

Service Agencies

INTRODUCTION

The Delaware Grief Awareness Consortium provides this updated directory of resources for use by all Delawareans who are experiencing loss and grief as well as by their family members, friends and counselors. Our hope is that this directory will lead you to resources available in your local community that will help you understand your thoughts and processes common in grieving the loss of a loved one and that will provide you an opportunity to share your feelings with others who understand and can provide support.

In this edition, we have divided the directory into distinct groups of services so that you may access them easily and quickly.

Crisis and Mental Health Services and **Police and Victim Services** are designed to address your immediate and acute short-term needs for information and support. The primary focus of the agencies listed is to provide for your safety and immediate well-being during and after crisis. Some of these services consist of phone support only, while others may provide face-to-face support, though, typically for a short period of time.

Grief Support Groups and Services are listed separately by county. These include group programs that may be conducted over weeks or on an ongoing basis. Some organizations provide one-on-one or family support. It is important to call or email the organization providing the support service to confirm the location and time of support group programs. Group support services are designed to help those who are grieving a loss by working with you through this difficult time. These services often connect you with others who are going through similar situations and experiences in a support group setting. You may also receive written materials and referrals to other organizations, such as those listed in the **Service Agencies** section. Support services are designed to offer guidance to you as you negotiate the normal, but often difficult and painful path through your grief.

Over the last couple of years, we have expanded our listing of **Books for Children and Adults** as well as **Internet Resources**. Many of these library listings are available locally. We would like to acknowledge the wonderful support of the Christiana Care Health System librarians in adding many new books that are available to the public on loan at their three libraries.

When significant sources of stress occur simultaneously, complicating your grief, or the loss has a significant and enduring impact on your life that makes it difficult to function at work, school, or home, you may need to find help from a mental health nurse practitioner, counselor, therapist, psychologist or psychiatrist. Treatment will be individualized to your needs and may include individual, family or group therapy.

Disclaimer

The listings in this directory are meant to be as accurate, up-to-date and complete as possible. The Delaware Grief Awareness Consortium does not intend for this to be a recommendation of specific services for specific individuals or families. There is no rating system and we do not have the capacity to evaluate each program or agency. We solely strive to bring as much information to you as possible with regard to the services and resources available for those who are grieving. You are welcome to print this directory for personal use or for use by your clients, but this information cannot be sold. The Delaware Grief Awareness Consortium reference should be retained. Please send any changes or additions to www.degac.org.

Service Agencies

Catholic Charities

(302) 655-9624 New Castle County

(302) 674-1600 Kent County

(302) 856-9578 Sussex County

Area Served: All Counties

Hours of Operation: 8:30 – 5:00, M-F

A part of the Catholic Diocese of Wilmington, Catholic Charities is a community service organization offering a variety of programs to care for children, strengthen families, assist with disadvantaged and build human relationships. Programs offered include: Adoption/Foster Care, Childcare Food Program, Counseling Services, Crisis Alleviation, Energy Assistance, and Immigration Services.

Delaware Family Center

3608 Lancaster Pike, Wilmington, DE, 19805

(302) 995-9600

Area Served: New Castle County and surrounding area

Delaware Family Center is staffed by psychologists and social workers, all licensed by the state of Delaware to practice independently. They offer assessment, counseling psychotherapy, and consultation, serving the needs of children, adolescents, adults, couples, families, schools and businesses.

Delaware Hospice

Sussex County
100 Patriots Way,
Milford, DE, 19963
(302) 856-7717

New Castle County
16 Polly Drummond Center, 2nd fl.,
Polly Drummond Shopping Ctr.
Newark, DE 19711
(302)478-5707

Kent County
911 S DuPont Highway.
Dover, DE 19901
(302) 678-4444

Area Served: Statewide

Hours of Operation: 8:30 – 4:30, M-F

Delaware Hospice provides free, year-round grief Support Groups to help adults learn about the grief process, receive support in a caring environment from those who are going through a similar experience, and ultimately feel less alone and misunderstood in your grief. They also offer educational workshops for adults, one-on-one counseling with a grief counselor, support for workplace grief, the New Hope program for children, and Camp New Hope a summer camp for children who have experienced loss. Additionally, their Family Support Center, located in Milford, DE (contact information above) offers a professional resource library; Counseling with licensed, Master's prepared therapists who provide Grief/Loss/Transitions Counseling; a lecture series with professional speakers; weekend & one day retreats for caregivers and bereaved; topical workshops, and professional all-day conferences offering CEU contact hours.

Department of Correction

Service Agencies

Office of Victim Services, 245 McKee Road, Dover, DE 19904
(302) 739-5601

Area Served: Statewide
Hours of Operation: M-F

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

Probation & Parole Victim Services Agents

New Castle County: 26 Parkway Circle, New Castle DE, 19720, (302) 323-6050
Kent County: 511 Maple Parkway, Dover DE, 19901, (302) 674-7193
Sussex County: 22883 DuPont Blvd., Georgetown DE, 19947, (302) 854-6994 ext 113

Area Served: Statewide
Hours of Operation: 8:00 – 4:00, M-F

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

Jewish Family Services of Delaware, Kimmel-Spiller Healing Center

99 Passmore Road, Wilmington, DE, 19803
(302) 478-9411

Area Served: New Castle County
Fees: Vary per program; call for details

The Kimmel-Spiller Jewish Healing Center provides a welcoming, tranquil space for the community to gather and visit, or simply privately reflect. The Center also offers wellness, support, and self-awareness programs throughout the year, as well as numerous volunteer opportunities for adults, children and teens. Please call JFS for details about their programs, some of which are free of charge. All programs are open to the entire community.

