



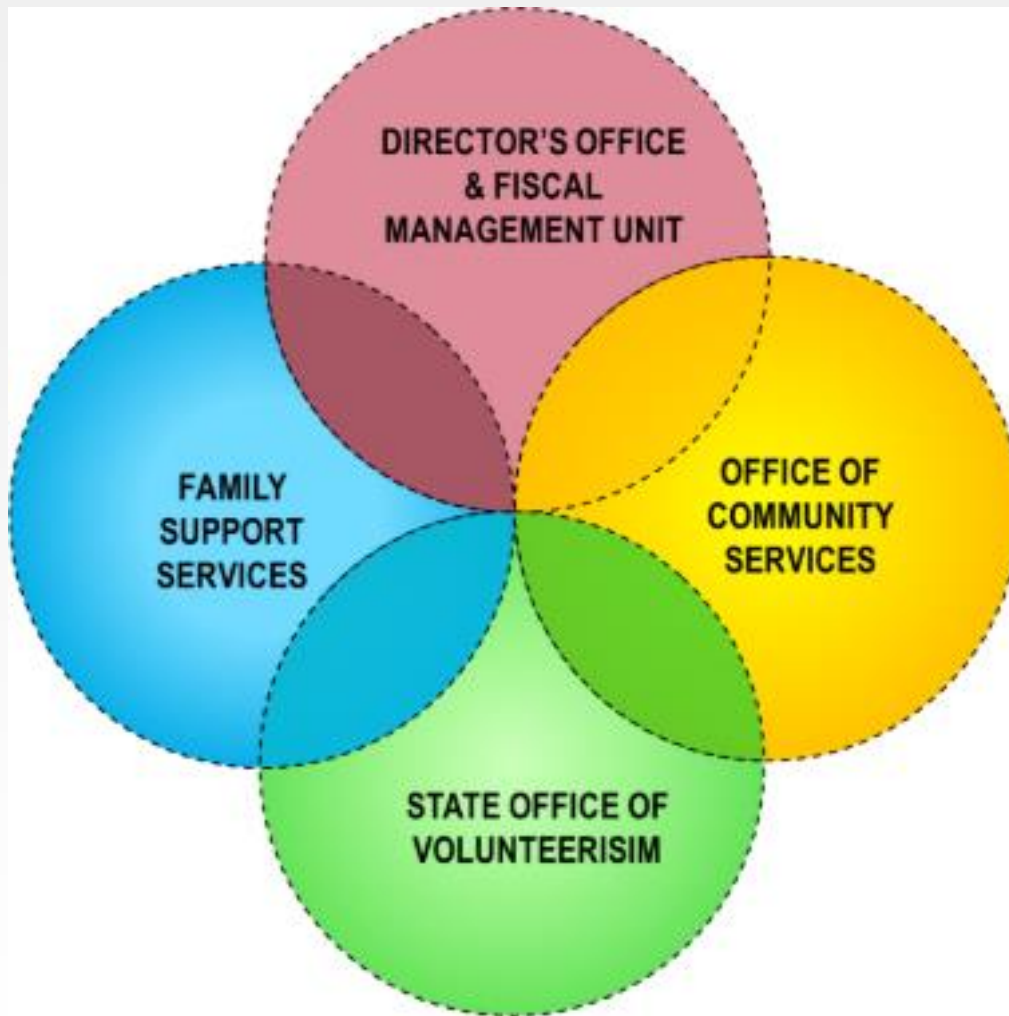
DIVISION OF STATE SERVICE CENTERS

CoC Quarterly Meeting

RENEE P. BEAMAN, DIRECTOR

JULY 22, 2020

Division of State Service Centers



The mission of the Division of State Service Centers is to provide convenient access to human services, assist vulnerable populations, support communities and promote volunteer and service opportunities.

