

Delaware Victim Services Agency Profiles

ACT NOW

Confidential Address

Telephone: Dover (302) 678-3782

Telephone: Lewes (302) 424-4357

Hours of Operation: 24 hour a day

Area Served: Kent and Sussex Counties

Contracted by Child Mental Health and goal is to provide emergency mental health for children under 18 years of age. Crisis beds available for voluntary hospital diversion for up to 72 hours. Ongoing support services available for counseling.

ARC - A Resource Center for Youth

91 Wolf Creek Boulevard

Wolf Creek Circle Bldg. #91

Dover, DE 19901

1-800-220-3092

www.cffde.org

Area Served: Kent County

A medical service provided by Christiana Care and ARC is a service for Children & Families First. Provides educational programs on human sexuality and responsible decision making for fifth through twelfth graders in the Delaware public schools. ARC Understand the importance of empowering parents to effectively community with their children. Educational groups are offered for parents

Adult Protective Services

NCC

University Office Plaza

256 Chapman Road, Suite 200

Newark, Delaware 19702

302-391-3500

TDD 302-391-3505

Fax: 302-351-3501

Kent & Sussex

Milford State Service. Ctr.

18 North Walnut Street, First Floor

Milford, Delaware 19963

302-424-7310

302-422-1346 (fax)

Statewide Toll Free: 800-223-9074

Hours of Operation: Monday - Friday

Area Served: Statewide 24/7 services available

The Adult Protective Service Program was created in 1982. It is a mandated program within DHSS Division of Services for Aging and Adults with Physical Disabilities. Adult Protective Services provides social services intervention for physically or mentally impaired adults, age eighteen and over, who are living in the community and who are subject to abuse, neglect or exploitation. Adult Protective Services receives report of adult abuse, investigates, assess victims risk, develop a case plan, arrange for emergency shelter, medical care, legal assistance and service monitoring

Appoquinimink Counseling Services, LLC

11 Crawford Street, 2nd Floor
Middletown, DE 19709

302-898-1616 – work

866-596-5049 – fax

Email: dawn.schatz@appocounseling.com

Hours of Operation: By Appointment

Area Served: New Castle & Kent County

Appoquinimink Counseling Services provides psychotherapy for individuals (adolescents and adults), couples and families. In addition to general mental health concerns, specialties include youth dating violence, domestic violence and sexual abuse/assault. Community presentations available upon request.

Catholic Charities

1151 West Walker Road
Dover, DE 19904

(302) 655-9624 - NCC

(302) 674-1600 – Kent

Food assistance ext. 4

Fuel ext. 5

Counseling ext. 7

(302) 856-9578 – Sussex

Area Served: All Counties

Hours of Operation: 8:30 – 5:00, M-F

<http://www.cdow.org/charities.html>

A part of the Catholic Diocese of Wilmington, Catholic Charities is a community service organization offering a variety of programs to care for children, strengthen families, assist with disadvantaged and build human relationships.

Programs offered include; adoption/Foster Care, Childcare Food Program, Counseling Services, Crisis Alleviation, Energy Assistance, Immigration Services.

Child Inc.

507 Philadelphia Pike
Wilmington, DE 19809-2177
(302) 762-8989

Hotline :(302) 762-6110 – 24-hour domestic violence hotline

Area Served: NCC based services

Hours of Operation:

Office: Monday - Friday

Shelters: 24 hours a day

<http://childinc.org>

Child, Inc. operates domestic violence and dating violence programs in New Castle County including two shelters for victims of domestic violence and their children; support services to assist victims in leaving an abusive relationship; a 24-hour domestic violence hotline, counseling services for victims including teens and young adults experiencing dating violence; Family Visitation Centers; court based victim advocacy services and Certified Batterers Intervention Treatment Programs.

Child Inc. - Domestic Violence Advocacy Programs (DVAP)

Main Office
507 Philadelphia Pike
Wilmington, DE 19809-2177
Area Served: Statewide

302-255-0420 NCC
302-672-1075 Kent
302-856-5843 Sussex

Hours of Operation: 8:30 – 4:30 M-F

The DVAP provides court based advocacy services to domestic violence victims in each county. The DVAP was established to ensure that victims and survivors of domestic abuse have the support and assistance they need in Family Court to help free them from a violent relationship. Trained volunteers and staff assist victims with filing Protection from Abuse Orders (PFA's), offer support throughout the PFA process, accompany them to court and provide crisis intervention, safety planning and referrals to community based services.

Children's Advocacy Center of Delaware, Inc.

CAC of NCC

1600 Rockland Road

P.O. Box 269

Wilmington, DE

(302) 651-4566

CAC of Dover

611 S. DuPont Hwy.

Dover, DE 19901

(302) 741-2123

CAC of Sussex

410 S. Bedford St.

Georgetown, DE 19947

(302) 854-0323

Area Served: Statewide

Hours of Operation: 8:00 – 4:30 M-F

<http://www.cacofde.org/>

Conduct forensic interviews and perform medical exams on child abuse victims. Minimize trauma to victims and families by utilizing a multidisciplinary approach with law enforcement, department of justice and family services.

Christiana Care Sexual Assault Program (Pathways)

501 W. 14th Street

Wilmington, DE 19899

(302) 428-2100

Area Served: NCC

Hours of Operation: By appointment

Psychological assessment, individual and group psychotherapy for victims, evaluation for community programs and the public.

Christiana Care's Teen Clinic

Wilmington Hospital Annex

1400 Washington Street

Third Floor, Suite 300

Wilmington, DE 19801

302-477-3300

Area Served: New Castle County

Hours of Operation: Appointments recommended but not required

Teen Clinic cares for teens and young adults, ages 12-25. The friendly staff includes doctors and nurses who specialize in the unique health issues that teens and young adults face each day. The clinic is designed to be affordable and you can use the clinic even if you don't have insurance.

Use of the clinic includes: general physicals, health screenings, immunizations, illness and injuries, nutrition and weight counseling, ongoing medical conditions, including diabetes, women's health care, birth control, pregnancy testing and counseling, sexually transmitted diseases testing and treatment, treatment for stress, anxiety and depression.

Community Legal Aid Society Inc. (CLASI)

840 Walker Road
Dover, DE 19904
(302) 674-8500

100 West 10th St.
Wilmington, DE
(302) 575-0660

144 E. Market St.
Georgetown, DE
(302) 856-0038

Area Served: Statewide

Hours of Operation: 8:30 – 4:30 M-F

Community Legal Aid Society, Inc. (CLASI) is a non-profit law firm. There is no charge for legal services. CLASI provides civil (non-criminal) legal services through the Poverty Program for low-income individuals, in the areas of housing, public benefits and certain domestic issues, i.e., protection from abuse. CLASI also handles special problems through the Elder Law Program for people age 60 and over, and the Disabilities Law Program, Delaware's protection and advocacy system, serving people with physical and mental disabilities. The Disabilities Law Program includes advocacy on behalf of victims of abuse, neglect and crime among its priorities.

Contact Lifeline, Inc.

