



**(Courtesy of the Victims' Rights Task Force)**

*Updated 5/7/2020 with newest information at the top*

#### **Delaware State Police**

The unit is working mostly remotely, with limited in office time. We are available for call outs, but are reviewing to determine best/safest response case by case. We are operating our 24-hour hotline as usual. Our office phones are linked to our email so we will get phone messages in real time. Email is probably best method of contact and hotline if a response is needed quickly. 1-800-VICTIM-1

#### **Dover Police Victim Services**

Services still available, call 302-736-7134, [diane.glenn@cj.state.de.us](mailto:diane.glenn@cj.state.de.us).

#### **Georgetown Police Victim Services**

Available via email and on work cell phone: 302-858-1047. I am available for call-outs, excluding any that require hospital/medical visits.

#### **New Castle County Police Victim Services**

At this time, NCCPD Victim Services staff will be working remotely with access to email/phone/voicemail.

You may reach us by calling our Main Number at (302) 395-8000 or feel free to contact Marki directly at (302) 395-8135 or (302) 383-6926.

#### **Newark Police Victim Services**

Working remotely, with ability to respond to call outs as deemed appropriate. Available by email at [MPennachi@newark.de.us](mailto:MPennachi@newark.de.us) or desk line: 302-366-7100 x3137 (forwards to cell).

#### **Wilmington Police Victim Services**

Services remain the same. If you have an urgent question and are unsure who to call or are getting a voicemail, please also feel free to reach out via email or email Stephanie at [Stephanie.hamilton@cj.state.de.us](mailto:Stephanie.hamilton@cj.state.de.us).

**For all other police departments not listed above, please call the DE VICTIM CENTER 1800-VICTIM-1 (1800-842-8461). This a 24/7 victim hotline.**

#### **AQUILA of Delaware**

Need encouragement? Need help coping with stressful times? Need service referrals? Please call *our emotional support line* at 302-266-2556. Monday-Thursday from 9-5. Continually staffed by clinicians and peer supports. Note: It is not counseling or therapy and does not take the place of crisis or emergency services. If in immediate need, please contact emergency services (911).

### **New Castle County Public Wi-Fi**

New Castle County has partnered with Verizon and Assurance Media to provide Wi-Fi hotspots in eight locations starting Monday, the county announced Friday. Those locations are:

- New Castle County Government Center (87 Reads Way, near New Castle).
- New Castle County Gilliam Building (77 Reads Way, near New Castle).
- Garfield Park PAL (26 Karlyn Drive, Minquadale).
- Banning Park Maintenance Base (102 Middleboro Road, near Newport).
- Kimberton Police Academy (201 Kimberton Drive, Ogletown).
- EMS Base 5 Parking Lot (North Broad Street, Middletown).
- Kirkwood Public Library (6000 Kirkwood Highway, near Stanton).
- Bear Library rear parking lot (101 Governors Place, Bear).

County officials instruct Wi-Fi users to remain inside their vehicles while using the hotspots. If people aren't distancing while using the Wi-Fi, New Castle County will deactivate the hotspots, according to the release.

Go to <https://www.newcastlede.gov/2015/Public-WIFI> to view more hotspot locations.

### **Delaware Center for Justice**

DCJ is working remotely, we are available by email or phone. For Adult Victim Services - we continue to assist clients and new clients, continue referring into other services.

To Contact Us: 302-658-7174, [center@dcjustice.org](mailto:center@dcjustice.org), [www.dcjustice.org](http://www.dcjustice.org)

### **Delaware Coalition Against Domestic Violence**

Working remotely, still best to call main line (302-658-2958) and your messages will be received. If resource materials are needed, pick up can be arranged. [www.dcadv.org](http://www.dcadv.org)

### **Peoples Place**

People's Place will continue operating domestic violence hotlines 24/7 and domestic violence shelters during COVID-19 outbreak:

For SAFE shelters in Kent and Sussex Counties, call SAFE hotline at 302-422-8058

For Abriendo Puertas shelter for Spanish speaking victims, call hotline at 302-745-9874

### **Child Inc.**

- *DV Hotline:* 24/7 Bilingual (Spanish/English) Hotline is available with access to interpretation & translation for other languages including deaf/hard of hearing callers.