Division of State Service Centers Organizational Chart

Directors Office

Executive Support & Administration

Deputy Directors Office

Marketing/Communications

Disaster & Emergency Management

Training & Development

Human Resources

Program Evaluation & Policy

Special Initiatives

Fiscal Management Unit

Family Support Services

Office of Community Services

State Office of Volunteerism

Budget and Financial Management

State Service Center Infrastructure (15 Statewide)

Community Services Block Grant

Volunteer Delaware

Accounting

Emergency Assistance Services

Low Income Home Energy Assistance Program

Volunteer Delaware 50+

Systems

Community Resource Assistance Services

Emergency and Transitional Housing

Foster Grandparents

Kinship Care

Community Food and Nutrition

AmeriCorps Delaware

Diabetes Medical, Needy Family & Utility Fund

Family Visitation

Heating Repair and Replacement Program

Adopt-A-Family

15 STATEWIDE STATE SERVICE CENTER LOCATIONS

New Castle County:

Appoquinimink
(Middletown)
Belvedere
Claymont
DeLaWarr (New Castle)
Hudson (Newark)
Northeast (Wilmington)
Porter (Wilmington)

Kent County:

Smyrna
Williams (Dover)

Sussex County:

Adams (Georgetown)
Bridgeville
Laurel
Milford
Pyle (Frankford)
Shipley (Seaford)



DIVISION OF STATE SERVICE CENTERS

CLIENT FLOW SFY 20

NCC	310,396
KC	79,779
<u>SC</u>	<u>179,428</u>

Total: 569,603



NCC 310,396



KC 79,779



SC 179,428





FAMILY SUPPORT SERVICES

Provides several types of services to assist people in need:

- **Emergency Services** helps those who need immediate assistance to meet basic needs such as utilities, rent, or housing.
- **Individual and Family Services** assists persons and families with a number of supportive services ranging from **low income energy assistance to help for relatives taking care of minors.**

CRISIS INTERVENTION SERVICES AND PROGRAMS OFFERED

- **Emergency Assistance Services**
- **Needy Family Fund**
- **Kinship Care Program**
- **Teen Voucher Program**
- **Diabetes Fund**
- **Community Resources and Assistance Services Program**
- **Food Closets-located at all 15 State Service Centers**
- **Utility Fund**



