



# Victim Service Resources

Distributed by Domestic Violence Coordinating Council

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[Domestic Violence Intervention Program](#) | [Protection From Abuse Orders](#) | [PFA vs NoContact](#)

[Victim Bill of Rights](#)

## **Domestic Violence Hotlines** (including emergency safety/shelter needs)

New Castle County 302-762-6110  
New Castle County - (Spanish) Hotline 302-762-6110  
Northern Kent County 302-678-3886  
Kent & Sussex Counties 302-422-8058  
Abriendo Puertas - (Spanish) Hotline 302-745-9874  
National Domestic Violence Hotline 1-800-799-7233  
National Domestic Violence Hotline TTY: 1-800-787-3224

## **Batterers' Intervention Programs**

There are currently four certified Treatment Programs in Delaware:

[Batterers' Intervention Certification Panel](#) | [Treatment Certification Documents](#)

## **Catholic Charities**

2601 West 4th Street  
Wilmington, DE 19805  
Phone: 302-655-9624  
Fax: 302-655-9753

## **CHILD, Inc.**

507 Philadelphia Pike  
Wilmington, DE 19809  
Phone: 302-762-8989  
Fax: 302-762-8987

## **Peoples Place II**

(Turning Point)  
1129 Airport Road  
Milford, DE 19963  
Phone: 302-424-2420  
Fax: 302-424-2402

## **Dover Air Force Base**

436 MDOS/SGOW  
Family Advocacy Program  
300 Tuskegee Blvd.  
Dover AFB, DE 19902  
302-677-2711

**Child Abuse Report Line**

1-800-292-9582

**Child Mental Health Mobile Crisis (under age 18)**

1-800-969-4357

**ContactLifeline Suicide Hotline**

New Castle County 302-761-9100

Kent & Sussex Counties 1-800-262-9800

**Delaware State Police Victims' Center** 1-800-VICTIM-1

1-800-842-8461

The Victim Service staff is prepared to assist victims, witnesses and families with professional resources.

**Crisis Intervention Services**

Northern Delaware 1-800-652-2929

Southern Delaware 1-800-345-6785

These services are located throughout the State in the Crisis Intervention Service Centers, the Community Mental Health Centers, the Recovery Response Center and Emergency Rooms. Crisis Intervention Service (CIS) staff are available 24 hours a day to assist people, 18 years and older, with severe personal, family or marital problems.

**National Human Trafficking Hotline**

1-888-373-788

Human trafficking is a form of modern-day slavery. This crime occurs when a trafficker uses force, fraud or coercion to control another person for the purpose of engaging in commercial sex acts or soliciting labor or services against his/her will.

**Rape Crisis Hotlines**

**Sexual Assault Resources**

*New Castle County*

**YWCA Sexual Assault Resource Center (SARC)** 1-800-773-8570

Provides comprehensive, free and confidential rape crisis services to sexual assault survivors aged 12 and older and their non-offending family members, friends and partners throughout the State of Delaware.

*Kent & Sussex Counties*

[ContactLifeline Rape Crisis](#) 302-761-9100

Assists survivors of a sexual assault, regardless of whether it just happened or happened many years ago with telephone counseling, information and referral, in-person support and advocacy at hospitals, police stations, and courts plus individual counseling for survivors, friends and family.

[Delaware State University Rape Crisis](#) 302-420-5751

24/7 victim advocacy and crisis support

[University of Delaware Sexual Offense Support \(S.O.S.\)](#) 302-831-1001 press 1

24/7 victim advocacy and crisis support

(give a first name & phone number and an SOS victim advocate will call you back within 10 minutes)

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### **24 Hour Notification**

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[VINE](#) 1-877-DE8-VINE (Victim Information and Notification Everyday)

Check the status of an offenders release and register to be notified of release

TTY: 1-866-847-1298

[VPO](#) 1-866-411-0001 (VINE Protective Order)

Notification when PFA has been served.

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### **Children & Family**

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[Children Resources](#) | [Court Based Advocacy](#) | [Department of Justice – Family Division](#) | [Family Visitation Centers](#) | [LGBT Resources](#) | [Teen Dating Resources](#) | [Teen Dating Violence Awareness Training in Delaware Schools](#)

[Child Abuse Report Line](#)

1-800-292-9582

All suspected child abuse and neglect **must** be reported to the 24-hour Division of Family Services (DFS) Child Abuse and Neglect Report Line or online. You may also call any Law Enforcement Agency or 911, but not in lieu of contacting DFS. You are not required to provide proof. Anyone who makes a good faith report based on reasonable grounds is immune from prosecution.

