

# Delaware Victim Services Agency Profiles

## **Abriendo Puertas**

431 East Market Street  
Georgetown, DE 19947  
(302) 855-9515

Hotline: 302-745-9874 24 Hour Hot Line services

Area Served: Sussex County

Hours of Operation: 24 hour shelter based services

Serving the Latino population in Sussex County assisting abused women and their children. Capable of housing up to five (5) women with or without children. The shelter is bilingual and capable of communicating/mediating between the population served and the social service agencies available in the community. Twenty-four (24) hour hotline service available.

## **ACT NOW**

No Physical Address Given

(302) 678-3782 - Dover  
(302) 424-4357 - Lewes

Area Served: Kent and Sussex Counties

Hours of Operation: 24 hour a day

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.

**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

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

Child, Inc. operates two battered women's shelters in New Castle County, specifically for victims of domestic violence as well as offering services to assist victims in leaving an abusive relationship. Child Inc. provides a 24-hour domestic violence hotline, counseling services for victims in addition to providing the Family Visitation

Center services for New Castle County. They also provide Batterer's Intervention Treatment Programs.

### **Child Inc. Domestic Violence Advocacy Programs (DVAP)**

Area Served: Statewide

302-255-0420 NCC  
302-672-1075 Kent  
302-8565-5843 – 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 ensures that victims and survivors of domestic abuse have knowledge of and access to community resources and advocacy services to assist in the civil and criminal court paperwork. Trained volunteers and staff assist domestic violence victims with: assistance with filing Protection from Abuse Orders (PFA), crisis intervention, safety planning, court accompaniment, provide referrals to community based services and offering support through the PFA process.

### **Children's Advocacy Center of Delaware, Inc.**

DuPont Hospital  
1600 Rockland Road  
P.O. Box 269  
(302) 651-4566  
\  
Area Served: Statewide

611 S. DuPont Hwy.  
Dover, DE 19901  
(302)741-2123

410 S. Bedford St.  
Georgetown, DE 19947  
(302)854-0323

Hours of Operation: 8:00 – 4:30 M-F

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. 14<sup>th</sup> 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.

**Community Legal Aid Society Inc. (CLASI)**

840 Walker Road	100 West 10 <sup>th</sup> St.	144 E. Market St.
Dover, DE 19904	Wilmington, DE	Georgetown, DE
(302) 674-8500	(302) 575-0660	(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.

**Contact Lifeline**

**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

TDD: 761-9700

Area Served: Statewide

Hours of Operation: **24/7 for CONTACT Crisis Helpline, Rape Crisis CONTACT Hotline**

8:30 – 4:30 M-F, Office

**CONTACT 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 CONTACT 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.

#### SSAAV Program

The Support for Sexual Assault Adolescent Victims Program 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.

#### **Criminal Justice Council**

820 N. French Street, 10<sup>th</sup> 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 10<sup>th</sup> 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 program determines restitution or court ordered reimbursement of victims out of pocket expenses by the offender, for the Family court of Delaware. Each case is offered victim offender mediation services. Mediation is generally a meeting held between the victim and the offender to discuss the impact of the offense and to resolve any resulting issues. Mediation can take place via videotaped impact statements if the victim and offender do not wish to meet face to face. We mediate some cases directly for the Family Court with first time offenders and their family members.

**Elderly Crime Victims Services**

Services to men and women fifty (50) years old and over who have experienced any of a variety of crimes. Services include short-term supportive counseling, home visits, court, medical or law office accompaniments, nutritional information, transportation, 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.

Project Target (New Castle County)

Services to females fifty (50) years old and over who are victims of domestic violence, home visits, medical and court accompaniment, supportive counseling, long term follow-up, referrals to victim assistance network and referral to established senior support system.

**Delaware Coalition Against Domestic Violence (DCADV)**

100 West 10<sup>th</sup> Street  
Suite 703  
Wilmington, DE 19801  
(302) 658-2958

Area Served: Statewide

Hours of Operation: 8:30 – 4:30 M-F

The DCADV is a non-profit organization dedicated to the elimination of domestic violence through public information, education and advocacy. Its membership includes shelter and advocacy programs, 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 to ensure the development of policies and practices that are sensitive to the needs of victims and their children.

**Delaware Commission for Women**

4425 N. Market Street, 4<sup>th</sup> 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  
[delawarefamiliesinc@yahoo.com](mailto: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, Special Parenting Seminar and Parenting Classes.