Main Office

P O Box 9525
Wilmington, DE 19809
Office: (302) 761-9800
Hotline: (302) 761-9100

Kent & Sussex Office

P O Box 61
Milford, De 19963
Office: (302) 422-2078
Hotline: (800) 262-9800

Area Served: Statewide

Hours of Operation: **24/7 for Crisis Helpline/Rape Crisis Services**
8:30 – 4:30 M-F, Office

Crisis Helpline Services

Provides immediate statewide toll-free 24-hour access to telephone counseling, crisis intervention, suicide prevention, information and referral services for anyone in need.

Rape Crisis Services

Provides comprehensive statewide services to victims of sexual assault. Services include statewide toll-free 24-hour telephone counseling, accompaniment services at hospital emergency rooms, police and courts; short-term individual counseling support for victims and families, victims support groups, public education on sexual assault and rape prevention.

Rape Aftercare Services

Provides follow-up aftercare services to victims of sexual assault and community outreach to underserved populations.

Counseling Support Services

Provides individual and group counseling for adolescent victims of sexual assault in the schools and youth-serving agencies. Counseling services for sexual assault victims of all ages are statewide. Services may be accessed via the Wilmington or Milford offices.

Sexual Assault Network of Delaware (SAND)

A voluntary network of law enforcement professionals, medical professionals, victim advocates and volunteers charged with raising public awareness of sexual violence and ensuring appropriate services for sexual assault victims in Delaware.

Criminal Justice Council

820 N. French Street, 10th Fl.
Wilmington, DE 19801
(302) 577-5030

Area Served: Statewide

Hours of Operation: 8:00 – 4:00 M-F

An independent body committed to leading the criminal justice system through a collaborative approach. Strategic planning for the criminal justice system. Provides technical assistance not only to victim related issues but the entire criminal justice system, working with juveniles, adult offenders, police, prosecution, public defenders office and prevention issues. Funding source for programs providing direct services to victims of crime through sub grant applications process. Technical assistance to agencies in writing grant applications, speaker's bureau on victim related topics, crime victim resource lending library.

Delaware Board of Medical Practice

861 Silver Lake Blvd.
Suite 203, Cannon Building
Dover, DE 19904
(302) 744-4500

Area Served: Statewide

The Board is charged with protecting the Delaware healthcare system of physicians and certain other health care professionals. The board licenses physicians, and others who meet the statutory requirements for licensure. The board investigates complaint, conducts hearing, and imposes disciplinary sanctions for violations of the Delaware Code.

Delaware Center for Justice, Inc.

100 West 10th Street, Suite 905
Wilmington, DE 19801
(302) 658-7174

Area Served: New Castle County

Hours of Operation: 8:30 – 4:30 M-F

Victim-Offender Mediation Program (New Castle County)

The Victim-Offender Mediation Program works with victims of juvenile crime so that court orders of restitution can be filed on victims' behalf. This service works closely with victims to document their financial losses and file restitution determinations that automatically become an order of the court; these determinations hold juvenile offenders responsible for the financial losses of their victims.

At the request of victims, this program can arrange for meetings between victims and juvenile offenders and their parent(s). This mediation meeting, facilitated by a certified mediator, enables victims to speak about the impact of the crime on them and their families; while juvenile offenders are given the opportunity to make amends to their victims through the payment of restitution, carrying out community service, writing letters of apology, and going to anger management classes and doing other actions or consequences that victims request. Such actions on the part of all involved create an environment in which victims can more effectively move toward healing and restoration, and juveniles can begin to take full responsibility for their criminal actions. Mediation between juvenile defendants and their victims also can take place via videotaped victim impact statements when victims do not want to meet face to face.

Elderly Victims Services

Services to men and women fifty (50+) years old and over who have experienced any of a variety of crimes such as robbery, purse snatching, theft, misuse of finances, offensive touching, and/or destruction of property. Services include short-term supportive counseling, home visits, court, medical or law office accompaniments, nutritional information, transportation, assistance with filing for crime compensation, referrals and support, and host of other services. Each client is treated with complete confidentiality. All services are free. Please call (302) 658-7174 ext. 12. Available Monday through Friday, 8:30 – 4:30 p.m.

Delaware Coalition Against Domestic Violence (DCADV)

100 West 10th Street

Suite 903

Wilmington, DE 19801

(302) 658-2958

dcadvadmin@dcadv.org

www.dcadv.org

www.facebook.com/DelawareCoalition

Area Served: Statewide

Hours of Operation: 8:30 – 4:30 M-F

The DCADV is a non-profit organization dedicated to the prevention and elimination of domestic violence through public information, education and advocacy. Its membership includes agencies and programs providing shelter and direct services to adult victims of domestic violence, allied organizations, and individuals. The Coalition provides resources, technical assistance and training to direct service providers, engages in public information and education activities and works closely with direct service providers, government officials and business and community partners to facilitate the creation of effective policies and programs for battered women and their children to promote equality in relationships and to alter the social conditions that allow violence and abuse to occur.

Delaware Commission for Women

4425 N. Market Street, 4th Floor

Wilmington, DE 19802

(302) 761-8005

(302) 761-6652 fax

Kent/Sussex

24 W. Front Street

Milford, DE 19963

(302) 424-6257

(302) 761-6259

Area Served: Statewide

Hours of Operation: Monday - Friday

To provide leadership, advocacy and resources on issues affecting women while promoting equity, equality and the elimination of gender, racial, ethnic and income based discrimination and disparities.

Delaware Families, Inc.

6 Swiggetts Mill Road
 Lincoln, Delaware 19960
 (302) 423-8123
 430-0902 – fax

Website: <http://delawarefamiliesinc.org>
 Contact: delawarefamiliesinc@yahoo.com

Area Served: Statewide

Hours of Operation: Upon Request

Delaware Families, Inc. is a non profit organization. Delaware Families, Inc. holds federal non profit 501(C)3 status and is categorized as a Federal Public Charity under 170(b)(1)(A)(vi). Delaware Families, Inc. provides educationally based information and materials through seminars and presentations to children, teens, and adults on Self Esteem, Effective Problem Solving/Problem Ownership, Natural & Logical Consequences, Anger Management, Language of Emotions, Stress Management, Writing Therapy Workshop, Dating Violence/Healthy & Safe Relationships, Bullying and Teasing, Respect, Responsibility, Caring/Sharing & Cooperation, Parenting with love & logic, Special Parenting Seminars-setting limits and boundaries with children and more.

Delaware Girls Initiative

100 West 10th Street, Suite 611
 Wilmington, Delaware 19801
 302-657-0903
 302-657-0904

Area Served: Statewide

Hours of Operation: 8:00 am – 4:00 pm

Our mission is to advocate for a continuum of services that ensures gender specific resources and programs for all girls at risk in Delaware. The Delaware Girls Initiative's vision is to find the right program for the right girl at the right time.

Delaware Housing Authority

18 The Green
 Dover, Delaware 19901
 (302) 739-4263
 (302) 739-7428

Area Served: Statewide

Hours of Operation: Monday - Friday

Management of Public Housing sites and DSHA owned apartment complexes, Section 8 Vouchers and resident services.