**Call 2-1-1** if you need to be connected to resources within the community to help you manage issues whether you are facing multiple challenges such as single parenthood, or need access to low income services and support (i.e. POC, Medicaid, TANF).

**[Children Advocacy Center of Delaware](#)**

New Castle County 302-651-4566

Kent County 302-741-2123

Sussex County 302-854-0323

Provides services in a child friendly setting in order to expedite the investigation and prosecution of child abuse cases while ensuring the victims receive immediate, effective and sensitive support.

**[Child Mental Health Mobile Crisis \(under age 18\)](#)**

1-800-969-4357

These services are located throughout the State in the Crisis Intervention Service Centers, the Community Mental Health Centers, the Recovery Response Center and Emergency Rooms. Crisis Intervention Service (CIS) staff are available 24 hours a day to assist people, 18 years and older, with severe personal, family or marital problems.

**[Family Counseling Center of St. Paul's \(Wilmington\)](#)**

302-576-4136

Provides mental/behavioral health care services from licensed, bilingual (English/Spanish), culturally competent professionals. Our services include assessment, treatment planning, resource referral, therapeutic support and education for mental health, substance abuse, and family relationship challenges.

**[Futures Without Violence](#)**

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

Phone: 415-678-5500

TTY: 1-866-678-8901

From domestic violence and child abuse, to bullying and sexual assault, our groundbreaking programs, policy development, and public action campaigns are designed to prevent and end violence against women and children around the world.

**[Healthy Relationship Website - Love is Respect](#)**

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

Text loveis to 22522\*

866-331-9474

Highly-trained advocates offer support, information and advocacy to young people who have questions or concerns about their dating relationships. We also provide information and support to concerned friends and family members, teachers, counselors, service providers and members

of law enforcement. Free and confidential phone, live chat and texting services are available 24/7/365

**[National Teen Dating Abuse Hotline](#)**

1-800-799-SAFE (7233)

TTY: 1-800-787-3224

Provides lifesaving tools and immediate support to enable victims to find safety and live lives free of abuse. Callers can expect highly trained, experienced advocates to offer compassionate support, crisis intervention information and referral services in more than 200 languages.

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**Compensation Assistance**

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**[Victims' Compensation Assistance Program](#)**

302-255-1770

Printable brochure and application

Provides compensation to victims of violent crimes and their families for crime related expenses.

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**Crime Victim Services (Counseling and Advocacy)**

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**[Catholic Charities \(Counseling\)](#)**

New Castle County 302-655-9624

Kent County 302-674-1600

Sussex County 302-856-9578

Provides counseling services to anyone for whom outpatient treatment is the right choice.

**[Center for Comprehensive Behavioral Health](#)**

302-320-2100

Our Adolescent and Adult Bridge Programs give teens and adults rapid access to individualized evaluation, care planning and therapy.

**[Delaware Center for Justice Elderly Victims Services Program](#)**

(victims over 50) 302-658-7174 ext.12

Attends to the needs of men and women 50 years of age or older who are victims of domestic violence or sexual abuse.

**Dover Behavioral Health System (Counseling)**

302-741-0140 or 1-855-609-9711

Our treatment center provides mental health and addiction treatment services to individuals that are tailored to the needs of each patient.

**Family Counseling Center of St. Paul's (Wilmington)**

302-576-4136

Provides mental/behavioral health care services from licensed, bilingual (English/Spanish), culturally competent professionals. Our services include assessment, treatment planning, resource referral, therapeutic support and education for mental health, substance abuse, and family relationship challenges.

**Latin American Community Center (Wilmington)**

Mental Health Services 302-295-2169

Crime Victim Services 302-442-7725

The LACC provides mental health services, short and long term case management, substance abuse prevention, advocacy for victims of crime, and more.

**Mental Health Association of DE**

**Survivors of Accident & Murder (SAM)** and **Survivors of Suicide Groups**

302-654-6833 or 1-800-287-6423

Promotes improved mental well-being for all individuals and families in Delaware through education, support and advocacy.

**Survivors of Abuse in Recovery, Inc.**

Newark 302-655-3953

Wilmington 302-655-3953

Dover 302-422-3811

Georgetown 302-645-4903

A statewide recovery program which provides counseling, referral, and education services to adult, adolescent and child survivors of sexual abuse and assault, their non-offending partners, and non-offending family members. SOAR also provides outreach programs to community organizations and businesses.

**Victims' Voices Heard, Inc.** (Victim/Offender Dialogue)

302-697-7005

Offers victims and survivors of violent crime the opportunity to meet with their offender face-to-face in order to facilitate the healing recovery process. Victims' Voices Heard acts as an advocate on behalf of the victim, helping them through the process and arranging a safe and secure environment for the meeting to take place.