La Esperanza

319 N. Race Street, Georgetown, DE 19947, (302) 854-9263
Hotline Numbers: (302) 228-5906 from 8:00 – 5:00 and (302) 228-5904 after hours, weekends and holidays

Service Agencies

Area Served: Georgetown, Delaware

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

Services provided for Hispanic women who are victims of abuse. Assistance include hotline services, shelter, case management, counseling, court and legal assistance, medical assistance, translation and interpretation, housing assistance, support groups, referrals and other services within our reach.

Latin American Community Center (LACC)

403 N. Van Buren Street, Wilmington, DE 19805

(302) 655-7338; Hotline: 888-LACC-571 (24 hours a day)

Area Served: New Castle County

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

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

National Alliance for the Mentally Ill in Delaware (NAMI Delaware)

2400W. 4th Street, Wilmington, DE 19805

www.namidelaware.org

(302) 427-0787 Main office line

(888) 427-2643 Help Line – Operational during normal business hours

Area Served: Statewide

Hours of Operation: 8:30—4:00, M-F, Evening programs, as scheduled

NAMI Delaware's mission is to support, educate, and advocate until there is a cure for severe and persistent mental illness. We are a statewide organization of families, mental health consumers, friends, and professionals dedicated to improving the quality of life for those affected by life-changing brain diseases such as schizophrenia, bipolar disorder, and major depression. The organization provides support and coping strategies to families and individuals dealing with mental illness. No cost educational opportunities are offered throughout the state with the purpose of improving the quality of life and eliminating the stigma associated with mental illness. A Help Line is available during agency business hours to offer emotional support, educational information on illnesses, resources, and referrals.

People's Place, Inc., Counseling Center

165 Commerce Way, Dover, DE 19904; (302) 653-2341

1129 Airport Road, Milford, DE 19960; (302) 422-8033

28467 DuPont Boulevard, Unit 2, Millsboro, DE 19966, (302) 934-0300

350 Virginia Avenue, Seaford, DE 19973, (302) 422-8026

Area Served: Delaware and surrounding communities

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

Service Agencies

The Counseling Center (located in Dover, Milford, Millsboro, Seaford and Smyrna) provides evaluation, individual, family, marital therapy and medication management to clients of all ages. Therapists' specialties include working with clients suffering from depression, anxiety, eating disorders, post-traumatic stress disorder, substance abuse, gambling and school and behavior problems.

Phoenix Mental Health of Dover

537 South Governors Avenue , Dover, DE 19904, (302) 736-6135

Hours of Operation: Monday-Friday, 8:00am-8:00pm; Saturday by appointment; 24hr on call for patients

Provides psychiatric and behavioral health care services to children, adults, and families with special needs which derive from behavioral, psychological, intellectual, and psychiatric impairments. Offers family and couples counseling, and adolescent and child counseling. Provides psychiatric evaluations and treatment services, psychological testing and evaluation.

Supporting Kidds

1213 Old Lancaster Pike, Hockessin, DE 19707, (302) 235-5544, (302) 235-2672 (fax)

support@supportingkidds.org

www.supportingkidds.org

Area Served: Statewide and surrounding region

Hours of Operation: Office typically staffed 9:00-5:00, M-F, with evening hours by appointment

Supporting Kidds offers a full-range of support and counseling treatment services for children and families experiencing issues related to loss and death, including anticipatory grief. They provide structured support group programs for children ages 5-18 and their caregivers. Families must call Supporting Kidds to apply and register for the support group programs. In addition to the group programs, Supporting Kids periodically offers one-night topic-driven support programs, such as a Mother's/Father's Day program, Back to School Night, and Coping with the Holidays. Supporting Kidds offers information, referrals, consultation, assessment, and individual, group and family therapy, as well as professional consultations and workshops, and community education. Supporting Kidds has a full lending library that is open to the public, free of charge. In addition, they publish Family, School, and Serious Illness Survival Kits, informational books regarding loss and death and the impact they have on children. All services and resources are available in Spanish.

Victims' Voices Heard, Inc.

P O Box 576, Camden DE 19934, (302) 697-7005

Hours of Operation: 9:00-5:00

Non-profit offering assistance state-wide to victims of crime. A severe violence dialogue program giving victims of violent crime the opportunity to meet with their incarcerated offender in order to ask questions and receive answers about the crime. This process can help some victims move forward in the healing process. Victim offenders cannot request to meet with their victims.

Service Agencies

victimsvoicesheard.org

Victims Compensation Assistance Program of the State of Delaware

900 N. King St., Wilmington, DE (302) 255-1770

Area Served: Statewide

Hours of Operation: 8:00 – 4:30, M-F

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