Delaware Ecumenical Council on Children & Families

240 N. James Street, Suite B1B
 Wilmington, DE 19804
 (302) 225-1040 (NC County)
 (302) 653-8825 (Northern Kent)
 (302) 284-4825 (Southern Kent)
 (302) 732-3371 (Sussex)
 Area Served: Statewide

Hours of Operation: 8:30 – 5:00 M-F

The Delaware Ecumenical Council on Children and Families is a faith-based health advocacy, education and services organization. They engage, support and assist congregations, groups and individuals of the faith communities in meaningful programs to improve the health, safety and wellness of Delaware children, elderly and families.

Delaware State Police – Victim Services/Delaware Victims' Center

Headquarters

PO Box 430
 Dover, Delaware 19903
 (302) 739-3711
 Hours of Operation: 8:00 – 4:00 M-F

<http://www.dsp.delaware.gov/victim%20services.shtml>

24 hour crisis response
 24 hour a day hotline (800) VICTIM 1 or (800) 842-8461

Area Served: Statewide

Troop 2

100 LaGrange Avenue
 Newark, De 19702
 (302) 834-2620 x 236

Troop 6 (bi-lingual advocate)

3301 Kirkwood Highway
 Wilmington, De 19808
 (302) 633-5000 ext. 229

Troop 3

3036 Upper King Road
 Dover, DE
 (302) 697-4454 ext.206

Milford State Service Center

13 S W Front Street, Suite 105
 Milford, DE 19963
 (302) 424-7270

Troop 4

23652 Shortly Road
Georgetown, DE 19947
(302) 856-5850 ext. 253

Troop 5

9265 Public Safety Way
Bridgeville, DE 19933
(302) 337-1008

Troop 9

414 Main Street
P.O. Box 627
Odessa, DE 19730-0627
(302) 378-5749 ext. 226

Provide services to victims and witnesses of crime, and survivors/family members of sudden death. There are many paths a victim, witness, or survivor might follow. The services offered will minimize the trauma that they have suffered. Services offered but not limited to, crisis intervention, information, referrals, court accompaniment, assistance with filing for Victim Compensation, liaison with police departments, etc....

Delaware Technical & Community College

Jack F. Owens Campus
Rt. 18, PO Box 610
Georgetown, DE 19947

(302) 855-1665
(302) 855-1665

Area Served: Sussex County

Hours of Operation: day and evening schedule available.

Workforce Training: Created and developed in response to specific training needs of the community. All programs are special funded and free to participants. Classes are offered year round during fall, spring, and summer semesters.

Adult Education Programs: The Adult Education Program is composed of three components: Adults Basic Education (ABE), General Educational Development (GED), and English as a Second Language (ESL). Our purpose is to educate adult students to participate and be productive in society and to exercise the rights and responsibilities of citizenship. The ABE/GED/ESL program is designed to meet the needs of the residents of Sussex County who are educationally and economically disadvantaged. This program is funded by a grant from the State Department of Education.

Delaware's A Better Chance Welfare Reform Programs: The adult program, Employment Connections, is a mandatory job placement and training program for those citizens of Delaware receiving cash assistance. To the Max is a teen program targeted to at risk students in grades 9-12 who are members of families receiving cash assistance.

The Delaware Department of Health and Social Services, Division of Social Services and the Delaware Department of Labor, Employment and Training Division provide funding for both programs.

Workforce Investment Act (WIA): The WIA program has been serving the unemployed and underemployed residents of Delaware for over 15 years. Eligible individuals may obtain training in 13 diploma programs or four short-term certificate programs offered by Delaware Tech. Training ranges from computers to nursing to truck driving. Financial and job placement assistance as well as supportive services are available.

Delaware Volunteer Legal Services

P.O. Box 7036
Wilmington, DE 19803
(302) 478-8850 – New Castle County
1-800-773-0606 – Kent & Sussex counties

Area Served: Statewide

Hours of Operation: 9:00 – 4:30 p.m. Monday thru Thursday
9:00 -12:45 p.m.

Is an organization of volunteer attorneys who assist low income clients with problems in a variety of areas. Their mission is to provide quality pro bon legal services to indigent Delawareans with meritorious civil legal problems. They provide centralized case intake services called “The Legal Help Link”. Services provided include but are not limited to: housing, elderly or terminally ill persons, family law and other areas of the law.

Department of Correction (DOC)

Office of Victim Services
245 McKee Road
Dover, DE 19904
739-5601

Area Served: Statewide

Hours of Operation: Monday thru Friday

The goal of the department is to recognize that victimization is not a one time occurrence. Often victims find themselves feeling re-victimized during contact with the criminal justice system. The Department of Correction has augmented its services to provide greater assistance and attention to victim participants in the corrections process. Please contact the Victim Services Liaison to find out additional information about services offered.

DOC/Probation & Parole Victim Services Agents

26 Parkway Circle
New Castle, DE19720
302-323-6050 ext. 1220

511 Maple Parkway
Dover, DE 19901
302-674-7193

Area Served: Statewide

Hours of Operation: 8:00 – 4:00, Monday thru Friday

Victim Services NCC: Renee.Buskirk@state.de.us
Kent: Kathy.brown@state.de.us

Supports and assists victims of domestic violence and sexual assault of probationers and parolees on active supervision. Works as a liaison with the Probation/Parole Officers and other community agencies as appropriate. Educates victims of criminal justice system (bail, probation conditions, and court hearings/procedures). Provides court accompaniment, assistance with filings of PFA's and referrals as appropriate to local community agencies. Assist and trains probations and parole officers in effectively dealing with victims. The work performed by the Victim Services Agents is funded under the Violence Against Women Act -S.T.O.P. Formula grants administered by the federal government.

DOC/Centralized Records Division

245 McKee Road
Dover, Delaware 19904
857-5382, 5447, 5444, 5420, or 5490

Hours of Operation: 5:00 a.m. to midnight-Monday – Friday.
Weekend, on call staff

**Please note that after move is complete hours of operation will be:
5:00 am to midnight Monday –Friday and Weekend 7:00 – 3:00*

Information regarding inmate releases.

Department of Justice

Wilmington

820 N. French St.
Wilmington, DE 19801
(302) 577-8500
Fax: (302) 577-2496

Kent

102 W. Water St.
Dover, DE 19904
(302) 739-4211
Fax: (302) 739-6727

Sussex

114 E. Market St.
Georgetown, DE 19947
(302) 856-5353
Fax: (302) 856-5369

Area Served: Statewide

Hours of Operation: 8:00 – 4:30 M-F

<http://attorneygeneral.delaware.gov>

Victim-Witness Assistance Program

Social workers and victim service specialists provide information and support to victims of crime during prosecution. All victims and witnesses receive information about status of the case, available resources, crisis counseling and restitution, and assistance with filing for Violent Crimes Compensation. Social workers provide supportive services and court accompaniment.

Senior Victim Advocate Program (statewide)

(302) 739-4211, ext. 261

Peer Volunteers assist victims in all stages of the court process including; case status updates, home visits, referrals to supportive services, court accompaniment, assistance with restitution papers, and possible court transportation. Senior Victim Advocates are also available for all courts.

