

CONNECTING THE DOTS...

The information about the agencies included in this document was current in February 2009.

Agencies

Medical & Health Resources

Some state and federal agencies provide medical and health services for children and adults with disabilities in Delaware. The Department of Health and Social Services houses the Divisions of Developmental Disabilities Services, Medicaid & Medical Assistance, Public Health, Services for Aging and Adults with Physical Disabilities, Substance Abuse and Mental Health, and the Visually Impaired. The Department of Services for Children, Youth, and Families provides mental health and substance abuse services to children in Delaware. Your doctor may recommend additional services, including rehabilitation hospitals and home healthcare. These services are typically provided by private agencies; request a list of available options from your healthcare provider.

Division of Developmental Disabilities Services (DDDS)

Woodbrook Professional Center
1056 South Governor's Avenue
Suite 101
Dover, DE 19904
(302) 744-9600
www.dhss.delaware.gov/dhss/ddds

What information do you ask for?

Information about community-based services, case management, early intervention services, and community education and advocacy.

Why do you need this information?

DDDS services can help in the development of work skills, self care skills, community living skills, leisure/social skills, and academic/communication skills. Services are arranged according to each person's special needs and

available to help families continue to care for their family members at home.

Who do you need to make contact with?

For eligibility and application information, ask for the DDDS Intake Coordinator.

Division of Medicaid and Medical Assistance (DMMA)

The Lewis Building
1901 N. DuPont Highway
New Castle, DE 19720
(302) 255-9500
(800) 372-2022
www.dhss.delaware.gov/dhss/dmma/

What information do you ask for?

The following services are available through the Division of Medicaid & Medical Assistance: Medicaid Assistance Programs, Medicaid, Healthy Children (CHIP), Prescription Assistance (DPAP), Long Term Care, Home & Community Based Services, Cancer Coverage, Transportation, and Chronic Renal Disease.

Why do you need this information?

Medicaid provides payment for healthcare to low-income families, aging, and people with disabilities whose income is insufficient to meet the cost of necessary medical services. Medicaid pays for doctor visits, hospital care, labs, prescription drugs, transportation, routine shots for children, and mental health and substance abuse services. Other medical services are also available for individuals.

Who you need to make contact with?

A health benefits manager.

Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)

New Castle County:
1901 N. Du Pont Hwy
Main Administration Building
New Castle, DE 19720
(302) 255-9390

University Plaza
256 Chapman Road
Oxford Building, Suite 200
Newark, DE 19702
(302) 453-3820 or (302) 453-3837

Kent and Sussex Counties:
Milford State Service Center
18 N. Walnut Street, First Floor
Milford, DE 19963
(302) 424-7310
(302) 422-1415
(800) 233-9074
www.dhss.delaware.gov/dhss/dsaapd

What information do you ask for?

Services for adults with physical disabilities are listed in DSAAPD's Guide to Services for Persons with Disabilities in Delaware. This guide can be viewed in the publications section of this web site. If you have trouble accessing this document, or if you would like to get copies, please contact DSAAPD and a staff person will assist you.

Why do you need this information?

The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) provides a broad range of programs and services in Delaware. Services and programs operated or funded by DSAAPD include: adult day services, adult foster care, Alzheimer's day treatment, assisted living, assistive devices, attendant services, case management, Delaware Passport to Independence, home modification, legal services, long-term care ombudsman program, Medicaid waiver for the elderly and disabled, medical transportation, personal care, and respite care.

Who do you need to make contact with?

A case manager or social worker.

Division of Substance Abuse and Mental Health (DSAMH)

1901 N. Du Pont Hwy, Main Bldg.
New Castle, DE 19720
(302) 255-9399
Emergency Crisis: (800) 652-2929
www.dhss.delaware.gov/dhss/dsamh

What information do you ask for?

Information about community mental health treatment, counseling and support services; supported housing services that promote independent living and community integration; mobile crisis intervention services; in-patient psychiatric evaluation, diagnosis and treatment; substance abuse treatment and prevention services; and problem gambling services.

Why do you need this information?

The Division of Substance Abuse and Mental Health provides services to Delaware adults with mental illness, alcoholism, drug addiction, or gambling addiction.

Who you need to make contact with?

Call and ask for an intake coordinator in your local area.

Division for the Visually Impaired (DVI)

New Castle County:
1901 N. Du Pont Hwy, Biggs Building
New Castle, DE 19720
(302) 255-9800
(302) 255-9854 TDD

Kent and Sussex Counties:
Milford State Service Center Annex
13 SW Front Street
Milford, DE 19963
(302) 424-7240

www.dhss.delaware.gov/dhss/dvi/index.html

What information do you ask for?

