



Final Report on  
GAP ANALYSIS OF WRAPAROUND  
PROVIDERS, PROGRAMS AND SERVICES

Prepared for the  
Delaware Workforce Development Board

**December 2023**

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## I. Executive Summary

WIOA requires states to align their core workforce development programs to meet the needs of both job seekers and employers. The Governor and the Delaware Workforce Development Board support the four American Job Centers by strengthening and guiding the network of partner programs. They are responsible for workforce, economic development, educational, and human resource programs that collaborate and create a seamless customer-focused, network-integrated system that delivers opportunities that make it easier for workers to access services needed to obtain skills and employment. WIOA's Hallmarks of Excellence are based upon:

- Businesses and job seekers driving workforce solutions.
- Excellent customer service and focus on continuous improvement.
- Strong regional economies and activity in community and workforce development.

The success of WIOA is based on five guiding principles to measure success and outcomes: 1) Integrated Services, 2) Regional Strategy, 3) Regional Economic Development, 4) High-quality Services, and 5) Accountability and Transparency.

### Delaware Department of Labor's Role as Fiscal Agent

As a single-agency state, the Delaware Department of Labor is designated as the entity to serve as fiscal agent. As the fiscal agent, the department has clearly defined fiscal agent roles and responsibilities, including liability for the misuse of grant funds.

The fiscal agent is responsible for:

- Receiving funds.
- Ensuring sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget circulars, WIOA, and the corresponding Federal Regulations and State policies.
- Responding to audit and financial findings.
- Maintaining proper accounting records and adequate documentation.
- Preparing financial reports.
- Providing technical assistance to subrecipients regarding fiscal issues.
- At the direction of the Local Workforce Development Board or the State Workforce Development Board in single-area states, the fiscal agent may also perform additional functions, including:
  - Procuring contracts or obtaining written agreements.
  - Conducting financial monitoring of service providers.
  - Ensuring independent audit of all employment and training programs.

DOL/DET is the Performance Accountability and Customer Information Agency for Title I & III, grant recipient and jointly designated as administrative entity.

### American Job Centers (AJCs)

Across the country, American Job Centers (AJCs) are required to provide seamless service delivery, strategic resource allocation, and collaboration among all mandated partners and programs across programs and funding streams. Across the country the agencies typically involved in providing services and resources to support AJCs include the Department of Labor, the Department of State, the Department of Education, and the Department of Health and Human Services. Additionally, individual Centers often have relationships with other partner agencies, including statewide, regional, and community-based organizations. Each of these agencies and organizations may provide access and support to job seekers and employers by supporting a comprehensive workforce development system. WIOA is a demand-driven workforce system and requires the coordination and alignment of services and resources identified in the unified state plan.

The four regional AJCs in Delaware are in locations intended to reach a broad customer base, and for job seekers and employers to access services. Each of these centers provides access to WIOA program services and have access to mandated and regional partners' program services. The centers have an extensive listing of partner agencies. These partner agencies can play important roles in providing the needed wrap-around client services.

Each center is located in a Department of Labor complex. The EDSI team visited each of the AJCs in Delaware, with the goal to gain meaningful information on the operations of the centers, including ease of access, services provided, team roles, and integration of services among partner WIOA mandated partner agencies.

Each center has a listing of partner agencies needed to service clients and employers. The One-Stop Operator facilitates monthly conference calls. These meetings provide a forum to share information among partners. However, there are opportunities for these agencies to share more work to assist the citizens and employers of Delaware. There is a need for cross training of staff, and the use of the VOCAL referral and tracking system by all staff and partners. The goal of WIOA is that all AJCs access and leverage resources to serve job seekers and employers better. The AJCs should be inclusive of all partners. The agency's partners have expressed a desire to receive training and have defined roles in the services they provide to clients. Roles and responsibilities should be defined in the AJCs Memorandum of Understanding (MOU). MOUs define financial contributions and clearly define roles that will result in leveraging resources while supporting a fully integrated AJC.

In addition to visiting each AJC, the EDSI team reached out to partner agencies outside the AJC physical sites. Each of these partners reported participation in monthly Operator meetings and that these meetings provided them with information on changes both in the federal and state level activities. They were also provided information on individual programs and events within their community. However, they all expressed the need to learn more about the DOL and other state agencies and the services provided. They all

expressed a desire to improve coordination, collaboration, and communication among the centers and partner agencies. The EDSI team compiled a matrix of services available throughout the state. This information can be utilized by all partner agencies to serve their clients better.

This report provides a summary of observations and recommendations to consider.

## II. Workforce Board and State Departments' Organizational Structure Workforce Development Overview

To design effective statewide strategies that serve communities, employers, and individuals, an understanding of past and current programs and program structures is necessary. It is also important to understand how the federal workforce development program has evolved over the years. The evolution of these programs required states to make significant changes in delivery of services and to design organizational structures that support the workforce system required to remain in compliance with the federal programs.

### **The Evolution of Federal Workforce Development Programs**

#### Manpower Development Training Act (MDTA) – 1962

MDTA, the first federally supported training program, had its origins in New Deal programs such as Unemployment Insurance (UI) and public works employment. MDTA provided federal funds to retrain workers displaced because of technological change. Over the years, the majority of MDTA funding went to support classroom and on-the-job training (OJT) and was targeted to low-income individuals and welfare recipients. Funding was allocated to states and local communities based on factors of populations and poverty.

#### The Comprehensive Employment and Training Act (CETA) – 1973

Under CETA, decision-making authority was given to local governments. CETA funding supported over 470 sub-state political entities such as cities, county governments, and consortia of governments, known as “Prime Sponsors”. CETA funding supported on-the-job training (OJT), classroom training, and public service employment (PSE) targeted to serve the low-income population, welfare recipients, and disadvantaged youth. The primary focus was OJTs, with over 60% of CETA’s budget dedicated to them.

A 1978 amendment to CETA created the development of Private Industry Councils (PICs), comprised of business, labor, education, CBOs, and other organizations. CETA expanded the role of PICs to be more inclusive of the private sector in developing, implementing, and evaluating CETA programs.

#### Job Training Partnership Act (JTPA) – 1982

JTPA made significant changes to the programs, classroom training, and on-the-job training for low-income individuals and dislocated workers. JTPA supported the creation of over 640 Service Delivery Areas (SDAs). Funds were directly allocated to state governors and then to each PIC in each SDA. JTPA eliminated funding Public Service Employment activities and focused on targeted job training and reemployment. Early on, 70% of funds were required to support trainings activities. In 1992, the percentage of grant expenditures to support training dropped to 50%.

### Workforce Investment Act (WIA) – 1988

WIA replaced JTPA and the American Job Center (AJC) system was born. The AJC system provides state and local training and employment activities. Through WIA, certain partner programs were required to be co-located. Additionally, WIA replaced PICs with Workforce Investment Boards (WIBs). WIA also provided provisions for universal access to services (available to all), and a demand-driven workforce system based on the needs of employers. Under WIA the majority of WIB members had to be representatives from the business community. WIA was a work-first approach (placement in employment was the first goal of the services provided). Individual Training Accounts (ITAs) were also supported, and participants were provided with a customized choice of training offers.

### Workforce Innovation and Opportunity Act (WIOA) – 2014

WIOA replaced WIA and is designed to help job seekers access employment, education, training, and support services to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. WIOA authorized states to provide employment and training services, and the continuation of the AJCs as the means to deliver and coordinate integrated workforce development activities. Like WIA, WIOA is a demand-driven workforce system. It requires the coordination and alignment of workforce services through the development of a Unified State Plan and requires regional planning across local areas.

Over the past 60 years there have been significant changes to the federally funded workforce system, however, some CETA, JTPA and WIA program practices and policies have been carried forward by many states and are still being utilized today. This has resulted in the continuation of practices and processes that can often be conflicting and confusing to state and local staff.

## State Departments and Organizational Structure

### A. Delaware WIOA Structure

Currently there are over 593 Local Workforce Development Boards (LWDB) across the country supported by the US Department of Labor. Due to geographic size and population, most states have multiple LWDBs. However, Delaware has been designated a "Single Area State" with one statewide Workforce Development Board. The Delaware Workforce Development Board (DWDB) was established pursuant to the authority in The Workforce Innovation and Opportunity Act of 2014 (WIOA), and pursuant to Executive Order 36, dated February 6, 2020.

The DWDB assists the Governor in executing the duties outlined in Executive Order 36. Presently the Board is comprised of 53 members. The purpose of the Board is to review statewide policies and programs and make recommendations on actions that the State should take to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system.

The DWDB is responsible for developing the combined state workforce plan that aligns key program services across agencies, and identifies mandated partners in the AJCs. The 2024 combined plan, the Board will establish several goals, including:

1. Prioritizing industry sectors to address the fact that Delaware has more jobs than job seekers.
2. Raising the bar on developing skills because the jobs of today and tomorrow require more training.
3. Increasing alignment between learning and work to improve how we create talent pipelines.
4. Expanding opportunities to create economic prosperity for all Delawareans.

As a single area state, DWDB is required to have a minimum of one comprehensive AJC. The AJCs provide career services, access to training services, adult and dislocated worker employment, job services and training services opportunities, and connection to partner services. Delaware has chosen to support four AJCs strategically located throughout the state. The AJCs are required to provide seamless service delivery, strategic resource allocation, and collaboration among all mandated partners and programs across multiple funding streams. State agencies involved in providing services and resources to support the AJCs include the Department of Labor, Department of State, Department of Education, and Department of Health and Human Services. A majority of WIOA Title I services are provided by merit staff.

#### B. Delaware Department of Labor

The Delaware Department of Labor (DOL) connects people to jobs, resources, monetary benefits, workplace protections, and labor market information to promote financial independence, workplace justice, and a strong economy.

Within the Delaware DOL, the Division of Employment and Training (DET) provides services enabling employers and job seekers to make informed decisions and training choices leading to employment. DET administers WIOA and state workforce programs to assist individuals in obtaining their next job or career change. The Division of Unemployment Insurance (UI) provides unemployment benefits to eligible workers who become unemployed through no fault of their own.

The Division of Vocational Rehabilitation (DVR) provides services to people with disabilities and businesses at the intersection of ability and the demand for talent. Services are designed to provide solutions, build careers, and retain talent for people with disabilities and businesses. Vocational assessments, employment planning, counseling and guidance, and job placement are examples of vocational rehabilitation services provided by the Division of Vocational Rehabilitation.

The Division of Industrial Affairs (DIA) promotes fairness and safety in the workplace through enforcement of laws that protect workers and consultation programs for small businesses. DIA also provides labor market information, enforcement of labor law, and Anti-Discrimination civil rights laws.



### C. American Job Centers

The American Job Centers (AJCs) are a system of partnership organizations which provides workforce assistance to job seekers and employers. The AJCs provide universal access to an integrated array of labor exchange services for job seekers and employers including:

#### Job Seeker Services

- Job search assistance
- Job Matching
- Placement assistance for job seekers
- Re-employment services for unemployment insurance claimants
- Job Training

#### Employer Services

- Recruitment services
- Matching job seeker experience with job requirements and skills
- Job fairs
- Assisting employers to analyze hard-to-fill jobs
- Assisting with job restructuring
- Layoff Aversion

These services are delivered in one of three modes: self-service, facilitated self-help services, and staff-assisted service. Veterans receive priority referrals to jobs and training as well as special employment services and assistance. The system provides specialized attention and service to individuals with disabilities, migrant and seasonal farmworkers, justice-involved individuals, youth, minorities, and older workers.

### D. The Department of Health and Social Services (DHSS)

DHSS provides services to improve the quality of life by assisting families with economic challenges, serving individuals with disabilities, promoting the health and well-being of seniors and children, providing access to medical care and supportive services, and protecting the health of the people who live in or work in Delaware. The Department supports 14 regional state services throughout Delaware's three counties. Within the DHSS, the Division for Visually Impaired provides educational, vocational, transitional services, and technical support to individuals in need. Temporary Assistance for Needy Families (TANF) provides temporary financial support, employment, and training to improve economic self-sufficiency. Supplemental Nutrition Assistance Program (SNAP) provides financial assistance for food to help individuals meet basic dietary needs while they regain financial independence. Community Service Block Grants (CSBG) provide emergency assistance, family resources, housing and employment and training assistance, youth services, and assist seniors. The Division of Aging Adults with Physical Disabilities provides work experience, supportive services, training workshops, and employment services. The Office of Financial Management provides financial coaching, interactive financial literacy, college funding, home ownership, debt consolidation, and banking services.

#### E. The Department of Education

The DOE supports several programs, including Early Learning Head Start Programs, Birth - After 5, Kindergarten – Grade 12, College, Career and Technical Education, and Adult Basic Education programs.

#### F. Additional Departments and Oversight Functions

The Department of State supports the libraries throughout Delaware that provide employment services and occupational and academic classes. They assist individuals in applying for food stamp benefits and Medicaid. They also identify Long-Term Nursing Care, Home Energy Assistance, and other DHSS Services. They support and deliver Literacy programs while networking with other agencies within their communities. The Department also supports the Senior Community Employment Program (SCEP) and Job Corps.

### III. Delaware Employment Equity Project

The purpose of the Delaware Employment Equity Project (DEEP) is to analyze the needs of Delaware job seekers and employers with the goal of formulating strategies that will decrease disparities between communities with persistent poverty and communities with greater prosperity with a focus on Promise Communities.

EDSI conducted a six-step research and analysis process to identify effective strategies to serve communities and employers.

- A. Identify Service Delivery Providers and Partners
- B. Develop Comprehensive Services Catalog
- C. Visit American Job Center Centers
- D. Outreach to Partner Agencies
- E. Map Services and Providers to Illustrate Gaps
- F. Analyze Service Gaps and Utilization Data

#### A. Identify Service Delivery Providers and Partners

The EDSI team identified the agencies and organizations that provide workforce and wrap-around services throughout the state, including the location and addresses of where citizens can physically go to receive these services. Delaware has a significant number of services to assist individuals provided by state agencies and community agencies. Our research revealed some duplication of services.

#### B. Develop Comprehensive Services Catalog

The EDSI team became familiar with core and partner programs provided throughout the state. Programs and funding sources are identified within the Delaware Service Matrix (Appendix A). The cataloging also identified the state programs' funding sources and mechanisms. As expected, the catalog and program identification illustrates overlapping services across federally funded programs.

### C. Visit American Job Center Centers

The EDSI team visited all four of Delaware's American Job Center Centers to gain a better understanding how partners are working together, and which partners are co-located at the AJCs.

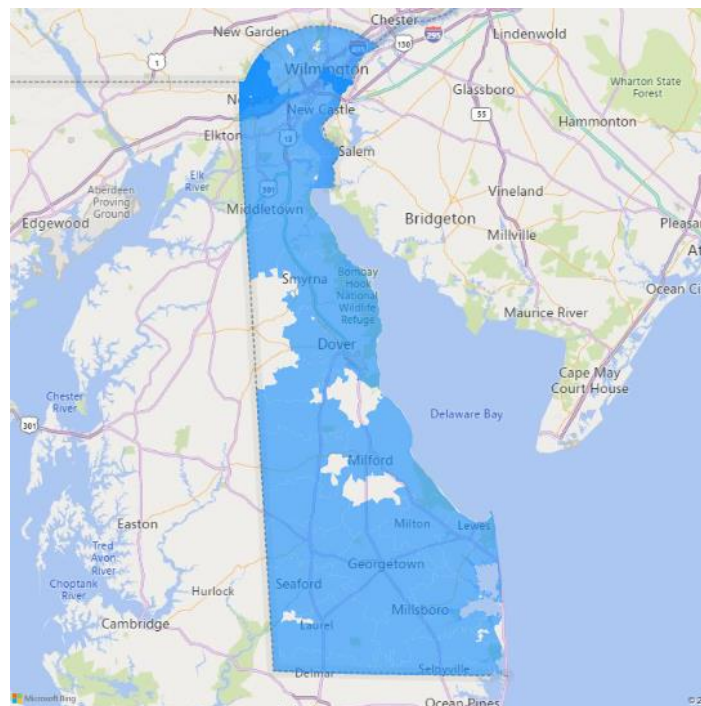
### D. Outreach to Partner Agencies

To better understand the services provided by partner agencies, the EDSI team interviewed AJC partners. The outcomes of these conversations are illustrated in the Partner Services Matrix.