Developmental Disabilities Council

Margaret M. O'Neill Building, 2nd Floor

410 Federal Street, Suite 2

Dover, DE 19901

302-739-2232

302-739-2015 fax

www.ddc.delaware.gov

<http://ddcouncil.blogs.delaware.gov/>

Hours of operation: 8:00 – 4:30 p.m.

Provides support and advocacy for individuals with developmental disabilities.

Division of Aging and Adults with Physical Disabilities

Main Office

1901 N. DuPont Blvd.

New Castle, Delaware 19720

University Plaza

256 Chapman Road, Suite 200

Newark, Delaware 19702

(302) 391-3500

TDD: (302) 391-3505

Fax: (302) 391-3501

Hotline: 800-223-9074

Area Served: Statewide

Milford State Service Center

18 North Walnut Street

Milford, DE 19963

(302) 424-7310

Hours of Operation: 8:00 am – 4:30 pm, M-F,

24 hour on call status for hospitals and police only.

Plans and coordinates services statewide for persons ages 60 and over and for adults 18 and older with physical disabilities; administers federal funds; and funds numerous community agencies to provide nutrition, employment, supportive services; respite, adult day care, Hispanic outreach, transportation, legal services, attendant services, home modification and assistive technology. The agency directly operates the Long Term Care Ombudsman Program, the Adult Protective Services Program, and the Community Services Program.

Division of Family Services

Delaware Youth and Family Center
1825 Faulkland Road
Wilmington, DE 19805
(302) 633-2650

Hotline: 800-292-9582

Area Served: Statewide

Hours of Operation: 8:30 –4:30 M-F

24 hour a day on call for crisis case

Promotes child well being by protecting children and strengthening communities. Responsible for investigating reports of child abuse, neglect and dependency, with goal to provide and coordinate services to help prevent further abuse or neglect. 24 hour statewide toll-free child abuse/neglect report line assists in early detection and prevention of child abuse. Offers rehabilitative services to families including counseling, parent aides, shelter and temporary foster and group care for the safety of children. Provides on going services to promote family preservation, family reunification or when necessary, ongoing services for a stable alternative living arrangement.

Division of Youth Rehabilitative Services

1825 Faulkland Road
Wilmington, DE 19805
(302) 995-8268

Area Served: Statewide

Hours of Operation: 8:30 – 4:30 M-F

Compliance with Victims' Bill of Rights and sex offender registration responsibilities.

Domestic Violence Coordinating Council (DVCC)

500 King Street
Suite 9425
Wilmington, DE 19801
(302) 255-0405

www.dvcc.delaware.gov

Area Served: Statewide Services

Hours of Operation: 8:30 – 4:30 M-F

The Domestic Violence Coordinating Council, (DVCC) is a state agency legislatively created in 1993 to improve Delaware's response to domestic violence. The Coordinating Council brings together advocates, service providers and policy level officials to identify and implement improvements in the system through legislation, training and policy development. Much of the work of the Coordinating Council is accomplished through its many Subcommittees. For a complete list of subcommittees and upcoming meeting dates, please visit the DVCC website at www.dvcc.delaware.gov. Copies of agency publications such as: Immigrant Victim's Resource List, brochure on Working with Immigrant Victims the DVCC Annual Report and the Fatal Incident Review Team Report are also available at the DVCC website.

Domestic Violence Task Force

Area Served: Statewide

Hours of Operation: Monthly Meetings alternating in Wilmington and Dover.

Dover Behavioral Health System

725 Horsepond Road
Dover, DE 19901
(302) 741-0140
Fax: (302) 741-8551

www.doverbehavioral.com

Hours of Operation: 24 hour facility

Area Served:

Experienced staff provides superior inpatient and outpatient behavioral healthcare services for adolescents and adults. Mental Health assessments include safety, current mental status examination, level of care determination/stabilization, plan of action

including referrals for ongoing support, individual and family sessions, group therapy and outpatient services.

Dover Air Force Base (Family Advocacy Center)

436 MDOS/SGOHF
300 Tuskegee Blvd.
Dover AFB, DE 19902
(302) 677-2711

Hours of Operation: 7:30 – 4:30, M-F

Area Served: Air Force Military Personnel

The Family Advocacy Center supports readiness by promoting services, which enhance the health and well being of our families and the overall safety of the Air Force community. Services provided include classes and programs on: anger management, conflict resolution, couples communication, stress management, men's domestic violence group, new parent support, strengthening families and other support services.

Dover Bus Station

716 S. Governors Avenue
Dover, Delaware
(302) 800-231-2222

www.greyhound.com

Bus facility includes Greyhound package express, local taxi service, food and drink for purchase. The lobby is the only bus station on the Delmarva Peninsula that's open 24 hours and there are always taxi's available.

Dover Housing Authority

736-1965

Dover Human Relations Commission

414 Federal Street, Room 212
Dover, Delaware 19901
(302) 736-7005

Area Served: Dover

Dover Police Department

Victim Services Unit
400 S. Queen Street
Dover, Delaware 19904
(302) 736-7134
Emergencies: 911

<http://www.doverpolice.org>

Area Served: City of Dover

Hours of Operation: 24 hour a day crisis response

Office: 8:00 – 4:00 M-F

The Dover Police Department's Victim Services Unit is committed to the fair, compassionate and dignified treatment of all crime victims. The Unit provides a supportive environment in which victims and their families are provided information and can explore options available to them during this difficult time. Services provided include: crisis intervention, referrals to community based services, court case information, court accompaniment, transportation to court related cases or safe shelter, assistance with filing court related paperwork and assistance with filing victim compensation claims when appropriate, personal and telephone follow up and other services needed to help reduce the trauma related to the crime.

Freedom Center for Independent Living

400 North Broad Street
Middletown, DE 199709
302-376-4399
302-376-4395 (fax)

Area Served: MOT, Middletown, Townsend, Odessa, New Castle County, Newark. Also provide information and referral services statewide and for out of state residents.

Hours of Operation: 8:00 – 4:30 Monday-Friday

Mission: the mission of the Freedom Center is to empower person with disabilities to **assist** them to gain effective control and direction over their own lives, so they can live in the community with dignity. The Freedom Center believes that one's quality of life is dependent upon personal empowerment, **demonstrable** independence, and active community participation. The Freedom Center attempts to stimulate and promote a growing sense of empowerment, personal dignity, self-esteem and self-direction in persons with disabilities by providing, at a minimum, support and training through: Systems and Individual Advocacy, Information and Referral; Peer-Support; and Independent Living Skills Training. **All of our services are free.**

Good Samaritan's Thrift Shop

115 W. Market Street
Laurel, Delaware
(302) 877-5000

Area Served: Sussex County

Hours of Operation: 10-4 p.m. Thursday & Friday
10-1 p.m. Saturday

Accepts donations of clean, salable merchandise from clothes to furniture and other household items. Organization helps to aid community from paying medical and utility bill to providing food and clothing. Also provided is aid at Christmas time to needy families.