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## Domestic Violence Intervention Program

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This program is designed to assist those that need to use Delaware Courts for any domestic related issues. For example, a criminal trial as a witness, civil issues such as divorce, child custody or support, protection from abuse orders, or any other domestic issue.



### [Domestic Violence Intervention Program](#)

New Castle County 302-255-0022  
Kent County 302-672-1089  
Sussex County 302-855-7455

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## Domestic Violence Services (by County)

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### *New Castle County*

**Child, Inc. Domestic Violence Treatment Program**  
302-762-8989

**Latin American Community Center**  
Mental Health Services 302-295-2169  
Domestic Violence Services 302-295-2173

The LACC provides mental health services, short and long term case management, substance abuse prevention, advocacy for victims of crime, and more.

**University of Delaware Student Wellness & Health Promotion**  
302-831-3457

Services for victims of sexual assault, harassment, stalking, dating, and domestic violence.

**YWCA Delaware, Home Life Management Center**

302-658-7110

An innovative residential program designed for emergency and transitional housing. Our program provides a spectrum of supportive services in a safe and stable environment for women and men with children and two-parent families who find themselves destitute.

*Kent/Sussex Counties*

**Abriendo Puertas at People's Place II, Inc. (Spanish)**

302-422-5015 (Bilingual Hotline)

Hotline: 302-745-9874

Abriendo Puertas is an emergency shelter program for Latina women and children in domestic violence situations in Sussex County. Abriendo Puertas also offers family therapy, case management, and transition services.

**Dover Air Force Base, Family Advocacy Program**

302-677-2711

Domestic Abuse Victim Advocate Crisis Line 302-213-3508 (24 hours)

Active duty Air Force members and civilian employees (including contract employees) will report all incidents of known or suspected family maltreatment immediately to the Family Advocacy Program.

**La Esperanza**

302-854-9262

Trauma-based counseling and support services for victims of domestic violence and sexual assault. Mental health counseling and support services

**The SAFE Program at People's Place II, Inc.**

302-422-8058 (24 hours)

**Northern Kent County**

(302) 678-3886 (24 hours)

Safety planning, support, domestic violence information and referrals

**Turning Point at People's Place II, Inc.**

302-424-2420

Turning Point offers a broad range of services throughout Kent and Sussex Counties for domestic violence offenders and victims and children affected by domestic violence.



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## Domestic Violence - Legal Services

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### [Protection From Abuse \(PFA\) Orders](#) | [PFA vs NoContact](#)

(Protection From Abuse Orders, child support & custody, and visitation & divorce. Call for qualification and specific services.)

#### **Delaware Volunteer Legal Services, Inc.(DVLS)**

New Castle County 302-478-8850

Kent & Sussex Counties 888-225-0582

Assists clients with problems relating to Protection from Abuse, divorce and custody cases involving domestic violence, guardianship, housing, Landlord/Tenant, wills, government benefits, home ownership and consumer issues

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

New Castle County 302-575-0660

Kent County 302-674-8500

Sussex County 302-856-0038

Provides free legal services to people with disabilities, older citizens (60 and over), victims of housing discrimination, people living in poverty, victims of domestic violence and immigrant victims of crime, abuse and neglect.

#### **CHILD, Inc. Domestic Violence Advocacy Program**

New Castle County 302-255-0420

Kent County 302-672-1075

Sussex County 302-856-5843

Help with PFA Orders (does not include 'legal advice' but will assist with the process)

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## Elderly & People with Disabilities

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[Department of Justice - Senior Protective Initiative](#) | [Elderly and Disability Resources \(Delaware\)](#) | [Elderly/Senior Resource Numbers](#) | [Elderly/Senior Related Links](#)

#### **Delaware Center for Justice Elderly Victims Services Program**

(victims over 50) 302-658-7174 ext.12

Attends to the needs of men and women 50 years of age or older who are victims of domestic violence or sexual abuse.

**[Developmental Disabilities Council](#)**

302-739-3333

Working to ensure that people with developmental disabilities enjoy the same quality of life as the rest of society.

**[Department of Health & Social Services: Adult Protective Services](#)**

1-800-223-9074

Telecommunications Device for the Deaf (TDD) only:  
302-391-3505 or 302-424-7141

[\(Long Term Care Ombudsman Program, Adult Protective Services Program, Community Services Program\)](#)

Responds to cases of suspected abuse, neglect, or exploitation of impaired adults. Specifically, the program serves persons who are aged 18 or over, who have a physical or mental impairment, and who are not living in a long term care facility (for example, a nursing home).

