

**JOINT FINANCE COMMITTEE HEARING  
FISCAL YEAR 2021 BUDGET**



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DIVISION DIRECTOR**

DIVISION OF STATE SERVICE CENTERS  
Department of Health and Social Services  
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Legislative Hall, Joint Finance Committee Hearing Room

Comments available online at <https://dhss.delaware.gov/dhss/pubs.html>

Good Afternoon Senator McDowell, Representative Johnson, members of the Joint Finance Committee and members of the public. I am Renee Beaman, Director of the Division of State Service Centers (DSSC). With me today is Cynthia Manlove, our Division Deputy and Joanne Sunga, our Chief Financial Officer.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2021 Governor's Recommended Budget.

## DIVISION OVERVIEW

Our mission is to provide convenient access to human services, assist vulnerable populations, support communities and promote volunteer and service opportunities.



Our Division is unique in our service delivery through the State Office of Volunteerism, the Office of Community Services, and our Family Support Services Unit.

Our priorities and goals are:

- To target and provide services and resources to those individuals and families in greatest need;
- To effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware;
- To deliver high impact services that support and meet the expectations of our internal and external customers and stakeholders to better advance our mission in the present with an eye toward the future;
- To increase access to information regarding services via effective communication networks and increased technological capacity; and
- To ensure operational effectiveness, efficiency and excellence for all of our programs.

For most Delawareans, their first experience with seeking emergency services occurs when they walk through our State Service Center doors.

## ABOUT THE DIVISION



### FAMILY SUPPORT SERVICES

The Family Support Services unit provides one-stop service access for clients through the management of 15 State Service Centers. Family Support Services also provides direct support services including:

[Emergency Assistance Services](#)  
[Community Resource Assistance Services](#)  
[Information and Referral](#)



### OFFICE OF COMMUNITY SERVICES

The Office of Community Services administers both state and federal programs including:

[Community Services Block Grant \(CSBG\)](#)  
[Emergency Housing](#)  
[Community Food and Nutrition Program](#)  
[Low-Income Home Energy Assistance Program \(LIHEAP\)](#)  
[Adopt-A-Family](#)  
[Delaware 211](#)  
[Family Visitation Centers](#)



### STATE OFFICE OF VOLUNTEERISM

The State Office of Volunteerism supported by the Governors Commission on Community and Volunteer Service, helps state and non-profit agencies with volunteer programs through technical assistance, training, public relations and assistance with volunteer recognition programs; recognizes the contributions of volunteers in annual events; and administers programs.

[AmeriCorps Programs](#)  
[Foster Grandparents Program](#)  
[Volunteer Delaware](#)  
[Volunteer Delaware 50+](#)

Our **Family Support Services** team is located at each of the 15 statewide State Service Centers. The Centers serve as a one-stop shop, with a diverse array of public/private health and social service partners onsite. We provide direct support services including emergency assistance services, community resource assistance as well as information and referral services.

Our **Office of Community Services** administers both State and Federal programs such as the Community Service Block Grant, Emergency Transitional Housing, the Community Food and Nutrition Program, the Low-Income Home Energy Assistance Program, Adopt-A-Family, Delaware 211, and Family Visitation Centers.

The **State Office of Volunteerism** supports state and non-profit agencies with volunteer programs through technical assistance, training, public relations and assistance with volunteer recognition programs as well as hosting the annual Governor's Youth and Adult Volunteer Award Recognition events. The Office administers the following programs:

- [AmeriCorps](#)
- [Foster Grandparents Program](#)
- [Volunteer Delaware](#)
- [Volunteer Delaware 50+](#)

## ACCOMPLISHMENTS



- 647,765 Client Visits to State Service Centers
- 23,153 emergency services requests
- 2,858 Individuals & families were housed through shelter partners
- 10,000+ households assisted through Low-Income Home Energy Assistance Program (LIHEAP)
- State Office of Volunteerism recorded 581,000+ volunteer hours (equal to \$14.4 million)
- 4,180 unduplicated low-income families were served through the Community Services Block Grant
- 103,817 food closet visits by individuals & families in need of emergency food



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Our Divisional priorities have also yielded impactful initiatives and accomplishments in many areas.

I would like to share some of our accomplishments from this past fiscal year:

- **647,765 client visits** were recorded at our **15** Statewide State Service Centers.
- Last fiscal year, we provided emergency housing, utility, rent, mortgage, food assistance, caregiver support and Diabetes medical support to **more than 23,153** households and families.
- **2,858** homeless individuals and families experiencing homelessness were housed through our Emergency Shelter and Transitional Housing partners.
- **More than 10,000 households** received assistance through the Low Income Home Energy Assistance Program (also known as LIHEAP).
- Delawareans continue to put their passion into action with **over 581,000 volunteer** hours recorded which are, per the National Volunteer Calculator, equivalent to **\$14.4 million dollars**.
- To address those experiencing poverty, the Community Services Block Grant provided services to **4,180 low-income individuals (services included employment, housing, education, youth enrichment support)**.
- Our Community Food and Nutrition Program, for food closets and community pantries, provided emergency food to **103,817 individuals and families**.