Information about early diagnosis and intervention; education in the least

restrictive environment; family and individual counseling; independent living skills, training and equipment; vocational training and related job placement; employment opportunities; advocacy; low vision evaluation and enhancement. Services are developed and provided for the three groups of consumers: educational age (0-21), primary employment age (21-65), and older Delawareans (66 +).

Why do you need this information?

To allow a person with a vision disability to achieve the highest level of independence that he/she wants to achieve.

Who do you need to make contact with?

Call your local number and request to speak with an intake representative.

Birth to Three—Child Development Watch Program

Division of Public Health
New Castle County:
2055 Limestone Road
Wilmington, DE 19808
(302) 995-8632
(800) 671-0500

Kent and Sussex Counties:
18 N. Walnut Street
Milford, DE 19963
(302) 424-7300
(800)752-9393

www.dhss.delaware.gov/dhss/dph/chs/chscdw.html

What information do you ask for?

Child Development Watch is the statewide early intervention program for children ages birth to 36 months. Child Development Watch helps you answer the question, “Is my child growing like other children?”

Why do you need this information?

Services are designed to meet the developmental needs of the child and the needs of the family in enhancing that child’s development. Services include: assistive technology; audiology; family training and counseling; health services; nutrition plans; nursing services; occupational

therapy; physical therapy; psychological services; social work; special instruction related to the child’s skill development; speech-language therapy; transportation; and visual services.

Who do you need to make contact with?

For an appointment or information, please call or use the website to locate the clinic or service center nearest you.

Department of Services for Children, Youth, and Families (DSCYF)

Division of Child Mental Health Services (DCMHS)
Department of Services for Children, Youth, and Families
1825 Faulkland Rd
Wilmington, DE 19805
(302) 633-2600

Twenty-four hour crisis line:
New Castle County
(North of the C&D Canal):
302-633-5128

New Castle County
(South of the C&D Canal)
1-800-969-HELP (4357)

Kent & Sussex Counties
302-424-HELP (4357)

http://kids.delaware.gov/cmhs/cmhs.shtml

What information do you ask for?

The Division of Children’s Mental Health Services (CMH) provides voluntary services to children up to age 18 and their families for children who have mental health or substance abuse problems. They respond to all child mental health emergencies.

Why do you need this information?

CMH has a variety of services for your child including: crisis services; outpatient services; support services; day treatment services; residential treatment services; and hospital treatment services. These services are managed by licensed mental health professionals.

Who do you need to make contact with?

For non-emergencies, there are a number of outpatient facilities located in each county. Use the main number to make contact with your local office for outpatient service providers in your community. Use the crisis lines for emergency services.

Financial & Insurance Resources

The following federal and state agencies provide financial assistance to individuals with disabilities. Eligibility requirements and applications for the different programs vary. If you have private insurance, contact your insurance copy and request to speak with a case manager about the benefits you have.

Social Security Administration

National Office:

Office of Public Inquiries
Windsor Park Building
6401 Security Blvd.
Baltimore, MD 21235
(410) 965-2736

Local Offices:

920 W. Basin Road, Suite 200
New Castle, DE 19720
(302) 323-0304

500 W. Loockerman Street, Suite 100
Dover, DE 19904
(302) 674-5162

20105 Office Circle
Georgetown, DE 19947
(302) 856-9620

Toll free numbers:

(800) 772-1213
(800) 325-0778 TTY

www.ssa.gov/ or

www.ssa.gov/phila/index.htm

What information do you ask for?

Social Security Disability Insurance (SSDI) provides benefits to people with disabilities who are “insured” by workers’ contributions to the Social Security trust fund. An adult disabled before age 22 may be eligible for child’s benefits if a parent is deceased

or receiving retirement or disability benefits. The Supplemental Security Income (SSI) program makes cash assistance payments to people with disabilities, aged, and blind (including children under age 18) who have limited income and resources.

Why do you need this information?

Eligibility for health and medical services are often connected to Social Security. For information about medical and financial eligibility requirements for SSI and SSDI, to apply for benefits, or ask any questions about services, contact your local office or the toll free number.

Who do you need to make contact with?

Your local Social Security Administration representative.

Division of Social Services

The Lewis Building
1901 N. DuPont Highway
New Castle, DE 19720
(800) 372-2022
www.dhss.delaware.gov/dhss/dss/

What information do you ask for?