### E. Map Services and Providers to Illustrate Gaps

Utilizing the matrix in Appendix A, the EDSI team mapped the physical location of services and service providers using zip codes to illustrate geographic gaps in service delivery. Services are color-coded based on the type of service. Virtual services were assumed to be available in all zip codes, however, the research team did not make any assumptions on citizen's ability to access virtual services.

We identified that many services are provided at numerous service centers and AJCs across the state, as well as virtually. The sample heat map below illustrates services gaps.



*Note: The link to an online digital version of the heat map is available.*

#### F. Analyze Service Gaps and Utilization Data

There are 196 zip codes across four counties in Delaware. The EDSI team identified gaps by analyzing program location data and the Partner Services Matrix by zip code (not county). When combined, these data sources paint a clear picture of overlaps and gaps in services to Delawareans.

#### IV. Current State of American Job Centers

The EDSI team visited the AJCs in Newark, Wilmington, Dover, and Georgetown. The goal of these visits was to gather meaningful information on operations of these centers including ease of access, services provided, team roles, and integration of services among partner agencies.

##### Local American Job Centers Offices

- The mission statement of the DOL at each AJC was on full display in a main part of the client-facing area, at the center at the lobby entrance and also on freestanding signage regarding employment and training opportunities.
- After clearing security, a greeter meets with individuals to determine their interests and needs. Individuals are then directed to appropriate program services. If they are unsure of their needs, they are connected to an Employment Service Specialist (ESS) team representative to determine appropriate next steps.
- Co-location among onsite Department of Labor partners includes E&T, DVR, Business Services, Industry Affairs, and UI. This should create an environment that enables staff and clients to easily navigate between programming services.
- Private rooms are available for staff to meet with clients (walk-in or by appointment), providing staff and clients an environment of confidentiality.
- As needed, clients are provided with assistance in the computer lab.
- ESS team members are located in front of the computer lab to aid job seekers.
- On-site training labs and conference rooms are available.
- Labs are well equipped and can be utilized to access video conference classes across the four Centers and to Partners that have connectivity.
- Each site provided access to an array of AJC services provided by the Department of Labor.
- The Newark office is located in a business complex with roundabouts and created challenges in locating the building. There was no signage on the outside to direct clients to the building. In the Dover office, the AJC was in the back of the complex with lack of signage.

##### Data Systems & Compliance

- Employment verifications for each individual participant is completed.
- Budgets for WIOA ITA's are capped.
- Each agency has its own case management or MIS notation system.

- Clients are enrolled into JobLink once they express interest in receiving job seeker services and training assistance and support. This is when they start the WIOA eligibility process.
- Job seekers are registered in Delaware JobLink.
- E&T team members feel registering clients prior to determining their interest and WIOA eligibility is lengthy and can impact performance. Only clients that desire and are receiving WIOA training assistance are required to enroll in JobLink.
- Managers and ESS team members do not understand the value of enrolling clients that are participating in workshops and GED programs into JobLink. They expressed concern about clients in GED classes taking too long to obtain certification, extending the duration of case management services.
  - It is unclear what happens to GED Clients once they obtain a certificate or if they were enrolled for ITA's.
  - It is unclear what happens to GED Clients who do not obtain a GED certificate.
  - They do not enroll clients that are utilizing services (computer lab, workshops, job fairs) and that are job ready.
- Each division in DOL has its own data entry requirements and those are not shared.
- Staff has taken the initiative to enhance the policy guides and manuals to be more user friendly. They modified the documents to connect the appropriate regulations.
- The leadership team at each office is aware of their common measure goals connected to WIOA.
- Each center's staff is aware of training caps (Note: One AJC's funding cap reported higher than the other three AJCs).

#### Partner Agency and Departmental Collaboration

- DOL Partners are all co-located, but not integrated.
- The AJCs only had DOL programs, with the exception of GED(Title II, DOE) physically present.
- Programs external to AJCs are siloed.
- Each partner agency has its own internal tracking and supporting, or MIS, system.

#### Service Delivery

- Managers onsite meet occasionally.
- Unclear as to the role of AJC Operator.
- Staff do participate in monthly meetings hosted by the Operator. However, they have no understanding of the role(s) and functions of the Operator.
- Services were consistent among all four AJCs.
- Supportive services are provided to clients in approved state training offerings.

- ESS works with clients to determine interests and needs.
- ESS works with clients to determine WIOA eligibility.
- ESS completes client assessment (including EDPs, ECASAS, and Career Scope).
- ESS and client develop an Employment Development Plan (EDP).
- Vocational training is provided through approved training providers. Funding amounts are capped at \$5,000 for training and \$5,500 per semester for an associate degree
- Once the client completes training, the Job Referral Specialists then start the process of assisting in job placement.
- Sharing of Labor Market Information is available but is not being used to connect clients to high-priority occupations.
- RESEA services are provided to UI clients.
- DVR services are available, and they have their own BSR services.
- GED Attainment Classes are offered.
- Job Search services are available.
- Workshops are available both in-house and virtually.
- Pre-Vocational Assessments (including EDPs, ECASAS, and Career Scope).
- Industrial Affairs services are available.
- Case Management & Supportive Services are available.
- Services are provided to clients via email, phone call, virtually (Zoom for Workshops and Case Management), or in-person.
- ITAs and supportive services are provided.
- Supervisors check documentation for eligibility compliance.
- Clients are asked if they are enrolled in JobLink upon entry into the Center.
- Job-ready clients are not connected with BSRs.
- Staff provide a wide variety of functions ranging from case management, assessment through CASAS, follow-up, supportive services, job referrals, assistance in computer labs, and teaching workshops. Depending upon the staffing size and availability of the AJCs.
- The BSRs are responsible for generating and sharing job leads through reports and/or Delaware JobLink as well as organizing and participating in career/job fairs.
- BSRs validate that businesses are legitimate and assist them in enrolling job orders in JobLink.
- BSRs are 100% employer facing and do not assist with job matching.
- BSRs provide a weekly report to all DOL team members on site on hiring activities/opportunities, job fairs, and other business community activities.
- BSRs participate in Employment and Training staff meetings.
- BSRs participate in the monthly Operators meeting.
- BSRs do not interact with other Agencies/Contractors who have BSR-type services (i.e., Youth services, DVR, and TANF/SNAP).

- BSRs do not appear to be marketing the potential job-ready client pool that is available for employers.
- The centers rely on three major components of outreach – social media, word of mouth referrals, and the “Meet People Where They Are Initiative”.

#### Staffing and Training Development

- UI Representatives are available to assist clients enrolling into JobLink.
- E&T ESS team members do not provide UI assistance.
- The equivalent to a Job Developer works with clients in identifying job opportunities.
- Additional training was identified as a need at all of the Centers (Policies, sharing of best practices, etc.).
- While having temporary staffing support from Goodwill WEX support is helpful, it does create uncertainty for managers regarding having permanent full-time positions filled.
- Due to staffing turnover, routine training(s) should be scheduled regularly to ensure that the DOL team and all partner agencies promote awareness of services and resources that are available to assist clients and employers.
- Some team members expressed a desire to learn more about other services provided by community based organizations.

#### V. Current State of Partner Agencies and Providers

The AJC service delivery system is comprised of comprehensive centers as well as additional access points to reach a broad customer base. A comprehensive AJC is mandated to have physical locations where job seekers and employers can access WIOA program services and access all mandated and other regional partner programs services. The program services offered are identified within the MOUs. These MOUs define program offerings and support that is available to the center operations.

The four AJCs in Delaware have an extensive listing of partner agencies. These partner agencies can play important roles in providing wrap-around client services. As part of the AJC system, it is important to reach out to partners to gain insight into their roles and experience working within the AJC system.

Convening meetings among AJC partners enables the sharing of information and enhances communication. These meetings also help all partners to provide updates on activities and programmatic changes and upcoming events. The Operator (Parker Consulting, LLC) has been successfully convening AJC monthly meetings and has maintained a listing of all partner agencies. The partners we contacted actively participate in these monthly meetings.

The team was successful in connecting with partner agencies that provide services in the following areas:

- TANF/SNAP Adult
- TANF Youth
- WIOA Youth
- WIOA Adult/DW
- Housing Assistance
- Apprenticeship

- Adult ED/GED
- Justice
- Library System
- Vocational Rehabilitation

Each representative reported participation in the monthly Operator meetings and that these meetings provide them with needed information on changes both on the federal and state level activities. They also were able to gain information on changes in individual programs and events within the community. However, they expressed a desire to learn more about DOL and other agencies' services and share the services that they can provide. They all expressed a desire to improve coordination, communication and collaboration among the centers and partner agencies.

### Observations

Across the partners in the AJCs, not all understand the role of the Delaware Workforce Development Board in the workforce development system. Each agency provides business services and is not consistently coordinated with similar services offered by other agencies (E&T, DVR, Justice Programs, and DHSS contracted services). Contractors for youth, TANF, and training services have their own business services team members and outreach strategies. There does not seem to be a clear connection between WIOA and TANF services and clients, or to youth that are transitioning out of youth services. Staff expressed a desire for additional training on JobLink and data entry requirements.



## VI. Service Utilization Metrics, Data, and Performance

### Analyze Service Gaps and Utilization Data

The Services Matrix identified more than 200 program and organizational services that are available to the citizens of Delaware. These services are provided by state, local, faith-based, community-based, and for-profit organizations. The range of services is extensive and includes:

- Education and training
- Early childhood support
- Community youth services
- Literacy programs
- Senior centers
- Emergency food services
- Library access/assistance
- Transportation access
- Homeless shelters
- Housing assistance
- Clothing assistance
- Counseling
- Substance abuse counseling
- Healthcare (all levels)
- Insurance support
- Legal assistance
- Re-entry support

Many of these organizations offer specialized services that are specific to their client base within a geographical location. For example, United Cerebral Palsy, Easter Seals, and Habitat for Humanity offer services specific to client needs. Organizations such as Salvation Service, Catholic Services, Goodwill, and American Red Cross services have a broader reach both in clients and locations.

By analyzing the data collected, the EDSI team determined that there are numerous organizations throughout the state providing critical services. There appears to be few geographic gaps in services, however, there is a gap in funding support and access to transportation and housing. There are duplicative services provided in state program offerings such business outreach, job placement, and training.

Service gaps were identified not only by the number of offerings but by identifying issues such as awareness of services, accessibility of services, and availability of funding resources. Our discussions with partner agencies identified concerns related to transportation, housing, childcare, and knowledge of other organization service offerings (e.g., knowledge of state services and eligibility determination). There are many agencies that are providing connections to these services, however, some of these agencies do not have adequate financial resources and the infrastructure to meet the demand for their services. Organizations in Kent and Sussex counties are challenged with funding availability and accessibility to training resources, childcare, housing, and transportation. Organizations in these counties feel that most of the resources go to Wilmington.

Agencies identified the need for more collaboration, coordination, and cooperation among themselves and state departments. While they all welcomed the opportunity to participate in monthly meetings with the AJC Operator, there is much more that needs to happen.

## VII. Findings and Recommendations

The purpose of this report is to identify opportunities to strategically address employment barriers and inequitable access to sustainable employment by providing the DWDB a gap analysis of wraparound services and service providers in and around Delaware Promise Communities. This report also identifies opportunities for employers and training programs to partner and collaborate with wraparound service providers to effectively meet the needs of the workforce and employers.

Overall, the EDSI team did not identify significant geographic gaps in services to the citizens of Delaware. In several instances we identified a duplication of services among TANF and WIOA service providers, with little coordination between service providers. Knowledge and process gaps across the various agencies and service providers exist across the state. Not all partners in the AJCs understand the role of the Delaware Workforce Development Board in the workforce development system, nor do they have a clear understanding of the role or services provided by their peer agencies in the AJCs.

<b>Finding</b>	<b>Recommendations</b>
<p>Staff awareness of services across AJC partners and other service providers and CBOs in the state is limited.</p>	<ul style="list-style-type: none"> <li>▪ Develop a catalog of all partners and related services.</li> <li>▪ Include a single point of contact for each program or service identified.</li> <li>▪ Create and implement a process to maintain the catalog.</li> <li>▪ Provide additional cross training for all staff on the services provided by partner agencies, the eligibility requirements, and required documentation.</li> <li>▪ Provide additional staff training on data entry and client follow-up.</li> <li>▪ Clearly define the role of the One Stop Operator.</li> <li>▪ Leverage technology to share partner services virtually or offsite.</li> </ul>
<p>Referrals between partner agencies in the AJC are not efficient.</p>	<ul style="list-style-type: none"> <li>▪ Improve the referral process to facilitate communication.</li> <li>▪ Develop a standardized WIOA template of documentation and eligibility criteria required for WIOA enrollment.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Improve the co-enrollments process, and where appropriate dual enroll clients.</li> <li>▪ Improve the referral process and referral documentation system that utilized by all partner agencies.</li> </ul>
<p>Job seeker client support</p>	<ul style="list-style-type: none"> <li>▪ Clarify how information is shared among ESS case managers and ESS job developers. Develop a process that defines how this information is shared.</li> <li>▪ Improve the process to ensure that WIOA clients are contacted every 30 days. Monitor follow-up activities monthly.</li> <li>▪ Promote co-enrollment.</li> </ul>
<p>Job seeker clients have limited awareness of partner services.</p>	<ul style="list-style-type: none"> <li>▪ Ensure that AJC workshops are available and accessible to clients in-house, or virtually.</li> <li>▪ Develop a common calendar of activities available in each county.</li> <li>▪ Develop a social media marketing strategy to reach clients, providers, and employers.</li> <li>▪ Develop marketing materials to be distributed statewide.</li> <li>▪ Encourage clients receiving any assistance from the ESS to enroll in JobLink.</li> <li>▪ Improve the process to link clients directly to open job orders and place in companies.</li> </ul>
<p>Employers have limited access to services.</p>	<ul style="list-style-type: none"> <li>▪ Improve employer access to OJTs, Work Experience (Paid or Unpaid), Incumbent Worker Training, or Transitional Employment as a service offering. These training approaches could lead to more employer participation and client placement.</li> <li>▪ Provide additional assistance to employers interested in apprenticeship via WEXs of OJTs.</li> </ul>

<p>Business outreach services often overlap.</p>	<ul style="list-style-type: none"> <li>▪ Combine various DOL business outreach services and staff under one division.</li> <li>▪ Improve communication between BSRs, ESS, DVR, and job developers to discuss clients that are ready to be placed in a job.</li> <li>▪ Improve communication with BSR managers from all departments and contracting agencies to share information and promote a coordinated strategy to service businesses.</li> <li>▪ Streamline coordination with AJC staff.</li> <li>▪ Develop and distribute a "Hot Jobs" listing to be shared weekly.</li> </ul>
<p>Partner agencies do not have universal access to client information.</p>	<ul style="list-style-type: none"> <li>▪ Provide a single common data tracking system and online case note system.</li> <li>▪ Develop a referral system among DOL, DSS, ED, Commerce, Libraries, and other partner agencies.</li> </ul>
<p>Partner awareness of the Delaware Workforce Development Board's role is limited.</p>	<ul style="list-style-type: none"> <li>▪ Educate partner agencies on all levels on the role and function of the Board.</li> <li>▪ Conduct a SWOT analysis to determine strengths and weaknesses of board policies and practices.</li> <li>▪ Review all MOUs to ensure all services are being delivered.</li> <li>▪ Review all policies and procedures for consistency and compliance.</li> <li>▪ Involve partner agencies and team members in updating current policies or developing new policies and procedures.</li> <li>▪ Complete a customer journey and value stream mapping process to identify gaps and streamline the customer experience.</li> <li>▪ Identify and implement a strategy to increase WIOA enrollment and services.</li> </ul>

