this proxy application usually works, some states are stricter than others about to whom they are willing to send another person’s birth certificate, even with their written permission.

“What do I do if the office of vital records cannot find my birth certificate?”

The office of vital records demands an exact match of the information you supply with what is in their records. If they send you back your application stating that there is no match, consult with your parents to be sure that you have the right name, date and birthplace. Sometimes one’s birth certificate lists the mother’s maiden name as the child’s last name.

Contact Information for Bureau of Vital Statistic in Delaware and Other nearby States:

State	Website	Nearest County Office	Cost
Delaware	www.dhss.delaware.gov	258 Chapman Rd, Newark, DE 19702 University Plaza, Chopin Building	\$25
Pennsylvania	www.portal.health.state.pa.us/	110 N 8 th St, Suite 108, Phila, PA 19107	\$20
Maryland	www.dhmm.maryland.gov/vsa	401 Bow St, Elkton, MD 21921	\$24
New Jersey	www.state.nj.us/	Go to county seat of your birth county	\$25
New York	www.health.ny.gov	P.O Box 2602, Albany, NY 12220	\$30
New York City	www.nyc.gov	Suite 133, 125 Worth St, Lower Manhattan, New York City, NY	\$15

(Updated 8/28/14)

To Get A Social Security Card:

Today every person, even children, is expected to have a social security number. Because social security cards are so easy to forge, the government requires more proof of identity from people applying for an original or a replacement social security card. Because this proof of identity must be in the form original documents, not photocopies, most people apply for their SSN card in person.

Applying for a Social Security Number:

1. For yourself, present original documents proving your citizenship, age and identity (e.g. Valid State ID or Driver’s License, Passport, US Military ID, Naturalization Papers, Employer ID)
For your child, present medical records or school records.
2. Fill out the application (Form SS-5)

3. Take or mail your application and documents to the Social Security office in your area.

To Get A Replacement Social Security Card:

You can replace your Social Security card for free if it is lost or stolen. However, you may not need to get a replacement card. Knowing your Social Security number is what is important. You are limited to three replacement cards in a year and 10 during your lifetime. Legal name changes and other exceptions do not count toward these limits. For example, changes in immigration status that require card updates may not count toward these limits. Also, you may not be affected by these limits if you can prove you need the card to prevent a significant hardship.

Applying for a Replacement Social Security Card:

1. Present original documents proving your US citizenship and identity.
2. Fill out the application (Form SS-5)
3. Take or mail your application and documents to the Social Security office in your area.

Social Security Administration	920 W Basin Rd	1-800-772-1213
---------------------------------------	-----------------------	-----------------------

To Get a Division of Motor Vehicle ID or Driver’s License:

Since a DMV picture ID or Driver’s License is the most recognized proof of one’s identity, every American is expected to have one. To insure against ID fraud and to satisfy the requirements of the Real ID ACT, states now demand more proof of one’s identity and residency to qualify for a DMV ID. In Delaware, to get a DMV picture ID or driver’s license, one must present certified proof of one’s citizenship, age and residency. The following documents are required to obtain a Federally Compliant Driver’s License or ID card:

1. An original or certified copy of one’s birth certificate issued by the Bureau of Vital Statistic or State board of Health (wallets cards, birth registrations or hospital announcements are not accepted)
2. One’s Social Security Card or an official letter issued by the Social Security Administration containing one’s full social security number
3. Two proofs of one’s residency in Delaware containing a residential street address that includes one’s name and is postmarked or dated within 60 days (i.e. utility bill, cable bill voter’s registration card, or junk mail. Personal mail, P.O. boxes or business addresses are not acceptable.
4. Legal name change documentation is required if one’s current name is different from that on one’s birth certificate or social security card.

The fee for a DMV ID card is \$20; the fee for a DMV Driver’s License is \$25 or \$40. \$25 is good for 5 years; \$40 is good for 8 years. In addition to the documents listed above, persons with current out-of-state driver’s licenses desiring a Delaware Driver’s License must present either their out-of-state driver’s license or an official out-of -state driving record.

DMV – New Castle	2101 Mid County Drive	302-326-5000
DMV – Wilmington	2230 Hessler Blvd	302-434-3200

Acceptable Documents For DMV:

For a full list of alternative documents accepted by DMV, visit www.dmv.de.gov

(Last Updated 8/28/14)

Friendship House Homeless Resource Guide

Part II: Resources

C. Day Center Resources for Shelter Residents & Homeless Campers

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

Friendship House Men's Center	226 N Walnut St, Wilmington	6:00 AM – Noon Weekdays
Friendship House Women's Center	720 N Orange St, Wilmington	6:30 AM – 2:30 PM (Mon – Thurs) 6:30 – Noon (Fri)
Friendship House Newark Empowerment Center	69 E Main St., Newark	1:00 – 4:00 PM Weekdays
RVRC Center	500 W 2 nd St. Wilmington	8:00 AM – 5:00 PM Everyday
Samaritan Outreach	1410 N Claymont St Wilmington	8:00 – 11:00 AM Weekdays
St Patrick's Senior Center	701 E 14 th St Wilmington	8:00 AM – 3:00 PM Weekdays
Meeting Ground Mary Randall Center	401 North St, Elkton, MD	7:00 AM – 4:00 PM Weekdays

Storage for Personal Belongings:

Friendship House Men's Center	226 N Walnut St Wilmington	5:30 AM – Noon Weekdays
St Patrick's Senior Center	701 E 14 th St, Wilmington	8:00 AM – 3:00 PM Weekdays
RVRC Center	500 W 2 nd St Wilmington	8:00 AM – 5:00 PM Everyday
Meeting Ground Mary Randall Center	401 North St Elkton, MD	7:00 AM – 4:00 PM Weekdays

Online Computer Lab:

Friendship House Men's Center	226 N Walnut St Wilmington	7:00 AM – Noon Weekdays
-------------------------------	-------------------------------	----------------------------

Friendship House Women's Center	720 N Orange St Wilmington	8:00 AM – Noon Weekdays
Friendship House Newark Empowerment Center	69 E Main Stonework	1:00 – 4:00 PM Weekdays
RVRC Center	500 W 2 nd St, Wilmington	8:00 AM – 5:00 PM Everyday
Wilmington Library	10 E 10 th St Wilmington	9:00AM – 5:00 PM Weekdays
Meeting Ground Mary Randall Center	401 North St Elkton, MD	7:00 AM – 4:00 PM Weekdays

Showers & Laundry:

Samaritan Outreach	1410 N Claymont St Wilmington	8:00 – 11:00 AM (Showers) Weekdays
RVRC Center	500 W 2 nd St, Wilmington	8:00 AM – 5:00 PM Weekdays
St Patrick's Senior Center	701 E 14 th St Wilmington	Noon – 2:45 PM(Showers) Laundry by Appointment Weekdays
Friendship House Women's Day Center	720 N. Orange St Wilmington	6:30 – 8:30 AM (Showers) Weekdays
Meeting Ground Mary Randall Center	401 North St Elkton	7:00 AM – 4:00 PM (Showers & Laundry) Weekdays

To Apply For A Safe Link Cell Phone:

Safelink Wireless offers free mobile phone to Lifeline participants. In addition to free phone, the company also provides 250 free minutes each month to the eligible customers. Safelink doesn't require participants to sign any service contracts unlike other providers who force customers to sign a service contract. Since the company offers pre-paid services, customers can easily control their phone usage according to their budgets.

If you want to receive free phone from Safelink, you will have to meet eligibility requirements for Safelink. You are eligible if you participate in government assistance programs like as Medicaid, SNAP, and SSI. You will be only given one phone per address. At the time of applying for the program, you will need to provide your residential address with your application. You can easily submit your applications online by visiting <https://www.safelinkwireless.com/Enrollment/Safelink/en/Public/NewHome.html>.

(Updated 9/5/2014)

Friendship House Homeless Resource Guide

Part II: Resources

D. 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

Every day:	Emmanuel Dining Room West	2 nd & Jackson St., Noon-1:00 P.M.
	Emmanuel dining Room East	3 rd & Walnut St., Noon-1:00 P.M.
Weekdays	Emmanuel Dining Room South	500 Rodgers Rd., Noon-1:00 P.M.
Weekdays	Hope Dining Room, Newark	300 Marrows Rd, Noon – 1:00 PM

Supper

Every day:	Sunday Breakfast Mission	110 N Poplar St., 6:00 – 6:30 P.M.
-------------------	--------------------------	------------------------------------

* Numerous other churches, community groups and individuals feed throughout the week. Some drop off bag lunches; others serve hot meals at the local parks.

Go Bags: Because there are so few free meals served in Newark, the Friendship House Newark Empowerment Center distributes “Go Bag” to homeless clients every weekday. With enough food for one meal, a typical Go Bag will have a variety of nonperishable food items (e.g. crackers, microwave meals, containers of canned fruit or pudding, cookies, boxed fruit drink, etc.). The NEC is located in Newark United Methodist Church at 69 E Main St. And is open weekdays from 1:00 – 4:00 PM. Use the rear entrance.

Groceries: Some Centers Require a Referral, Proof of Residence and Photo ID

Lutheran Community Services 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, Wilmington 652-8314) also distributes weekly food boxes.