COVID-19 RESPONSE

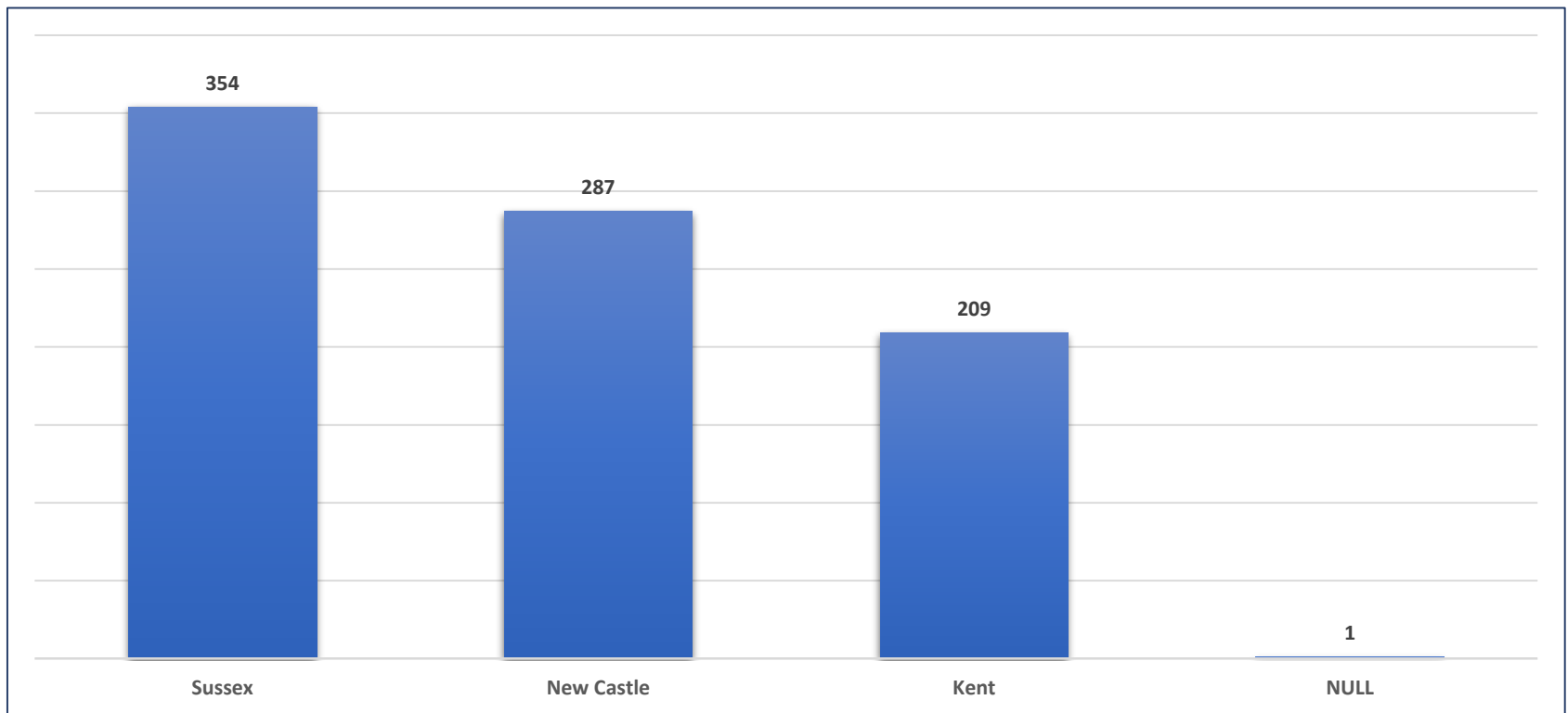
NON-CONGREGATE SHELTERING