**Delaware Girls Initiative**

100 West 10<sup>th</sup> 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**

**Headquarters**

PO Box 430

Dover, Delaware 19903

(302) 739-3711

Hours of Operation: 8:00 – 4:00 M-F

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

Area Served: Statewide

**Troop 2**

100 LaGrange Avenue

Newark, De 19702

(302) 834-2620 x 236

**Troop 6**

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) 422-1562

**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. 221

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, Violent Crimes Compensation Board assistance, 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:** Delaware's A Better Chance DABC was developed in response to Governor Thomas Carper's welfare reform initiative. 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 VICTIMS CENTER**

### **Headquarters**

PO Box 430  
Dover, Delaware 19903  
(302) 739-3711

Hours of Operation: 8:00 – 4:00 M-F

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

Area Served: Statewide

**Troop 2**

**Troop 6**

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

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) 422-1562

### **Troop 4**

330 S. DuPont Hwy.  
Georgetown, DE 19947  
(302) 856-5296

### **Troop 5**

16359 Sussex Hwy.  
Bridgeville, DE 19933  
(302) 337-1096

### **Troop 9**

414 Main Street  
P.O. Box 627  
Odessa, DE 19730-0627  
(302) 378-5749 ext. 221

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, Violent Crimes Compensation Board assistance, liaison with police departments, etc....

### **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 bono 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.

**Delmarva Rural Ministries, Inc.**

26 Wyoming Avenue  
Dover, Delaware 19904  
(302) 678-2000

Area Served: Kent

Hours of Operation: 8:30-4:30 M, T, F  
11:00-7:00 W  
8:00-1:00 TH

Assist with services needed to meet current family, financial, housing, and legal matters. Offers medical help and helps individuals reach goals and become self-sufficient, working with Department of Social Services.

**Department of Correction**

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.

## **Probation & Parole Victim Services Agents**

<b>26 Parkway Circle</b>	<b>511 Maple Parkway</b>	<b>22883 DuPont Blvd.</b>
<b>New Castle, DE019720</b>	<b>Dover, DE 19901</b>	<b>Georgetown, DE 19947</b>
<b>302-323-6050 ext. 220</b>	<b>302-674-7193</b>	<b>302-854-6994 ext.113</b>

**Area Served: Statewide**

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

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 probationers 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.

## **Department of Justice**

### **Wilmington**

820 N. French Street  
Wilmington, DE 19801  
(302) 577-8500  
fax-577-2496

### **Kent**

102 W. Water Street  
Dover, DE 19904  
(302) 739-4211  
fax 739-6727

### **Sussex**

114 Market St.  
Georgetown, DE  
(302) 856-5353  
fax 856-5369

Area Served: Statewide

Hours of Operation: 8:00 – 4:30 M-F

### **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.

### **Division of Aging and Adults with Physical Disabilities**

Main Office

1901 N. DuPont Blvd.  
New Castle, Delaware 19720  
(302) 255-9390

#### **University Plaza**

256 Chapman Road, Suite 200  
Newark, Delaware 19702  
(302) 453-9820

#### **Milford State Service Center**

18 North Walnut Street  
Milford, DE 19963  
(302) 424-7310

Hotline: 800-223-9074

Area Served: Statewide

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 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

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](http://www.dvcc.delaware.gov) . Copies of agency publications such as the DVCC Annual Report and the Fatal Incident Review Team Report are also available at the DVCC website.

**Domestic Violence Task Force**

C/o CHILD INC.  
Attn: Cindy Mercer  
507 Philadelphia Pike  
Wilmington, DE 19809-2177  
(302) 762-6111

Area Served: Statewide

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

**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 Air Force Base**

Sexual Assault Prevention & Response Program  
Dover, DE  
(302) 677-4357 Monday thru Friday

(302) 363-7272 – 24 hour response

Hours of Operation: 7:00 – 4:30 p.m.

Area Served: All Air Force military members and family member over age 18, civilian employees

Services: Crisis intervention, education, accompaniment to medical, legal and law enforcement agencies, base and community referrals.

### **Dover Bus Station**

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

[www.greyhound.com](http://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

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 Violent Crimes Compensation Board claims, personal and telephone follow up and other services needed to help reduce the trauma related to the crime.

**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.

**Georgetown Police Department**

Victim Services Unit  
335 North Race Street  
Georgetown, DE 19947  
(302) 856-6613  
(302) 855-2980 – Dispatch, 24 hour crisis response to victims

Area Served: Georgetown, Delaware

Hours of Operation: 8:00 – 4:00 M-F/on call as needed

Assist victims, witnesses, and survivors of violent crimes with crisis intervention, safety planning, court accompaniment and Spanish translation, referrals to community resources such as social services, clothing, food, emergency housing and other services as needed, and assistance with filing Violent Crimes Compensation Board applications.

**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, anger management support groups for domestic violence perpetrators, 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.

**Mom's House**

864 S. State Street  
Dover, DE 19904  
(302) 678-8688

Area Served: Kent County

Hours of Operation: Monday – Friday

Free childcare for parent who is attending school.