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

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

Claymont area.

Hanover Presbyterian Church (1801 N Jefferson St, Wilmington 658-5114) Thursday mornings, no referral needed

Salvation Army Community Center (5th & Orange St, Wilmington 472-0750) 9 – 11 AM, Monday thru Friday.

Victory Christian Fellowship (100 Wilton Blvd, New Castle 324 -5400) Saturday Only

Holy Family Roman Catholic Church (15 Gender Rd, Newark 368-4665) Food pantry in the Parish House is open several weekday evenings.

Newark Welfare Center (69 E Main St, Newark). Food pantry located in Newark United Methodist Church, Referrals only through the Hudson Social Service Center.

St. Mark's United Methodist Church (1700 Limestone Rd, Stanton). Wednesdays 11:30 AM – 1:30 PM

(Last updated 9/5/2014)

Friendship House Resource Guide

Part II: Resources

E. 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 is 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. Wilmington
Samaritan Outreach:	1410 N Claymont St. Wilmington
Sunday Breakfast Mission:	110 N. Poplar St. Wilmington

Thrift Stores:

Salvation Army Thrift Store:	107 S Market St, Wilmington 245 Elkton Rd, Newark, DE
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

(Last updated 9/5/2013)

Friendship House Homeless Resource Guide

Part II: Resources

F. Housing Resources

Housing Resources can be classified as: *Emergency Shelter, Transitional Housing, Subsidized Housing and Supportive Housing:*

- *Emergency Shelter* tends to be short-term, free and have few qualifications other than need for immediate shelter and a willingness to follow the rules.
- *Transitional Housing* is typically more program-oriented. Prospective residents are interviewed and must commit to active participation in a goal-oriented life-recovery program. Many transitional housing programs have a specific target population (e.g. people in recovery from addictions, ex-offenders, battered women, etc.) Transitional housing programs usually demand a commitment of three months to two years.
- *Subsidized Housing* usually involves public funding through the state or federal government. While HUD funded public housing authorities like WHA (Wilmington Housing Authority) are the best-known examples of such subsidized housing, some other human service agencies also receive HUD funding to offer their clients help with their rent.
- *Supportive Housing* provides clients in need with independent housing and ongoing human service support. This housing is usually, but not always subsidized housing. The sponsoring human service agency usually provides such housing for a particular class of clients (e.g. the elderly, the disabled, homeless veterans, people in recovery from addictions, young people maxing out of the foster care system, etc.)

A. Emergency Shelters

All shelters that receive federal funding are now required to admit clients through a central intake process coordinated through the Homeless Planning Council. To get a referral to a HUD-funded shelter a person in need should call the Delaware 2-1-1 help line. Upon informing the operator that they are experiencing a housing crisis, they will be asked to supply some basic information and a valid phone number at which they can be reached for a return call. Their case will then be transferred to a housing specialist who will contact them by phone to set up an appointment for an intake and assessment. The average call-back time is about 72 hours. The average shelter placement time is about one week. The only shelters that do not take government money and accept applicants directly are the Sunday Breakfast Mission, Friendship House and Family Promise.

For Single Men:

Sunday Breakfast Mission	110 N Poplar St Wilmington	Night to Night	<i>Admission at the door</i>
Andrew's Place for Elderly Homeless Men	720 N Orange St Wilmington	October Thru June	<i>Register at Friendship House Men's Center</i>

House of Joseph I for Homeless Men	1328 W 3 ^r St Wilmington	30 – 45 days	<i>Centralized Intake Interview Required</i>
RVRC Resource Center	500 W 2 nd St Wilmington	Night to Night	<i>Centralized Intake Interview Required</i>

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. First time residents should show up at 5:45 PM for an intake.

ABOUT ANDREW’S PLACE:

Andrew’s Place is an emergency night shelter operated by Friendship House for homeless men 55years 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 provide 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 8 th St	30 -45 days	<i>Centralized Intake Interview Required</i>
Salvation Army EHR	500 Orange St	30 – 45 days	<i>Centralized Intake Interview Required</i>
Sunday Breakfast Mission	110 N Poplar St	72 hours	<i>Interview required</i>
RVRC Resource Center	500 W 2 nd St Wilmington	Night to Night	<i>Centralized Intake Interview Required</i>

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 FOR WOMEN:

Homeless women in need of emergency shelter are given seventy-two hours of emergency shelter and are welcomed to become part of the Sunday Breakfast Mission’s residential program. They should be aware, however, that members of the residential program 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	<i>Centralized Intake Interview Required</i>
Hope House III	515 N Broom St	30 – 45 days	<i>Centralized Intake Interview Required</i>
Salvation Army EHR	500 N Orange St	30 – 45 days	<i>Centralized Intake Interview Required</i>
Emmaus House Family Shelter	34 Continental Ave	30 days	<i>Centralized Intake Interview Required</i>
Battered Women’s Shelter	Confidential Call 762-6110	30 – 45 day	<i>Interview Required</i>
Martha House	602 Philadelphia Pike	6 months maximum	<i>Centralized Intake Interview Required</i>
Family Promise	Rotating Location Call 998-2222	15 week maximum	<i>Interview Required</i>
Sunday Breakfast Mission	110 N Poplar St	72 hours	<i>Interview Required</i>

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 family’s housing crisis through case management services. The rationale of the emergency shelter program are that 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 toward 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 takes the necessary steps toward self-sufficiency.

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	Centralized Intake Interview Required
Sunday Breakfast Mission	110 N Poplar St	72 hours	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	Centralized Intake 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
--------------------------------	-----------------	--	------------

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.

B. Transitional Housing Programs

FOR SINGLE MEN:

FH Transitional Housing for Men	6 – 26 weeks for employable homeless men in recovery	<ul style="list-style-type: none"> • <i>Interview and Referral Required</i> • <i>Must have graduated from a residential treatment program or FH Job Readiness Program</i> • <i>Must be employed within 6 weeks of admission</i> • <i>Must commit to holistic life-recovery program</i>
Gateway House	1 – 3 yrs. for single men in recovery	<ul style="list-style-type: none"> • <i>Interview required</i> • <i>Must be in case management with Gateway counselor and another program</i> • <i>Subsidized rent</i> • <i>Must meet HUD guidelines</i>
Sunday Breakfast Mission for Men	1 – 3 yrs. for single men interested in faith-based recovery	<ul style="list-style-type: none"> • <i>Interview required</i> • <i>Must complete 30 day probation</i> • <i>Must commit to Christian Discipleship Program</i>

FOR SINGLE WOMEN:

FH Transitional Housing for Women	6 – 26 weeks for employable homeless women in recovery	<ul style="list-style-type: none"> • <i>Interval and Referral Required</i> • <i>Must have graduated from a residential treatment program or 30 day shelter program</i>
Sojourner’s Place	3 – 6 months for program oriented homeless women	<ul style="list-style-type: none"> • <i>Interview & Mental Health Evaluation Required</i>
Sunday Breakfast Mission for Women	1 – 3 yrs. for single women interested in faith-based recovery	<ul style="list-style-type: none"> • <i>Interview required</i> • <i>Must complete 30 day probation</i> • <i>Must commit to Christian Discipleship Program</i>

FOR WOMEN WITH CHILDREN:

FH Transitional Housing for Women	6 – 26 weeks for employable homeless women with children in recovery	<ul style="list-style-type: none"> • <i>Interval and Referral Required</i> • <i>Must have graduated from a residential treatment program or 30 day shelter program</i> • <i>Must commit to holistic life-recovery program</i>
-----------------------------------	--	--

YWCA Home Life Management	6 month – 1 yr. for homeless women with children	<ul style="list-style-type: none"> • <i>Centralized intake interview Required</i> • <i>Must meet HUD guidelines</i>
Family Promise	15 week maximum	<ul style="list-style-type: none"> • <i>Interview Required</i> • <i>No addiction, mental health or legal issues</i>
Sunday Breakfast Mission for Women with Children	1 – 3 yrs. for women with children interested in faith-based recovery	<ul style="list-style-type: none"> • <i>Interview required</i> • <i>Must complete 30 day probation</i> • <i>Must commit to Christian Discipleship Program</i>

FOR FAMILIES:

YWCA Home Life Management	6 month – 1 yr. for homeless families with children	<ul style="list-style-type: none"> • <i>Centralized Intake Interview Required</i> • <i>Must meet HUD guidelines</i>
Family Promise	15 week maximum	<ul style="list-style-type: none"> • <i>Interview Required</i> • <i>No addiction, mental health or legal issues</i>
Sunday Breakfast Mission for Families	1 – 3 yrs. for families interested in faith-based recovery	<ul style="list-style-type: none"> • <i>Interview required</i> • <i>Must complete 30 day probation</i> • <i>Must commit to Christian Discipleship Program</i>

C. Subsidized Housing

HUD-SPONSORED HOUSING AUTHORITIES

Delaware State Housing Authority (DSHA)	www.destatehousing.com 302-739-4263 (office) 302 – 739-6940 (Waiting list)
Wilmington Housing Authority (WHA)	www.whadelaware.org 1800 N Broom St, Wilmington 302 – 429 – 0954 (public housing) 400 N. Walnut 302-429-6701 (Section 8, Section 32)
Newark Housing Authority (NHA)	www.newarkhousingauthority.net 313 E Main St, Newark 302 – 366 – 0826

About HUD Public Funding:

Public housing was established to provide decent and safe rental housing for eligible low-income families, the elderly, and persons with disabilities. Public housing comes in all sizes and types, from scattered single family houses to high-rise apartments for elderly families. There are approximately 1.2 million households living in public housing units, managed by some 3,300 housing agencies. The U.S. Department of Housing and Urban Development (HUD) administers Federal aid to local housing agencies that manage the housing for low-income residents at rents they can afford. HUD furnishes technical and professional assistance in planning, developing and managing these developments.