Greater Dover Boys & Girls Clubs

120 N. State Street #90
Dover, Delaware 19901
(302) 678-5833

Area Served: Dover, Delaware

Hours of Operation:

The mission is to inspire and enable all young people, especially those disadvantaged to realize their full potential. This is accomplished by providing a safe place to learn and grow, with life enhancing programs, character and value development. Services include counseling, conflict resolution groups, art therapy, and crisis intervention, and advocacy, referral, mentoring, and tutoring.

HOPE Medical Clinic

Modern Maturity Center
1121 Forrest Avenue
Dover, Delaware 19904

(302) 735-7551

Area Served: Dover

It is a partnership that raises funds for medical assistance to help the needy, and the Modern Maturity Center. Four doctors serve patients between 18-64 year olds who are above the poverty level and don't qualify for Medicare or Medicaid but can't afford health insurance.

Independent Resources, Inc.

32 W. Loockerman Street, Suite 104
Dover, Delaware 19904

(302) 735-4599 – Kent
(302) 765-0191 – NCC
(302) 854-9330 – Sussex

Area Served: Statewide

Independent Resources, Inc. is a federally funded, non-profit consumer driven organization. It is a resource center for persons with disabilities and the communities in which they reside. A variety of services is offered and includes: advocacy for self and systems; information and referral peer support; independent living skills training; extension services for the deaf, deaf-blind or hard of hearing.

Kent Ecumenical Food and Crisis Fund

Po Box 913
Dover, Delaware 19903-0913
(302) 739-4567

Area Served: Kent County

Kent Ecumenical food and crisis fund is a representation of local churches, private individuals, and local businesses that are concerned with the welfare of individuals living in Kent County and are less fortunate or find themselves in a crisis situation. A food pantry serves families in need, as well as it provides financial assistance for rent, utilities, prescription and medical bills.

LaEsperanza

319 N. Race Street
Georgetown, DE 19947
(302) 854-9263

Hotline Numbers
(302) 228-5906 from 8:00 – 5:00
(302) 228-5904 after hours, weekends and holidays

Area Served: Georgetown, Delaware

Hours of Operation: 8:00 – 5:00 M-F
Crisis Intervention after hours, 24 hrs a day

Services provided for Hispanic women who are victims of abuse. Assistance include hotline services, shelter, case management, counseling, court and legal assistance,

medical assistance, translation and interpretation, housing assistance, support groups, referrals and other services within our reach.

Latin American Community Center (LACC)

403 N. Van Buren Street
Wilmington, DE 19805
(302) 655-7338

Hotline: 888-LACC-571 – 24 hours a day

Area Served: New Castle County

Hours of Operation: 9:00 – 5:00 M-F
Evening programs as scheduled

Outreach and advocacy services for Hispanic seniors, bilingual domestic violence crisis intervention, family therapy sessions, employment retention, day care needs, English as a second language, adult basic education, food closet, life skills for youth, crisis alleviation, information and referrals and a host of other services.

Legal Services Corporation of Delaware. Inc.

208 S. Governors Avenue
Dover, Delaware 19904
(302) 734-8820

Area Served: Statewide

Hours of Operation: 8:30-5:00 M-F

A non-profit organization providing free legal representation to low-income individuals and victims of domestic violence for their priority legal needs. The priority areas of representation include landlord-tenant problems. Bankruptcy Chapter 7 & 13, mortgage foreclosures, repossessions, new and used car sales and repairs, consumer problems including deceptive Trade Acts & Practices, fraud, debt collection activities. Truth & Lending & Credit Reporting Actions, public benefits including food stamps, Medicaid and unemployment compensation appeals. Potential Medicaid and unemployment compensation appeals. Potential clients must meet income eligibility requirements.

Middletown Police Department

19 West Green Street
Middletown, Delaware 19709

302-378-5670

302-378-5672

Mobile Crisis Intervention Service

NO ADDRESS GIVEN

NCC – (302) 577-2484
Kent & Sussex: 800-345-6785

Area Served: Statewide

Hours of Operation: 24 hours a day

Mobile Crisis Intervention Service is the emergency mental health program of the Community Mental Health Center, under the Division of Alcohol, Drug Abuse, and Mental Health. Mobile Crisis Intervention Service (MCIS) staff is available 24 hours a day to help people with severe personal, family or marital problems. These problems may include depression, major life changes such as unemployment or loss of an important relationship, anxiety, feelings of hopelessness, thoughts of suicide, delusions, paranoia and substance abuse.

NAR-ANON

St. Andrews
Dover, Delaware
For Meetings Dates Contact
Tracy @ 222-2324

Nar-Anon members are relative and friends who are concerned about the addiction or drug problem of another. Nar-Anon's program of recovery is adapted from Narcotics Anonymous and uses Nar-Anon's twelve steps, twelve traditions, and twelve concepts. They are a worldwide self help fellowship without dues or fees.

Newark Police Department

Victim Services Unit
220 S. Main Street
Newark, Delaware 19711
(302) 366-7110 ext. 137

Emergencies: 911

Area Served: City of Newark

Hours of Operation: 8:30 – 4:30 M-F

Susan.alfree@cj.state.de.us

Social work services to victims/witnesses of violent crime including (but not limited to): crisis intervention, information and support for the court process, assistance applying for Violent Crimes Compensation, information and referrals for community based services, court accompaniment, assistance with court related paperwork, personal and telephone follow up, police department liaison.

New Castle County Police Department

3601 N. DuPont Highway
 New Castle, DE 19720
 (302) 395-8135 mbmosley@nccde.org
 (302)395-8117 CMMDendez@nccde.org
 (302) 395-8193 LMoses@nccde.org

Emergencies-911

Area Served: New Castle County

Hours of Operation: 8:00 – 4:00 M-F

Victim Services Unit: To provide support and information to crime victims and their family members within the New Castle County Police jurisdiction. Services include crisis intervention, information about case status, education and information about the criminal justice system including the Protection from Abuse process, court accompaniment, assistance with filing VCCB claims and referrals to private counselors and social service agencies.

Office of the Child Advocate

913 Market Street, Suite 900
 Wilmington, DE 19801
 (302) 577-6830
 (302) 577-6831 fax

Area Served: Statewide

Hours of Operation: M-F

The Office of the Child Advocate shall coordinate efforts on behalf of children; work with advocacy groups; promote system reform; recommend changes in law, procedure and policy necessary to enhance the protection of Delaware's children; and to implement and coordinate a program providing legal representation on behalf of a child.

People's Place 2

1129 Airport Road
Milford, DE 19963
(302) 422-8033

Area Served: Delaware and surrounding communities

Hours of Operation: 8:30–4:30 M-F, Administrative Office

www.peoplesplace2.com

24-hour domestic violence hotline:

Kent & Sussex- 422-8058

Northern Kent County- 678-3886

Bilingual (Spanish/English) 745-9874

S.A.F.E. (Shelter, Advocacy, Freedom & Empowerment) (302) 422-8058

Kent & Sussex-422-8058. The SAFE program provides a safe environment, shelter, and support for women and children in domestic violence situations in Kent and Sussex Counties. Our 24 hour hotline is available at (302) 422-8058 in Kent and Sussex Counties or (302) 678-3886 in Northern Kent County. In addition to providing shelter and advocacy, case management is also provided, helping families to establish a new safe home environment on their own with improved skills and resources.