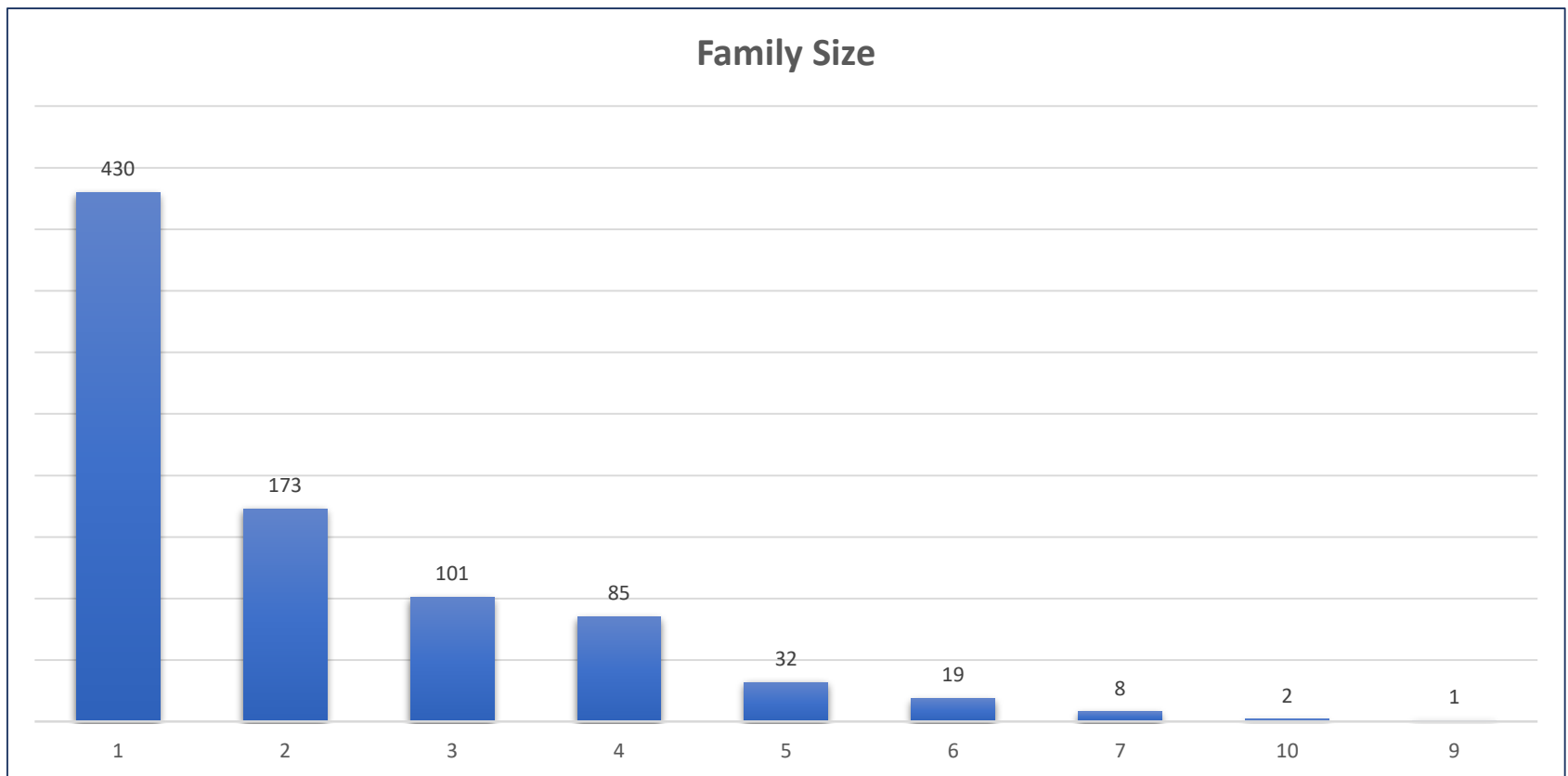
EMERGENCY SHELTER JANUARY - JULY 2020 DASHBOARD