Public housing is limited to low-income families and individuals. A housing authority determines your eligibility based on: (1.) Annual gross income; (2.) whether you qualify as elderly, a person with a disability, or as a family; and (3.) U.S. citizenship or eligible immigration status. If you are eligible, the Housing Authority will check your references to make sure you and your family will be good tenants. Housing Authorities will deny admission to any applicant whose habits and practices may be expected to have a detrimental effect on other tenants or on the project's environment.

Housing Authorities use income limits developed by HUD. HUD sets the lower income limits at 80% and very low income limits at 50% of the median income for the county or metropolitan area in which you choose to live. Income limits vary from area to area so you may be eligible at one HA but not at another. The HA serving your community can provide you with the income levels for your area and family size, or you can also find the income limits here on the internet.

SENIOR CITIZEN HOUSING

Herring Manor Apartments	2412 N Market St, Wilmington	302-655-2418
Ingleside Retirement Apartments	1005 N Franklin St, Wilmington	302-575-0250
Liberty Terrace	100 Liberty Terrace, Newark	302-322-8953
Los Jardine Senior Housing	419-427&431 N Jackson St, Wilmington	302-652-5390
Luther Towers I	1201 N Harrison St, Wilmington	302-652-8797
Luther Towers II	1420 N Franklin St, Wilmington	302-654-4491
Main Towers	330 e Main St, Newark	302-737-9574
Manlove Gardens	613 Washington St, Wilmington	302-654-9113
Marrows Court	100 Witherspoon Lane, Newark	302-453-9596
Quaker Hill Place	200 Washington St, Wilmington	302-571-0100

Sacred Heart Village	917 N Monroe St, Wilmington	302-652-5523
St. Anthony's Antonian	1701 W 10 th St, Wilmington	302-421-3757
Terry Apartments	2400 N Broom St, Wilmington	302-655-6661
Windsor Apartments	500 Walnut St, Wilmington	302-656-1354

SRO (Single Room Occupancy)

YMCA	501 w 11 St, Wilmington	571-6950
YWCA	225 N King St	658-7161

D. Supportive Housing

Site	Address	Contact	Target Population
Oxford Houses for Men	See website for directory www.oxfordhouse.org/pdf/de		Single Men In Recovery
Oxford Houses For Women	See website for directory www.oxfordhouse.org/pdf/de		Single women in Recovery
1212 Club	2700 N Washington St	764-4048	Single Men and Women in Recovery
NAMI Houses	36 properties, 166 residents	427-0787	Adults with Mental Illness
MOC Padre Pio House	213 N Jackson St		Single Men with Long-term Disabilities
MOC Bethany House I	601 N Jackson St	594-9458	Single Women with Special needs
MOC Maria Lorenzo Longo House	822 Jefferson St	652-5523	Single Homeless Women Graduates of MOC Hope House & Transitional Housing
Women At the Well	Several properties in Wilmington	397-1492	Single Homeless Women

Rapid Re-Housing & Supportive Housing:

With the passage of the Hearth Act, HUD has made the rapid rehousing of the newly homeless and permanent supportive housing for the chronically homeless its topic priority. Although all HUD funded homeless service agencies are involved in this project, Connections CSP 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. To learn more, visit their office at 801 West St. or call 1-888-477-3545.

DSHA State Rental Assistance Program (SRAP):

Purpose: “To assist low-income individuals who require affordable housing and supportive services to live safely and independently in the community.”

- Goals:**
1. Provide rent subsidies to individuals who require and have access to community based supportive services.
 2. Move individuals from state-run long-term care facilities into community-based care facilities.
 3. Transition program participants to financial self-sufficiency or other affordable housing resources.
 4. Reduce state cost of serving this high need population

Need Assessment: 1,000 Section 8 vouchers

- Target Population:**
1. Clients existing long-term care facilities
 2. Young adults gaining out of foster care
 3. Chronically homeless clients with addiction and/or mental health issues
 4. Families split up over lack of affordable housing

- Eligibility:**
1. Household income of 40% the state median income or less
 2. Supportive service history
 3. Access to supportive services through an approved provider
 4. on the waiting list for some other form of housing assistance
 5. Income (to sustain the cost of living in the community)
 6. No history of violent criminal activity

(Last updated 9/1/2014)

Friendship House Homeless Resource Guide

Part II: Resources

G. Medical Resources

If you need immediate medical assistance, call 911 or go to the emergency room of Wilmington or St Francis Hospital.

If you are feeling suicidal, call the suicide prevention hotline 800-273-8255.

If you are having mental health problems, call the psychiatric crisis hotline 302-428-2118.

If you need emergency dental work, visit the emergency dental clinic at Wilmington Hospital.

If you have a non-narcotic prescription, but lack the funds to pay for it, visit one of the Friendship House Day Centers with a pharmacy printout of your prescription. Although it has only limited funds for prescription assistance, Friendship House is usually able to assist clients once per year.

If you need medical insurance, see pg. 34 on how to apply for Medicaid

If you need to see a doctor, but have neither insurance nor money, St Francis Hospital operates the St. Clare Mobile Health Clinic on the streets of Wilmington. The St. Clare Van sees patients on a first-come-first serve basis. For locations, see the following schedule.

Monday	8:00 AM	2 nd & Jackson St.	1:00 PM	Corpus Christi Social Hall in Elsmere
Tuesday	9:00 AM	Lancaster & Van Buren St	1:00 PM	Lancaster & Van Buren St
Wednesday			1:00 PM	Corpus Christi Social Hall in Elsmere
Thursday	9:00 AM	110 N Poplar St	1:00 PM	500 Rodgers Rd., New Castle
Friday	8:00 AM	2 nd & Jackson St	1:00 PM	8 th & Van Buren St

Hospitals & Clinics	Address	Phone
Wilmington Hospital	501 W 14 th St, Wilmington	302-428-4410
Christiana Hospital	4755 Ogletown-Stanton Rd	302-733-1000
St. Francis Hospital	701 n Clayton St, Wilmington	302-421-4100

VA Hospital	1601 Kirkwood Highway, Elsmere	302-994-2511
Westside Family Health Care	1802 W 4 th St, Wilmington 27 Marrows Rd, Newark	302-655-5822 302-455-0900
Henrietta Johnson Medical Center	601 New Castle Ave, Wilm. 600 N Lombard St, Wilm.	302-655-6187 302-761-4610
MOC House of Joseph II	9 W 18 th St, Wilmington	302-652-9943
MOC Pierre Toussant Dental Clinic	830 N Spruce St, Wilmington	302-652-8947
Mental Health Facilities	Address	Phone
Mental Health Drop-in Center Delaware Psychiatric Center	Springler Building, New Castle	302-672-9360
Wilmington Hospital Center for Comprehensive Behavioral Health	501 w 14 th St, Wilmington	302-428-6600 302-428-2100
Meadowood Behavioral Health Center	575 S Dupont Hghwy, New Castle	302-328-3330
Rockford Center	100 Rockford Dr, Newark	302-996-5480

(Last Updated 8/28/14)

Friendship House Homeless Resource Guide

Part II: Resources

H. Getting Public Assistance

Through The State of Delaware (www.dhss.delaware.gov/dss/):

Within the Department of Health and Social Services, the Division of Social Services (DSS) is directly responsible for administering these programs: Delaware's Temporary Assistance for Needy Families (TANF), Food benefits, Subsidized Child Care, General Assistance and Refugee Cash Assistance. When applying for public assistance from the state, people must present proof that they are an American citizen or legal immigrant and that they are currently residing in Delaware.

General Assistance:

General Assistance is a state-funded program designed to provide cash assistance to low-income people who do not qualify for federally funded programs, such as Temporary Assistance for Needy Families (TANF) or Social Security benefits.

Eligibility

You may qualify if you meet one of the following criteria: You are age 18 to 54 and are too sick to work. You must have a form completed by a doctor. You have to stay at home to take care of a sick household member. You are age 55 or older with no other income. You are a high school student more than 18 and are expected to graduate within two years.

There are also income and resource limits that apply to this program. A DSS Case Manager will talk to you about your situation to see if you are eligible. The monthly GA check for a single person is \$85.