The Division of Social Services (DSS) is directly responsible for administering Delaware’s Temporary Assistance for Needy Families (TANF), Food Stamps, Subsidized Child Care, General Assistance, and Refugee Cash Assistance. The DSS website has a form that lets you see if your household is potentially eligible for Delaware’s social service programs. You can then apply for these services online. ASSIST helps you submit an application and gives you additional information to complete the process.

Why do you need this information?

By speaking with someone from the DSS, you can find out about financial support for child care, cash assistance, food stamps, medical coverage, and other programs. Financial eligibility criteria varies from program to program.

Who do you need to make contact with?

Use the main number to connect with a local representative.

Assistive Technology/ Home Modifications

Assistive technology (AT) is broadly defined as any device that assists persons with disabilities. A variety of agencies provide AT services in Delaware, including the Delaware Assistive Technology Initiative, which can provide information and referral services for assistive technology and funding. Other agencies provide AT and home modifications as a component of their service delivery.

Delaware Assistive Technology Initiative (DATI)

New Castle County ATRC
Alfred I. Du Pont Hospital for Children
203 Administration and Research Bldg
P.O. Box 269, 1600 Rockland Road
Wilmington, DE 19899-0269
(302) 651-6790
(302) 651-6794 TDD

Kent County ATRC
Easter Seals Kent County Center
100 Enterprise Place, Suite 1
Dover, DE 19904-8200
(302) 739-6885
(302) 739-6886 TDD

Sussex County ATRC
20123 Office Circle
Georgetown, DE 19947
(302) 856-7946
(302) 856-6714 TDD

www.dati.org

What information do you ask for?

Ask for information on funding, upcoming workshops, no-cost equipment loans, technical assistance regarding device selection, Equipment Exchange Program, and quarterly newsletter.

Why do you need this information?

To help connect you with tools needed to learn, work, play, and participate in community life safely and independently.

Who do you need to make contact with?

Call or use website to connect with an AT specialist in your area.

Department of Education (DOE)

Children with disabilities and need supports in order to participate in education services may be eligible for assistive technology (AT) devices and services. These AT services may be eligible to you or your family member through the Individuals with Disabilities Education Improvement Act (IDEA), Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.

See DOE under Education for contact information on page 5.

Division for the Visually Impaired (DVI)

The Division for the Visually Impaired (DVI) provides various types of low-cost technology devices and training in the use of many other types of equipment to people of all ages with visual impairments.

See DVI under Medical & Health Resources for contact information on page 2.

Division of Vocational Rehabilitation (DVR)

4425 North Market Street
P.O. Box 9969
Wilmington, DE 19809

Statewide Office: (302) 761-8275
Wilmington Office: (302) 761-8275
New Castle Office: (302) 326-8930
Newark Office: (302) 368-6980
Middletown Office: (302) 378-5779
Dover Office: (302) 739-5478
Georgetown Office: (302) 856-5730

www.delawareworks.com/dvr/welcome.shtml

What information do you ask for?

DVR services include goods or services that are required to assist an individual with a disability to obtain or

retain employment. This includes assessment, counseling and guidance, information and referral, physical/mental restoration services, rehabilitation technology, skill training, job placement assistance, interpreter services, supported employment services, and other services. State vocational rehabilitation agencies are often a major funding source of AT for working-age individuals with disabilities.

Why do you need this information?

DVR services help people with physical and mental disabilities obtain or retain employment. DVR provides disability determination services for SSI and SSDI. An Independent Living Program also helps people with disabilities function in the community.

Who do you need to make contact with?

An agency representative from your local area.

Division of Services for Aging and Adults with Physical Disabilities

Home Modification Program

The Home Modification Program pays for changes to be made to the home of a person with a physical disability. The changes are made to allow a person to move around more freely in the home. An example of a home modification is the installation of a wheelchair ramp. Modifications are made to permanent residences only.

See DSAAPD under Medical & Health Resources for contact information on page 1.

Legal Services

People with disabilities and their families need to know and understand their rights, including how to access services needed. Legal assistance is available through a variety of resources in Delaware.

Disabilities Law Program(DLP) Community Legal Aid Society

Community Service Building
100 West 10th Street, Suite 801
Wilmington, DE 19801
(302) 575-0690
(302) 575-0696
(302) 575-0660

Kent County:
840 Walker Road
Dover, DE 19904
(302) 674-8500
(302) 674-8503

Sussex County:
144 E. Market Street
Georgetown, DE 19947
(302) 856-0038
(302) 856-3742

(800) 773-0606

www.declasi.org/dis.html

What information do you ask for?

Advocacy services for Delaware residents with physical or mental disabilities. Qualifications for each program are described in detail on the web page.