	<ul style="list-style-type: none"><li>▪ Offer offsite outreach and WIOA enrollment activities at facilities of partner organizations such as libraries, community colleges, community service organizations, and faith-based organizations.</li></ul>
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### Appendix A- Delaware Service Matrix

Organization	Programs Administered / Services Delivered	Type of Program
Department of Education	Private Business and Trade Schools and Veterans Education Programs.	Business Services
DE Dept. of Labor – Business Services Rep.	Business Service Representatives help companies with their workforce needs, such as job postings, candidate screening, and referrals. (County Based, Kent and Sussex Counties)	Business Services
DE Dept. of Labor – Bonding	Bonding program provides fidelity bonding insurance coverage to ex-offender and other high-risk applicants.	Business Services
DE Dept. of Labor – WARN Act	WARN Act	Business Services
DE Dept. of Labor – Tax Credit	Work Opportunity Tax Credit (WOTC) is a federal income tax credit that encourages employers to hire eight targeted job seekers.	Business Services
DE Dept. of Labor – Tax Credit	Welfare to Work Tax Credit is an incentive to employers to hire members of families that have been long-term assistance recipients.	Business Services
DE Dept. of Labor	Research & Analysis	Business Services
DE Dept. of Labor – Foreign Labor Certificate	Alien Labor Certification (Foreign Labor Certification) assists employers in meeting requirements for recruitment of alien workers and assures that regulatory processes are followed to document that American Workers are not available.	Business Services
Sussex County Economic Development	Business Services, Employer Hiring Incentive Programs	Business Services
Wilmington Economic Development	Business Services, Employer Hiring Incentive Programs	Business Services
Delaware Community Development Corporation	Business Services	Business Services
Delaware Community Development Corporation	Employer Hiring Incentive Programs	Business Services
FAST	Statewide Apprenticeships	Business Services
SEED	Statewide Apprenticeships	Business Services
Work Based Learning	An educational strategy that provides students with the opportunity to put theory into practice with real-life work experiences. This can range from internships to job shadowing, simulations, or mentorship programs.	Business Services
Bellevue Community Center Inc.	Childcare Center	Childcare
Nativity Preparatory School of Wilmington	Childcare Center	Childcare

Organization	Programs Administered / Services Delivered	Type of Program
Peoples Settlement Child Care Center	Childcare Center	Childcare
United Cerebral Palsy, Parents and Children Together at Tech	Early care education program for infants and children	Childcare
Delaware Tech, Child Development Center, Sussex County	Childcare Center	Childcare
Department of Health and Social Services	Community Service Block Grant (CSBG)	Community Service Programs
Appoquinimink State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Belvedere State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Claymont State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
DeLaWarr State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Floyd I. Hudson State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Northeast State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Winder Laird Porter State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
James W. Williams State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Smyrna State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Smyrna State Service Center	Division of Aging Adults with Physical Disabilities	Community Service Programs
Bridgeville State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Edward W. Pyle State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Laurel State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Milford Annex	Community Service Block Grant (CSBG)	Community Service Programs
Thurman Adams State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Anna C. Shipley State Service Center	Community Service Block Grant (CSBG)	Community Service Programs
Kent County Community Action	Child/Youth Services Program	Community Service Programs
Children’s Beach House	Child/Youth Services Program	Community Service Programs
Wilmington Head Start, West End center	Child/Youth Services Program	Community Service Programs
Wilmington Head Start, West 3 <sup>rd</sup> Street Center	Child/Youth Services Program	Community Service Programs
Wilmington Head Start, Van Buren Street Center	Child/Youth Services Program	Community Service Programs
Wilmington Head Start, Leslie Johnson Center	Child/Youth Services Program	Community Service Programs
New Directions Early Head Start	Child/Youth Services Program	Community Service Programs

Organization	Programs Administered / Services Delivered	Type of Program
New Castle County Head Start	Child/Youth Services Program	Community Service Programs
New Castle County Head Start, Manor Park	Child/Youth Services Program	Community Service Programs
New Castle County Head Start, Lambson	Child/Youth Services Program	Community Service Programs
New Castle County Head Start, Claymont	Child/Youth Services Program	Community Service Programs
New Castle County Head Start, Bear	Child/Youth Services Program	Community Service Programs
New Castle Head Start, Absalom Jones	Child/Youth Services Program	Community Service Programs
New Castle Head Start, Inc.	Child/Youth Services Program	Community Service Programs
Delaware Early Childhood, New Directions Head Start	Child/Youth Services Program	Community Service Programs
Delaware Early Childhood Center, Early Childhood Assistance Program	Child/Youth Services Program	Community Service Programs
Children & Families First, Delaware Head Start	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, Harrington	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, Colonial Gardens	Child/Youth Services Program	Community Service Programs
Children & Families Early Head Starts Programs	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, White Oak	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, Smyrna	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, Seaford	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, Milford	Child/Youth Services Program	Community Service Programs
Children & Families First Delaware Head Start, Laverty Lane	Child/Youth Services Program	Community Service Programs
Neighborhood House, Inc.	Youth Development Services	Community Service Programs
Big Brothers/Big Sisters	Mentoring program for at-risk youth	Community Service Programs
Big Brothers/Big Sisters	Mentoring program for at-risk youth	Community Service Programs
Police Athletic League	After school program for youth 6-16 years old	Community Service Programs



Organization	Programs Administered / Services Delivered	Type of Program
Police Athletic League	After school program for youth 6-16 years old	Community Service Programs
Police Athletic League	After school program for youth 6-16 years old	Community Service Programs
Wilmington Parks & Recreation, Youth & Family Service	City Government Programs for Grades 4-6	Community Service Programs
Wilmington Parks & Recreation, Youth & Family Service	Summer Youth Employment Program	Community Service Programs
Wilmington Parks & Recreation, Youth & Family Service	ESL	Community Service Programs
Literacy Delaware – Wilmington Library	Identifying Long-Term Nursing Care	Community Service Programs
Literacy Delaware – New Castle Learning Center	Identifying Long-Term Nursing Care	Community Service Programs
William C. Janson Library	Identifying Long-Term Nursing Care	Community Service Programs
Newark Free Library	Identifying Long-Term Nursing Care	Community Service Programs
Bear Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Bear Library	Identifying Long-Term Nursing Care, Home Energy Assistance, and other DHSS Services	Community Service Programs
Brandywine Hundred Library	Occupational and academic classes. Applying for food stamp benefits and Medicaid. Identifying Long-Term Nursing Care, Home Energy Assistance, and other DHSS Services. Literacy programs. Referral to other agencies.	Community Service Programs
Delaware City Library	Identifying Long-Term Nursing Care	Community Service Programs
Delaware City Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Smyrna Public Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Smyrna Public Library	Identifying Long-Term Nursing Care	Community Service Programs
Woodlawn Branch Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Woodlawn Branch Library	Identifying Long-Term Nursing Care	Community Service Programs
Claymont Public Library	Identifying Long-Term Nursing Care	Community Service Programs
Claymont Public Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Laurel Public Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Laurel Public Library	Identifying Long-Term Nursing Care	Community Service Programs
Elsmere Public Library	Applying for food stamp benefits and Medicaid	Community Service Programs

Organization	Programs Administered / Services Delivered	Type of Program
Elsmere Public Library	Identifying Long-Term Nursing Care, Home Energy Assistance, and other DHSS Services	Community Service Programs
Newark Free Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Newark Free Library	Identifying Long-Term Nursing Care	Community Service Programs
Route 9 Library & Innovation Center	Applying for food stamp benefits and Medicaid	Community Service Programs
Route 9 Library & Innovation Center	Identifying Long-Term Nursing Care	Community Service Programs
State Librarian	Applying for food stamp benefits and Medicaid	Community Service Programs
State Librarian	Identifying Long-Term Nursing Care	Community Service Programs
Hockessin Public Library	Applying for food stamp benefits and Medicaid	Community Service Programs
Hockessin Public Library	Identifying Long-Term Nursing Care	Community Service Programs
Sussex Pregnancy Care Center	Free Pregnancy Services	Community Service Programs
Ronald McDonald House of Delaware	Family Support Services	Community Service Programs
Catholic Charities	Maternity Services	Community Service Programs
Duffy's Hope, Inc	Mentoring Program	Community Service Programs
United Cerebral Palsy	Family Support Services and Programs	Community Service Programs
University of Delaware	Cooperative Extension Service	Community Service Programs
University of Delaware	Cooperative Extension Service	Community Service Programs
University of Delaware	Cooperative Extension Service	Community Service Programs
Child Inc.	Foster Care Services	Community Service Programs
Catholic Charities	Maternity Services	Community Service Programs
Gilpin Hall	Adult Daycare	Community Service Programs
Nurses 'n Kids Medical Day Care	Day Care and Medical Services	Community Service Programs
Village Volunteers	Provides assistance to older individuals	Community Service Programs
Choices for Community Living	Day Support and Drop-in Support services for individuals with disabilities	Community Service Programs
WONDER Works Resource Unite	Identify & Eliminate Barriers	Community Service Programs
Cape Integrated Wellness	Marriage and Family Therapy	Counseling Services
Cape Integrated Wellness	Premarital Counseling	Counseling Services
Cape Integrated Wellness	Adolescents and Couple Therapy	Counseling Services

Organization	Programs Administered / Services Delivered	Type of Program
Delaware Guidance Services	Counseling for Children, Adolescents, and Families	Counseling Services
Children & Families First	SUDs program to help parents to re-establish parent-child relationships	Counseling Services
Department of Education "THRIVE"	Mental health services for students Grades Pre-K through 12	Counseling Services
Wilmington Hospital	Inpatient And Outpatient Psychiatric Services	Counseling Services
Community Mental Health Clinic	Mental Health and Therapy Assistance	Counseling Services
Community Mental Health Clinic	Mental Health and Therapy Assistance	Counseling Services
Psychotherapeutic Service, Inc,	Early intervention program for youth between 16-25	Counseling Services
Catholic Charities	Behavioral Health and Pregnancy Counseling	Counseling Services
Catholic Charities	Behavioral Health and Pregnancy Counseling	Counseling Services
Appoquinimink Counseling Services, LLC	Outpatient Counseling Services for Couples	Counseling Services
Appoquinimink Counseling Services, LLC	Adults and Adolescents	Counseling Services
Division of Substance Abuse & Mental Health Admin.	Operates Delaware Psychiatric Center and the State Psychiatric Hospital and mobile crisis statewide services	Counseling Services
Easter Seals	Therapy Service	Counseling Services
Easter Seals	Therapy Service	Counseling Services
Easter Seals	Therapy Service	Counseling Services
Therapy Services of Delaware	Therapy Service	Counseling Services
Nemours Department of Therapy and Rehabilitation	Therapy and Rehabilitation Services	Counseling Services
American Red Cross	Therapy Service	Counseling Services
Middletown Counseling Services	Counseling Services for DUI Offenders	Counseling Services
Easter Seals	Therapy Services for Children	Counseling Services
Easter Seals	Therapy Services for Children	Counseling Services
Freedom Center for Independent Living	Counseling services to assist individuals with disabilities	Counseling Services
Independent Resources Inc.	Counseling services to assist individuals with disabilities	Counseling Services
Jay's House	Therapy services for children with Autism	Counseling Services
Therapy Services of Delaware	Therapy Service	Counseling Services
Easter Seals	Therapy Service	Counseling Services
United Cerebral Palsy	Support and therapy services for parents and children	Counseling Services

Organization	Programs Administered / Services Delivered	Type of Program
Easter Seals	Therapy Service	Counseling Services
Hopes and Dreams Peer Resource Center	Counseling	Counseling Services
The Arc of Delaware	Counseling Services	Counseling Services
Birthright of Delaware Inc.	Counseling/Medical Services	Counseling Services
A Door of Hope Pregnancy Center	Counseling/Medical Services	Counseling Services
Sussex Pregnancy Center	Counseling/Medical Services	Counseling Services
First Hand Foundation	Counseling and Information Services	Counseling Services
Hopes and Dreams Peer Resource Center	Counseling	Counseling Services
Safe-Shelter Advocacy Freedom & Empowerment	Counseling and Advocacy	Counseling Services
Peoples Place	Counseling	Counseling Services
Housing Opportunities of Northern Delaware, Inc.	Information and Counseling Services	Counseling Services
<b>Mental Health Halfway Houses</b>		Counseling Services
Sun Behavioral Health	Mental Health Services	Counseling Services
Family Counseling Center of St. Paul's	Mental Health and Counseling Services	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Alcohol and Other Drug And Treatment – Outpatient Services	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Mental Health	Counseling Services
Children & Families First	Counseling and Medical Services	Counseling Services
NCCPD Hero Help Addiction and Behavioral Assistance	Counseling Services	Counseling Services
Peoples Place	Counseling Services	Counseling Services
Middletown Counseling Services	Counseling Services	Counseling Services
CORAS	Mental Health	Counseling Services
CORAS	Mental Health	Counseling Services

Organization	Programs Administered / Services Delivered	Type of Program
CORAS	Mental Health	Counseling Services
Delaware Guidance Services	Provide counseling for children, adolescents, and families. Counseling services include psychiatric and psychological counseling, individual and group therapy, family counseling, sexual abuse counseling for victims, families, or perpetrators, and developmental disabilities counseling.	Counseling Services
Child Inc. Children First Program	Counseling services are offered for families involved in divorce/separation and/or custody/visitation issues. Individual, Family, and co-parenting and child therapy is offered based on a sliding fee. Services are offered in New Castle County. Parent Education Classes.	Counseling Services
Delaware Family Center	Psychological assessment, counseling and psychotherapy, professional coaching, consultation, supervision, and employee assistance serving the needs of children, adolescents, men, couples, families, schools, businesses, and other organizations. Individuals, couples, and families are seen in a private office setting.	Counseling Services
Delaware Family Center	Counseling and Psychotherapy	Counseling Services
Delaware Family Center	Professional Coaching	Counseling Services
Delaware Family Center	Consultation	Counseling Services
Delaware Family Center	Supervision and employee assistance serving the needs of children, adolescents, men, women, couples, families, schools, businesses, and other organizations	Counseling Services
Delaware Guidance Services	Provide counseling for children, adolescents, and families. Counseling services include psychiatric and psychological counseling, individual and group therapy, family counseling, sexual abuse counseling for victims, families, or perpetrators, and developmental disabilities counseling.	Counseling Services
Children & Families First Delaware	Nurturing families in substance abuse treatment and recovery	Counseling Services
Child, Inc.	Offers counseling to children who have been exposed to domestic abuse between parents or parental figures. Treatment services focuses on trauma and feelings, education about abuse and violence surrounding their experience, and safety planning.	Counseling Services