Temporary Assistance for Needy Families (TANF):

Temporary Assistance for Needy Families (TANF) is Delaware's main cash assistance program. It is administered through a joint effort of the Division of Social Services (DSS), Delaware Department of Labor, Delaware Department of Transportation and the Delaware Economic Development Office. The goal of TANF is to give people temporary help until they get a job. Within the program both the State and the TANF client have responsibilities. The State provides positive incentives for the family to become self-sufficient, and the family must accept responsibility to become self-sufficient and self-supporting. Time on TANF is limited for most people. You can get benefits for 36 months, but you must work or participate in work related activities for 30 hours a week to receive a TANF check.

Eligibility:

You must have minor children or be taking care of minor children you are related to in order to qualify. Delaware extends eligibility to women in their ninth month of pregnancy and to 18-year-old high school students who will graduate before turning 19. Additionally, it must be determined that a family is financially eligible for assistance through consideration of all incomes and resources available to that family.

Food Stamps:

Food Supplement Program is a program that enables low-income families to buy a variety of food that is the basis for better nutrition. Benefits are issued electronically to the family's Delaware Food First card each month. This is an Electronic Benefits Transfer (EBT) card. The Food Supplement Program recipient uses this card at local grocery stores to access his/her food benefit. The United States Department of Agriculture, Food & Nutrition Service (FNS), is the federal agency responsible for overseeing the Food Supplement Program.

Eligibility

Eligibility for this service is based on factors such as who lives and eats together as well as relationships in the home and income. All children under the age of 22 years old who live with their parents must apply with their parents. You must be a U.S. Citizen or an eligible alien to qualify. Individuals who receive TANF, GA or Supplemental Security Income (SSI) do not need to meet an income test in order to receive Food benefits. The maximum gross monthly income limit for most other individuals is set at 130% of the Federal Poverty Level (FPL).

Medicaid:

Medicaid furnishes medical assistance to eligible low-income families and to eligible aged, blind and/or disabled people whose income is insufficient to meet the cost of necessary medical services. Medicaid pays for: doctor visits, hospital care, labs, prescription drugs, transportation, and routine shots for children, mental health and substance abuse services.

Eligibility:

You can have a car, bank account, and a home and still qualify for Medicaid. DSS does not look at any of your resources when determining your eligibility for Medicaid. You can work and still qualify for Medicaid. Some persons can have other insurance and still receive Medical Assistance. Low-income uninsured adults between the ages of 19 and 65 may qualify for Medicaid. Certain children living with stepparents, grandparents, or siblings with income may receive Medicaid. Needy families with children may be eligible for Medicaid if they are part of Temporary Assistance for Needy Families. When a family getting a welfare check starts working and leaves welfare they still may receive Medicaid. Low-income pregnant women and children under age 19 may qualify for Medicaid. Most women of child bearing age may be eligible for birth control and family planning services for up to 24 months after their regular Medicaid stops. Most people receiving Medicaid are enrolled with one of the managed care plans under the Diamond State Health Plan.

State Service Centers	Address	Phone
Porter State Service Center	509 W 8 th St	302-577-3400
Northeast State Service Center	1624 Jessup St	302-552-3500
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
Robscott Service Center	152 E Chestnut Hill Rd, Newark	302-368-6725

Getting Assistance through the Social Security Administration

www.socialsecurity.gov

Social Security Retirement:

If a person has worked for at least ten years and had social security taken out their paychecks throughout that time, they are probably entitled to a monthly social security check when they retire. The earliest age at which a person can collect Social Security is 63. If the person chooses to continue to work after they begin to collect a social security, there are income limits on how much they can earn each month without affecting their check. The longer one postpones beginning to collect their social security, the greater the size of their monthly checks when they do. To apply for Social Security, a person needs a certified copy of their birth certificate, their social security number and a valid state ID or driver's license.

Social Security Disability (SSD)

If a person has worked for at least ten years and had social security taken out their paychecks and is now too disabled to work because of injury or illness, they may be eligible to receive Social Security Disability. A person should apply for disability benefits as soon as they become disabled. It can take a long time to process an application for disability benefits (three to five months). The amount that they receive through SSD is based on the amount of money that they have invested through their payroll deductions. To apply for disability benefits, one will need to complete an application for Social Security Benefits and the Disability Report. This is some of the information that will be needed to get the process started.

The information they need includes:

- Your Social Security number;
- Your birth or baptismal certificate;
- Names, addresses and phone numbers of the doctors, caseworkers, hospitals and clinics that took care of you and dates of your visits;
- Names and dosage of all the medicine you take;
- Medical records from your doctors, therapists, hospitals, clinics and caseworkers that you already have in your possession;
- Laboratory and test results;

• A summary of where you worked and the kind of work you did; and • A copy of your most recent W-2 Form (Wage and Tax Statement) or, if you are self-employed, your federal tax return for the past year.

In addition to the basic application for disability benefits, there are other forms you will need to fill out.

One form collects information about your medical condition and how it affects your ability to work. Other forms give doctors, hospitals and other health care professionals who have treated you permission to send us information about your medical condition.

Supplemental Security Income (SSI)

The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits. Supplemental Security Income (SSI) is a Federal income supplement program funded by general tax revenues (not Social Security taxes):

- * It is designed to help aged, blind, and disabled people, who have little or no income; and
- * It provides cash to meet basic needs for food, clothing, and shelter.

Medicare

Medicare is health insurance for the following:

- People 65 or older
- People under 65 receiving SSI or SSD
- People of any age with end stage renal disease

Medicare has four parts:

- Medicare Part A is hospitalization insurance. It helps to cover inpatient care in hospitals, nursing facilities and hospices.
- Medicare Part B is medical insurance. It helps to cover doctors' and health care providers' services, outpatient care, durable medical equipment and home health care.
- Medicare Part C (Also known as Medicare Advantage) offers health plan options by Medicare-approved private health insurance companies.
- Medicare Part D helps cover the cost of prescription drugs and is run by Medicare-approved private health insurance companies.

Social Security Administration	920 W Basin Rd	1-800-772-1213
---------------------------------------	-----------------------	-----------------------

(Last Updated 9/5/2013)

Friendship House Homeless Resource Guide

Part II: Resources

I. Employment Resources

1. 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
- Pre-employment 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 Job Link 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

2. 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 that are supported by state and federal funds tend to 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. The Delaware Department of Labor funds short-term 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

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

Wilmington Job Corps:

Job Corps is a no-cost education and career technical training program administered by the [U.S. Department of Labor](#) that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training. Wilmington Job Corps Center is overseen by the Philadelphia Regional Office of Job Corps and is operated by Management and Training Corporation. The Job Corps offers residential career training programs in a variety of fields.

In addition to [career training](#), Wilmington Job Corps also provides academic training, including basic reading and math. Courses in independent living, employability skills, and social skills are offered in order to help students transition into the workplace. It also has several academic programs to help our students achieve their full potential. Students who don't already have a high school diploma can enroll in the Job Corps GED program or the online high school diploma program.

Wilmington Job Corps Center, 9 Vandever Avenue, Wilmington, DE 19802
Phone: (302) 575-1710 **Fax:** (302) 575-1713

(Last updated 9/5/2014)

Friendship House Homeless Resource Guide

Part II: Resources

J. Legal & Criminal Justice Resources

1. Pro Bono Legal Counsel

For Criminal Cases: The Office of Public Defender (www.publicdefender.delaware.gov)

The Delaware Public Defender's Office (PDO) was established by statute in 1964 as a statewide agency. The PDO is charged with representing indigent people at every stage of the criminal process in both adult and juvenile courts. The PDO is committed to the ideal of providing high quality legal services to its clients. The PDO strives to achieve this ideal every day through the superior representation provided by its seventy-one licensed attorneys and dedicated support staff.

The Public Defender's Office (PDO) provides legal services to indigent and incarcerated clients statewide. The PDO maintains offices in New Castle County, Kent County and Sussex County. The PDO consists of approximately 70 licensed attorneys and 71 support staff who handle an average of 50,000 cases a year. The PDO provides clients with access to interpreters, criminal investigators, forensic nurses, psycho-forensic evaluators, psychological and/or medical or psychiatric experts, and other experts as needed. The PDO also participates in boards, committees and programs designed to improve the Delaware criminal justice system.

If you are not incarcerated and have been charged with a crime for which you could be sent to prison, you may visit the Public Defender's Office in the county in which you reside to see if you meet the eligibility requirements. An interview with an intake investigator will be required to determine if you qualify. Bring a paystub to the interview. If you are receiving unemployment compensation, social security/disability or other public assistance, please bring proof of these assistance payments to the interview. Eligibility for a minor is based on the income of the primary custodial parent(s) along with the juvenile defendant's income, if any. If you are found eligible, an attorney from our office will be appointed to represent you.

The Intake Unit is generally the first point of contact for potential PDO clients. The Intake Interviewers conduct eligibility screening and preliminary factual investigations for incarcerated and non-incarcerated individuals. They also gather necessary information regarding a potential client's medical, mental health and substance abuse history so that appropriate referrals may be made to the Psycho-Forensic Evaluators and Forensic Services Unit.

For Civil Cases: Community Legal Aid (www.declasi.org)

Community Legal Aid Society, Inc. (CLASI) is a private, non-profit law firm dedicated to equal justice for all. We provide civil legal services to members of our community who have low incomes, disabilities or who are age 60 and over. Our services help our clients to become safe and self-sufficient... (CLASI)

helps provide equal access to justice, improving lives since 1946.