HOUSEHOLDS	TOTAL	INDIVIDUALS	TOTAL
HOUSEHOLDS	851	TOTAL INDIVIDUALS IN SERVED HOUSEHOLDS	1778
HOUSEHOLDS WITH CHILDREN	322	# OF CHILDREN IN SERVED HOUSEHOLDS	601
COVID IMPACTED HOUSEHOLDS	27	INDIVIDUALS 65 +	35

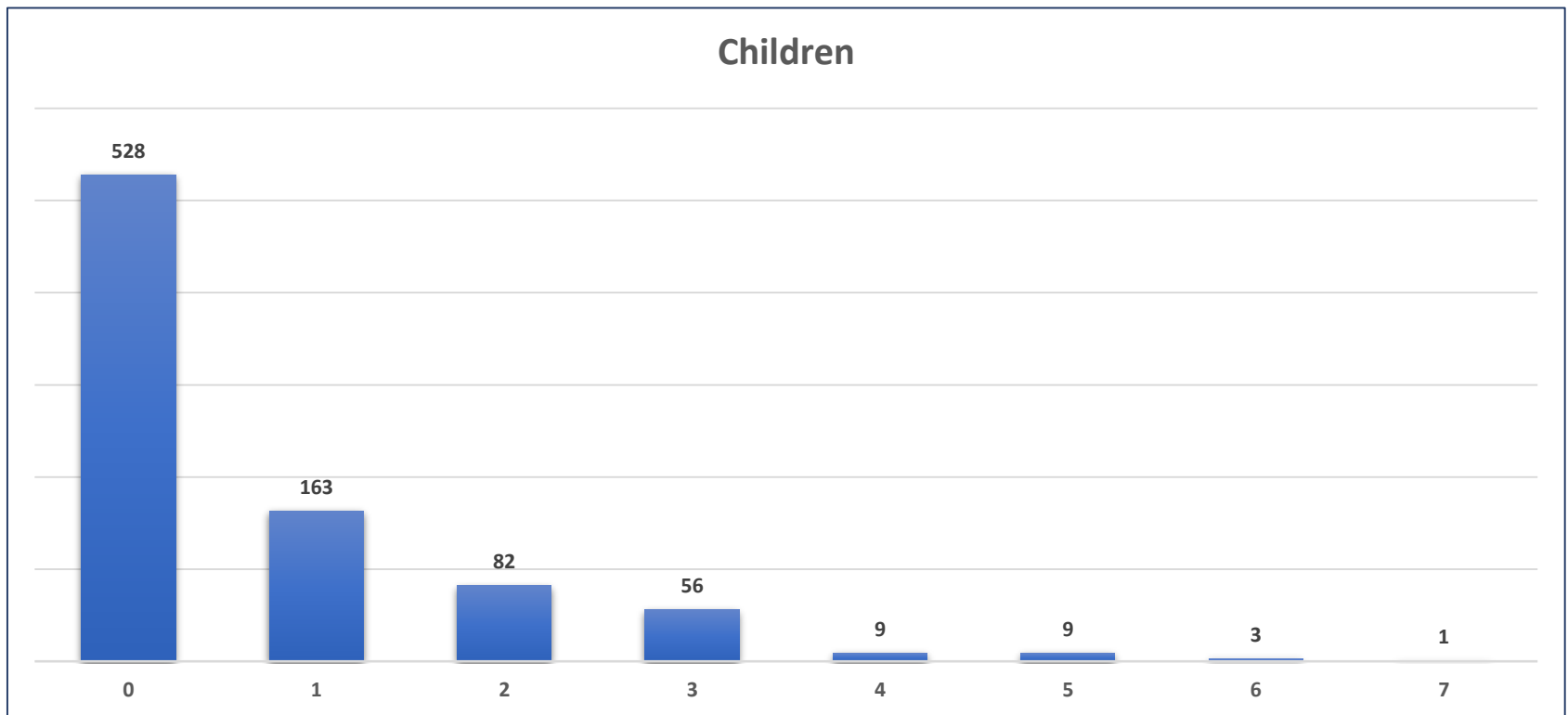
HOUSEHOLD INTAKE BY COUNTY JANUARY – JULY 2020