**Mothers Against Drunk Driving**

17 East Market Street  
Georgetown, DE 19947  
(302) 853-6233

Area Served: Statewide

Hours of Operation: 8:30 – 5:00

Trying to make a difference in stopping drunk driving, supporting victims of drunk driving and working to prevent underage drinking. MADD victim advocates offer emotional support and provide information by telephone or in person. Provide information on the criminal justice system, can assist in preparing victim impact statements, court accompaniment. Public awareness and education is also a part of the program.

**NET (Northeast Treatment Centers)**

Community Plaza  
287 Christiana Road, Suite 8  
New Castle, DE 19720  
(302) 368-2070  
(302) 456-5927

Area Served: New Castle County



Hours of Operation: Unknown

Provides special treatment services to Children, Youth and Families who are victims of violent crimes in New Castle County. The scope of the project includes working with victims of crimes, which occur in the home, community or at school. The service is provided free to all participants and importantly, the treatment and supports are family/group focused and flexible in provision. Transportation provided as needed.

**Newark Police Department**

Victim Services Unit  
220 Elkton Road  
P O Box 390  
Newark, Delaware 19715-0390  
(302) 366-7110 ext. 137

Emergencies: 911

Area Served: City of Newark

Hours of Operation: variable, part-time

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) 395-8139 or 8135  
Or 8117 (Spanish)

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, Inc.**

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

165 Commerce Way  
 Dover, DE 19904

Area Served: Delaware and surrounding communities

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

**24-hour domestic violence hotline:**

**Kent & Sussex- 422-8058**

**Northern Kent County- 678-3886**

**Counseling Center (422-8026)**

The Counseling Center (located in Dover, Milford, Millsboro, Seaford and Smyrna) provides evaluation, individual, family, marital therapy

and medication management to clients of all ages. Therapists' specialties include working with clients suffering from depression, anxiety, eating disorders, post-traumatic stress disorder, substance abuse, gambling and school and behavior problems.

S.A.F.E. (Shelter, Advocacy, Freedom & Empowerment) Kent & Sussex-422-8058 Northern Kent County 678-3886 24-hour domestic violence hotline.

Provides emergency shelter for victims of domestic violence and their children in Kent and Sussex Counties. Support advocacy and case management is offered to residents and anyone in the community seeking assistance with domestic violence issues.

Turning Point (424-2420)

Provides individual and group treatment to victims of family violence, including children free of charge. Family visitation centers located in Dover, Milford, and Georgetown, provide safe, neutral places where supervised visitation and monitored exchanges can be facilitated for families with a history of domestic violence or child abuse/sexual abuse. Turning Point also provides batterer intervention services.

Center for Community Justice (424-0890)

Provides victim-offender mediation of non-violent offenses referred by the justice system. In addition, the center provides community mediation services such as landlord-tenant and employer-employee dispute resolution. Youth educational courses, such as Conflict Resolution and Shoplifter's Alternative are also offered. Trainings on mediation, negotiation, and conflict resolution are also available.

Victims' Voices Heard (V V H) (697-7005)

P O Box 638

Dover, Delaware 19903

[www.victimsvoicesheard.org](http://www.victimsvoicesheard.org)

Victims' Voices Heard ( A Center for Community Justice Program) 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 the victim reclaim their life. 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 (V V H) Program. Letters of apology from offenders are kept in a confidential file. If a victim/survivor wants to access this information they may contact V V H 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.

### Group Homes for Adolescents (424-3580)

Group homes provide a home-like environment for teens in the foster care system, ages 12-18. Referrals for the group homes are made through the Division of Family Services.

### Non-Secure Detention (422-7025)

Non-Secure 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. Referrals for Non-Secure Detention are made through the Court.

### Listening Post (424-1682)

Listening Post (housed within the Home of the Brave) provides a wide variety of services to Veterans in Kent & Sussex Counties, including transportation to area V.A. hospitals, as well as assistance to understand and apply for state and federal Veteran's benefits.

*Although not run through our program, there is a new DAV transportation network in the Dover area. They will transport veterans from Dover to the VA Hospital in Elsmere Monday through*

*Thursday. Call Bradley Bowall at 697-9061 or Mark Wischman at 736-6949.*

New Start (730-3678 ext. 108)

New Start provides case management services for families living in Delaware State Housing Authority's Section 8 Housing in Kent County. Services include assisting families with obtaining employment, continuing education and increasing their income. For more information call 730-3678, ext. 108.

Independent Living (422-8033 ext. 176)

The Independent Living program helps young people ages 16-21, currently or formerly in the foster care system. Services include assistance in the areas of job search and accessing training, educational planning, housing assistance, money management, social skills, and accessing community resources.

The youth live in a structured setting and are monitored by around the clock staff. In addition, staff is available for court appearances and often makes recommendations regarding sentencing to the courts.