CLASI provides free legal services to:

- People with disabilities, as Delaware's Protection and Advocacy System
- Victims of housing discrimination, under HUD's Fair Housing Initiative Program
- Victims of domestic violence
- Immigrant victims of crime abuse and neglect

2. For Victims of Crime:

The Delaware Victims' Compensation Assistance Program provides compensation to victims of violent crimes and assistance to their families for crime related expenses. Compensation is available for payment of medical and dental expenses, mental health counseling, prescription medication, lost wages, funeral/burial support, temporary housing and moving or relocation services, crime related expenses and other costs approved by the VCAP. The VCAP only pays expenses that are not covered by another source of funding, such as health or auto insurance. Property losses are not covered.

Eligibility Requirements:

- The crime must be reported to law enforcement within 72 hours.
- An application must be filed with the VCAP within 1 year of the crime.
- The victim must cooperate with the police in the apprehension and conviction of the criminal.
- The victim must not have caused or contributed to his/her injury or death.

What Losses may be paid?

- Medical and/or dental expenses for the victim.
- Mental health treatment and counseling.
- Wage or income loss.
- Funeral and/or burial expenses.
- Crime scene clean-up.
- Moving/Relocation Expenses.
- Temporary Housing.
- Change of locks.
- Replace items seized as evidence.

The VCAP may only pay crime-related losses not covered by insurance or other sources. No award will exceed \$25,000.00. Limits have been set for certain types of losses. Please contact the VCAP office for specific limits on your losses.

1. ALL LOSSES MUST BE SUPPORTED BY DOCUMENTATION PRIOR TO COMPENSATION BEING AWARDED.
2. YOU CANNOT BE PAID FOR LOST, DAMAGED OR STOLEN PROPERTY, OR FOR PAIN AND SUFFERING.
3. PARENT OR GUARDIAN MUST APPLY FOR ANYONE UNDER THE AGE OF 18.

3. For Victims of Domestic Violence:

Child, Inc. (www.childinc.com)

Child, Inc. offers extensive services to victims of domestic violence, including

1. 24-Hour Domestic Violence Hotline: 302-762-6110

The Domestic Violence Hotline is a crisis service and informational resource for people experiencing domestic violence in New Castle County, Delaware. Bi-lingual staff assists Spanish speaking callers. Some calls result in women entering either of the two sheltering programs for safety and refuge. Most callers are provided information about resources and options available to domestic violence victims. Many callers to the hotline are referred to additional CHILd, Inc. programs, including, support groups, classes or counseling.

2. Emergency Shelters for Battered Women and their Children

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. Call the Domestic Violence Hotline for more information about shelter services.

3. Family Visitation Centers

CHILd, Inc. provides supervised exchange for off-site visitation, or monitored on-site visitation for children from homes where there has been domestic violence or sexual abuse. Currently there are two visitation centers in New Castle County. Call (302) 283-7518 for more information about the Family Visitation Centers.

4. Domestic Violence Advocacy Program

This program helps to empower victims of domestic violence by guiding them through the Family Court system as they seek protection from their abusive partners. CHILd, Inc. staff and volunteers are based in each of the Family Court buildings. In New Castle County call (302) 255-0420.

Wilmington Police	300 N Walnut St	302-654-5151
Domestic Violence Hotline		302-762-6110
Community Legal Aid (Civil Cases)	100 W 10 th St	302-478-8850
Office of Public Defender	500 N King St Suite 2400	302-255-0130
De Victims Compensation Assistance Program	900 N King St Suite 4	302-255-1770
DE Dept. of Justice Victims Service Unit		1-800-870-1790

Wilmington Police Based Victims Services	(English)	302-576-3622
Wilmington Police Based Victims Services	(Spanish)	302-576-3665

4. For People Accused Of A Crime To see if a person is wanted by the police in Delaware, visit DELJIS (the Delaware Criminal Justice Information System) website – www.pubserv.deljis.delaware.gov/WantedPublic/. A name search will reveal if the person has any outstanding warrants, listing the person name, aliases, approximate age, charges, court that issued the warrant and, if possible a mug shot.

5. For People Convicted of a Crime: (www.doc.delaware.gov)

A person convicted of a crime in Delaware may be serving his or her sentence at one of five levels:

- Level 5: Prison (roughly 6,500 annually are incarcerated in DE prisons)
- Level 4: Work Release Programs or Home Confinement (Inmates may leave their place of monitored incarceration for specific times, places and activities for which they must get permission in advance)
- Level 3: The person is on probation in the community, but has a strict nightly curfew, must not leave the state, must have no police contact or violate any of the conditions of his or her probation agreement. Must report to his or her Probation Officer on a weekly basis, is subject to random curfew checks and drug tests.
- Level 2: The person is on probation in the community, but has a strict nightly curfew, must not leave the state, must have no police contact or violate any of the conditions of his or her probation agreement. Must report to his or her Probation *Officer on a monthly basis*, is subject to random curfew checks and drug tests.
- Level 1: The person is on probation in the community. After report to his or her probation officer at the start of one’s probation, the person does not have to check in again. Nevertheless, the person on Level One Probation must not leave the state, must have no police contact or violate any of the conditions of his or her probation agreement

People that violate the conditions of their probation are typically moved to a stricter level, including incarceration.

6. for Registered Sex Offenders:

To see if someone is a registered sex offender, visit the Delaware Sex Offender Central Registry online – www.desexoffender.dsp.delaware.gov/SexOffenderPublic/. All sex offenders are required to report immediately any change of residency. Homeless sex offenders must report where they are staying to the state police on a monthly basis. In New Castle County, they must report to Troop 2 of the Delaware State Police (302-834-2620). Located on Rte. 40, in Bear, just west of the Fox Run Shopping Center, between Rt. 72, and Rt. 896.

Since moderate and high risk sex offenders cannot reside in a home or shelter that houses children or live within 1,000 feet of a school, day care, shelter or other program that serves children, their housing and shelter options are very limited.

7. For People Needing a Criminal Background Check:

Call and schedule an appointment utilizing one of the Appointment Help Line contact numbers listed below:

1-800-464-4357 or 302-739-2528. Arrive at SBI / North (Troop 2) and report in with the receptionist No Later Than the time set by the appointment desk. The results of the completed Background/Criminal History check will not be returned the same day, but will be forwarded to the recipient as soon as operationally possible.

The hours of operation are:

Mon, Wed, Thurs, and Fri, 8:30 a.m. to 3:15 p.m., closed for lunch from 12 to 12:30.

Tuesday, 11:30 a.m. to 6:15 p.m., closed for lunch from 4:00 to 4:30

For a State of Delaware Background Check, the current fee is \$45.00. For both a State and Federal Background Check, the current fee is \$69.00 (Depending on what purpose you are being printed for, you may need a Federal background check as well.) You may use cash, credit or debit cards, bank checks, money orders, or company checks made out to Delaware State Police. We do not accept personal checks.

A Criminal History Background Check is obtained through fingerprints. You will need to bring a photo Identification. A Driver's License, School ID, or State ID would be sufficient. It is not required to be a Delaware License. You do not need to bring a social security card or a birth certificate. If you need further information please call 302-739-5871.

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
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 P.O. Box 500	302-856-5790
New Castle County Probation & Parole	26 Parkway Circle, 19720	302-323-6050
Northern New Castle County Probation & Parole	314 Cherry Lane,, 19720	302-577-3663
Dover Probation & Parole	511 Maple Parkway, 19901	302-739-5387
Georgetown Probation & Parole	22855 Dupont Blvd.	302-856-5243
Delaware State Police Troop 2	100 Lagrange Ave, Newark 19702	302-834-2620

(Last updated 8/28/14)

Friendship House Homeless Resource Guide

Part II: Resources

K. Addiction Recovery Resources

12 Step Meetings:

On any given day, there are meetings of peer support groups for people in recovery from various addictions. The vast majority of these meetings are grounded in the Twelve Steps and Traditions of AA. To get a meeting list or learn more about Twelve Step Recovery Meetings, contact Northern Delaware Intergroup at 302-655-5113 or visit their website www.ndiaa.org which contains numerous information sheets that can be downloaded as well as a search engine to find the meeting nearest to you.

De Tox:

For Delaware adults in need of help, NET's **Kirkwood Detoxification Center (KDC)** provides assessment and medically monitored inpatient detoxification treatment services in a caring and compassionate environment. The 33-bed center is the only detoxification center in the state. The medical and clinical staff offers comprehensive treatment 24 hours a day, 7 days a week. Afterwards, consumers are transitioned to the next level of care, whether residential, outpatient, or medication-assisted treatment.