Why do you need this information?

Services include individual advocacy, general information, referral services, community education, and self advocacy training.

Who do you need to make contact with?

If you have a legal problem that is related to your disability, you should call the office nearest you.

Adult Protective Services

Division of Services for Aging and Adults with Physical Disabilities

The Adult Protective Service (APS) Program responds to cases of suspected abuse, neglect, or exploitation of adults with disabilities and impairments. The program serves persons who are 18 years old or older, who have a physical or mental disability, and who are not living in a long-term care facility.

See DSAAPD under Medical & Health Resources for contact information on page 1.

Education

All children in Delaware are entitled to a free and appropriate public education. Special education services are provided by individual public school districts. The districts are supported by the Department of Education's Exceptional Children and Early Childhood Group. Other agencies provide assistance in navigating the education system.

Department of Education: Special Education

Exceptional Children and Early Childhood Group
401 Federal Street, Suite 2
Dover, DE 19901
(302) 739-4210

www.doe.state.de.us/programs/specialed/

What information do you ask for?

Special Education Services for children ages three through 21.

Why do you need this information?

If you suspect your child has a disability or need information about your rights under the Individuals with Disabilities Education Act.

Who do you need to make contact with?

First contact your local school district's Special Education Director. If the local school district does not have needed information, contact the Director of Exceptional Children, Early Childhood Education at the number listed.

Parent Information Center of Delaware (PIC)

5570 Kirkwood Highway
Orchard Commons Business Center
Wilmington, DE 19808
(302) 999-7394

Georgetown:
13 Bridgeville Road

Georgetown, DE 19947
(302) 856-9880
(888) 547-4412

www.picofdel.org

What information do you ask for?

The Parent Information Center provides information about disabilities and special education rights, consultation about obtaining appropriate services for children with disabilities, and helps parents prepare for Individualized Education Plan (IEP) and other school meetings.

Why do you need this information?

The Parent Information Center can assist you to better understand your child's rights and opportunities in education; obtain information about all types of disabilities; find solutions to problems and concerns about educational services; and learn about programs and services that promote growth and independence.

Who do you need to make contact with?

Contact your local area office or use the toll free number.

Division of the Visually Impaired (DVI)

The DVI Education Unit provides statewide educational services to children, ages birth through high school graduation, who have a visual impairment.

See DVI under Medical & Health Resources for contact information on page 2.

Caregiving/Respite

Organizations that provide respite services and personal attendant services are listed below. Caregivers can also look to the health and medical resources for assistance in providing caregiving to their loved ones through home health care aides, personal care attendants, and personal assistants.

Department of Education (DOE)

Children with autism in Delaware are eligible to receive respite services through their school district in Delaware. Contact your local school district Special Education Director or DOE for information on eligibility for respite services.

See DOE under Education for contact information on page 5.

Division of Developmental Disabilities Services (DDDS)

See DDDS under Medical & Health Resources for contact information on page 1.

Division of Services for Aging and Adults with Physical Disabilities

The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) funds several types of respite services. Based on eligibility for specific respite programs, care can be provided in the home; through temporary placement in a long-term care facility or adult foster care; or in various community settings. DSAAPD also provides personal attendant services for individuals with disabilities with activities of daily living to live independently.

See DSAAPD under Medical & Health Resources for contact information on page 1.

Advocacy

The following agencies and organizations can assist you with information and resources to help you education yourself about services for people with disabilities in Delaware. These organizations can provide you with information, resources and training and can help you advocate for yourself or your family member. Training programs, such as *Partners in Policymaking* offered by the Developmental Disabilities Council, provide education to people with disabilities and their family members

about local, state, and national issues that impact people with disabilities.

Developmental Disabilities Council (DDC)

Margaret M. O'Neill Building
410 Federal St.
Dover, DE 19901
(302) 739-2232
<http://ddc.delaware.gov>

What information do you ask for?

Questions about current legislative activity, information, and referrals.

Why do you need this information?

The Council advocates for change and educates communities to be responsive and sensitive to the needs, preferences, and choices of all people with developmental disabilities and their families. DDC oversees the *Partners in Policymaking* advocacy training program, conferences, and studies of interest to people with disabilities and their families and advocates.

Who do you need to make contact with?

The Senior Administrator or Office Administrator can answer general questions regarding the group's activities and how you or your child can help advocate for improved systems change.

Disabilities Law Programs (DLP)

See DLP under Legal Services for contact information on page 4.

Child Development Watch

See Child Development Watch under Medical & Health Resources for contact information on page 2.

