

DHSS Homelessness Prevention Resources

DHSS encourages any Delawarean experiencing homelessness to visit a State Service Center first to determine what services they are eligible for.

State Service Centers are located:

- New Castle County

- o Appoquinimink State Service Center 122 Silver Lake Road
Middletown, DE 19709
- o Belvedere State Service Center 310 Kiamensi Road Wilmington, DE
19804
- o Claymont State Service Center 3301 Green Street Claymont, DE
19703
- o DeLaWarr State Service Center 500 Rogers Road New Castle, DE
19720
- o Floyd I. Hudson State Service Center 501 Ogletown Road Newark, DE
19711
- o Northeast State Service Center 1624 Jessup Street Wilmington, DE
19802
- o Winder Laird Porter State Service Center 509 West 8th Street
Wilmington, DE 19801

- Kent County

- o James W. Williams State Service Center 805 River Road Dover, DE
19901
- o Smyrna State Service Center 200 South DuPont Boulevard, Suite 101
Smyrna, DE 19977
- o Milford State Service Center 11-13 Church Avenue Milford, DE 19963

- Sussex County

- o Bridgeville State Service Center 400 Mill Street Bridgeville, DE 19933
- o Edward W. Pyle State Service Center 34314 Pyle Center Road
Frankford, DE 19945
- o Laurel State Service Center 31039 North Poplar Street Laurel, DE
19956

- o Thurman Adams State Service Center 546 South Bedford Street
Georgetown, DE 19947
- o Anna C. Shipley State Service Center 350 Virginia Avenue Seaford, DE
19973

Below is a list of programs/organizations assisting homeless individuals with a brief description and sorted by division. NOTE: Some programs and funding sources span across multiple divisions (SRAP, 1915 Waiver, etc.)

Division of Substance Abuse and Mental Health (DSAMH)

- **Medical Legal Partnership** - A Medical Legal Partnership (MLP) takes an integrated upstream approach to addressing and preventing health-harming civil legal barriers that disproportionately affect people living in poverty. In an MLP, lawyers collaborate with healthcare providers to ensure the health of vulnerable clients and families by addressing unmet health harming needs in conjunction with health care treatment.
- **Oxford House-Revolving Fund Loan** - In 1988, Congress enacted P.L. 100-690, the Anti-Drug Abuse Act. This Act included a provision that required all states to establish a revolving loan fund to provide start-up funds for groups wishing to open sober living environments based on the Oxford House model. The mandate was changed to a permissive provision in 1990 and is now codified as 42 USC 300x-25. Oxford House is a concept in recovery from drug and alcohol addiction. In its simplest form, an Oxford House describes a democratically run, self-supporting and drug free home. Parallel to this concept lies the organizational structure of Oxford House, Inc. which provides the network connecting all Oxford Houses and allocates resources to duplicate the Oxford House concept where needs arise.
- **Promoting Optimal Mental Health for Individuals through Supports and Empowerment (PROMISE)** – The PROMISE program offers a range of person-centered and recovery-oriented HCBS. This program helps support and empower individuals in their recovery journey and enhances their quality of life by supporting them to live independently in their communities, providing care coordination, which consists of assistance in

navigating services and resources. Through PROMISE, there are several programs:

- o **Client Assistance Funds** - Client Assistance Funds are meant for Assertive Community Treatment (ACT)/Intensive Case Management (ICM) enrolled clients who do not have financial means that need a variety of eligible social determinant of health activities that are not funded by another source.
- o **Group Home** - Group Home residences are cost-effective, community-based housing alternatives to Nursing Facility care for adults living with severe psychiatric disorders who are unable to live fully independently and can benefit from intensive supportive and rehabilitative services in the home. They utilize recovery model and trauma-informed principles to maximize the functioning and quality of life of every involved consumer. The goal is to provide accessible services, based on needs rather than on insurance status or the initial diagnosis of the individual.
- o **Supported Apartment Program** - The Supported Apartment Program (SAP) is a statewide apartment program for persons who need additional daytime, evening, overnight and weekend support. This model is the leasing of apartments in various integrated locations throughout the community, often in small clusters. Services directly assist persons with daily activities, personal care, and peer support to meet their daily living needs and ensure adequate functioning and safety in their home and community. Eligibility includes individuals enrolled in PROMISE (specifically Assertive Community Treatment or Intensive Case Management), and deemed medically necessary for placement.
- **Recovery Residences** - Recovery residences provide a safe and supportive living environment that is alcohol-free and illicit-drug free housing for individuals with substance-use disorders, to include co-occurring mental health disorders. The purpose of a recovery residence is to provide a healthy living environment for individuals to initiate and sustain recovery.

Recovery Housing will address the biopsychosocial aspects of the individual in a supportive environment. Services should include a trauma informed approach, integrating motivational interviewing and evidence-based strategies.