Out-Patient Programs:

Brandywine Counseling & Community Services, Inc. (BCCS) is a welcoming and innovative organization that contributes to stronger communities and enhancing quality of life by creatively providing Education, Advocacy, Treatment, and Prevention services. For more than 25 years, BCCS has been a trusted provider of outstanding substance abuse and behavioral health treatment, HIV/AIDS prevention and education initiatives, mental health and advocacy services. Our core program offerings fall under one of four critical areas of care: Education, Advocacy, Prevention, and Treatment. BCCS has seven locations throughout the state of Delaware. BCCS is a tight-knit professional team of physicians, psychologists, licensed mental health practitioners and social workers, registered and licensed practical nurses, dual diagnosis counselors (CCDP) and certified alcohol and drug counselors providing integrated, multi-disciplinary care on behalf of our customers. Its annual budget is more than \$9.3 million, mostly from government contracts. (DART Bus #4)

SODAT Delaware Inc. (Wilmington) in Wilmington, Delaware is an alcohol rehab center focusing on substance abuse treatment services, providing substance abuse treatment with outpatient care. Adolescents or teens, DUI or DWI offenders, and criminal justice clients are supported for drug treatment. Medicaid, state financed payment, private health insurance, and self-payment is accepted. Includes ASL or other assistance for the hearing impaired.

PACE, Inc. is a treatment facility for alcoholism and drug addiction that provides confidential evaluations and outpatient counseling to clients throughout New Castle County. Back when our center formed nearly 24 years ago in 1987, we were one of the first treatment facilities in the area, and since then, we've developed an outstanding reputation for our quality of care and our ethical dedication to client

recovery. Services include:

Evaluations – Drug and alcohol evaluation, psycho-social assessment, and laboratory drug screening

Partial Hospital Program – Goals include stabilizing clients before additional treatment is administered, promoting patient understanding, implementing a recovery plan, and more

Intensive Outpatient Program – Individualized treatment planning, treatment team updates, individual and family therapy, implementation of long-term aftercare program, and incorporation of 12-step principles

TRIAD is a ministry of Trinity Parish providing anonymous and confidential substance abuse services to the victims of addiction and their families. TRIAD's treatment approach is rooted in the 12- Step Philosophy and its timeless principles of hope, healing and recovery. The ministry strives to address the spiritual, physical and emotional components of the disease of Alcoholism. TRIAD hosts a number of daily AA meetings; it also has on-site certified addiction counselors that works with clients without charge. The office is located at 1104 N Adams St on the grounds of Trinity Episcopal Church. Contact them at 302-655-1153

In-State Residential Rehabilitation Programs:

Sunday Breakfast Mission offers a long-term faith-based treatment programs at its Wilmington shelter. Applicants must successfully complete a 30 day probation period. Residents are assigned a chaplain and must actively participate in the mission's Christ-Centered Discipleship Program. Residents are also expected to perform a number of hours of community service each day in the various SBM outreach programs.

The Salvation Army's Adult Rehabilitation Center provides spiritual, social and emotional assistance for men and women who have lost the ability to cope with their problems and provide for themselves. The center offers residential housing, work, and group and individual therapy, all in a clean, wholesome environment. The physical and spiritual care that program participants receive prepares them to re-enter society and return to gainful employment. Many of those who have been rehabilitated are reunited with their families and resume a normal life. Every potential participant undergoes a comprehensive intake interview to ensure the ARC program is the best possible match for them. A long-term commitment of at least six months is required so patterns of poor decision-making can be broken and replaced with positive life choices – changes that will help them become productive citizens of their community.

The Gateway Foundation's Delaware Treatment Center offers separate dormitories for 60 males and 20 females. Gateway's Delaware Treatment Center currently only treats individuals covered by government funding, not those with private insurance at this time. Counseling and Therapies Include:

Individual Therapy, Group Therapy and Family Counseling, Substance Abuse Education, and HIV Early Intervention Counseling & Testing. Since Substance Abuse and Mental Health disorders often go hand-in-hand, Gateway's Delaware Treatment Center offers specialized expertise and programs for individuals suffering from alcohol and/or drug dependence along with mental illnesses such as major depression, anxiety disorder and bipolar disorder

Gaudenzia operates a comprehensive network of residential and outpatient treatment programs, capable of meeting the needs of specialized populations. Gaudenzia has pioneered specialized treatment modalities that have become national models, including residential treatment for pregnant and parenting mothers, individuals with HIV/AIDS, people affected by both substance abuse and mental disorders. Gaudenzia continues to improve and expand our services, helping individuals, families and communities overcome

the ravages of addiction. **Gaudenzia, Wilmington** opened its first program in Delaware in 2003. Fresh Start is the only long-term residential drug and alcohol treatment program in Delaware exclusively for young adults ages 18-25. The 30 bed residential program located in downtown Wilmington serves clients from throughout the entire State of Delaware. It also provides 7-14 day intervention and follow-up services, Outpatient services and Re-entry services for individuals over the age of 18. Fresh Start also provides support services including; educational, G.E.D., vocational planning and referral, AA/NA, spiritual support, medical and legal referral, family education and support, housing referral and aftercare services.

Limen House provides transitional living for chemically dependent men and women. It helps them develop personal responsibility and prepare them to return to society as productive and contributing members. It develops unique treatment goals for each resident based on their specific needs. The basic program includes:

1. Attending 12 Step programs (Alcoholics Anonymous, Narcotics Anonymous), 12 Step Study groups, lectures on Relapse Prevention, Peer Support groups, and other recovery-related activities.
2. Our holistic framework includes housing, food, individual and group counseling, life skills training, educational opportunities, financial literacy training, access to job training and placement, access to medical insurance, parenting classes, peer support and help in securing a safe living environment after treatment.
3. Learning tools to maintain abstinence, manage money, cope with stress and anger, develop and implement a self-care plan, develop a sober support network, obtain employment supportive of recovery, maintain a savings account with a positive balance at time of discharge and secure safe housing.
4. Residents are expected to follow the rules and regulations of the House. Residents can be asked to leave (for repeated rule violation or for chronic behavior problems). Use of drugs or alcohol is cause for immediate dismissal.
5. Residents are required to keep their living areas clean and participate with other residents on chores to keep the House functioning.

Out-of State Programs:

Project 4ever Striving is a residential program in Philadelphia. seeks to help those experiencing challenges with drugs and alcohol, or any substance abuse, by serving as a vehicle to give them encouragement and or resources that will provide necessary support they may need to function successfully in society. The program has five main steps:

1. Admitting the Challenge
2. Knowing One's Self
3. Principles for Change
4. Accountability and Responsibility
5. Helping Others

These steps are taught in lessons, to help the individuals build their spiritual strength and character, teach them relapse prevention skills, and help them sharpen their relationship skills.

The Water Street Mission is the only emergency shelter in Lancaster, PA. Like many mission, it offers a wide variety of community services. Its Life Recovery Program for men For men whose

homelessness involves addiction or other similar issues, it offers the tools to end the cycle and move out of homelessness. Its spiritually based, 12-month addiction recovery program is an intensive blend of:

- Christian counseling (group and individual counseling)
- Life skills (Vocational therapy/employment training, relapse prevention training, spiritual development training, weekly meetings with an offsite mentor, relationship training, connection to local churches)
- Education (GED, computer literacy training, money management training)

To focus on their recovery and growth, individuals are not employed for the first several phases of the Life Recovery Program. Upon program completion, the Mission is committed to supporting individuals in their transition to permanent housing. This essential piece offers a college track or an employment track, during which we provide the essentials needed to live, including assistance in finding employment.

Addiction Recovery Services	Address	Phone
Northern Delaware Intergroup	22B Trolley Square	302-655-5113
NET Kirkwood De Tox	3315 Kirkwood Highway	302-691-0140
SODAT	625 N Orange St	302-656-4044
Brandywine Counseling	2713 Lancaster Ave	302-656-2348
PACE	5171 Woodmill Dr #9	302-999-9812
TRIAD	1104 N Adams St	302 -655- 1153
Sunday Breakfast Mission Residential Pgm	110 N Poplar St	302-652-8314
Salvation Army ARC	107 S Market St	302-654-8808
Limen House for Men	903 N Madison St	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
Project 4everStriving	2418 W York St, Philadelphia	267-968-0607
Water St. Mission	210 S Prince St Lancaster, PA	717-393-7709
Coatesville VA Treatment Center	1400 Blackhorse Hill Rd Coatesville, PA	610-384-7711

(Last updated 8/28/14)

Friendship House Homeless Resource Guide

Part II: Resources

L. Resources For Veterans

Introduction:

If you are a Veteran who has lost your home, receive the support you've earned to get back on your feet. Contact VA's National Call Center for Homeless Veterans at 1-877-4AID-VET (1-877-424-3838) to speak to a trained VA responder. The hotline and online chat are free and neither VA registration nor enrollment in VA healthcare is required to use either service.

When you call or join the online chat, you will be connected to a trained VA responder. The responder will ask a few questions to assess your needs. If you're a Veteran, you may be connected with the Homeless Program point of contact at the nearest VA facility. Contact information will be requested so staff may follow up.

VA offers these services, all available via 1-877-4AID-VET, to homeless Veterans and Veterans at risk of homelessness and their families.