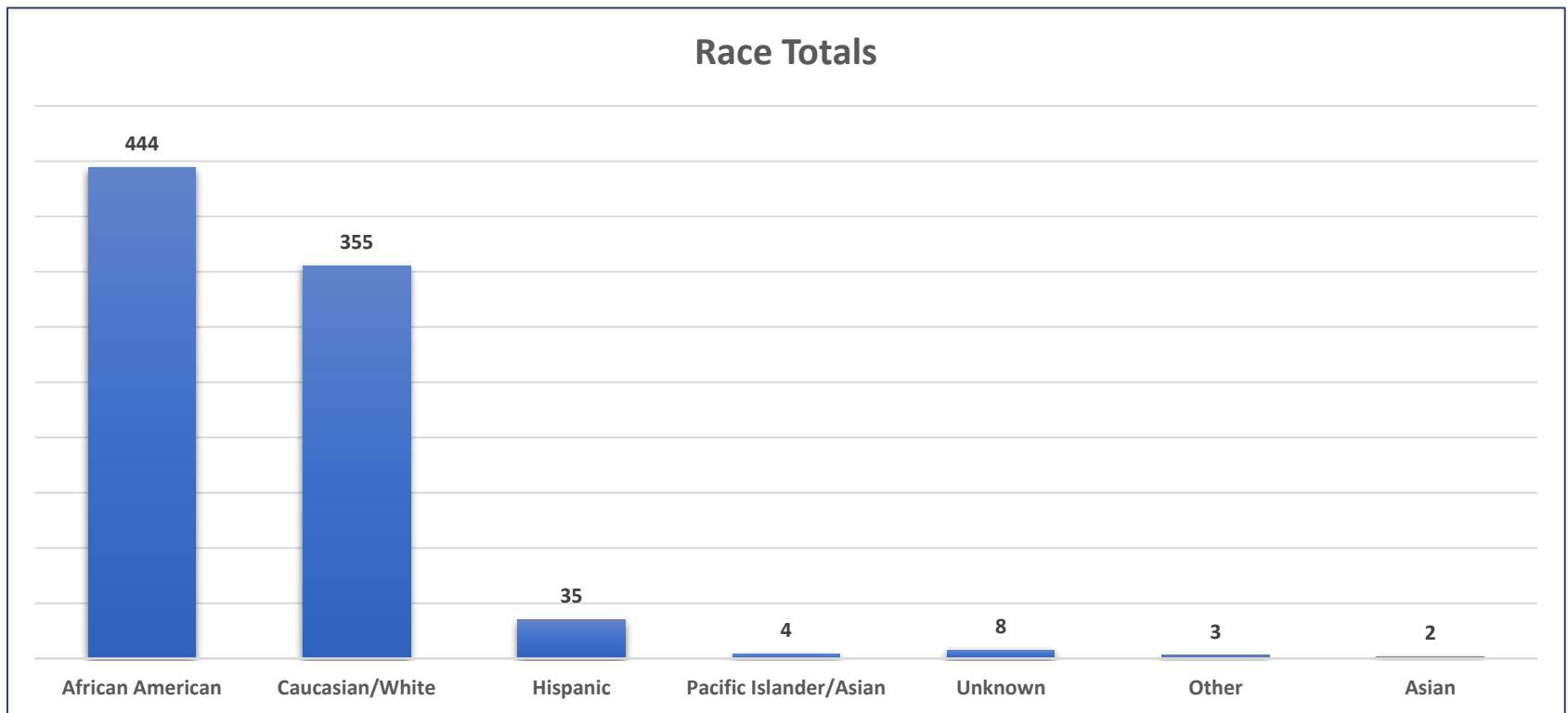
HOUSEHOLD TOTALS BY FAMILY SIZE JANUARY - JULY 2020



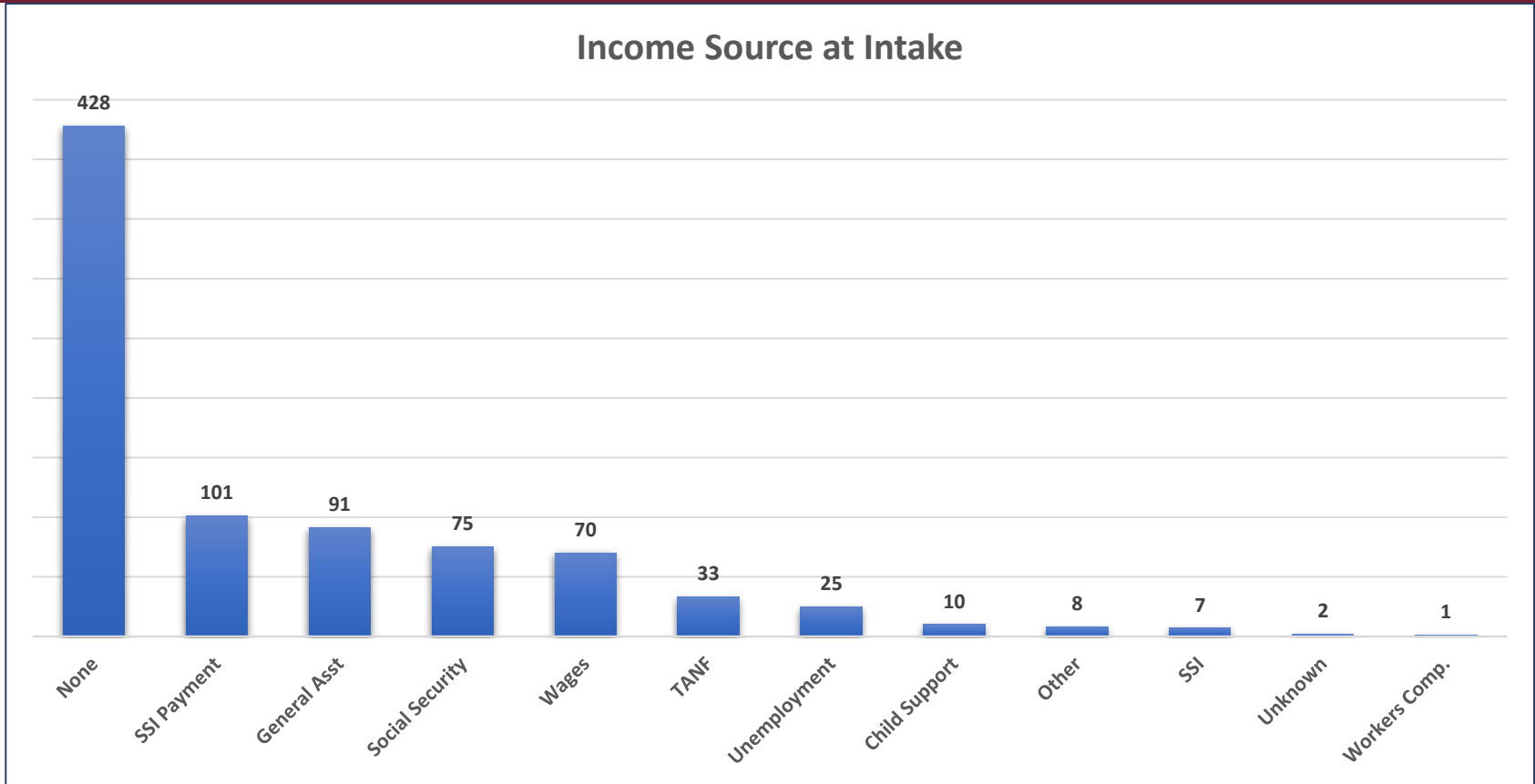
HOUSEHOLDS WITH CHILDREN JANUARY - JULY 2020