## ACCOMPLISHMENTS



Family Services  
Cabinet Council



NATIONAL NETWORK  
FOR  
SAFE COMMUNITIES  
Group Violence Intervention  
(GVI)



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Through the work of the Family Services Cabinet Council, our Division has staff located at the Stubbs Early Education Center in the Dual Generation Center assisting and supporting parents and caregivers with their emergency needs such as housing, food, and employment. Also, we are active participants in the Group Violence Intervention (GVI) program, providing social service support to those enrolled in this gun violence prevention program.

The Porter State Service Center continues to be the pilot location for the Golden Ticket program, which supports individuals and families who are experiencing extreme hardship through onsite collaborations with the Division of Social Services, the Department of Labor, the Department of Services for Children, Youth & Their Families, the Division of Child Support Services, and the Division of Public Health.

## ACCOMPLISHMENTS



Much of our work is completed within the structure of our State Service Centers, which limits our ability to interact and to provide outreach to the community.

We were extremely proud to host our first Annual “DSSC Cares Family Fun Day.” This event was held on Saturday, October 24<sup>th</sup>, which is “National Make A Difference Day.”

The DSSC staff utilized this day to provide valuable resources in partnership with 25 organizations and agencies while offering volunteer opportunities. The event was held at the Herman Holloway, Sr. Park on the West Side of the City of Wilmington. Over 450 community members participated in this Family Day event.

## LOOKING AHEAD



- Increased Emergency Housing Partners Statewide
- Trauma Informed Approach Training for all Staff
  - Phase I-Introduction for all new employees (trauma aware)
  - Phase II-Continuation of Trauma Training (trauma sensitive)
- Human Trafficking Training
- Establishment of Kiosk Management System
  - Locations-15 State Service Centers



Our Division continues to focus our priorities and activities in alignment with the Governor's Action Plan, while also looking ahead to improve the quality of services for our clients.

Our most requested community need is for increased emergency housing. We seek to establish partnerships with community and faith based organizations statewide as well as partner with housing organizations to work collaboratively in meeting this housing need.

Trauma is a widespread, harmful, and costly public health issue. It occurs as a result of violence, abuse, neglect, loss, disaster, war, and other emotionally harmful experiences. Trauma has no boundaries with regard to age, gender, socioeconomic status, race, ethnicity, geography or sexual orientation. Trauma is an almost universal experience for persons with mental health and substance abuse disorders. The effects place a heavy burden on individuals, families and communities. As the recipients of the Governor's 2019 Compassionate Champion award, we continue to address trauma as an important component of effective behavioral health service delivery. All of our Division staff have received basic trauma awareness training, and this year, we have trained 30 staff from the Divisions of State Service Centers, Social Services (DSS) and Child Support Services (DCSS) to provide our Phase II trauma sensitive training.

To streamline efficiencies in partnership with DSS and DCSS, we are in the planning stage for the implementation of a Kiosk Management System with our State Service Centers to help reduce consumer lobby waiting time, to improve coordination of services needed, and to provide consumers the flexibility of pre-scheduling appointments from their electronic devices.

## FY 2021 GOVERNOR'S RECOMMENDED BUDGET

### FY 2021 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	102.0	0.0	18.6	120.6
Dollars (\$)	12,141.3	663.1	22,242.4	35,046.8

**Budget Definitions:**

GF – General Funds  
ASF – Appropriated Special Funds  
NSF – Non-Appropriated Special Funds  
FTEs – Full Time Equivalent Positions



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The slide above shows the budget included in the FY 2021 Governor's Recommended Budget (GRB).

Our Division's GRB is:

- \$12,141.3 [Twelve Million One Hundred and Forty-One Thousand, Three Hundred Dollars] in General Funds;
- \$663.1 [Six Hundred Sixty-Three Thousand, One Hundred Dollars] in Appropriated Special Fund spending authority; and
- \$22,242.4 [Twenty-Two Million Two Hundred and Forty Two-Thousand, Four Hundred Dollars] in Non-Appropriated Special Funds.

GRB includes a recommendation for \$20.0 [Twenty Thousand Dollars] to continue the Trauma Informed Training and One-Time funding of \$500.0 [Five Hundred Thousand Dollars] to replace our aging Client Assistance Program System.



THANK YOU

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Thank you for the opportunity to share with you the challenges and opportunities facing the Division of State Service Centers.

I am happy to answer any questions you may have.