New Housing Assistance For Homeless Vets and Their Families:

A collaborative of non-profit organizations in Delaware have been awarded a Supportive Services for Veterans and Their Families (SSVF) grant to provide homeless prevention and rapid re-housing services to homeless and at-risk of homeless Veterans and their families. The collaborative is made up of **Connections Community Support Programs, Catholic Charities, and Delaware Center for Homeless Veterans, Peoples Place, and the Homeless Planning Council of Delaware.** The award is in the amount of \$847,004. Future announcements will be made on how this program will be implemented within the State of Delaware. Under the grant, homeless providers will offer Veterans and their family members outreach, case management, assistance in obtaining VA benefits and assistance in getting other public benefits. Community-based groups can offer temporary financial assistance on behalf of Veterans for rent payments, utility payments, security deposits and moving costs.

Veterans Program Contact Numbers

VA Hospital	1601 Kirkwood Highway, Elsmere	302-994-2511
Michael Tiefeman	Local VA Homeless Vet Counselor	302-383-8672
Wilmington Vet Center	2710 Centerville Rd, Suite 103	302-994-1660
DE Center for Homeless Vets	302 Chestnut Ave, Wilmington	302 - 691-7411
Coatesville VA Medical Center	1400 Blackhorse Hill Rd Coatesville, PA	610-384-7711

Friendship House Homeless Resource Guide

Part II: Resource Directory

M. Resources for Senior Citizens

While resources for homeless senior citizens are usually listed by category of need (e.g. housing, medical services, etc.), there are also resources that are specifically designed to serve the needs of the elderly.

1. Adult Protective Services

DHSS Adult Protective Services receives and investigates reports of abuse and neglect of the elderly and/or physically or mentally impaired adults. Upon receipt of a report, a social worker will contact the individual, assess his/her needs and work with the client to resolve the situation. Referrals can be made anonymously and confidentiality is strictly observed. **Statewide Toll Free Number: (800)223-9074.**

2. Senior Centers

Senior centers usually welcome anyone 55 years or older. They are an excellent safe daytime sanctuary and offer a variety of services.

Name	Address	Phone
Absalom Jones Senior Center	310 Kiamensi Rd, Wilmington, 19804	302-998-0363
Brandywine Senior Center	3301 Green St, Claymont	302-792-2757
De La Warr Senior Center	19 Lambson Lane, New Castle	302-429-0581
Howard Weston Senior Center	1 Bassett Ave, New Castle	302-328-6626
Jewish Community Center	101 Garden of Eden Rd, Wilmington	302-478-5660
Kingswood Community Center	2300 Bowers St, Wilmington	302-764-9022
Latin American Community Center	403 N Van Buren St, Wilmington	302-655-7338
New Castle Senior Center	400 South St, New Castle	302-326-4209
Newark Senior Center	200 White Chapel Rd, Newark	302-737-2336
Wilmington Senior Center	1901 N Market St, Wilmington	302-651-3400
St Patrick's Center	107 E 14 th St, Wilmington	302-652-6219

3. Meals on Wheels:

Meals On Wheels Delaware has five member agencies that provide meals throughout the state. To set up a delivery for oneself or a family member, Contact:

Wilmington	City Fare/St Anthony Center	302-421-3734
Newark	Newark Senior Center	302-737-2336

4. Transportation

FISH of Northern Delaware, a volunteer organization, provides transportation to appointments for

ambulatory individuals north of the C&D Canal on Monday through Thursday, when all other potential means of transportation have been exhausted and as volunteers are available. This is not an emergency service. Notify FISH one week in advance of the appointment. Call 302-658-2954.

LogistiCare is a for-profit company that serves as Delaware's Medicaid transportation broker. Transportation arrangements should be made no less than two days in advance of a scheduled appointment. LogistiCare will verify that the recipient is Delaware Medicaid eligible and that transportation is required to a covered service. Once both criteria are confirmed, LogistiCare will arrange for appropriate transportation to the covered medical service by one of their contracted transportation providers. Eligible Delaware Medicaid clients in need of non-emergency transportation should contact LogistiCare at **1-866-412-3778**.

DART Reduced Fare (\$.60 per ride) is for those individuals that are age 65 and older or that have a disability. Low Income is not a qualifier. You must show a Medicare Card or a DART Reduced Fare Photo ID when paying your fare. To apply for a reduced fare card, go to www.dartfirststate.com.

Friendship House Homeless Resource Guide

Part III: Hot- Line Emergency Numbers

Police, Fire, Ambulance	911
Delaware Guide to Human Services	211
Contact Lifeline	(800)262-9800
Crisis Intervention (Mental Health/ Suicide Prevention)	(800)652-2929 (800) 345-6785
National Suicide Prevention Hotline	(800) 273-TALK
Adult Protective Services	(800) 223-9074
Child Abuse Report Line	(800) 292-9582
Domestic Violence Hotline	(302)762-6110 (302)678-3886 (302)422-8058
Rape Crisis	(302)761-9100 (800)262-9800
Delaware Victim Services	(800)842-8461
Veterans Crisis Line	(800)273-8255
A.A. Hotline – Northern Delaware	(302)655-5113
National Drug & Alcohol Treatment Hotline	(800)662-HELP
Be Sober Hotline	(800) BE-SOBER
Delaware AIDS Hotline	(800)422-0429

Friendship House Homeless Resource Guide

Part IV: Agency Director

Day Centers	Address	Phone
Friendship House Men's Center	226 N. Walnut St DART Bus # 423, 16, 17, 22	302-652-8278
Friendship House Women's Center	720 N Orange St DART Bus # 423, 3, 22	302-652-8033
Friendship House Newark Empowerment Center	69 E Main St, Newark DART Bus #6	302-544-0165
MOC Samaritan Outreach	1410 N Claymont St DART Bus #24	302-594-9476
R.V.R.C. Center	500 W 2 nd St, Wilmington DART Bus #5	302-691-7946
St Patrick's Senior Center	107 E 14 th St Wilmington DART Bus #1	302-652-6219
Meeting Ground Mary Randall Center	401 North St, Elkton, MD DART Bus #65	410-620-4701
Emergency Shelters	Address	Phone
Sunday Breakfast Mission for Men	110 N. Poplar St DART Bus #16, 17, 22, 25	302-652-8314
FH Andrew's Place for Elderly Men <i>(Must be interviewed at FH Men's Day Center)</i>	720 N Orange St DART Bus #423, 3	302-652-1940
RVRC Resource Center	500 W 2 nd St DART Bus #5	302-691-7946
MOC House of Joseph I	1328 W 3 rd St, Wilmington DART Bus #4, 24	302-652-0904
Salvation Army EHR for Women & Children	500 N Orange St DART Bus # 423, 3, 22	302-472-0750
MOC Hope House I for Single Women	1103 W 8 th St DART Bus #8	302-652-8532
MOC Hope House II for Women & Children	121 N. Jackson St DART Bus #5	302-652-1935

MOC Hope House III for Women & Children	515 N Broom St DART Bus # 4, 24	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	34 Continental Ave DART Bus # 31, 33	302-737-2241
Transitional Housing	Address	Phone
Sojourner's Place	2901 Northeast Blvd DART Bus #24	302-764-4713
Sunday Breakfast Mission for Families	110 N Poplar St DART Bus # 16, 17, 22, 25	302-652-8314
Martha House I & II	602 Philadelphia Pike DART Bus # 1	302-655-5568
FH Transitional Housing Program for Men (Stage I) – Criswell House	724 N Madison St DART Bus # 8	302-652-8133
FH Transitional Housing Program for Men (Stage II) – Daughtry & Burton House	1503 W 13 th St DART Bus # 6, 7, 20	302-652-8133
FH Transitional Housing Program for women (Stage I) – Epiphany House	722 N Union St DART Bus #6	302-428-0151
FH Transitional Housing Program for Women (Stage II) – Ashford & Patterson House	718 – 720 N Union St DART Bus #6	302-428-0151
FH Transitional Housing Program for Women (Stage III) – Palmer House	1004 – 1006 N Lincoln St DART Bus #6, 8	302-428-0151
Gateway House	121 N Poplar St DART Bus # 16, 17, 22, 25	302-571-8885
YWCA Home Life Management	700 N Madison St DART Bus #8	302-658-7110
Long-term Supportive Housing	Address	Phone
MOC Bethany House I for Women	601 N Jackson St DART Bus #4, 5, 24	302-594-9458
MOC Maria L Longo House for Women	822 N. Jefferson St DART Bus #8	302-652-5523

Padre Pio House for Men	213 N Jackson St DART Bus # 4, 5, 24	
Connections CSP Subsidized Rental Properties Group Homes	500 W 10 th St DART Bus #8 (Appointment Only)	1-866-477-5345
WHA	400 N Walnut St DART Bus # 423	302-429-6701
YMCA	501 W 11 th St DART Bus # 2, 11, 12, 20	302-571-6950
YWCA	225 N King St DART Bus #423	302-658-7161
Westend Neighborhood House Cornerstone West	710 N Lincoln St DART Bus #8	302-888-5480
Dining Rooms	Address	Phone
Emmanuel Dining Room East	226 N. Walnut St DART Bus # 423	302-652-2577
Emmanuel Dining Room West	121 N Jackson St DART Bus #4, 5	302-652-3228
Emmanuel Dining Room South	500 Rogers Rd DART Bus # 15, 17	302-577-2951
State & Federal Service Centers	Address	Phone
Porter State Service Center	509 W 8 th St DART Bus #8	302-577-3400
Northeast State Service Center	1624 Jessup St DART Bus #3	302-552-3500
DeLaWarr State Service Center	500 Rogers Rd DART Bus # 15, 17	302-577-2970
Claymont State Service Center	3301 Green St DART Bus # 1	302-798-2870
Floyd Hudson Service Center	501 Ogletown Rd DART Bus # 6, 31	302-283-7500
DSS – Canby Park	1920 Maryland Ave DART Bus # 4	302-498-5500