Organization	Programs Administered / Services Delivered	Type of Program
NCCPD	NCCPD Hero Help Addiction and Behavioral Health Assistance addresses the needs of persons with SUD and any co-occurring SUD/MH conditions who are involved in or are at risk of becoming involved in the criminal justice system.	Counseling Services
Children & Families First Delaware	Counseling Services	Counseling Services
Beautiful Gate Outreach Center	Counseling/ Support	Counseling Services
Narcotics Anonymous	Counseling Services	Counseling Services
New Directions Delaware, Inc.	Support Group	Counseling Services
American Cancer Society	Support Group	Counseling Services
Brandywine Counseling and Community Services	Counseling/Support	Counseling Services
Salvation Army, Adult Rehabilitation Center	Operates a 6-9-month residential program	Drug and Alcohol Rehabilitation Services
Children & Families First	Referral service for substance abuse treatment & recovery and Head Start Program	Drug and Alcohol Rehabilitation Services
Sun Behavioral Health	Intensive outpatient services for children, adolescents, and adults	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services
CORAS	Provides licensed assessment and treatment for mental health and substance use disorders	Drug and Alcohol Rehabilitation Services

Organization	Programs Administered / Services Delivered	Type of Program
NCCPD	Addiction and Behavioral Health Assistance	Drug and Alcohol Rehabilitation Services
Treatment Access Center	Monitor and evaluate individuals referred by Superior Court/Court of Common Pleas	Drug and Alcohol Rehabilitation Services
Aquila of Delaware	Agency dedicated to treating substance adolescents and young adults	Drug and Alcohol Rehabilitation Services
Kirkwood Detox Center	Detox Center	Drug and Alcohol Rehabilitation Services
SODAT	Delaware Driving under the influence evaluation and referral program	Drug and Alcohol Rehabilitation Services
Christiana Care	Outpatient Rehabilitation Services	Drug and Alcohol Rehabilitation Services
Moss Rehabilitation Programs	Rehabilitation Services	Drug and Alcohol Rehabilitation Services
Dagsboro Church of God	Bible Study and Addiction Recovery Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
Treatment Access Center, Sussex	Diagnose services for Superior Court/Court of Common Pleas	Drug and Alcohol Rehabilitation Services
Salvation Army	Adult Rehabilitation Center	Drug and Alcohol Rehabilitation Services

Organization	Programs Administered / Services Delivered	Type of Program
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
CORAS	Alcohol and other Drug and Treatment - Outpatient Services	Drug and Alcohol Rehabilitation Services
Addiction Policy Forum	Addiction Resource Center	Drug and Alcohol Rehabilitation Services
Alcoholics Anonymous	Addiction and Behavioral Health Assistance	Drug and Alcohol Rehabilitation Services
Alcoholics Anonymous	Addiction and Behavioral Health Assistance	Drug and Alcohol Rehabilitation Services
Alcoholics Anonymous	Addiction and Behavioral Health Assistance	Drug and Alcohol Rehabilitation Services
1212 Corporation	Drug Abuse Support Program	Drug and Alcohol Rehabilitation Services
Salvation Army	Adult Rehabilitation Center	Drug and Alcohol Rehabilitation Services
Department of Education	Early Learning – Birth-After 5	Early Childhood Education
Wilmington Head Start	Education and Child Development Services	Early Childhood Education
Department of Education	Parents as Teachers Program	Early Childhood Education
New Direction Early Head Start	Education and Child Development Services	Early Childhood Education
Department of Education	Educational services for children with special needs	Early Childhood Education
Delaware Early Childhood Center	Special Educational Program	Early Childhood Education
Christina Early Education Center	Educational Services	Early Childhood Education
Children & Families First	Access Care and Child Care Referral Service	Early Childhood Education
Division of Public Health	Intervention services for children who are at risk for developmental delays	Early Childhood Education
Division of Public Health	Intervention services for children who are at risk for developmental delays	Early Childhood Education
Division of Public Health	Intervention services for children who are at risk for developmental delays	Early Childhood Education



Organization	Programs Administered / Services Delivered	Type of Program
DE Dept. of Labor – Migrant Seasonal Farm Workers	The Migrant and Seasonal Farmworkers (MSFW) Program focuses on equality of service to MSFWs.	Farmworker Programs
Senior Helpers	Senior Helpers has been specializing in providing professional personal care and companion care to seniors who desire to maintain their independence at home.	Healthcare Services
Henrietta Johnson Medical Center	Medical Care Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Medical Care Services	Healthcare Services
Nemours Children’s Hospital	Medical Care Services	Healthcare Services
Nemours Children’s Hospital	Medical Care Services	Healthcare Services
Nemours Children’s Hospital	Medical Care Services	Healthcare Services
ShIPLEY State Service Center	Medical Care Services	Healthcare Services
Hudson State Service Center	Medical Care Services	Healthcare Services
Thurman Adams States Service Center	Medical Care Services	Healthcare Services
St. Francis Healthcare	Medical Care Services	Healthcare Services
Christiana Care	Medical Care Services	Healthcare Services
Division of Public Health	Medical Care Services	Healthcare Services
Comprehensive Outpatient Treatment Program	Medical Care Services	Healthcare Services
First Hand Foundation	Medical Care Services	Healthcare Services
Hope Medical Clinic, Inc.	Medical Care Services	Healthcare Services
La Red Health Center	Medical Care Services	Healthcare Services
La Red Health Center	Medical Care Services	Healthcare Services
Westside Family Healthcare	Medical Care Services	Healthcare Services
Westside Family Healthcare	Medical Care Services	Healthcare Services
Westside Family Healthcare	Medical Care Services	Healthcare Services
Westside Family Healthcare	Medical Care Services	Healthcare Services
Westside Family Healthcare	Medical Care Services	Healthcare Services
St. Francis Healthcare Services	Medical Care Services	Healthcare Services
Pyle State Service Center	Medical Care Services	Healthcare Services
Bayhealth Medical Center	Medical Care Services	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Nurses ‘n Kids	Prescribed Pediatric Extended Care Center dedicated to caring for infants and children that are medically fragile. We care for a wide range of diagnoses including genetic disorders, epilepsy, childhood diabetes, pulmonary conditions, cardiac conditions, neurological conditions, nutritional concerns, and much more.	Healthcare Services
Nemours Children’s Hospital	A full-service pediatric inpatient and outpatient diagnostic hospital and treatment center. Provides specialized medical services for children and physician referral service for pediatrics. Offers a full range of diagnostic and treatment services for infants, children, and adolescents with congenital heart disease.	Healthcare Services
Christiana Care	Full-service Acute Care Hospital	Healthcare Services
Division of Public Health	The Office of Emergency Medical Services coordinates resources for the Emergency Medical Services system statewide. Medical protocol issues can be directed to the State Medical Director at the listed number. National Registry and reciprocation questions can be directed to the Training Coordinator at the listed number.	Healthcare Services
Division of Public Health	The Office of Emergency Medical Services coordinates resources for the Emergency Medical Services system statewide. Medical protocol issues can be directed to the State Medical Director at the listed number. National Registry and reciprocation questions can be directed to the Training Coordinator at the listed number.	Healthcare Services
Bayhealth Medical Center	Emergency Care Center	Healthcare Services
First Hand Foundation	Provides assistance for children 18 years of age or younger with a health-related need that insurance does not cover	Healthcare Services
Hope Medical Clinic, Inc.	Provides free, non-emergency medical care to low-income uninsured adults ages 18-64 and limited dental services.	Healthcare Services
Nanticoke Memorial Hospital	Full-service Acute Care	Healthcare Services
Nurses ‘n Kids Medical Day Care	Emergency Medical Transportation Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Emergency Medical Transportation Services	Healthcare Services
Division of Public Health Office of Emergency Services	Emergency Medical Transportation Services	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Division of Public Health, Healthcare Connections	Emergency Medical Transportation Services	Healthcare Services
Bayhealth Medical Center	Emergency Medical Transportation Services	Healthcare Services
Bayhealth Medical Center	Emergency Medical Transportation Services	Healthcare Services
First Hand Foundation	Emergency Medical Transportation Services	Healthcare Services
Hope Medical Clinic, Inc.	Emergency Medical Transportation Services	Healthcare Services
Kent County, Division of Emergency Medical Services	Emergency Medical Transportation Services	Healthcare Services
Kent County, Division of Emergency Medical Services	Emergency Medical Transportation Services	Healthcare Services
Nurses 'n Kids Medical Day Care Kent/Sussex County	Pediatric Evaluation Services	Healthcare Services
Department of Education, Childfind	Pediatric Evaluation Services	Healthcare Services
Nemours Children Health	Pediatric Evaluation Services	Healthcare Services
Nemours Children Health	Pediatric Evaluation Services	Healthcare Services
Nemours Children Health	Pediatric Evaluation Services	Healthcare Services
Delaware Guidance Services	Pediatric Evaluation Services	Healthcare Services
Delaware Guidance Services	Pediatric Evaluation Services	Healthcare Services
Delaware Guidance Services	Pediatric Evaluation Services	Healthcare Services
Delaware Early Childhood Center	Pediatric Evaluation Services	Healthcare Services
Easter Seals	Pediatric Evaluation Services	Healthcare Services
Nurses 'n Kids, Medical Day Care	Pediatric Evaluation Services	Healthcare Services
Division of public Health	Pediatric Evaluation Services	Healthcare Services
Division of public Health	Pediatric Evaluation Services	Healthcare Services
Division of public Health	Pediatric Evaluation Services	Healthcare Services
Practice Without Pressure, Inc.	Pediatric Evaluation Services	Healthcare Services
First Hand Foundation	Pediatric Evaluation Services	Healthcare Services
Easter Seals	Pediatric Evaluation Services	Healthcare Services
Easter Seals	Pediatric Evaluation Services	Healthcare Services
Easter Seals	Pediatric Evaluation Services	Healthcare Services
Hope Medical Clinic, Inc.	Pediatric Evaluation Services	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
West Side Family Healthcare	Pediatric Evaluation Services	Healthcare Services
West Side Family Healthcare	Pediatric Evaluation Services	Healthcare Services
West Side Family Healthcare	Pediatric Evaluation Services	Healthcare Services
West Side Family Healthcare	Pediatric Evaluation Services	Healthcare Services
West Side Family Healthcare	Pediatric Evaluation Services	Healthcare Services
Henrietta Johnson Medical Center	Pediatric Evaluation Services	Healthcare Services
Bayhealth Medical center	Pediatric Evaluation Services	Healthcare Services
The Birth Center	Prenatal Care Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Prenatal Care Services	Healthcare Services
Birthright of Delaware, Inc.	Prenatal Care Services	Healthcare Services
A Door of Hope Pregnancy Center	Prenatal Care Services	Healthcare Services
Sussex Pregnancy Care Center	Prenatal Care Services	Healthcare Services
Nemours Children’s Hospital	Prenatal Care Services	Healthcare Services
Children & Families First, Healthy Families Delaware	Prenatal Care Services	Healthcare Services
Division of Public Health, Healthy Women Healthy Babies	Prenatal Care Services	Healthcare Services
Division of Public Health, Healthy Women Healthy Babies	Prenatal Care Services	Healthcare Services
First Hand Foundation	Prenatal Care Services	Healthcare Services
Hope Medical Clinic, Inc.	Prenatal Care Services	Healthcare Services
Kent Sussex Community Services	Prenatal Care Services	Healthcare Services
March of Dimes	Prenatal Care Services	Healthcare Services
Nanticoke Memorial Hospital	Prenatal Care Services	Healthcare Services
Henrietta Johnson Medical Center	Prenatal Care Services	Healthcare Services
St. Francis Healthcare	Prenatal Care Services	Healthcare Services
St. Francis Healthcare	Prenatal Care Services	Healthcare Services
Bayhealth Medical Center	Prenatal Care Services	Healthcare Services
Christian Storehouse	Prescription Expense Assistance	Healthcare Services
LCS	Prescription Expense Assistance	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Family SHADE	Prescription Expense Assistance	Healthcare Services
Nurse 'n Kids Medical Day Care	Prescription Expense Assistance	Healthcare Services
Nurse 'n Kids Medical Day Care	Prescription Expense Assistance	Healthcare Services
Nemours Children's Hospital	Prescription Expense Assistance	Healthcare Services
Division of Public Health	Prescription Expense Assistance	Healthcare Services
First Hand Foundation	Prescription Expense Assistance	Healthcare Services
FamilyWIZE Community Services Partnership	Prescription Expense Assistance	Healthcare Services
Division of Public Health, Hewlett Packard Enterprise Services	Prescription Expense Assistance	Healthcare Services
Hope Medical Clinic, Inc.	Prescription Expense Assistance	Healthcare Services
Patient Advocate Foundation	Prescription Expense Assistance	Healthcare Services
Bayhealth Medical Center	Prescription Expense Assistance	Healthcare Services
First State Community Action, Emergency Services	Prescription Expense Assistance	Healthcare Services
Medical Society of Delaware	Provides Referrals over the phone	Healthcare Services
Delaware Brest Cancer Coalition	Community outreach and Education	Healthcare Services
Christiana Care, Hodgson Vocational Technical High School Wellness Center	Services offered at The Wellness Centers include treatment for minor injuries and acute illnesses. Physicals and sports examinations. Immunizations. Nutrition education and weight management. Individual and family counseling.	Healthcare Services
Porter State Service Center	HIV Counseling and Testing	Healthcare Services
Department of Education	Nutrition Support Services	Healthcare Services
Make a Wish Foundation	Nutrition Support Services	Healthcare Services
Nurses 'n Kids Medical Day Care	Treatment Service for Children	Healthcare Services
A Door of Hope Pregnancy Center	Pregnancy Support	Healthcare Services
A Door of Hope Pregnancy Center	Pregnancy Support	Healthcare Services
Claymont State Services Center	Services for women, infants, and children	Healthcare Services
Nemours Children's Hospital	Health Care Services	Healthcare Services
Nemours SeniorCare	Health Services	Healthcare Services
Real Life Prosthetics and Orthotics	Prosthetics and Orthotics Services	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
American Homepatient	Home Healthcare	Healthcare Services
Independence Prosthetics – Orthotics, Inc.	Prosthetics and Orthotics Services	Healthcare Services
Independence Prosthetics – Orthotics, Inc.	Prosthetics and Orthotics Services	Healthcare Services
Division of Public Health	Health Education and Program Services	Healthcare Services
LaWall Orthotics and Prosthetics	Prosthetics and Orthotics Services	Healthcare Services
Christiana Care	Medical and Support Services	Healthcare Services
Christiana Care	Medical and Support Services	Healthcare Services
Christiana Care	Medical and Support Services	Healthcare Services
Christiana Care	Medical and Support Services	Healthcare Services
Together Rx Access Card	Prescription Support	Healthcare Services
UnitedHealthcare Community Plan	Medical Assistance Program	Healthcare Services
Division of Public Health	Healthcare Connections	Healthcare Services
Rothchild’s Orthopedic Appliances of Milford	Medical Devices	Healthcare Services
Real Life Prosthetics and Orthotics	Prosthetics and Orthotics Services	Healthcare Services
American Homepatient	Home Healthcare	Healthcare Services
Division of Public Health	Health Services Intake	Healthcare Services
Bancroft Neurohealth	Neurohealth Services	Healthcare Services
Empowerability LLC.	Occupational Therapy	Healthcare Services
Beebe Medical Center	Medical Services	Healthcare Services
Canadian PharmacyKing.com	Pharmaceutical Support	Healthcare Services
American Heart Association/American Stroke Assoc.	Medical Support/Information Services	Healthcare Services
FamilyWise Community Partnership	Prescription Discount Support	Healthcare Services
Division of Public Health, Hewlett Packard Enterprise Services	Prescription Assistance Program	Healthcare Services
American Heart Association	Medical Support/Information Services	Healthcare Services
Hope Medical Clinic, Inc.	Medical Services	Healthcare Services
Sussex Tech Wellness Center	Medical Services	Healthcare Services
1 <sup>st</sup> State Accessibility, LLC.	Emergency Accessibility Equipment Repair	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Delaware Home Health Care	Home Health Care	Healthcare Services
Matthew Krug Foundation	Protecting youth from sudden cardiac arrest	Healthcare Services
Planned Parenthood	Medical Services	Healthcare Services
Planned Parenthood	Medical Services	Healthcare Services
Planned Parenthood	Medical Services	Healthcare Services
March of Dimes	Medical and Information Services	Healthcare Services
Nanticoke Memorial Hospital	Healthcare Services	Healthcare Services
NeedyMeds	Prescription Support	Healthcare Services
Division of Medicaid & Medical Assistance	Medical Support and Program Services	Healthcare Services
Division of Medicaid & Medical Assistance	Medical Support and Program Services	Healthcare Services
Partnership for Prescription Assistance	Prescription Support	Healthcare Services
Pfizer, Share Card Program and Connection to Care	Prescription and Medical Support	Healthcare Services
Patient Advocate Foundation	Insurance Advocacy and Co-pay Relief Program	Healthcare Services
Blood Bank Services	Blood Bank	Healthcare Services
Blood Bank Services	Blood Bank	Healthcare Services
AstraZeneca, AS & Me	Prescription Support	Healthcare Services
St. Francis Health Care	Home Care Services	Healthcare Services
Peninsula Home Health Care	Home Care Services	Healthcare Services
Bayhealth	Physician Referral Service	Healthcare Services
Bayhealth Medical Center	Medical Services	Healthcare Services
First State Community Action	Emergency Services	Healthcare Services
Division of Public Health	Medical Marijuana Program	Healthcare Services
Department of Insurance	Medicare Assistance Program	Healthcare Services
Nemours SeniorCare	Senior Care Services	Healthcare Services
Nemours SeniorCare	Senior Care Services	Healthcare Services
Treatment Access Center	Medical services for DUI Offenders	Healthcare Services
Nemours Children’s Hospital	Medical services	Healthcare Services
New Directions Early Head Start	Supports pregnant women, infants, toddlers, and their families	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Nemours Children’s Hospital	Medical Services	Healthcare Services
Nemours Children’s Hospital	Medical Services	Healthcare Services
Nemours Children’s Hospital	Medical Services	Healthcare Services
Christiana Care Visiting Health Care	Home Health Care	Healthcare Services
Interim HealthCare	Home Health Care	Healthcare Services
Manor Care Health Care Services	Healthcare Services	Healthcare Services
Division of Healthcare	Healthcare Connections - Community Healthcare Access Program	Healthcare Services
BeeBe Medical Center	Medical Services	Healthcare Services
Harbor Healthcare and Rehabilitation Center	Rehabilitation and Therapy Service	Healthcare Services
Hope Medical Clinics, Inc.	Medical Services	Healthcare Services
Amedisys Home Health Care	Home Healthcare Services	Healthcare Services
Generations Home Care	Home Healthcare Services	Healthcare Services
BeeBe Medical Center	Home Healthcare Services	Healthcare Services
Seaford Center	Nursing and rehabilitation services at home	Healthcare Services
Christiana Care Visiting Association	Home Healthcare Services	Healthcare Services
Bayhealth Medical Center	Medical Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Medical Services	Healthcare Services
Nemours Children’s	Medical Services	Healthcare Services
Division of Public Health	Healthcare Connection	Healthcare Services
Hope Medical Clinic, Inc.	Medical/Information Services	Healthcare Services
Bayhealth Medical Center	Medical Services	Healthcare Services
Ministry of Caring	Dental services to low-income individuals	Healthcare Services
Division of Public Health, Bureau of Oral Health and Dental Services	Dental Services	Healthcare Services
Division of Public Health, Bureau of Oral Health and Dental Services	Dental Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Medical Services	Healthcare Services
Nemours Children’s Healthcare	Medical Services	Healthcare Services
Nemours Children Hospital	Medical Services	Healthcare Services