Abriendo Puertas (Opening Doors) (302)745-9874 or (302)422-5015

Abriendo Puertas is a domestic violence program for Spanish-speaking victims of domestic violence. The program operates a shelter, offers advocacy to victims in the community and maintains a domestic violence hotline. Victims can call the li-lingual hotline 24 house a day at 302-745-9874. Staff can be reached during office hours at 302-422-5015.

Turning Point (302) 424-2420

Turning Point offers a broad range of services for adults and children affected by domestic violence. Evaluations, as well as group and individual interventions are provided for adult offenders of domestic violence and also child abuse. This program is certified through the Domestic Violence Coordinating Council (DVCC). Intervention groups are offered in Kent and Sussex counties. Fees are set based on a sliding fee scale. Our serviced for adults who have experience domestic violence include individual counseling and advocacy. Community support groups are offered in Kent and Sussex counties. Services for children impacted by domestic violence include individual counseling, play therapy and family counseling with the non-abusive parent. Services for children and adult survivors of domestic violence are free of charge. Additionally, Turning Point provides Anger Management for adult offenses not related to domestic violence. Fees are set based on a sliding fee scale. Separating/Divorcing Parent Education, including the domestic violence component, is also offered.

Family Visitation Centers (302) 424-2420

Family Visitation Centers offer a safe and secured environment for children to access parents who they may not otherwise see. The visitation centers are located in Dover, Milford and Georgetown and operate during weekend, holiday and evening hours. Supervised. Monitored on site visitation between children and their visiting parent/guardian are provided at the visitation centers. Monitored exchanges between parents/guardians for off-site visits with their children are also offered. Families are generally referred through Family Court of the Division of Family Services. Self-referrals are also accepted. Fees are set on a sliding scale.

Counseling Center (302) 422-8026

The Counseling Center (located in Milford, Millsboro, Seaford and Smyrna) provide evaluations, individual, family and medication management to clients of all ages. Therapists' specialties include working with clients suffering from depression, anxiety, eating disorders, post-traumatic stress disorder, and school and behavior problems. Divorce and custody mediation, as well as child custody evaluations are available. Most major insurance companies are accepted including Medicaid, Medicare, and Blue Cross/Shield. For appointments in Milford, Millsboro or Seaford calls 302 422-8026. For appointments in Smyrna, call (302) 653-2341.

Center for Community Justice (302) 424-0890

The Center for Community Justice provides victim-offender mediation for misdemeanor crimes and some felony property offenses referred by the justice system. In addition, the Center provides community mediation services for such issues as landlord-tenant disputes, family conflicts, neighborhood issues, and employee-employer concerns. Youth educational courses such as Conflict Resolution and Shoplifter's Alternative Training are offered. Trainings on mediation, negotiation, and conflict resolution are also available.

Group Home for Girls(302) 4243580

Our group home for girls provides a home like environment for teens in the foster care system, ages 13-18. The program emphasizes independent living skills and appropriate social skills to prepare the youth to live independently. The teens attend school and participate in normal teenage activities.

Independent Living (422-8033 ext. 176)

The Living program provides current and former foster youth, ages, 16-21, the opportunity to achieve self-sufficiency, reach and maintain their maximum potential and live in a safe and healthy environment. Services include but are not limited to, assistance in the areas of job search and accessing training, educational planning, housing assistance, money management, social skills, and accessing community resources.

Residential Alternative to Detention (302)422-7075 or 376-9899

Residential Alternative to Detention is a structured residential and education program for young people ages 8 to 19 who have been arrested and are awaiting a court date.

Trained staff accompanies youth to court and make recommendations about needed services.

Veterans' Outreach (302)422-8033 X173

Veteran's Outreach provides a wide variety of services to Veterans in Kent and Sussex Counties, including transportation to area V.A. hospitals, assistance with understanding and applying for state and federal Veteran benefits, and referrals for mental health counseling.

Whatcoat Social Services (302)-734-0319

The Whatcoat program consists of the following services: Ruth Dorsey Emergency Homeless Shelter – 46 beds for men, women and children (up to 30 days); Vera's Haven Transitional Housing – 10 townhomes for households who commit to working and continuing their education (up to 2 years); New Start Case Management – Case management and crisis alleviation for low income households in Kent County.

Prevent Child Abuse Delaware (PCAD)

100 West 10th Street
Suite 715
Wilmington, DE 19801
(302) 425-7490 New Castle
(302) 425-7494 fax

1-866-925-7223 Kent & Sussex County

pcad@comcast.net

Area Served: Statewide

Hours of Operation: 9:00 –5:00 M-F

PCAD provides a variety of school and community based services, including prevention education for children and youth. Our programs are presented in a tasteful and non-threatening manner and utilize age-appropriate materials. The multi-session format allows for repetition and practice. We use an interactive curriculum to discuss good and bad touches, safe people, and safety rules. In addition our programs are a resource in meeting Delaware Health Education Standards. To schedule education and prevention programs, please contact Karen Cooper, Program Associate at (302) 254-4611.

Sexual Assault Nurse Examiner' (S.A.N.E.)

Beebe Medical Center

424 Savannah Road
Lewes, DE 19958
(302) 645-3311

Area Served: Sussex County

Hours of Operation: As needed, 24 hour on call

To give objective and expert exams, collect evidence and provide testimony.

Sexual Assault Nurse Examiner (S.A.N.E.)

Bayhealth Medical Center

Kent General

640 S. State Street
Dover, DE 19901
(302) 744-7121

Milford Location

21 W. Clarke Avenue
Milford, de 19963
(302) 430-5720

Area Served: Kent and Sussex

Hours of Operation: As needed, 24 hour on call

Description of services: The Bayhealth Medical Center team is comprised of trained, skilled and committed individuals. Services provided include: psychological support, forensic evidence collection and documentation of rape exams, and referral/resource information for medical and emotional follow-ups.

Sexual Assault Nurse Examiner (S.A.N.E.)

Christiana Care Health System

Emergency Department
Ogletown-Stanton Road
Newark, DE
(302) 733-1644

Area Served: Statewide

Hours of Operation: As needed, 24 hour on call

Description of services: provide crisis intervention, perform a modified physical examination, collect, document, package forensic evidence, maintain objectivity, and provide medical and psychological referrals.

Sexual Assault Nurse Examiners (S.A.N.E.)

Nanticoke Hospital

801 Middleford Road
Seaford, DE
(302) 629-6611 ext 2555

Area Served: Sussex

Hours of Operation: On-Call 24-hour coverage

Description of Services: Description of services: provide crisis intervention, perform a modified physical examination, collect, document, package forensic evidence, and maintain objectivity,
Provide medical and psychological referrals.

Sexual Offense Support (S.O.S.)

Wellspring Student Wellness Program
University of Delaware
231 South College Avenue
Newark, DE 19716
(302) 831-3457

24/7 Crisis Line (302) 831-2226

*Say that you would like to speak to someone from S.O.S. and the nurse will have the volunteer on duty call back within 10 minutes.

Area Served: University of Delaware community and occasionally Newark-area community members

Hours of Operation: Crisis Line Service – 24 hours a day
Monday -Friday 8:00 a.m. – 5:00 p.m.