**Prevent Child Abuse Delaware (PCAD)**

100 West 10<sup>th</sup> Street  
Suite 715  
Wilmington, DE 19801  
(302) 254-4611 – New Castle  
(302) 254-4616 - fax

9 East Loockerman Street  
Suite 208  
Dover, Delaware 19904  
(302) 674-1112 – Kent  
(302) 674-1114 – fax

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) 831-3465

24/7 Crisis Line (302) 831-2226

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

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

S.O.S. provides support and advocacy for survivors of all forms of sexual assault and dating violence, whether the incident occurred recently or in the past. We provide information, options, crisis

counseling and support. In addition to our 24 hours crisis service, we also offer a 10 week closed supportive discussion group for both male and females survivors of sexual violence. S.O. S. provides educational programs on campus, in high schools and in the community about sexual assault, dating violence, date rape drugs, and other related topics.

### **Success Won't Wait**

1729 Marsh Road  
Wilmington, Delaware 19810  
(302)995-9054 or 478-2757  
fax: (302) 996-0231

Area Served: Statewide

Hours of Operation: Monday - Friday

[www.successwontwait.org](http://www.successwontwait.org)

Founded in 2002, the not for profit literacy program is based in Wilmington, Delaware. The mission is to encourage reading, particularly by children. Volunteers organize statewide book drives, and redistribute books into the community. It is absolutely FREE! Children's Book Baskets are filled with 30-50 children's books with a variety of titles to appeal to all children. They are placed in waiting rooms and lobbies where children frequently have to wait.

### **Supporting Kidd's**

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

[www.supportingkidds.org](http://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.



### **Support for Sexual Assault Adolescent Victims (SSAAV)**

P.O. Box 61

Milford, DE

Kent & Sussex: (302) 422-2078

P.O. Box 9525

Wilmington, DE 19809

NCC (302) 761-9800

Area Served: Statewide

The SSAAV Program provides support and advocacy to victims of sexual assault, sexual abuse and sexual harassment between the ages of 12 and 24 years. Individual counseling, evaluation, advocacy as well as information, are provided to victims. Education programming on sexual assault and prevention issues are available.

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

405 Foulk Road

Wilmington, DE 19803

(302) 655-3953

Area Served: Statewide

1001 S. Bradford Street

Dover, DE 19904

(302) 422-3811

Hours of Operation: By appointment

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 10<sup>th</sup> 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 – 1<sup>st</sup> & 3<sup>rd</sup> Mondays, Sussex 2<sup>nd</sup> 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 State Attorney's Office**

Victim/Witness Program  
 1007 Orange Street, Suite 700  
 P.O. Box 2046  
 Wilmington, DE 19899-2046  
 (302) 573-6277, ext. 132

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 counseling, court orientation, accompaniment to judicial proceedings, and advocacy services during the prosecute process.

**University of Delaware**

Community Traffic & Safety Program

Kent 744-2749

Sussex 856-2585 ext. 326

Child care seats available for families in need.

**Victims' Rights Task Force**

C/o Dover Police Department

400 S. Queen Street

Dover, DE 19904

(302) 736-7134

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 Services Supplemental Fund (VSSF)**

Managing Agency

Delaware State Police

Victim Services Unit  
P.O.Box 430  
Dover, Delaware 19903  
302-739-3711

Area Served: Statewide

Hours of Operation: 8:00 – 4:00 M-F

The VSSF fund was established to help victims of crime in Delaware when local resources and funding programs or private insurance are unavailable. The Fund shall serve to supplement existing services when no other means of financial assistance is immediately available. Police must prepare applications or prosecution based victim advocates or staff of the Violent Crimes Compensation Board. In addition, applications must comply with VOCA regulations and the VCAF guidelines.

### **Violent Crimes Compensation Board**

240 N. James Street, St. 203  
Wilmington, DE 19804  
(302) 995-8383

Area Served: Statewide

Hours of Operation: 8:00 – 4:00 M-F

The Delaware Violence Crimes Compensation board 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.

### **Western Sussex Boys & Girls Club**

Family Resource Office

310 Virginia Avenue  
Seaford, DE 19973  
(302) 629-8740  
Area Served: Sussex County

Hours of Operation: 9 a.m. – 9 p.m. and 6:00 p.m.-9:00 p.m. limited services

Provides individual/group counseling for victims of domestic violence, parenting classes, children's activities and support, childcare for youth age 6-18.

### **Widener University School of Law**

Delaware Civil Clinic  
4601 Concord Pike  
P.O. Box 7474  
Wilmington, DE 19803-0474  
(302) 478-8680, ext. 214

Area Served: New Castle County

Hours of Operation:

Assist victims of domestic violence with protection from abuse orders/filings, custody and divorce matters.

### **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.

Last Revision  
2/2008