Organization	Programs Administered / Services Delivered	Type of Program
Practices Without Pressure, Inc.	Medical services to individuals with disabilities	Healthcare Services
Wilmington Hospital	Oral & Maxillofacial Surgery	Healthcare Services
Hope Medical Clinic, Inc.	Medical Services	Healthcare Services
Westside Family Healthcare	Medical Services	Healthcare Services
Henrietta Johnson	Dental and Medical Services	Healthcare Services
Bayhealth Medical center	Medical Services	Healthcare Services
Delaware Technical & Community College	Dental Services	Healthcare Services
Nemours SeniorCare	Medical Services	Healthcare Services
The Birth Center	Medical Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Medical Services	Healthcare Services
Nurses ‘n Kids Medical Day Care	Medical Services	Healthcare Services
Nemours Children’s Hospital	Medical Services	Healthcare Services
Catholic Charities	Bayard House and Maternity Services	Healthcare Services
Division of Public Health	Prenatal Care and Information Services	Healthcare Services
Hope Medical Clinic, Inc.	Medical Services	Healthcare Services
St. Francis Healthcare	Medical Services	Healthcare Services
Bayhealth Medical Center	Medical Services	Healthcare Services
Psychotherapeutic Services, Inc.	Medical Services	Healthcare Services
Catholic Charities	Medical and Counseling Services	Healthcare Services
Catholic Charities	Medical and Counseling Services	Healthcare Services
Catholic Charities	Medical and Counseling Services	Healthcare Services
Sun Behavior Health	Acute crisis stabilization hospital serving those who struggle with mental health and substance abuse disorders. Sun Behavioral also offers intensive outpatient services for children, adolescents, and adults.	Healthcare Services
Caregivers Resource Center, Sussex	Emergency Medical Transportation	Healthcare Services
Laurel Senior Center	Emergency Medical Transportation	Healthcare Services
Modern Maturity Center	Emergency Medical Transportation	Healthcare Services
Family Benefit Homecare, Senior Social Services	Emergency Medical Transportation	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Delaware Ecumenical Council on Children and Families, Faith in Action	Emergency Medical Transportation	Healthcare Services
PrimeCare Medical Transport, LLC	Emergency Medical Transportation	Healthcare Services
City Cab	Emergency Medical Transportation	Healthcare Services
Nanticoke Senior Center	Emergency Medical Transportation	Healthcare Services
Cheer Activity Center	Senior Ride Programs	Healthcare Services
Mid-County Senior Center	Emergency Medical Transportation	Healthcare Services
Unicity Bus Service	Emergency Medical Transportation	Healthcare Services
St. Anthony’s Community Center	Emergency Medical Transportation	Healthcare Services
Lifematters	Emergency Medical Transportation	Healthcare Services
Sussex county Mobility Consortium	Emergency Medical Transportation	Healthcare Services
Delmarva Transportation	Emergency Medical Transportation	Healthcare Services
Beach Ride Taxi	Emergency Medical Transportation	Healthcare Services
UNITED Cerebral Palsy, Community Living Respite-Statewide	Emergency Medical Transportation	Healthcare Services
Bayada Home Health Care, Delaware Assistive Care State Program	Emergency Medical Transportation	Healthcare Services
Division of Motor Vehicles, E-ZPass	Emergency Medical Transportation	Healthcare Services
Kimberly’s Private Companion Services, LCC	Emergency Medical Transportation	Healthcare Services
St. Patrick’s center	Emergency Medical Transportation	Healthcare Services
Senior Helpers, Newark	Emergency Medical Transportation	Healthcare Services
	Emergency Medical Transportation	Healthcare Services
Lifematters	Emergency Medical Transportation	Healthcare Services
Diamond Transport, Inc.	Emergency Medical Transportation	Healthcare Services
Mosaic in Delaware	Emergency Medical Transportation	Healthcare Services
Amtrak	Emergency Medical Transportation	Healthcare Services
Middletown-Odessa-Townsend Senior Center	Emergency Medical Transportation	Healthcare Services
American Cancer Society	Emergency Medical Transportation	Healthcare Services
Bayada Home Health Care	Emergency Medical Transportation	Healthcare Services

Organization	Programs Administered / Services Delivered	Type of Program
Independent Transportation Network Southern Delaware	Emergency Medical Transportation	Healthcare Services
Department of Health and Social Services	TANF	HHS Programs
Department of Health and Social Services	SNAP	HHS Programs
Appoquinimink State Service Center	TANF	HHS Programs
Appoquinimink State Service Center	SNAP	HHS Programs
Belvedere State Service Center	TANF	HHS Programs
Belvedere State Service Center	SNAP	HHS Programs
Claymont State Service Center	TANF	HHS Programs
Claymont State Service Center	SNAP	HHS Programs
DeLaWarr State Service Center	TANF	HHS Programs
DeLaWarr State Service Center	SNAP	HHS Programs
Floyd I. Hudson State Service Center	TANF	HHS Programs
Floyd I. Hudson State Service Center	SNAP	HHS Programs
Northeast State Service Center	TANF	HHS Programs
Northeast State Service Center	SNAP	HHS Programs
Winder Laird Porter State Service Center	TANF	HHS Programs
Winder Laird Porter State Service Center	SNAP	HHS Programs
James W. Williams State Service Center	TANF	HHS Programs
James W. Williams State Service Center	SNAP	HHS Programs
Smyrna State Service Center	TANF	HHS Programs
Smyrna State Service Center	SNAP	HHS Programs
Bridgeville State Service Center	TANF	HHS Programs
Bridgeville State Service Center	SNAP	HHS Programs
Edward W. Pyle State Service Center	TANF	HHS Programs
Edward W. Pyle State Service Center	SNAP	HHS Programs
Laurel State Service Center	TANF	HHS Programs
Laurel State Service Center	SNAP	HHS Programs
Milford Annex	TANF	HHS Programs

Organization	Programs Administered / Services Delivered	Type of Program
Milford Annex	SNAP	HHS Programs
Thurman Adams State Service Center	TANF	HHS Programs
Thurman Adams State Service Center	SNAP	HHS Programs
Anna C. Shipley State Service Center	TANF	HHS Programs
Anna C. Shipley State Service Center	SNAP	HHS Programs
Career T.E.A.M	Job seeker services for TANF and SNAP Clients	HHS Programs
Career T.E.A.M.	Job seeker services for TANF and SNAP Clients	HHS Programs
Business Interface, Inc.	Job seeker Services for TANF and SNAP Clients	HHS Programs
Division of Public Health, Women, Infants & Children	WIC Program	HHS Programs
Division of Public Health, Women, Infants & Children (WIC)		HHS Programs
William State Service Center	WIC Program	HHS Programs
West End Neighborhood House	WIC Program	HHS Programs
Shipley State Service Center	WIC Program	HHS Programs
Pyle State Service Center	WIC Program	HHS Programs
Northeast State Service Center	WIC Program	HHS Programs
Milford State Service Center	WIC Program	HHS Programs
La Red Health Center	Services for women, infants, and children	HHS Programs
Huds19971on State Service Center	WIC Program	HHS Programs
Community Resource Center	Services for women, infants, and children	HHS Programs
Department of Education	College	Higher Education
First State Community Action, Community Services	Provides case management and networking intervention and supportive assistance to families. provides housing counseling and housing referrals.	Housing Assistance
Delaware State Housing Authority		Housing Assistance
Department of HUD	Help residents find employment and become self-sufficient	Housing Assistance
Department of HUD	Increase housing choices for low-income families	Housing Assistance
Division of Small Businesses	Ensure gainful employment opportunities	Housing Assistance
Bay to Beach Builders	Home Builder	Housing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Bell House Medical	Home Improvements	Housing Assistance
Sojourners' Place	Provides comprehensive case management for homeless men and women.	Housing Assistance
Milford Housing Development Corporation	Housing Support Services	Housing Assistance
Housing Alliance Delaware	Partners with other agencies to address homelessness	Housing Assistance
Acorn Acres Apartments	Housing	Housing Assistance
Baynard Apartments	Housing	Housing Assistance
4 Shore Homes	Housing	Housing Assistance
Blair Apartments	Housing	Housing Assistance
Bethany House	Housing	Housing Assistance
STHEHM, Inc.	Emergency Housing	Housing Assistance
Breakwater	Housing	Housing Assistance
Clarks Corner	Housing	Housing Assistance
Chelten Apartments	Housing	Housing Assistance
Canterbury Apartments	Housing	Housing Assistance
Millsboro Village Apartments	Housing	Housing Assistance
Friendship House, Newark Code Purple	Emergency Housing	Housing Assistance
Friendship House, Newark Code Purple	Emergency Housing	Housing Assistance
Park Royal	Housing	Housing Assistance
Nassau Grove	Housing	Housing Assistance
Milton Landing Apartments	Housing	Housing Assistance
Safe-Shelter Advocacy Freedom & Empowerment	Counseling/Support	Housing Assistance
Peoples Place	Counseling/Support	Housing Assistance
Dover Interfaith Mission for Housing	Shelter for Homeless Men	Housing Assistance
Housing Opportunities of Northern Delaware, Inc	Advocacy	Housing Assistance
Salvation Army, Booth Emergency Housing Residence	Emergency Housing	Housing Assistance
Sussex Community Crisis Housing Services	Emergency Housing	Housing Assistance
Delaware State Housing Authority	State Agency	Housing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
People’s Place	Emergency Housing/Support Services	Housing Assistance
Friendship House	Emergency Housing for Cold Weather	Housing Assistance
A Divine Purpose	Transitional Housing	Housing Assistance
Commerce Street Transitional Housing	Transitional Housing	Housing Assistance
Milford Transitional Housing	Transitional Housing	Housing Assistance
Laurel Community Foundation	Transitional Housing	Housing Assistance
A Divine Purpose	Transitional Housing	Housing Assistance
People’s Place, Whatcoat’s Vera’s Haven	Transitional Housing	Housing Assistance
Rotary Club of Nanticoke, Rotary House	Transitional Housing	Housing Assistance
Housing Alliance Delaware	Advocacy	Housing Assistance
Acorn Acres Apartments	Housing	Housing Assistance
4 Shore Homes	Housing	Housing Assistance
Baynard Apartments	Housing	Housing Assistance
Blair Apartments	Housing	Housing Assistance
Bethany House	Housing	Housing Assistance
STEHM, Inc.	Emergency Housing	Housing Assistance
Breakwater	Housing	Housing Assistance
Clarks Corner	Housing	Housing Assistance
Chelten Apartments	Housing	Housing Assistance
Canterbury Apartments	Housing	Housing Assistance
Millsboro Village Apartment	Housing	Housing Assistance
Friendship House Newark Code Purple	Emergency Housing	Housing Assistance
Friendship House Middletown Purple	Emergency Housing	Housing Assistance
Friendship House Wilmington Saturday Winter Programing	Assistance	Housing Assistance
Park Royal	Housing	Housing Assistance
Nassau Grove	Housing	Housing Assistance
Milton Landing Apartments	Housing	Housing Assistance
Dover Interfaith Mission for Housing	Homeless Men’s Shelter	Housing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Housing Alliance of Delaware	Subsidized Housing Assistance	Housing Assistance
Acorn Acres	Subsidized Housing Assistance	Housing Assistance
4 Shore Homes	Subsidized Housing Assistance	Housing Assistance
Baynard Apartments	Subsidized Housing Assistance	Housing Assistance
Asbury Gardens	Subsidized Housing Assistance	Housing Assistance
Hopes and Dreams Peer Resource Center	Subsidized Housing Assistance	Housing Assistance
Blair Apartment	Subsidized Housing Assistance	Housing Assistance
Bethel Villa	Subsidized Housing Assistance	Housing Assistance
Birchwood Manlove Manor	Subsidized Housing Assistance	Housing Assistance
Bethany House	Subsidized Housing Assistance	Housing Assistance
United State Housing & Urban Development	Subsidized Housing Assistance	Housing Assistance
Breakwater	Subsidized Housing Assistance	Housing Assistance
Clarks Corner	Subsidized Housing Assistance	Housing Assistance
Chelten Apartments	Subsidized Housing Assistance	Housing Assistance
Chandler Heights Apts.	Subsidized Housing Assistance	Housing Assistance
Carleton Courts	Subsidized Housing Assistance	Housing Assistance
Canterbury Apts.	Subsidized Housing Assistance	Housing Assistance
Millsboro Village Apts.	Subsidized Housing Assistance	Housing Assistance
Millsboro Village Apts.	Subsidized Housing Assistance	Housing Assistance
Mary Campbell Center	Subsidized Housing Assistance	Housing Assistance
Delaware State Housing Authority, Peach Circle Apts.	Subsidized Housing Assistance	Housing Assistance
Park Royal	Subsidized Housing Assistance	Housing Assistance
North Lake Apts.	Subsidized Housing Assistance	Housing Assistance
Nassau Grave	Subsidized Housing Assistance	Housing Assistance
Milton Landing Apts.	Subsidized Housing Assistance	Housing Assistance
Churchman Village	Subsidized Housing Assistance	Housing Assistance
Newark Housing Authority	Subsidized Housing Assistance	Housing Assistance
Peoples Place	Subsidized Housing Assistance	Housing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Dover Interfaith Mission for Housing, Dover’s Men Shelter for Homeless men	Subsidized Housing Assistance	Housing Assistance
Housing Opportunities of Northern Delaware, Inc.	Subsidized Housing Assistance	Housing Assistance
New Castle County Community Development & Housing	Subsidized Housing Assistance	Housing Assistance
Wilmington Housing Authority	Subsidized Housing Assistance	Housing Assistance
Sussex Community Crisis Housing Service	Subsidized Housing Assistance	Housing Assistance
Delaware State Housing Authority 1802 West Street	Subsidized Housing Assistance	Housing Assistance
Luther Senior Services Inc.	Subsidized Housing Assistance	Housing Assistance
Charlan Neighborhood Home	Residential Home	Housing Assistance
Horizon House Delaware	Residential	Housing Assistance
Department of Education	Kindergarten – Grade 12	K-12 Education
Polytech School District	Public K-12 Education	K-12 Education
Brandywine School District	Public K-12 Education	K-12 Education
Colonial School District	Public K-12 Education	K-12 Education
Indian River School District	Public K-12 Education	K-12 Education
Delmar School District	Public K-12 Education	K-12 Education
Milford School District	Public K-12 Education	K-12 Education
Laurel School District	Public K-12 Education	K-12 Education
Smyrna School District	Public K-12 Education	K-12 Education
Appoquinimink School District	Public K-12 Education	K-12 Education
Lake Forest School District	Public K-12 Education	K-12 Education
Cape Henlopen School District	Public K-12 Education	K-12 Education
Capital School District	Public K-12 Education	K-12 Education
Seaford School District	Public K-12 Education	K-12 Education
Woodbridge School District	Public K-12 Education	K-12 Education
Caesar Rodney School District	Public K-12 Education	K-12 Education
Christina School District	Public K-12 Education	K-12 Education