Westend Neighborhood House	710 N Lincoln St DART Bus #8	302-888-5480
Robscott Service Center	153 E Chestnut Hill Rd DART Bus #33, 39, 55	302-368-6610
Office of Vital Statistics	258 Chapman Rd (University Plaza, Chopin Building) DART Bus 23, 34	302-283-7100
Social Security Administration	920 W Basin Rd DART Bus # 15, 23	1-800-772-1213 302-323-0304
Community Centers	Address	Phone
Hicks Anderson Community Center	501 N Madison St DART Bus #4	302-571-4266
Lutheran Community Services	1304 N Rodney St DART Bus # 6, 7, 20	302-654-8886
Kingswood Community Center	2300 Bowers St DART Bus #24	302-764-9022
Wilmington Senior Center	1901 N Market St DART Bus # 1	302 - 651-3400
St Patrick's Senior Center	107 E 14 th St DART Bus #1, 3, 9	302-652-6219
Claymont Community Center	3301 Green St DART Bus #1	302-792-2757
Hospitals & Clinics	Address	Phone
Wilmington Hospital	501 W 14 th St DART Bus # 11,32, 38	302-428-4410
Christiana Hospital	4755 Ogletown-Stanton Rd DART Bus #33	302-733-1000
St. Francis Hospital	701 N Clayton St DART Bus # 8	302-421-4100
Meadowood Hospital	575 s Dupont Highway DART Bus #25	1-800-289- 8336 302-328-3330
VA Hospital	1601 Kirkwood Highway DART Bus # 6	302-994-2511

Rockford Center	100 Rockford Dr DART Bus # 5	302-996-5480
Westside Family Health Care	1802 W 4 th St, Wilmington DART Bus # 4 27 Marrows Rd, Newark DART Bus #33	302-655-5822 302-455-0900
Henrietta Johnson Medical Center	601 New Castle Ave DART Bus # 15	302-655-6187
MOC House of Joseph II	9 W 18 th St DART Bus #1	302-652-9943
MOC Pierre Toussant Dental Clinic	830 N Spruce St DART Bus #8	302-652-8947
Addiction Recovery Services	Address	Phone
NET Kirkwood De Tox	3315 Kirkwood Highway DART Bus # 6	302-691-0140
SODAT	625 N Orange St DART Bus #423, 3	302-656-4044
Salvation Army ARC	107 S Market St DART Bus # 22	302-654-8808
Brandywine Counseling	2713 Lancaster Ave DART Bus #4	302-656-2348
Limen House for Men	903 N Madison St DART Bus # 8	302-652-7969
Limen House for Women	624 N Broom St DART Bus 4, 8	302-571-1216
Gateway Foundation	171 New Castle Ave, Delaware City DART #25	302-836-2000
Gaudenzia Treatment Program	604 W 10 th St DART # 3	302-421-9945
Hogar Crea	1126 Brandywine St	302-654-1158
Sunday Breakfast Mission	110 N Poplar St DART Bus #16, 17, 24,25	302-652-8314
TRIAD	1104 N Adams St DART Bus #8	302-655-1153

1212 Corporation	2700 N Washington St DART Bus #11	302-764-4048
Transportation	Address	Phone
DART First State	119 Beech St DART Bus #5	1-800-652-DART
Greyhound	101 N French St DART Bus #9, 19,22,30, 33, 34	302-655-6111
AMTRAK	100 S French St DART Bus #9, 19,22,30, 33, 34	302-429-6530
SEPTA	100 S French St DART Bus #9, 19,22,30, 33, 34	1-800-652-3278
DMV – New Castle	2101 Mid County Drive DART Bus # 22, 25	302-326-5000
DMV – Wilmington	2230 Hessler Blvd DART Bus #15, 23	302-434-3200
Employment	Address	Phone
Department of Labor (Wilmington)	4425 N Market St DART Bus # 1	302-761-8085
Department of Labor (Newark)	225 Corporate Blvd, Suite 104 DART Bus #55	302-453-4350
Unemployment Insurance HOTLINE	4425 N Market St DART Bus #1	302-761-6576
Goodwill Industries	300 E lea Blvd DART Bus #3, 24	302-761-4640
MOC Job Placement Center	1100 Lancaster Ave DART Bus #9, 19, 36	302-652-5532
Wilmington Job Corps	9 Vandever Ave	302-575-1710
Wilmington Senior Employment Services	1901 N Market St DART Bus #1	302-651-3440
Courts & Prisons	Address	Phone
Superior Court	500 N King St DART Bus #1, 3, 9, 423	302-255-0800

Court of Common Pleas	500 N King St DART Bus #1, 3, 9, 423	302-255-0900
Family Court	500 N King St DART Bus #1, 3, 9, 423	302-255-0300
JP Court 20 (Criminal)	300 N Walnut St DART Bus # 3, 15, 423	302-577-7234
JP Court 11 (Criminal)	2 Penn's Way DART Bus #23	302-323-4450
Wilmington Police	300 N Walnut St DART Bus # 3, 15, 423	302-654-5151
Community Legal Aid	100 W 10 th St DART Bus #3, 423	302-478-8850
Plummer Correctional Center	38 Todds Lane DART Bus #	302-761-2800
Howard Young Correctional Center for Men	1301 E 12 th St DART Bus #9	302-429-7700
Baylor Correctional Center for Women	660 Baylor Blvd DART Bus #17, 22	302-577-3004
Hazel Plant Women's Treatment Facility	620 Baylor Blvd DART Bus # 17, 22	302-777-6800
WEBB Correctional Center	200 Greenbank Rd DART Bus #6	302-995-6129
Ferris School	959 Centre Rd DART Bus #36	302-993-3800
James Vaughn Correctional Center	1181 Paddock Rd, Smyrna	302-653- 9261
Sussex Correctional Institute – Boot Camp	23203 Dupont Blvd, Georgetown	302-856- 5280
Sussex Work Release / VOP	23207 Dupont Blvd, Georgetown P.O. Box 500	302-856-5790

(Last updated 8/27/14)

Friendship House Homeless Resource 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, and 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.connectionsbsp.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. 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.

The emergency shelter program is 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 that 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.

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 Van Story 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.

RVRC also administers the State's PATH program. The national PATH Program is administered by the Center for Mental Health Services, a component of the Substance Abuse and Mental Health Services Administration (SAMHSA), one of eight Public Health Service agencies within the U.S. Department of Health and Human Services. The PATH Program was authorized by the Stewart B. McKinney Homeless Assistance Amendments Act of 1990. PATH services are for people with serious mental illness, including those with co-occurring substance use disorders, who are experiencing homelessness or at risk of becoming homeless. PATH services include community-based outreach, mental health, substance abuse, case management and other support services, as well as a limited set of housing services.

PATH outreach workers seek out homeless persons wherever they are located between the hours of 6:00 p.m. to 6:00 a.m. in all three (3) counties (New Castle, Kent and Sussex) with offices located in each county. Outreach workers visit well known and less known "hang outs" such as train stations, public squares, public streets, and bridge overpasses, wooded areas that serve as camps, train arches, etc. that provide shelter to locate and engage homeless individuals They will assist these individuals to link with more specialized service providers, and as appropriate, provide services directly. As part of this program, RVRC now operates a crisis emergency shelter for single men and single women

The center currently offers:

- Recovery Maintenance Support
- Computer Lab and Library
- Job Readiness Skills Assistance
- Accompaniment to Mental Health Court
- Peer Support
- Daytime Sanctuary to the Homeless Mentally Ill
- Emergency Shelter

Meeting Ground www.meetingground.org

Meeting Ground was born in 1981 when Rev. Carl and Marsha Mazza were called to begin a ministry with people experiencing homelessness in northern Delaware and northeastern Maryland. Rooted in Christian values, Meeting Ground's goal has been to insure that everyone has a place at the table and everyone has a place to call home. Wayfarer's House was its original women's shelter and over the years it has grown to include a men's shelter, a day center, transitional housing programs and a rotating winter shelter. At each of its locations, Meeting Ground strives to help people in need, and especially those experiencing homelessness as they take the next steps on the path from shelter to home.

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

YWCA Residential Programs www.ywcade.org

YWCA Delaware operates two housing facilities in New Castle County. Our goal is to provide women, men and children with the tools they need to live successfully on their own. For 23 years, YWCA Delaware has owned and operated Home Life Management Center to assist homeless families. Here families have the opportunities to learn valuable life skills and increase their education to obtain adequate employment in preparation for their move to permanent housing. For more information, please call 302.658.7110. YWCA Delaware also operates the Single Women's Residence to provide housing for low-

income women, students, and those returning to the community from institutions, helping women to achieve self-sufficiency. For more information please call 302.658.7161.

(Last updated 9/5/2014)