**[Freedom Center for Independent Living](#)**

302-376-4399

Southern New Castle Co. TTY 302-449-1487

A resource and advocacy center that works to promote dignity, self-determination, independence and full participation in community life for people of any age that experience a disability.

**[Independent Resources, Inc.](#)**

302-765-0191

Provides quality services to people with disabilities by assisting them in achieving and maintaining independent lives. Variety of services which includes: Advocacy, Information/Referral, Peer Support, Living Skills Training, and Transition Life Skills Workshops.

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**Legal Services, Other**

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[Immigrant Victim Resources](#) | [Delaware - Immigration Resource Numbers](#) | [National & Regional Immigration Numbers](#) | [Immigration - Legal Remedies](#) | [Immigration - Support Groups](#) | | [Naturalized & Non-Citizens Applying for a Driver's License](#)

(Housing, public benefits & bankruptcy, landlord/tenant problems, immigration)

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

New Castle County 302-575-0660

Kent County 302-674-8500

Sussex County 302-856-0038

Provides free legal services to people with disabilities, older citizens (60 and over), victims of housing discrimination, people living in poverty, victims of domestic violence and immigrant victims of crime, abuse and neglect.

**[DVLS Legal Help Link/Lawyer Referral Service](#)**

New Castle County 302-478-8850

Kent & Sussex Counties 1-800-773-0606

Assists clients with problems relating to Protection from Abuse, divorce and custody cases involving domestic violence, guardianship, housing, Landlord/Tenant, wills, government benefits, home ownership and consumer issues

**[Immigration Resource Guide](#)**

Immigrant Victims of Domestic Violence Guide For Advocates

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**Police/DOC Based Advocates**

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**[Delaware State Police Victims' Center \(24 Hours\)](#)**

1-800-842-8461

The Victim Service staff is prepared to assist victims, witnesses and families with professional resources.

**[Delaware State Police Victims' Center \(Bilingual Spanish/English Advocate\)](#)**

302-633-5000 x229

**[Department of Corrections, Probation and Parole, Office of Victim Services](#)**

New Castle County 302-323-6050 ext. 220

Kent County 302-674-7193

Sussex County 302-856-524 ext.174

Assists the victim to become both informed and involved so that they may experience less frustration and trauma with prison and probation personnel and be better prepared to participate in the corrections process if they choose. DOC wants victims to be able to receive a complete picture of the effects of crime, enhancing DOC's ongoing evaluations of the effectiveness of community and rehabilitative programs.

**Dover Police Department Victim Services**

302-736-7134

Services provided to crime victims and their families vary in each case depending upon the needs of the individual. Services include: death notifications, crisis intervention, referrals to community based services, criminal justice updates, court accompaniments, assistance with filing for violent crime compensation through the state, as well as a host of other services as needed in each particular case.

**ICE HSI Resident Agent in Charge Wilmington**

302-428-0104

**Georgetown Police Victim Services**

302-856-6613

**New Castle County Police Victim Services**

302-395-8135

302-395-8193

**New Castle County Police Bilingual (Spanish/English) Advocate**

302-395-8117

**Newark Police Department Victim Services**

302-366-7110 ext. 137

**Wilmington Police Victim Services**

302-576-3622

**Wilmington Police Domestic Violence Victim Services Coordinator**

302-576-3648

**Wilmington Police Victim Services (Bilingual-Spanish/English Advocate)**

302-576-3665

**For all other police departments please contact the**

**Delaware Victim Center**

**1-800-842-8461**

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## Prosecution

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[Department of Justice – Family Division](#) | [Department of Justice - Senior Protective Initiative](#)

### Attorney General's Office

Victim/Witness Units 1-800-870-1790

New Castle County 302-577-8500

Kent County 302-739-4211

Sussex County 302-856-5353

Bi-Lingual – Spanish/English Toll Free Assistance Line 1-877-851-0482

Broad responsibility to combat crime, safeguard families, fight fraud, and protect consumers in the First State.

### United States Attorney's Office, U.S. Department of Justice

Victim/Witness Coordinator 302-573-6198

Assist victims and witnesses involved in the federal criminal justice system. The goal of the program is to maximize efforts to provide for the statutory rights of victims and witnesses while ensuring their fair treatment during the prosecution process.