Organization	Programs Administered / Services Delivered	Type of Program
Red Clay Consolidated School District	Public K-12 Education	K-12 Education
Christiana Care	Brandywine High School Wellness Center Services	K-12 Education
Christiana Care	Dickinson High School Wellness Center	K-12 Education
Christiana Care	McKean High School Wellness Center	K-12 Education
Nanticoke Memorial Hospital	Seaford High School Wellness Center	K-12 Education
Nanticoke Memorial Hospital	Laurel High School Wellness Center	K-12 Education
Nanticoke Memorial Hospital	Delmar Wellness Center	K-12 Education
Department of Education, John G. Leach School	School that serves students with disabilities	K-12 Education
Department of Education	Project THRIVE	K-12 Education
Department of Labor Employment & Training	Trade Adjustment Assistance (TAA)	Labor Exchange & Career Services
Department of Labor Employment & Training	Reemployment Services and Eligibility Assessment (RESEA)	Labor Exchange & Career Services
Department of Labor Employment & Training	APEX	Labor Exchange & Career Services
Department of Labor Employment & Training	Trade Adjustment Assistance (TAA)	Labor Exchange & Career Services
Department of Labor Employment & Training	Reemployment Services and Eligibility Assessment (RESEA)	Labor Exchange & Career Services
Department of Labor Employment & Training	APEX	Labor Exchange & Career Services
Department of Labor Unemployment Insurance	Program jointly financed through federal and state employer payroll taxes. The Federal Unemployment Tax is used to fund state workforce agencies.	Labor Exchange & Career Services
Department of Labor Unemployment Insurance	Program jointly financed through federal and state employer payroll taxes. The Federal Unemployment Tax is used to fund state workforce agencies	Labor Exchange & Career Services
Dover American Job Center	Offers a variety of workshops such as job search, career planning, training services.	Labor Exchange & Career Services
George Town American Job Center	Offers a variety of workshops, such as basic computer training, job search, career planning, training services	Labor Exchange & Career Services

Organization	Programs Administered / Services Delivered	Type of Program
Newark American Job Center	Offers a variety of workshops, such as basic computer training, job search, career planning, training services	Labor Exchange & Career Services
Fox Valley American Job Center	Office of Financial Management, such as basic computer training, job search, career planning, training services.	Labor Exchange & Career Services
Department of Health and Social Services	Office of Financial Management	Labor Exchange & Career Services
Appoquinimink State Service Center	Office of Financial Management	Labor Exchange & Career Services
Belvedere State Service Center	Office of Financial Management	Labor Exchange & Career Services
Claymont State Service Center	Office of Financial Management	Labor Exchange & Career Services
DeLaWarr State Service Center	Office of Financial Management	Labor Exchange & Career Services
Northeast State Service Center	Office of Financial Management	Labor Exchange & Career Services
Winder Laird Porter State Service Center	Office of Financial Management	Labor Exchange & Career Services
James W. Williams State Service Center	Office of Financial Management	Labor Exchange & Career Services
Smyrna State Service Center	Office of Financial Management	Labor Exchange & Career Services
Bridgeville State Service Center	Office of Financial Management	Labor Exchange & Career Services
Edward W. Pyle State Service Center	Office of Financial Management	Labor Exchange & Career Services
Laurel State Service Center	Office of Financial Management	Labor Exchange & Career Services
Milford Annex	Office of Financial Management	Labor Exchange & Career Services
Thurman Adams State Service Center	Office of Financial Management	Labor Exchange & Career Services

Organization	Programs Administered / Services Delivered	Type of Program
Anna C. Shipley State Service Center	Office of Financial Management	Labor Exchange & Career Services
Telemon	Employment	Labor Exchange & Career Services
Telemon	Financial Coaching	Labor Exchange & Career Services
Department of Education	Prison Education	Labor Exchange & Career Services
DE Dept. of Labor – APEX	Targets court-involved youth, young adults, and adult ex-offenders through a variety of discretionary grant awards to assist in providing employment and training to individuals who may find it difficult to obtain employment or training without additional assistance. APEX is dedicated to opening opportunities to individuals with criminal histories by helping them through pardon or expungement process. Employment and Training administers the federal bonding program and ex-offenders and other employment and training services.	Labor Exchange & Career Services
Employment and training activities conducted by the Department of Housing and Urban Development	Program requires that recipients of certain HUD financial assistance provide training, employment, contracting and other economic opportunities to low and very low-income persons for housing, and to businesses that provide economic opportunities to low and very low-income persons.	Labor Exchange & Career Services
Literacy Delaware – Wilmington Library	Employment Services	Labor Exchange & Career Services
Literacy Delaware – Wilmington Library	Employment Services	Labor Exchange & Career Services
Literacy Delaware – Wilmington Library	Occupational and Academic Classes	Labor Exchange & Career Services
Literacy Delaware – Wilmington Library	Applying for food stamp benefits and Medicaid	Labor Exchange & Career Services
Literacy Delaware – New Castle Learning Center	Employment Services	Labor Exchange & Career Services

Organization	Programs Administered / Services Delivered	Type of Program
Literacy Delaware – New Castle Learning Center	Occupational and Academic Classes	Labor Exchange & Career Services
Literacy Delaware – New Castle Learning Center	Applying for food stamp benefits and Medicaid	Labor Exchange & Career Services
William C. Janson Library	Employment Services	Labor Exchange & Career Services
William C. Janson Library	Occupational and Academic Classes	Labor Exchange & Career Services
William C. Janson Library	Applying for food stamp benefits and Medicaid	Labor Exchange & Career Services
Newark Free Library	Employment Services	Labor Exchange & Career Services
Newark Free Library	Occupational and Academic Classes	Labor Exchange & Career Services
Newark Free Library	Applying for food stamp benefits and Medicaid	Labor Exchange & Career Services
Bear Library	Employment Services	Labor Exchange & Career Services
Bear Library	Occupational and Academic Classes	Labor Exchange & Career Services
Bear Library	Literacy Programs	Labor Exchange & Career Services
Brandywine Hundred Library	Employment Services	Labor Exchange & Career Services
Delaware City Library	Employment Services	Labor Exchange & Career Services
Delaware City Library	Occupational and Academic Classes	Labor Exchange & Career Services
Smyrna Public Library	Employment Services	Labor Exchange & Career Services
Smyrna Public Library	Occupational and Academic Classes	Labor Exchange & Career Services

Organization	Programs Administered / Services Delivered	Type of Program
Woodlawn Branch Library	Employment Services	Labor Exchange & Career Services
Woodlawn Branch Library	Occupational and Academic Classes	Labor Exchange & Career Services
Claymont Public Library	Employment Services	Labor Exchange & Career Services
Claymont Public Library	Occupational and Academic Classes	Labor Exchange & Career Services
Laurel Public Library	Employment Services	Labor Exchange & Career Services
Laurel Public Library	Occupational and Academic Classes	Labor Exchange & Career Services
Elsmere Public Library	Employment Services	Labor Exchange & Career Services
Elsmere Public Library	Occupational and Academic Classes	Labor Exchange & Career Services
Newark Free Library	Employment Services	Labor Exchange & Career Services
Newark Free Library	Occupational and Academic Classes	Labor Exchange & Career Services
Route 9 Library & Innovation Center	Employment Services	Labor Exchange & Career Services
Route 9 Library & Innovation Center	Occupational and Academic Classes	Labor Exchange & Career Services
State Librarian	Employment Services	Labor Exchange & Career Services
State Librarian	Occupational and Academic Classes	Labor Exchange & Career Services
Hockessin Public Library	Employment Services	Labor Exchange & Career Services
Hockessin Public Library	Occupational and Academic Classes	Labor Exchange & Career Services

Organization	Programs Administered / Services Delivered	Type of Program
Department of HUD	Employment and Training	Labor Exchange & Career Services
Wilmington Job Corps	Career Training and Planning	Labor Exchange & Career Services
Wilmington Job Corps	On the Job Training	Labor Exchange & Career Services
Wilmington Job Corps	Job Placement	Labor Exchange & Career Services
Wilmington Job Corps	Other Services and Support	Labor Exchange & Career Services
Easter Seals	Employment and Community Services	Labor Exchange & Career Services
Department of Labor Unemployment Insurance	Unemployment Insurance	Labor Exchange & Career Services
Community Legal Aid	Legal Services	Legal Assistance
Community Legal Aid	Legal Services	Legal Assistance
Delaware Volunteer Legal Services	Legal Assistance Resources	Legal Assistance
Community Legal Aid Society Fair Housing	Legal Assistance Resources	Legal Assistance
Community Legal Elder Law	Legal Assistance Resources	Legal Assistance
Legal Services Corporation of Delaware	Legal Assistance Resources	Legal Assistance
Catholic Charities Immigration Program	Legal Assistance Resources	Legal Assistance
Community Legal Aid, Kent County	Legal Assistance Resources	Legal Assistance
Reserve Component Transition Assistant Advisor Program	Legal Assistance Resources	Legal Assistance
La Esperanza	Legal Assistance Resources	Legal Assistance
Commercial Legal Aid Society, Inc.	Legal Assistance Resources	Legal Assistance
Office of Management and Budget	Legal Assistance Resources	Legal Assistance
CARE Delaware	Legal Assistance Resources	Legal Assistance
Delaware Family Voices	Legal Assistance Resources	Legal Assistance
Safe-Shelter Advocacy Freedom & Empowerment	Legal Assistance Resources	Legal Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Catholic Charities	Legal Assistance Resources	Legal Assistance
American Legion	Legal Assistance Resources	Legal Assistance
Bonnie Benson Law Offices	Legal Assistance Resources	Legal Assistance
Community Reentry Service Program	Legal Assistance Resources	Legal Assistance
Judicial Branch, Family Court Resource Center	Legal Assistance Resources	Legal Assistance
Kent County, Register of Wills	Legal Assistance Resources	Legal Assistance
Life Solutions, Inc.	Legal Assistance Resources	Legal Assistance
Delaware State Bar Association	Legal Assistance Resources	Legal Assistance
Delaware Mobile Notary	Legal Assistance Resources	Legal Assistance
Delaware Elder Law Center	Legal Assistance Resources	Legal Assistance
Delaware Medicaid Fraud Control Hotline	Legal Assistance Resources	Legal Assistance
Long Term Care Ombudsman Program	Legal Assistance Resources	Legal Assistance
The Levinson Firm	Legal Assistance Resources	Legal Assistance
New Castle County Register of Wills	Legal Assistance Resources	Legal Assistance
Office of Management and Budget, Office of Pensions	Legal Assistance Resources	Legal Assistance
Division of Long-Term Care Residents Protection	Legal Assistance Resources	Legal Assistance
Peoples Place, Center for Community Justice	Legal Assistance Resources	Legal Assistance
Sussex County, Register of Wills	Legal Assistance Resources	Legal Assistance
Judicial Branch, Family Court	Legal Assistance Resources	Legal Assistance
Department of Justice, New Castle	Legal Assistance Resources	Legal Assistance
Department of Justice, Kent/Sussex	Legal Assistance Resources	Legal Assistance
Department of Justice, Service for Foreign Born	Legal Assistance Resources	Legal Assistance
Department of Justice, Office of Attorney General	Legal Assistance Resources	Legal Assistance
Department of Justice, Sussex County	Legal Assistance Resources	Legal Assistance
Department of Justice, Kent County	Legal Assistance Resources	Legal Assistance
Department of State, Board of Pardons	Legal Assistance Resources	Legal Assistance
Department of State, Merit Employee Relations Board	Legal Assistance Resources	Legal Assistance

Organization	Programs Administered / Services Delivered	Type of Program
First State Community Action, Emergency Services	Legal Assistance Resources	Legal Assistance
Wilmington Parks & Recreation, Youth & Family Service	Summer Food Program provides a free meal from June 21 through August 21 for children ages 18 years and younger.	Nutritional Services/Food Pantry & Clothing Assistance
Delmarva Clergy, Food Closet	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Resurrection Parish	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Grace United Methodist Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
First State Community Action	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Blessed Givings	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Shipley State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Hockessin Community Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Lutheran Community Services	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
LIFE Program	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Food Bank of Delaware	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Expanded Branches Community Development Corp.	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Milton Community Food Pantry	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
St. Patrick's Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Victory Christian Fellowship	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance



Organization	Programs Administered / Services Delivered	Type of Program
Calvary Assembly of God	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Bethel Tabernacle Church of God	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Smyrna State Services Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Hope Lutheran Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Kent County Community Action	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
United Auto Worker Local 1183	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Red Lion United Methodist Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Christian Storehouse	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Christian Storehouse	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charities	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charities	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Salvation Army	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Salvation Army	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Claymont Community Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Sunday Breakfast Mission	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Latin American Community Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Richardson Park Community Action	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Our Daily Bread Dining Room of MOT, Inc.	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Neighborhood House	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Cape Henlopen Food Basket	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Roe Hill Community Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Hudson State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Love Inc of Mid Delaware	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
New Covenant Christin Fellowship	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Department of Education, Summer Food Service Program	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
First Baptist Church of Delaware (R.E.A.C.H. Ministry)	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Hanover Presbyterian Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Circle of Love in Christ	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Crossroad Community Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
West End Neighborhood House	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Expanded Branches Community Development Corp.	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
St. Helena’s Parish Social Ministry	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Newark Area Welfare Committee	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Belvedere State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
St. Georges United Methodist Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
New Knollwood Civic Association	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Asbury's Food Pantry	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Our Family Food Box	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Homeward Bound Social Services	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Holy Rosary Food Closet	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Holy Spirit Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Good Samaritan Aid	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Alpha Worship Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Claymont State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Thurman Adams State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Porter State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Northeast State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Laurel State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Milford State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Bridgeville State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Sharon Temple Seventh-Day Adventist Church	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Joseph’s Storehouse	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Williams State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Pyle State Service Center	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Neighborhood House	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
DeLaWarr State Service Centers	Emergency Food	Nutritional Services/Food Pantry & Clothing Assistance
Resurrection Parish	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Expanded Branches Community Development Corp	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Ministry of Caring	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Ministry of Caring	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Ministry of Caring	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charities	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Sunday Breakfast Mission	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Our Daily Bread Dining Room of MOT, Inc.	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Rose Hill Community Center Program	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Love Inc of Mid Delmarva	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Hope Dining Room, Inc.	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Our Family Food Box	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Calvary United Melodist Church	Food Service Access	Nutritional Services/Food Pantry & Clothing Assistance
Christian Storehouse	Provides goods and services for low income and needy residents	Nutritional Services/Food Pantry & Clothing Assistance
Division of Public Health	Nutrition and Consultation Services	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charities	Adult Food Care	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charities	Adult Food Care	Nutritional Services/Food Pantry & Clothing Assistance
Expanded Food & Nutrition Education Program	Educational Program	Nutritional Services/Food Pantry & Clothing Assistance
Lutheran Community Services	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Ministry of Caring, Samaritan Outreach	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
St. Patrick's Center, Clothing Closet	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Christian Storehouse	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Victory Christian Fellowship	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Goodwill Industries, Dover	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Latin American Community Center	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Love Inc of Mid Delmarva	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Shoes That Fit of Newark Delaware	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Birthright of Delaware, Inc.	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
The Door of Hope Pregnancy Center	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Middleton Diaper Bank	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Crossroad Community Church, Baby Pantry	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Circle of Love in Christ	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
New Day Pregnancy Center	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charities, Bayard House, and Maternity Services	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Catholic Charitie, Thrift Services	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Hanover Presbyterian Church, Clothing Closet	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Prison Fellowship Ministries	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
One Village Alliance	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Hockessin United Methodist Church Clothing Closet	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Kingwood Community Center, Clothes Closet	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Good Samaritan Aid	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Salvation Army, Thrift Stores	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Hanover Presbyterian Church, Clothing Closet	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Victory Christian Fellowship, Blessing, Dressing and More	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
A Door of Hope Pregnancy Center	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Circle of Love in Christ	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Friendship House Clothing Bank	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Hanover Presbyterian Church, Clothing Closet	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Latin American Community Center	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
Richardson Park Community Action, Thrift Store	Clothing Assistance Resources	Nutritional Services/Food Pantry & Clothing Assistance
State Advocate		Other
Catholic Charities	Faith-based social services organization that delivers critical direct care human services.	Other
K.I.S.H. Home Inc.	A monthly leadership program that offers group and one-on-one mentoring to teen girls and women ages 13-25.	Other
Circle of Love in Christ	Organization made up of local church volunteers to help people in need. *No Financial Assistance* Volunteers provide communication, companionship, free budget ministry, layette ministry, clothing, food, transportation, and visitation to the homebound.	Other
Stand By Me	Personal Financial Coaching	Other

Organization	Programs Administered / Services Delivered	Type of Program
Latin American Community Center		Other
CHILD Inc.		Other
One Village Alliance		Other
New Start		Other
Nativity Preparatory School of Wilmington	Consulting Services	Other
Neighborhood House, Inc.	Consulting Services	Other
Children & Families First	Consulting Services	Other
The ARK Education Consulting, Inc.	Consulting Services	Other
Department of Education Higher Education Office		Other
Delaware Institutes of Higher Education		Other
Delaware State University - Wesley College		Other
Wilmington University		Other
Delaware College of Arts and Design		Other
Network Connect, Future Culture Creators	In-school, year-round training in paid work experience in COBs and non-profit organization	Other
Center for Structural Equity, Mentoring, Education, Employment and Trust (M.E.E.T.) Program	Provides guidance and direction for at-promise youth by creating jobs and opportunities.	Other
Wilmington Parks & Recreation, Youth & Family Service	SAT Preparation and Study Skills	Other
Wilmington Parks & Recreation, Youth & Family Service	College Admissions & Visitation Program and Pools	Other
GIRL POWER DELAWARE, Women Networking in Southern Delaware Inc.	Not-for-profit 501c (4) organization that promotes, educates, and trains women leaders of tomorrow through community service and collaboration with women leaders of today.	Other
Department of Labor Vocational Rehabilitation	Provides access to all workforce and labor market information, job search, placement, recruitment, and labor exchange services for individuals with disabilities	Other
		Other
		Other



Organization	Programs Administered / Services Delivered	Type of Program
Literacy Delaware – Wilmington Library	Referral to other agencies	Other
Literacy Delaware – New Castle Learning Center	Referral to other agencies	Other
William C. Janson Library	Referral to other agencies	Other
Newark Free Library	Referral to other agencies	Other
Bear Library	Referral to other agencies	Other
Delaware City Library	Referral to other agencies	Other
Smyrna Public Library	Referral to other agencies	Other
Woodlawn Branch Library	Referral to other agencies	Other
Claymont Public Library	Referral to other agencies	Other
Laurel Public Library	Referral to other agencies	Other
Elsmere Public Library	Referral to other agencies	Other
Newark Free Library	Referral to other agencies	Other
Route 9 Library & Innovation Center	Referral to other agencies	Other
State Librarian	Referral to other agencies	Other
Hockessin Public Library	Referral to other agencies	Other
Department of State		Other
LCS	Support services for families	Other
Family SHADE	Family support for special needs children	Other
Pathways of Delaware	Youth Services	Other
University of Delaware	Assistive Technology	Other
Department of Labor	Independent Living Services	Other
Numotion	Mobility Services	Other
Hearing Loss Association of America Delaware Chapter	Support Services	Other
Easter Seals	Adult Day Care Services	Other
Easter Seals	Adult Day Care Services	Other
Decisions 4 Life	Support Services	Other
Inner City Cultural League	Community Advocates	Other
Delaware Aim Center	Instructional support materials for children with special needs	Other

Organization	Programs Administered / Services Delivered	Type of Program
Department of Insurance	Customer Service	Other
Amyotrophic Lateral Sclerosis Assoc. Greater Philadelphia Chapter	Support Services	Other
ChooseHealthDE.com	Information Services	Other
Lifeway Mobility		Other
Beautiful Gate Outreach Center	Support Services	Other
American Association of Retired Persons (AARP)	Support Information and Program Services	Other
National Amputation Foundation	Information and Support Services	Other
National Patient Travel Center	Information Services	Other
Dream Factory	Making dreams come through	Other
Senior Partner	Support Services	Other
Thurman Adams State Service Center	Social Work Service	Other
University of Delaware	Assistive Technology Initiative	Other
Assistive Technology Services	Support Services	Other
Food Bank of Delaware	Educational Services	Other
Cancer Support Community	Support and Educational Service	Other
Cancer Support Community	Support and Educational Service	Other
Cancer Support Community	Support and Educational Service	Other
Delaware Center for Justice	Education and Advocacy	Other
American Cancer Society	Information and Support Services	Other
Delaware Breast Cancer Coalition	Information and Support Services	Other
Polytech Parents as Teachers	A free home-visiting program available to Delaware parents with children prenatal through kindergarten entry	Other
Nurses ‘n Kids Medical Day Care	Day Care and Medical Services	Other
Children & Adults with Attention Deficit Disorder	Support Services	Other
Department of Services for Children	Independent living program for youth and their families	Other
Canine Partners for Life	Training Services for Dogs	Other
Independent Resources	Support Services and Advocacy	Other
		Other

Organization	Programs Administered / Services Delivered	Type of Program
Division for Visually Impaired	Independent Living Services	Other
Family Shade	Information Services	Other
First Hand Foundation	Information Services	Other
American Association of Retired Persons	Information Services	Other
Division of Medicaid & Medical Assistance	Provider of Insurance	Other
		Other
First Hand Foundations	Information/Support Services	Other
Friendship House		Other
St. Francis Healthcare		Other
St. Francis Healthcare		Other
The Arc of Delaware	Subsidized Housing Assistance	Other
National Alliance on Mental Illness in Delaware	Advocacy	Other
First State Animal Center and APCA	Animal Shelter	Other
Nehemiah Gateway Community Development Corp.	Assistance on tax information, preparation, issues, appeals, and audits	Other
	Assistance on tax information, preparation, issues, appeals, and audits	Other
Delaware Community Reinvestment Action Council	Assistance on tax information, preparation, issues, appeals, and audits	Other
Internal Revenue Service	Assistance on tax information, preparation, issues, appeals, and audits	Other
	Assistance on tax information, preparation, issues, appeals, and audits	Other
	Assistance on tax information, preparation, issues, appeals, and audits	Other
Sussex County, Recorder of Deeds	Assistance on tax information, preparation, issues, appeals, and audits	Other
Delaware Skills Center NCC Vo Tech	Workforce Development Skills Training	Training Program
Del Tech	Workforce Development Skills Training	Training Program
Del Tech	Workforce Development Skills Training	Training Program

Organization	Programs Administered / Services Delivered	Type of Program
Education & Employment Center West End Neighborhood House	Workforce Development Environmental Job Training	Training Program
Tech Impact	IT Training Development	Training Program
Tech Impact	IT Apprenticeship	Training Program
Delaware State University	Career & IT Training Workforce Development	Training Program
Red Clay Consolidated School District	In-School Education & Vocations Training	Training Program
Christina Adult Programs	In-School Programs providing vocational training	Training Program
Telemon	Educational Services	Training Program
Telemon	Training Services	Training Program
West End Neighborhood House	Environmental Job Training	Training Program
The Challenge Program	Job Training	Training Program
Delaware Technical & Community College – Dover Campus (Terry Campus)	Career and Technical Education Program	Training Program
Delaware Technical & Community College – Dover Campus (Terry Campus)	ETPL	Training Program
Delaware Technical & Community College – Georgetown Campus	Career and Technical Education Program	Training Program
Delaware Technical & Community College – Georgetown Campus	ETPL	Training Program
Delaware Technical & Community College – Stanton Campus	Career and Technical Education Program	Training Program
Delaware Technical & Community College – Stanton Campus	ETPL	Training Program
Delaware Technical & Community College – Wilmington Campus	Career and Technical Education Program	Training Program
Delaware Technical & Community College – Wilmington Campus	ETPL	Training Program
Vocational Technical School District		Training Program
Delaware IT Institute	Education and Training Programs	Training Program
Caregiver Resource Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Laurel Senior Center	Non-Emergency Medical Transportation Services	Transportation Assistance

Organization	Programs Administered / Services Delivered	Type of Program
ModivCare	Non-Emergency Medical Transportation Services	Transportation Assistance
Modern Maturity Center	Non-Emergency Medical Transportation Services	Transportation Assistance
St. Helenas Parish Ministry	Non-Emergency Medical Transportation Services	Transportation Assistance
Griswood Home Care	Non-Emergency Medical Transportation Services	Transportation Assistance
Family Benefit Homecare, Senior Social Services	Non-Emergency Medical Transportation Services	Transportation Assistance
Delaware Ecumenical Council on Children and Families	Non-Emergency Medical Transportation Services	Transportation Assistance
Village Volunteers	Non-Emergency Medical Transportation Services	Transportation Assistance
Peach Tree Acres	Non-Emergency Medical Transportation Services	Transportation Assistance
PrimeCare Medical Transport, LLC	Non-Emergency Medical Transportation Services	Transportation Assistance
Somerford House	Non-Emergency Medical Transportation Services	Transportation Assistance
American Red Cross of the Delmarva Region	Non-Emergency Medical Transportation Services	Transportation Assistance
Leukemia & Lymphoma Society, Patient Financial Assist.	Non-Emergency Medical Transportation Services	Transportation Assistance
Beautiful Gate Outreach	Non-Emergency Medical Transportation Services	Transportation Assistance
City Cab Company	Non-Emergency Medical Transportation Services	Transportation Assistance
CHEER Activity Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Nanticoke Senior Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Mid-County Senior Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Unicity Bus Service	Non-Emergency Medical Transportation Services	Transportation Assistance
St. Anthony's Community Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Life Matters	Non-Emergency Medical Transportation Services	Transportation Assistance
Sussex County Mobility Consortium	Non-Emergency Medical Transportation Services	Transportation Assistance
Delmarva Transportation	Non-Emergency Medical Transportation Services	Transportation Assistance
Beach Ride Taxi	Non-Emergency Medical Transportation Services	Transportation Assistance
United Cerebral Palsy	Non-Emergency Medical Transportation Services	Transportation Assistance
Bayada Home Health Care (Delaware Assistive Care State Program)	Non-Emergency Medical Transportation Services	Transportation Assistance
Home Instead Senior Care	Non-Emergency Medical Transportation Services	Transportation Assistance
Kimberly's Private Companion Services, LC	Non-Emergency Medical Transportation Services	Transportation Assistance