Hotline Counselors are trained to provide emotional support, discuss options, link callers with resources that are still available given the COVID crisis, and answer questions about a variety of subjects.

The Hotline also connects callers with licensed therapists for follow-up and with mobile Community Health Advocates.

Domestic Violence Hotlines

New Castle County: 302-762-6110

Kent & Sussex Counties: 302-422-8058 or en español 302-745-9874

- *Shelters:* Shelters with confidential locations are available to single women & those with children who are experiencing domestic violence. Male victims of domestic violence & their children are sheltered separately from women. All adult victims receive supportive counseling, case management & access to counselors 24hrs/day.

We're practicing social distancing through use of single-family rooms and by preparing & eating meals separately. We may hold supportive group counseling & community meetings by distancing ourselves 6ft apart. Residents clean communal areas, doorknobs, light switches, hard surfaces, railings & others at least twice per day.

- *DV Treatment Services:* Currently, offender intervention and victim support groups have been cancelled. Intakes and individual sessions are still being held but the preference is to conduct by phone.
- *Family Visitation Center:* All 3 centers (Middletown, Hudson in Newark, Philadelphia Pike in Wilmington) are operating with normal business hours. Sick children should not be presented to the center nor should adults who are sick present themselves to the center. Adults & children are asked to wash their hands immediately upon entry.

We're practicing social distancing by keeping families separate as much as possible.

- *DVAP:* Although the Family Court is physically closed to the public, DVAP advocates are available to help petitioners by telephone during regular business hours (M-F 8:30 a.m. – 4:30 p.m.).

Survivors in all 3 counties can connect with a DVAP advocate by calling 302-255-2609.

Survivors will be connected to an advocate from their county who can explain the PFA petitioning process, assist with completing the necessary forms, assist with filing the forms electronically and discuss other safety options.

PFA forms are available online at <https://courts.delaware.gov/forms/>. Form 677 must accompany all forms filed electronically. Completed petitions and all attachments should be emailed to [FC\\_COVID19@delaware.gov](mailto:FC_COVID19@delaware.gov).

Survivors seeking Ex Parte relief who can safely receive a phone call from Family Court, will have a hearing by phone with a Family Court Commissioner. If documents are submitted prior to 4 pm, they may be eligible for a same-day Ex Parte hearing.

The DVAP Statewide Coordinator is the point of contact to field inquiries from Family Court and to connect survivors with advocates throughout the state. Erica Davis can be reached by phone at 302-255-2609 and for email inquiries at [edavis@childinc.com](mailto:edavis@childinc.com).

- *Community Health Advocates:* Phone and Face Time meetings preferred. 302-757-2137. Community Health Advocates receive referrals from local medical providers, CHILD Inc.'s Hotline and others. They are meeting with clients through FaceTime, chat, phone calls and other electronic means. These advocates may participate in limited face to face contact with people they're advocating for. They can help clients access food, transportation, clothing, help with PFA's, link clients with legal and community resources that are still operational, provide supportive counseling and others.

They continue to provide mobile services such as drop-offs of essential items to clients (i.e. diapers, baby formula).

- *DV Liaisons:* Phone and Face Time meetings preferred. Liaisons provide advocacy for their client's needs through FaceTime, chat, phone calls and other electronic means. Liaisons may participate in limited face to face contact with clients. They can help clients access food, transportation, and clothing; they help with PFA's, link clients with legal and community resources that are still operational, provide supportive counseling and others.

They continue to provide mobile services such as drop-offs of essential items to clients (i.e. diapers, baby formula).