### Rape and Sexual Assault Services

[Delaware State University Rape Crisis](#) 302-420-5751

24/7 victim advocacy and crisis support

[University of Delaware Sexual Offense Support \(S.O.S.\)](#) 24/7

Student Wellness and Health Promotion 302-831-3457

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

New Castle County 302-655-3953

Kent County 302-422-3811

Sussex County 302-645-4903

A statewide recovery program which provides counseling, referral, and education services to adult, adolescent and child survivors of sexual abuse and assault, their non-offending partners, and non-offending family members. SOAR also provides outreach programs to community organizations and businesses.

### Contact Lifeline Rape Aftercare Program

New Castle County 302-761-9100

Kent & Sussex Counties 1-800-262-9800

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## Referral Information (other)

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### [Delaware Helpline](#) (8 a.m. to 9 p.m.)

2-1-1 or 1-800-464-4357

Text: 302-231-1464

Provides one central resource for access to the health and human service organizations that offer the support to make a difference. Whether faced with the panic of a natural disaster or struggling to meet everyday basic needs.

### [Adult Protective Services \(APS\)](#) 1-800-223-9074

24/7 reporting line

Responds to cases of suspected abuse, neglect, or exploitation of impaired adults. Specifically, the program serves persons who are aged 18 or over, who have a physical or mental impairment, and who are not living in a long term care facility (for example, a nursing home).

### [Child Abuse Report Line](#)

1-800-292-9582

All suspected child abuse and neglect **must** be reported to the 24-hour Division of Family Services (DFS) Child Abuse and Neglect Report Line or online. You may also call any Law Enforcement Agency or 911, but not in lieu of contacting DFS. You are not required to provide proof. Anyone who makes a good faith report based on reasonable grounds is immune from prosecution.

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## Policy, Training and Referrals

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[Brochures & Shoe Cards](#) | [Domestic Violence Resource Manual for Healthcare Professionals](#)

[FIRT Policy & Procedures](#) | [Teen Dating Violence Awareness Training in Delaware Schools](#)

### **Criminal Justice Council**

302-577-5030

An independent body committed to leading the criminal justice system through a collaborative approach that calls upon the experience and creativity of the Council, all components of the criminal justice system and the community.

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

New Castle County 302-658-2958

Kent & Sussex Counties 1-800-701-0456

A statewide, nonprofit organization and coalition of organizations, groups and individuals that strive to promote conditions that prevent and eliminate domestic violence by educating its members and community partners; providing informational resources to the community; and advocating as a strong, unified voice for victims/survivors of domestic violence, children who are affected, domestic violence programs and victim service providers.

### **Domestic Violence Coordinating Council (DVCC)**

New Castle County 302-255-0405

Kent & Sussex Counties 302-424-7238

The DVCC brings together all stakeholders including service providers, policy-level officials and community partners to eradicate domestic violence. The DVCC is committed to leading the nation through innovative legislative action, community education and an outstanding coordinated system response to violence in families and the community.

### **Sexual Assault Network of Delaware/ContactLifeline**

761-9800 ext. 1003

Raises awareness of the problem of sexual assault in all its forms. They include, but are not limited to: sexual assault/violence, incest, sexual abuse, sexual harassment, and other forms of sexual exploitation such as human trafficking and the international sex trade.

### [Futures Without Violence](http://www.futureswithoutviolence.org)

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

Phone: 415-678-5500

TTY: 1-866-678-8901

From domestic violence and child abuse, to bullying and sexual assault, our groundbreaking programs, policy development, and public action campaigns are designed to prevent and end violence against women and children around the world.

### [Healthy Relationship Website - Love is Respect](http://www.loveisrespect.org)

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

Text loveis to 22522\*

866-331-9474

Highly-trained advocates offer support, information and advocacy to young people who have questions or concerns about their dating relationships. We also provide information and support to concerned friends and family members, teachers, counselors, service providers and members of law enforcement. Free and confidential phone, live chat and texting services are available 24/7/365.

### [Center for Disease Control - Teen Dating Violence](http://www.cdc.gov/teens4healthyrelationships/)

CDC's Division of Violence Prevention is leading the initiative, [Dating Matters®: Strategies to Promote Healthy Teen Relationships](http://www.cdc.gov/teens4healthyrelationships/). Dating Matters is a comprehensive teen dating violence prevention model that builds upon current evidence-based practice and experience to promote respectful, nonviolent dating relationships among youth. Three components of the Dating Matters comprehensive teen dating violence prevention model are currently available on CDC's [VetoViolence](http://www.cdc.gov/violenceprevention/veto/) website.

<http://www.teens4healthyrelationships.org/>

**The link works best in chrome or firefox.**

The above link is to the "Take A Stand FOR Healthy Relationships" this is a new teen dating violence prevention program from the National Coalition Against Domestic Violence (NCADV) and Discovery Education.