Organization	Programs Administered / Services Delivered	Type of Program
St. Patrick’s Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Kent-Sussex Industries, Inc.	Non-Emergency Medical Transportation Services	Transportation Assistance
Senior Helpers	Non-Emergency Medical Transportation Services	Transportation Assistance
Salvation Army, Senior Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Seaman’s Center of Wilmington	Non-Emergency Medical Transportation Services	Transportation Assistance
South Coastal Village Volunteers	Non-Emergency Medical Transportation Services	Transportation Assistance
Bayada Home Health Care	Non-Emergency Medical Transportation Services	Transportation Assistance
St. Francis Healthcare, St. Francis LIFE	Non-Emergency Medical Transportation Services	Transportation Assistance
Edlyncare LLC.	Non-Emergency Medical Transportation Services	Transportation Assistance
Right at Home	Non-Emergency Medical Transportation Services	Transportation Assistance
Diamond Transport Inc.	Non-Emergency Medical Transportation Services	Transportation Assistance
Your Own Home LLC.	Non-Emergency Medical Transportation Services	Transportation Assistance
Mosaic in Delaware	Non-Emergency Medical Transportation Services	Transportation Assistance
Amtrak	Non-Emergency Medical Transportation Services	Transportation Assistance
Ingleside Home	Non-Emergency Medical Transportation Services	Transportation Assistance
DeLaWare State Service Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Rockford Center, Behavioral Health	Non-Emergency Medical Transportation Services	Transportation Assistance
Comfort Keepers	Non-Emergency Medical Transportation Services	Transportation Assistance
Delaware Transit Corporation	Non-Emergency Medical Transportation Services	Transportation Assistance
Mamie A. Warren Senior Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Delaware Transit Corporation	Non-Emergency Medical Transportation Services	Transportation Assistance
Home Helpers	Non-Emergency Medical Transportation Services	Transportation Assistance
Middletown-Odessa-Townsend Senior Center	Non-Emergency Medical Transportation Services	Transportation Assistance
Prime Care Medical Transportation	Non-Emergency Medical Transportation Services	Transportation Assistance
Shorecare of Delaware	Non-Emergency Medical Transportation Services	Transportation Assistance
Fish of Northern Delaware	Non-Emergency Medical Transportation Services	Transportation Assistance
American Cancer Society	Non-Emergency Medical Transportation Services	Transportation Assistance
Silver Lining Home Healthcare	Non-Emergency Medical Transportation Services	Transportation Assistance
Elder Transitions	Non-Emergency Medical Transportation Services	Transportation Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Greater Works Companion Care	Non-Emergency Medical Transportation Services	Transportation Assistance
JFS Cares	Non-Emergency Medical Transportation Services	Transportation Assistance
Bayada Home Health Care	Non-Emergency Medical Transportation Services	Transportation Assistance
Age Advantage Senior Care Services	Non-Emergency Medical Transportation Services	Transportation Assistance
Independent Transportation Network Southern Delaware	Non-Emergency Medical Transportation Services	Transportation Assistance
Macklyn Home Care	Non-Emergency Medical Transportation Services	Transportation Assistance
Visiting Angles of Delaware	Non-Emergency Medical Transportation Services	Transportation Assistance
Delaware Ecumenical Council on Children Families	Non-Emergency Medical Transportation Services	Transportation Assistance
Mobility Works	Transportation support	Transportation Assistance
Caregivers Resource Center, Sussex	Local Passes	Transportation Assistance
Caregivers Resource Center, Sussex	Senior Ride Programs	Transportation Assistance
Laurel Senior Center	Local Passes	Transportation Assistance
Laurel Senior Center	Senior Ride Programs	Transportation Assistance
Modern Maturity Center	Local Passes	Transportation Assistance
Modern Maturity Center	Senior Ride Programs	Transportation Assistance
Family Benefit Homecare, Senior Social Services	Local Passes	Transportation Assistance
Family Benefit Homecare, Senior Social Services	Senior Ride Programs	Transportation Assistance
Delaware Ecumenical Council on Children and Families, Faith in Acton	Local Passes	Transportation Assistance
Delaware Ecumenical Council on Children and Families, Faith in Acton	Senior Ride Programs	Transportation Assistance
PrimeCare Medical Transport, LLC	Local Passes	Transportation Assistance
PrimeCare Medical Transport, LLC	Senior Ride Programs	Transportation Assistance
City Cab	Local Passes	Transportation Assistance
City Cab	Senior Ride Programs	Transportation Assistance
Nanticoke Senior Center	Local Passes	Transportation Assistance
Nanticoke Senior Center	Senior Ride Programs	Transportation Assistance
Cheer Activity Center	Local Passes	Transportation Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Cheer Activity Center	Emergency Medical Transportation	Transportation Assistance
Mid-County Senior Center	Local Passes	Transportation Assistance
Mid-County Senior Center	Senior Ride Programs	Transportation Assistance
Unicity Bus Service	Local Passes	Transportation Assistance
Unicity Bus Service	Senior Ride Programs	Transportation Assistance
St. Anthony’s Community Center	Local Passes	Transportation Assistance
St. Anthony’s Community Center	Senior Ride Programs	Transportation Assistance
Lifematters	Local Passes	Transportation Assistance
Lifematters	Senior Ride Programs	Transportation Assistance
Sussex county Mobility Consortium	Local Passes	Transportation Assistance
Sussex county Mobility Consortium	Senior Ride Programs	Transportation Assistance
Delmarva Transportation	Local Passes	Transportation Assistance
Delmarva Transportation	Senior Ride Programs	Transportation Assistance
Beach Ride Taxi	Local Passes	Transportation Assistance
Beach Ride Taxi	Senior Ride Programs	Transportation Assistance
UNITED Cerebral Palsy, Community Living Respite-Statewide	Local Passes	Transportation Assistance
UNITED Cerebral Palsy, Community Living Respite-Statewide	Senior Ride Programs	Transportation Assistance
Bayada Home Health Care, Delaware Assistive Care State Program	Local Passes	Transportation Assistance
Bayada Home Health Care, Delaware Assistive Care State Program	Senior Ride Programs	Transportation Assistance
Division of Motor Vehicles, E-ZPass	Local Passes	Transportation Assistance
Division of Motor Vehicles, E-ZPass	Senior Ride Programs	Transportation Assistance
Kimberly’s Private Companion Services, LCC	Local Passes	Transportation Assistance
Kimberly’s Private Companion Services, LCC	Senior Ride Programs	Transportation Assistance
St. Patrick’s center	Local Passes	Transportation Assistance
St. Patrick’s center	Senior Ride Programs	Transportation Assistance
Senior Helpers, Newark	Local Passes	Transportation Assistance



Organization	Programs Administered / Services Delivered	Type of Program
Senior Helpers, Newark	Senior Ride Programs	Transportation Assistance
	Local Passes	Transportation Assistance
	Senior Ride Programs	Transportation Assistance
Lifematters	Local Passes	Transportation Assistance
Lifematters	Senior Ride Programs	Transportation Assistance
Diamond Transport, Inc.	Local Passes	Transportation Assistance
Diamond Transport, Inc.	Senior Ride Programs	Transportation Assistance
Mosaic in Delaware	Local Passes	Transportation Assistance
Mosaic in Delaware	Senior Ride Programs	Transportation Assistance
Amtrak	Senior Ride Programs	Transportation Assistance
Amtrak	Local Passes	Transportation Assistance
Middletown-Odessa-Townsend Senior Center	Local Passes	Transportation Assistance
Middletown-Odessa-Townsend Senior Center	Senior Ride Programs	Transportation Assistance
American Cancer Society	Local Passes	Transportation Assistance
American Cancer Society	Senior Ride Programs	Transportation Assistance
Bayada Home Health Care	Local Passes	Transportation Assistance
Bayada Home Health Care	Senior Ride Programs	Transportation Assistance
Independent Transportation Network Southern Delaware	Local Passes	Transportation Assistance
Independent Transportation Network Southern Delaware	Senior Ride Programs	Transportation Assistance
Literacy Delaware – Wilmington Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Literacy Delaware – New Castle Learning Center	Home Energy Assistance and other DHSS Services	Utility Assistance
William C. Janson Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Newark Free Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Delaware City Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Smyrna Public Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Woodlawn Branch Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Claymont Public Library	Home Energy Assistance and other DHSS Services	Utility Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Laurel Public Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Newark Free Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Route 9 Library & Innovation Center	Home Energy Assistance and other DHSS Services	Utility Assistance
State Librarian	Home Energy Assistance and other DHSS Services	Utility Assistance
Hockessin Public Library	Home Energy Assistance and other DHSS Services	Utility Assistance
Neighborhood House	Utility Bill Assistance	Utility Assistance
Society of St. Vincent de Paul	Utility Bill Assistance	Utility Assistance
	Utility Bill Assistance	Utility Assistance
Christian Storehouse	Utility Bill Assistance	Utility Assistance
Richardson Park Community Action	Utility Bill Assistance	Utility Assistance
Delaware State Housing Authority	Utility Bill Assistance	Utility Assistance
Ingleside Homes, Inglesides Senior Services	Utility Bill Assistance	Utility Assistance
West End Neighborhood House, Crisis Alleviation Program	Utility Bill Assistance	Utility Assistance
Central Delaware Habitat for Humanity, Community Navigation Program	Utility Bill Assistance	Utility Assistance
Friendship House, Empowerment Center	Utility Bill Assistance	Utility Assistance
St. Helenas Parish Ministry	Utility Bill Assistance	Utility Assistance
Newark Area Welfare Committee, Needy Family Assistance	Utility Bill Assistance	Utility Assistance
Catholic Charities	Utility Bill Assistance	Utility Assistance
Catholic Charities	Utility Bill Assistance	Utility Assistance
Catholic Charities	Utility Bill Assistance	Utility Assistance
Catholic Charities	Utility Bill Assistance	Utility Assistance
Catholic Charities	Utility Bill Assistance	Utility Assistance
Good Samaritan Aid	Utility Bill Assistance	Utility Assistance
Chesapeake Emergency Energy Recipient Program	Utility Bill Assistance	Utility Assistance
Salvation Army	Utility Bill Assistance	Utility Assistance
Salvation Army	Utility Bill Assistance	Utility Assistance

Organization	Programs Administered / Services Delivered	Type of Program
Salvation Army	Utility Bill Assistance	Utility Assistance
First State Community Action, Emergency Services	Utility Bill Assistance	Utility Assistance
LCS (Coalition of Churches)	Utility Bill Assistance	Utility Assistance
Department of Labor Employment & Training	Veteran Services	Veteran Services
Department of Labor Employment & Training	Department of Veteran Affairs	Veteran Services
Department of Labor Employment & Training	Jobs for Veterans State Grants (JVSG)	Veteran Services
Department of Labor Employment & Training	Veteran Services	Veteran Services
Department of Labor Employment & Training	Department of Veteran Affairs	Veteran Services
Department of Labor Employment & Training	Jobs for Veterans State Grants (JVSG)	Veteran Services
Jobs for Veterans State Grants Program		Veteran Services
Eden Veterans Refuge, Inc.	Transitional Housing for Veterans	Veteran Services
Department of Labor Employment & Training	Adult (WIOA Title IB)	WIOA Title 1
Department of Labor Employment & Training	Dislocated Worker (WIOA Title 1B)	WIOA Title 1
Department of Labor Employment & Training	Adult (WIOA Title IB)	WIOA Title 1
Department of Labor Employment & Training	Dislocated Worker (WIOA Title 1B)	WIOA Title 1
Department of Labor Employment & Training	WIOA Title III Wagner-Peyser Act	WIOA Title 1
Department of Labor Employment & Training	Skill Training Assistance	WIOA Title 1
Delaware Futures	In-School Youth	WIOA Title 1- Youth
Telemon	Youth Services	WIOA Title 1- Youth
Jobs for Delaware Graduates	Out-of-School Youth	WIOA Title 1- Youth
West End Neighborhood House	Out-of-School Youth: Youth Employment	WIOA Title 1- Youth
Food Bank of Delaware	Out-of-School Youth Programs	WIOA Title 1- Youth
Teen Warehouse	Out-of-School Youth Program	WIOA Title 1- Youth
The Challenge Program	Out-of-School Youth	WIOA Title 1- Youth
Delaware Futures	In-School Youth Programs	WIOA Title 1- Youth
Delaware State University	Online GED & High School Diploma	n/a
The Challenge Grant Program	Provides opportunity for young men and women to finish their education and join the workforce; GED Prep	n/a

Organization	Programs Administered / Services Delivered	Type of Program
Wilmington Job Corps	On-the-Job Training, GED Services for Youth	WIOA Title 2
Department of Education	Career and Life (Adult Education, Prison Ed)	WIOA Title 2
Read Aloud	Family Literacy	n/a
James Groves Adult High School		n/a
Delaware Center for Distance Adult Learning (DCDAL)	Online GED & High School Diploma Coursework	WIOA Title 2
Red Clay Programs	Adult Basic Education, GED	WIOA Title 2
Red Clay Programs	ESL	WIOA Title 2
Red Clay Programs	High School Diploma	n/a
Christina Adult Programs	Adult Basic Education, GED	WIOA Title 2
Christina Adult Programs	High School Diploma	n/a
Christina Adult Programs	ESL	WIOA Title 2
Delaware Tech George Campus	Provide counseling for children adolescents and families	n/a
Delaware Tech George Campus	ESL	WIOA Title 2
Delaware Tech George Campus	Adult Basic Education, GED	WIOA Title 2
West End Neighborhood House	Adult Basic Education, GED	WIOA Title 2
West End Neighborhood House	ESL	WIOA Title 2
West End Neighborhood House	High School Diploma	WIOA Title 2
Appoquinimink School District	Adult Basic Education, GED	WIOA Title 2
Appoquinimink School District	ESL and High School Diploma	WIOA Title 2
NCC Vo-Tech	Adult Basic Education, GED	WIOA Title 2
NCC Vo-Tech	ESL and High School Diploma	WIOA Title 2
Literacy Delaware – Wilmington Library	Literacy Programs	n/a
Literacy Delaware – New Castle Learning Center	Literacy Programs	n/a
William C. Janson Library	Literacy Programs	n/a
Newark Free Library	Literacy Programs	n/a
Delaware City Library	Literacy Programs	n/a
Smyrna Public Library	Literacy Programs	n/a
Woodlawn Branch Library	Literacy Programs	n/a

Organization	Programs Administered / Services Delivered	Type of Program
Claymont Public Library	Literacy Programs	n/a
Laurel Public Library	Literacy Programs	n/a
Elsmere Public Library	Literacy Programs	n/a
Newark Free Library	Literacy Programs	n/a
Route 9 Library & Innovation Center	Literacy Programs	n/a
State Librarian	Literacy Programs	n/a
Hockessin Public Library	Literacy Programs	n/a
Department of Labor Employment & Training	WIOA Title III Wagner-Peyser Act	WIOA Title 3
Delaware JobLink	A web-based online network system that provides access to a full range of workforce information for employers and job seekers.	WIOA Title 3
Department of Labor Employment & Training	Job Seeker Services	WIOA Title 3
Department of Health and Social Services	Division for the Visually Impaired	WIOA Title 4
Appoquinimink State Service Center	Division for the Visually Impaired	WIOA Title 4
Belvedere State Service Center	Division for the Visually Impaired	WIOA Title 4
Claymont State Service Center	Division for the Visually Impaired	WIOA Title 4
DeLaWarr State Service Center	Division for the Visually Impaired	WIOA Title 4
DeLaWarr State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 4
Floyd I. Hudson State Service Center	Division for the Visually Impaired	WIOA Title 4
Northeast State Service Center	Division for the Visually Impaired	WIOA Title 4
Winder Laird Porter State Service Center	Division for the Visually Impaired	WIOA Title 4
James W. Williams State Service Center	Division for the Visually Impaired	WIOA Title 4
Smyrna State Service Center	Division for the Visually Impaired	WIOA Title 4
Bridgeville State Service Center	Division for the Visually Impaired	WIOA Title 4
Edward W. Pyle State Service Center	Division for the Visually Impaired	WIOA Title 4
Laurel State Service Center	Division for the Visually Impaired	WIOA Title 4
Milford Annex	Division for the Visually Impaired	WIOA Title 4
Thurman Adams State Service Center	Division for the Visually Impaired	WIOA Title 4
Anna C. Shipley State Service Center	Division for the Visually Impaired	WIOA Title 4
Division for the Visually Impaired	Support Services for Visually Impaired	WIOA Title 4

Organization	Programs Administered / Services Delivered	Type of Program
Blindsight Delaware	Services for the Blind	WIOA Title 4
Division for Visually Impaired	Education Services	WIOA Title 4
Division for Visually Impaired	Educational Services and Support Services	WIOA Title 4
Family Advocacy and Child Educational Services	Provides statewide services for the Deaf, hard of hearing, and Deaf-Blind	WIOA Title 4
Department of Labor Vocational Rehabilitation	Job Seeker Services for Individuals with Disabilities	WIOA Title 4
Anton Associates	Job Seeker Services for DVR Clients	WIOA Title 4
Department of Health & Social Services Division for Visually Impaired	Job Seeker services for People with Visual Impairments	WIOA Title 4
Department of Health and Social Services	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Appoquinimink State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Belvedere State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Claymont State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Floyd I. Hudson State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Northeast State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Winder Laird Porter State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
James W. Williams State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Bridgeville State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Edward W. Pyle State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Laurel State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Milford Annex	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Thurman Adams State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Anna C. Shipley State Service Center	Division of Aging Adults with Physical Disabilities	WIOA Title 5
Goodwill Center (Goodwill of Delaware & Delaware County)	Job Seeker Services for Youth Program and SCEP (55+)	WIOA Title 5
First State Community Action	SSEP Program	WIOA Title 5
Modern Maturity Center	Senior Services	WIOA Title 5
First State Community Action	Senior Community Employment Program	WIOA Title 5