Clients need to be involved with the Division of Family Services to receive advocacy from these DV Liaisons.

- *Victim Support Groups:* In-person victim support groups are currently cancelled. Clinical staff are available to speak with clients by text or phone if support is needed.
- *Offender Intervention Group & Individual:* In-person offender intervention groups & in-person individual meetings are currently cancelled. Clinical staff is available to speak with clients by text or phone if support is needed.
- *Individual Treatment:* Staff are accepting calls from new clients and maintaining phone contact with current clients.
- *Therapy for children:* Staff are accepting calls from new clients and maintaining phone contact with current clients.

### **YWCA SARC**

As a result of recent hospital restrictions due to the coronavirus, we are supporting hospital accompaniment clients over the phone instead of in person at the Emergency Room or SANE Unit. The SANE will contact the Helpline in the event of a hospital accompaniment. The Helpline will then phone the SARA on Call and they will respond to the client over the phone. The SANE Unit also has SARC materials for clients.

SARC Newark and Georgetown locations are currently closed to the public. However, the SARC staff is working 24/7 offering modified aftercare and counseling services by phone. (800)773-8570.

The SARC Helpline and SARA on Call advocates/volunteers are also prepared to deliver 24/7 services and support to clients.

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

At CLASI, we remain committed to serving our clients but our top priority is protecting the health and safety of our staff, clients, and the public. We have closed our three physical offices, but all staff are working remotely with secure access to email, phones, a cloud based case management database, and our document drives. We have administrative and management staff rotating to be in each office for a portion of each day to retrieve mail and distribute it electronically. Clients are able to reach us by phone, TTY, and email, and our administrative team is handling calls and intakes without interruption or delay. Our communications team is posting helpful links and services to social media (Facebook and Twitter) and our website. We have not modified case acceptance priorities at this time, and in fact our domestic violence and immigration units are still managing active caseloads and hearings.

Kent County: 302-674-8500

New Castle County: 302-575-0660

Sussex County: 302-856-0038

### **ContactLifeline**

Crisis Helpline operating its crisis line 24/7/365. 1-800-262-9800

Rape Crisis services continue for hospital accompaniments as long as the hospitals need us for Kent and Sussex County. If the hospitals request that we only speak with the victim via telephone, then we will do so.

In addition, ContactLifeline is providing telephone counseling services to victims and survivors of sexual assault.

### **Salvation Army**

We are not taking any new residents into the shelter for the next few weeks until we get further instruction.

Case management is still occurring but doing as much telephone coordination as we can.

Our employees are all still present on site at this time.

**DSAHM**

DSAMH and its contracted providers continue to provide treatment to clients and patients. If folks have particular questions about their provider and what they are doing to protect against COVID-19, they should reach out to that provider. DSAMH has shared advice and the forms that it is using with its providers.

Please reach out to me at [cara.sawyer@delaware.gov](mailto:cara.sawyer@delaware.gov) if anyone has any questions pertaining to DSAMH.

**VINE Coordinator/DELJIS**

We are still operating under the Gov's Executive Order. State offices are not mandated to be closed however, some agencies have continued to reduce their staff complements incrementally. With that in mind, DELJIS begins to reduce our numbers to ten (10) or fewer. Some of the staff will be working from home and/or alternating days in the office.

**Victims' Compensation Assistance Program (VCAP)**

VCAP currently does not have a physically staffed office. It is unclear when staff will be permitted to return to the office. The main line voicemail has been updated to reflect this. The voicemail has been updated to reflect this information and is being monitored. At this time, claim forms sent via fax or mail will not be received until we are permitted to return to the office. As such, please email all claims or other documents to [vcap@delaware.gov](mailto:vcap@delaware.gov).

**DOC Victim Services**

Services remains the same. If you have any questions, please contact Erin Connelly at 302-650-9834.

**FBI Victim Services**

Working remotely with availability for call-outs.