Center for Disabilities Studies at the University of Delaware (CDS)

461 Wyoming Road
University of Delaware
Newark, DE 19711
(302) 831-6974
(302) 831-4689 TDD
www.udel.edu/cds

What information do you ask for?

The mission of the Center for Disabilities Studies (CDS) is to expand and improve services available to Delawareans with disabilities and their families, including: university education, community education, model programs, technical assistance, program evaluation, research and dissemination of disability-related information.

Why do you need this information?

Increase your knowledge about programs, services, and research related to disabilities.

Who do you need to make contact with?

An agency staff member.

Freedom Center for Independent Living

400 North Broad Street
Middletown, DE 19709
(302) 376-4399
(302) 449-1487 TTY
(866) OUR-FCIL
www.fcilde.org

What information do you ask for?

Freedom Center is a nonprofit organization created by and for people with disabilities. A resource and advocacy organization, Freedom Center promotes independent living and equal access for people with all types of disabilities of any age.

Why do you need this information?

The Freedom Center for Independent Living provides core services in advocacy, information and referral, independent living skills, and peer support.

Who do you need to make contact with?

An independent living specialist.

Governor's Advisory Council for Exceptional Citizens (GACEC)

George V. Massey Station
516 W. Lookerman Street
Dover, DE 19904

(302) 739-4553
<http://denver.state.de.us.gov/gacecweb.nsf>

What information do you ask for?

GACEC is a volunteer Council with formal appointments by the Governor. The Council holds scheduled meetings to review regulations, policy, and laws that affect children and adults with disabilities. Its meetings are open to the public.

Why do you need this information?

The Council serves as the State Advisory Panel for the Individuals with Disabilities Education Act (IDEA) and as a general advocacy group for all state disability issues.

Who do you need to make contact with?

An agency staff member.

Independent Resources, Inc. (IRI)

Two Fox Point Centre
6 Denny Road, Suite 101
Wilmington, DE 19809
(302) 765-0191
(302) 765-0194 TTY/VP

32 W. Lookerman Street, Suite 104
Dover, DE 19904
(302) 735-4599
(302) 735-5629 TTY
(302) 333-3333 VP

31038 County Gardens Blvd.
Suite D-4
Dagsboro, DE 19939
(302) 732-9500
(302) 732-9562 TTY
(302) 854-9331 VP

(866) 603-6292

www.iri-de.org

What information do you ask for?

Evaluation and guidance to develop an independent living plan, training in homemaking skills, financial management, and information on the ADA, technical assistance, and training.

Why do you need this information?

Independent Resources, Inc. (IRI) provides services in independent living, advocacy, information and referral, outreach, and community education.

Who do you need to make contact with?

An agency staff member in your local area.

State Council for Person with Disabilities (SCPD)

410 Federal Street
Dover, DE 19901
(302) 739-3620 or (302) 739-3621
(302) 739-3699 TTY/TDD
<http://scpd.delaware.gov>

What information do you ask for?

The mission of the State Council for Persons with Disabilities is to unite, in one Council, disability advocates and State agency policy makers to ensure that individuals with disabilities are empowered to become fully integrated within the community. Laws, policies, and regulations, either proposed or passed, that are pertinent to Delaware's disabilities community.

Why do you need this information?

This information is important because laws, policies, and regulations outline the services and supports that are available to people with disabilities. SCPD is mandated by state law to monitor these programs and assure they are meeting the community's needs.

Who do you need to make contact with?

The Program Administrator.

Transportation

Transportation services in Delaware are provided through public and private agencies. DART provides public transportation services through accessible fixed route and Paratransit buses. The listing below includes information on both DART services.

DART First State

119 Lower Beech Street, Suite 100
Wilmington, DE 19805-4440
1-800-355-8080 or 1-800-553-3278
1-800-252-1600 TTY
www.dartfirststate.com

What information do you ask for?

Information on schedules, routes, and accessibility of the fixed route system. Eligibility information and process for Paratransit services.

Why do you need this information?

Many fixed route buses now have features to make riding easier for people with disabilities, including wheelchair lifts, kneeling features, large designation signage, low floor buses, and bus stop voice announcements. DART Paratransit Eligibility, in accordance with the Americans with Disabilities Act, is determined based upon a review of the individual's ability to independently navigate the fixed route system, as well as the accessibility of route and stops to meet that individual's transportation needs.

Who do you need to make contact with?

A customer service representative.

Connecting the Dots is distributed by the Center for Disabilities Studies at the University of Delaware. For more information, call 302.831.6974 or visit www.udel.edu/cds.