HOUSEHOLDS BY RACE



HOUSEHOLDS BY INCOME SOURCE



EMERGENCY HOUSING FUNDING

- Emergency Assistance (Federal/State)
- COVID-Impacted (State)
- FEMA
- CDBG Funding
 - City of Dover
 - ***Pending Funding***
 - City of Newark
 - City of Wilmington
 - New Castle County
 - DE State Housing Authority
 - Kent
 - Sussex



PROCESS DURING HEALTH CRISIS LIMITED IN PERSON SERVICES

- **Emergency Assistance Services (EAS) request for homeless clients received via external agency, phone, Governors office, social media or resource mailbox:**
- A telephone interview is conducted by worker (ID, income verification, documents-dropped off or sent email/text)
- Clients are placed in a motel/hotel
- Client signed an agreement (abiding by the rules location/program)
- Commitment form (voucher) is faxed to the motel/hotel securing payment
- Weekly in-person visit will not occur during this time due to COVID-19
- Client will be contacted weekly by telephone to follow up on progress
- towards permanent housing, employment and to address any other needs



SUPPORTING THOSE IN NON-CONGREGATE HOUSING

- Food is provided daily via Humanities Café (NCC) and Food Bank of DE (Kent/Sussex) (Weekend meals/snacks)
- Provided: Face coverings (adults & children), HopeLine Information
- Partnerships:
 - COVID-19 testing opportunities (NCC-Carrie)
 - Behavioral health services (DSAMH)
 - Employment support (DSS)
 - Medicaid Services (DMMA)
 - Transition: Family Promise, Catholic Charities





Even Though

WE ARE APART



**DIVISION OF STATE SERVICE CENTERS
WE ARE CLOSED TO WALK-INS**

COVID19

**CALL FOR AN APPOINTMENT AND OR
EMERGENCY ASSISTANCE AT**

1-866-843-7212

**YOU CAN ALSO CALL YOUR LOCAL
STATE SERVICE CENTER DIRECTLY.**

We are Stopping it

STANDING TOGETHER



Questions