<http://www.udel.edu/wellsprings/SOS>.

S.O.S. provides 24/7 support, Crisis counseling and victim advocacy for survivors of all forms of sexual assault and intimate partner violence, whether the incident occurred recently or in the past. S.O.S. volunteers answer questions, provide options and information, as well as accompany victims to the hospital, police interviews, counseling resources, legal or UD judicial hearings if desired. In addition to the 24 hour crisis services, the S.O.S. Coordinator is a professional staff member who provides ongoing victim support, one-on-one, and facilitates a 10 week Survivor Support Group. S.O.S. provides educational programs on campus, in high schools, and in the community about sexual assault, intimate partner violence, alcohol and other date rape drugs, and related topics. Programs can be requested online via our website:

Special Needs Alert Program – SNAP

Office of Emergency Medical Services
Blue Hen Corporate Center
655 S. Bay Road, Suite 4H
Dover, Delaware 19901

Enroll: 302-744-5400

Area Served: Statewide

Download a complete SNAP packet: www.dhss.delaware.gov/dph/ems/emscsnap.html

Register your child with a special health care need with Delaware's 911 emergency systems. SNAP identifies children with a special health care need in the community before an emergency situation. Before an emergency situation occurs the emergency medical responders now have time to review the child's special information and prepare for arrival to the home. Participation is on a voluntary basis and enrollment may be cancelled at any time.

Supporting Kidd's

850 Mt. Lebanon Road
Wilmington, DE 19803
(302) 658-5433

www.supportingkidds.org

Area Served: All (meeting held in NCC)

Description of Services: Mission is to provide a compassionate pathway to healing for grieving children and their families, and to empower the community to support them in the grieving process. Programs, support groups, consultations, information and referrals are available from a qualified staff.

Survivors of Abuse In Recovery (S.O.A.R.)

Wilmington

405 Foulk Road
Wilmington, DE 19803

(302) 655-3953

Newark

Windy Hills Professional Ctr.
523 Capital Trail
Newark, DE 19711
(302) 655-3953

Dover

840 Walker Road
Dover, DE 19904
(302) 422-3811

Lewes

The Centre at Lewes
1021 Old Orchard Road
Unite 1A
Lewes, DE 19958
(302) 645-4903

Area Served: Statewide

Hours of Operation: By appointment

<http://www.survivorsofabuse.org/introduction.htm>

Treatment: SOAR provides readily accessible, confidential recovery services to survivors of sexual abuse and their families, regardless of their ability to pay.

Prevention: Victims who do not receive adequate treatment are likely to be victimized again. Additionally, some sex crimes are perpetrated by untreated victims of sexual abuse. Consequently, SOAR's treatment services affect the well being of both clients and the larger society.

Education: SOAR's clinicians provide educational services to help children know when abuse is occurring, and how to get help. SOAR provides educational information to other professions such as teaching and nursing, to upgrade their skills in obtaining proper treatment for sexual abuse/assault victims.

Survivors of Accident & Murder (SAM)

Mental Health Associate in DE
100 West 10th Street, Suite 600
Wilmington, De 19801
(302) 654-6833
(302) 654-6838 – fax

Area Served: NCC – Group meeting open to all

Support group for persons who are grieving a sudden, violent death. Most group members are dealing with car crashes or homicide deaths. Group meets monthly to help each other deal with the stresses of grieving such a death. Between meetings, a newsletter is sent which summarizes the content of the meetings and gives other helpful information to survivors. Particular attention is paid to involvement of the police, legal and judicial systems and their impact on survivors.

Survivors of Suicide

Mental Health Association
1813 North Franklin Street
Wilmington, DE 19802
(302) 656-8308

Grace United Methodist
Church & Morris Sts.
Millsboro, DE 19966
800-287-6423

Area Served: Statewide

Hours of Operation: Group Meetings, NCC – 1st & 3rd Mondays, Sussex 2nd Tuesday.

A mutual help group providing support and understanding for those who have lost relatives and friends through suicide. The goal of the group is to bring together survivors of suicide deaths so that they may help each other develop a health understanding of their loss. Monthly meetings.

United States Attorney's Office

Victim/Witness Program
 1007 Orange Street, Suite 700
 P.O. Box 2046
 Wilmington, DE 19899-2046
 Toll Free: 888-293-8162
 TTY: (302)573-6274
 (302) 573-6198

Victim Witness Coordinator: Susan.baldwin@usdoj.gov

Area Served: Statewide

Hours of Operation: 8:00 – 5:00 M-F

The Victim/Witness Program assists victims and witnesses involved in the federal criminal justice system. Services include notification of case status and case events, education regarding the criminal justice system, referrals to appropriate state and private agencies, supportive assistance, court orientation, accompaniment to judicial proceedings, and advocacy services during the prosecution process. The United States Attorney's Office utilizes Language Line Services to improve access for persons with limited English proficiency.

Veteran's Center Clinics

Elsmere

VAMC

1601 Kirkwood Highway
 Wilmington, DE 19805

302-994-2511
 302-994-1660

Kent

1198 Creek Stone Center,
 2nd Floor
 Dover, Delaware 19904
 1-800-461-8262, ext 2400

Sussex

15 Georgetown Plazas
 Georgetown, DE 19947

1-800-461-8262, ext 2400

Area Served: Statewide

Hours of Operation: Monday – Friday 8:00 – 4:30,

***By appointment in the Kent and Sussex offices. If a walk in client, a person will be evaluated and an appointment will be set according to their condition.

The clinic offers physicals, general outpatient care, behavioral services, podiatry, eye exams and preventative health and education services. The clinic will work closely with Dover Air Force Base and troops returning from overseas.

Victims' Voices Heard (VVH)

P O Box 576
 Camden, DE 19934

302-697-7005

www.victimsvoicesheard.org

Area Served: Statewide

Hours of Operation: various hours based on program needs.

Victims' Voices Heard is a statewide program which provides victims and survivors of violent offenses the opportunity to speak directly to the person who caused them harm. The dialogue process can only be initiated at the request of the victim. Offenders participate in the program only because they want to do something to help repair the harm they have caused. They receive no sentence reduction and it cannot be used as part of their parole or pardon package. Victims and Offenders work with a facilitator on a preparation process that will take approximately (6) months to complete. Once the preparation process package is complete a determination will be made as to whether or not dialogue is safe for both parties.

Dialogue gives the victim the opportunity:

- Express anger and pain directly to the person responsible
- Ask questions and receive answers
- Hear responsibility and remorse expressed
- Feel empowered

Apology Letter Bank

A service provided under the Victims Voices Heard (VVH) Program. Letters of apology from offenders are kept in a confidential file. If a victim/survivor wants to access this information they may contact VVH to see if a letter of apology has been written. All victims and survivors name will be kept in a confidential file and will be notified if a letter ever becomes available. Offenders will never be informed as whether or not their victim/survivor ever receives the letter.