- **State Rental Assistance Program** - The State Rental Assistance Program (SRAP) helps low-income individuals who require affordable housing and supportive services to live safely and independently in the community. DSAMH presently administers in collaboration with the Delaware State Housing Authority, 445 SRAP vouchers.
- **Transitional Case Management-Transitional Bed Program** - The Transitional Case Management Program (TCM) and the TCM Transitional Bed Program are funded by and operated through the Delaware Division of Substance Abuse and Mental Health (DSAMH). TCM provides individualized case management, temporary housing, and resource coordination to behavioral health treatment and recovery support services. Transitional Housing Units are located in Newark.
- **Recovery Residences** – Recovery residences are safe, sober living environments for individuals recovering from substance use disorder, providing a supportive, structured setting that encourages long-term recovery. These homes offer a community-based approach, connecting residents with peers and services while promoting a substance-free lifestyle and life skills development.
- **DSAMH Bridge Clinics (including Bridge Encampment and Outreach)** – Bridge Encampment teams visit established areas where homeless individuals congregate and search for any new establishments. The teams engage individuals by offering them basic needs (snacks, drinks, clothing, hygiene items) and having conversations about safety, harm reduction, and services available. Appropriate referrals are made based on the client's desire/need.

Division of Developmental Disabilities Services (DDDS)

- **Individual Family Assistance Program** - The IFAP program offers assistance for services that help individuals and families maintain community stability.

The program supports various types of requests to include but not limited to utility bills, pest control, dental services, minor home repairs, furniture, assistive technology, etc.

- **1915 Waiver** – These services include Community Transition Services, residential habilitation, and home modifications.

Division of Social Services (DSS)

- **Community Partner Support Unit (CPSU)** - CPSU is an operational unit within DSS. It provides ongoing, personalized support to community based organizations who serve those in need; serves as bridge between DHSS divisions and community organizations that serve clients eligible for state benefits.
- **Emergency Assistance Funds** – DSS administers the Emergency Assistance Services program to support low-income individuals with rent, utilities, and emergency shelter, aiming to prevent homelessness and maintain self-sufficiency. These services address and alleviate emergency conditions caused by unforeseen circumstances requiring immediate action, with services delivered through the Family Support Services team.
- **Emergency and Transitional Housing Services** - The Emergency and Transitional Housing (ETH) program provides funds to private, non profit agencies in DE that provide Emergency Shelter and/or Transitional housing to homeless individuals and families. The ETH funds offsets a small percentage of a shelter's operational costs to help them keep their doors open.
- **Low Income Home Energy Assistance Program (LIHEAP)** - LIHEAP is 100% federally funded. It reduces the cost of energy related expenses including winter heating assistance, crisis assistance, summer cooling assistance, weatherization assistance, and Assurance 16 Energy Education activities.
- **Hope Center Partnership** - Some clients are referred to the Emergency Assistance Services Partnership with the Hope Center, where they receive wraparound services, referral services, housing specialists, and employment training. In addition to the wraparound services, DSS staff conduct weekly visits to the Hope Center.

Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)

- **Emergency Housing** – DSAAPD provides temporary emergency placement for vulnerable persons living in unsafe environments pending the development of more long-term plans. The division prioritizes Adult Protective Services' alleged victims. In addition, DSAAPD has emergency funds for an overnight motel stay. Personal Care and other DSAAPD services can be provided at motels.
- **State Rental Assistance Program (SRAP)** – Helps low-income individuals who require affordable housing and supportive services to live safely and independently in the community. A certain number of vouchers are dedicated to DSAAPD participants with disabilities.

Division of Medicaid and Medical Assistance (DMMA)

- **Nursing Facility Transitions Program** - Managed Care Organization program designed to assist members transitioning from a nursing home (or similar institution) to the community.
- **Supportive Housing Pilot** – DMMA is leading a supportive housing pilot project through the American Rescue Plan Act (ARPA) spending plan. This project includes exploring services to support Medicaid members in maintaining their own living spaces. This project will not include the development or construction of new homes nor providing rental funds to assist members with maintaining their current housing. This project will include piloting various types of tenancy supports, including housing location services and education around maintaining residency, for Medicaid members.

Division of Public Health

- **Low-Income Water Assistance Program (LIHWAP)** – Aids eligible Delaware households in paying water and wastewater bills, including reconnection of household water services, prevention of disconnection of household water services, and help to reduce current household water bills.

- **Additional Services** – The Office of Vital Statistics often works with unhoused persons to help them get needed documents for state services and shelters. In the space of maternal and child health, and collaboration with the Delaware Healthy Mother and Infant Consortium and stakeholders, one of the committees, the Social Determinants of Health Committee, has identified housing instability for pregnant women as a priority. At this time, there is one intervention that DPH has launched, the Guaranteed Basic Income demonstration program, which has indirectly addressed housing instability. Under this model and program design, offering 1000/month to pregnant women for two years, in the first or second trimester, at or below 185% FPL, living in a Healthy Women Healthy Babies high-risk community. The Demonstration program is designed to reduce utilization of emergency departments, decrease hospitalizations, and increase financial stability, housing stability, and employment stability.