Victim Impact: Listen and Learn

Helps decrease the likelihood that offenders of violent crime will repeat their offenses, thereby reducing the number of crime victims in our state. Using Office for Victims of Crime (OVC) curriculum, this 12 week training course is currently being conducted in 4 correctional facilities in our state; 4 times per year. Offenders (12-14 per class) volunteer to be participants in the class. Victims/survivors of crime who would like to share how crime has impacted their lives are encouraged to contact us to be a guest speaker in the class. Pre/Post testing and statistical data is being compiled to show effectiveness of this program.

Victims' Rights Task Force

C/O Wilmington Police Department
300 N. Walnut Street
Wilmington, Delaware 19801
(302) 576-3648

Area Served: Statewide

Hours of Operation: Monthly meeting

To help improve awareness of victims' rights and services and to assure equitable treatment by the criminal justice system for victims of crime. Review, draft and comment on legislation concerning victims of crime and their rights as part of the criminal justice system; create an advocacy network among providers in the victim service field; act as a clearinghouse for local and national information on victims rights and services by coordinating local efforts with NOVA and the National Victim Center; develop and promote expanded, innovative programs and services for victims; sponsor and promote public awareness activities in the area of victims rights and services. The Task Force sponsors the Annual Victims Tribute held each year in the spring.

Victim Compensation Assistance Program (VCAP)

900 North King Street, Suite 4
Wilmington, Delaware 19801
(302) 255-1770
(302) 577-1326 fax

Area Served: Statewide

Hours of Operation: 8:30 – 5:00 M-F

The Delaware Victims' Compensation Assistance Program provides compensation to innocent victims of violent crime who sustain physical and or emotional injury. The agency was founded to provide financial assistance as a means of meeting the additional hardships imposed upon the innocent victims of certain crimes and the families and dependents of those victims. Applications for compensation must be made within one year from the date of the crime and the crime must be reported to law enforcement agencies within seventy-two hours of crime occurrence.

VINE: Victim Information Notification Everyday

Area Served: Statewide

1-877-DE8-VINE (1-877-338-8463)
www.vinelink.com

The VINE program is an automated notification system that delivers updated notices by phone and/or email to registrants in regards to the custody status of an offender throughout the Department of Correction. The VINE system is easily accessed by phone and/or email 24 hours and 365 days consistently. If there are any concerns or questions the VINE/VPS Program Coordinator can be reached M_F 8:00 a.m. – 4:30 p.m. by calling 1-866-751-5327.

VPR: VINE Protection from Abuse Order

Areas Served: Statewide

1-866-411-0001

www.vineprotect.com

The VPO program is designed to keep victims aware of the status of the Protection from Abuse Orders against their offender. The system is designed to notify when the order is served, when weapons have been relinquished to law enforcement, when there are modifications and when the future date of the orders expiration. If there are any concerns or questions, the VINE/VPO Origran Coordinator can be reached M-F 8:00 a.m. – 4:30 p.m. by calling 1-866-751-5327.

WESTSIDE FAMILY HEALTHCARE

Wilmington

1802 West 4th Street
Wilmington, DE 19805

Hours of Operation:

M-W: 8:00 AM to 9:00 PM
Thur: 8:00 AM to 12 PM, 5: 00 PM to 9:00 PM
Friday: 8:00 AM to 5:00 PM
Sat: 9:00 AM to 1:00 PM

Northeast Wilmington

908-B East 16th Street
Wilmington, DE 19802

Hours of Operation:

M 8:00 AM to 9:00 PM
Tues: 8:00 AM to 5:00 PM
W: 8:00 AM to 9:00 PM
Thurs.: 8:00 AM to 12 PM
Friday: 8:00 AM to 5:00 PM

Newark

27 Marrow Road
Newark, DE 19713

Hours of Operation:

M-W: 8:00 AM to 9:00 PM
Thurs.: 8:00 AM to 12 PM
Friday: 8:00 AM to 5:00 PM

Bear/New Castle

404 Fox Hunt Drive
Bear, DE 19701

Hours of Operation

M 8:00 AM to 9:00 PM
Tues: 8:00 AM to 5:00 PM
W: 8:00 AM to 9:00 PM
Thur: 8:00 AM to 12:00 – PM
Friday 8:00 AM to 5:00 PM

Middletown

306 East Main Street
Middletown, DE 19709

Hours of Operation:

M: 8:00 AM to 5:00 PM
Tues: 8:00 AM to 5:00 PM
W: 8:00 AM to 9:00 PM
Thurs.: 8:00 AM to 12 PM
Friday: 8:00 AM to 5:00 PM

Dover

1020 Forrest Avenue
Dover, DE 19904

Hours of Operation:

M: 8:00 AM – 7:00 PM
Tues: 8:00 AM to 5:00 PM
W: 8:00 AM – 7:00 PM
Thurs: 8:00 AM to 12:00 PM
Friday: 8:00 AM to 5:00 PM

Scheduling Phone Numbers

New Castle County: 302-224-6800

Kent/Sussex Counties: 302-678-4622

Area Served: New Castle, Kent and Western Sussex Counties

Website: www.westsidehealth.org

Westside Family Healthcare is a non-profit community health center providing equal access to quality healthcare, regardless of ability to pay or insurance status. Westside is a Joint Commission accredited Primary Care Medical Home. Westside provides comprehensive and coordinated quality family medical, prenatal, women's health, dental, and behavioral healthcare. Support services are also available including financial aid assistance. Bilingual English-Spanish translation, language translation line, and 24 hour Physician on call. In addition, Westside has immigrant and seasonal farmworker health outreach program that provides basic primary and preventative services through a mobile health unit.

Wilmington Police Department

Victim Services Unit

300 Walnut Street

Wilmington, DE 19801

(302) 576-3622 - Victim Services Coordinator

(302) 576-3648 – Domestic Violence

(302) 576-3665 – Bi-lingual Caseworker

Area Served: Wilmington, DE

Hours of Operation: 8:30 – 4:30 M-F

Social work services to victims of various crimes, especially those with injury. Information and support for dealing with court processes. Help in applying for victim's compensation. Liaison with law enforcement. Public education and advocacy on victim's issues.

Women's Vocational Services

Department of Labor

3301 Lancaster Avenue

Wilmington, DE 19805

(302) 577-6192 - NCC

(302) 739-4540 - Kent

(302) 856-5325 - Sussex

Area Served: All Counties

Hours of Operation: 8:00 – 4:30, M-F

Offers job placement, testing, counseling and training.

YMCA Delaware

Community Service Building
100 W. 10th Street
Wilmington, DE 19801
302-655-0039 ext. 233 office
302-658-7548 – fax

www.ywcade.org

Free and confidential counseling, safety planning, referrals to community help, professional therapy, workshops, financial education, and assistance with protection orders.

YWCA - Sussex

20161 Office Circle, Suite B
Georgetown, Delaware 19947
302-253-0684 - office
302-253-0686 - fax

swolfe@ywcade.org

Area Served: Sussex County

Hours of Operation: Monday – Friday, day & evening schedule available

YWCA Delaware Sussex Office serves adults, youth and children in domestic violence, teen dating violence and women empowerment programs to provide: individual and group therapy/counseling, assessment/safety planning, referrals, workshop/support groups, outreach presentations, advocacy and case management.

**Last Revision
3/2013**