



Day Ministries 2008

INTRODUCTION:

Most homeless people encounter Friendship House for the first time at one of its various day ministries. These ministries include:

- Men's Day Center (Wilmington)
- Women's Day Center (Wilmington)
- Newark Empowerment Center (Newark)
- Sunday Breakfast Program (Wilmington)
- Winter Sanctuary Program (Wilmington & Newark)

An open door when most others are closed, these Friendship House ministries offer the homeless daytime sanctuary and vital survival services. As a referral and screening source for more than twenty-five churches, the three day centers are a life line for individuals and families at risk of losing their housing. They also serve as empowerment centers where motivated homeless clients receive the professional case-management, the communal support and the financial resources that they require to rebuild their lives. In 2008, the Friendship House Day Ministries saw more than 4,700 individuals and families.

MEN'S DAY CENTER:

Staff: Marc Marcus, Mike Williams
Location: 226 N. Walnut Street, Wilmington
Hours: 6:00 A.M. – 3:00 P.M. (Weekdays)

The Men's Day Center is part of the network of homeless ministries housed at Old Asbury United Methodist Church. Its principal services include an early morning coffee hour (6:00–8:00 A.M.), the *Home Base Program* (mailing address, phone service, locker & savings bank), a consultation & referral service, A.A. and N.A. meetings and the *New Job Program* (I.D., resume, online job searches, bus tickets, lunches, work clothing, equipment, starter jobs, short-term transitional housing). It also screens and interviews referrals from churches for financial assistance.

2008 Statistics:

<i>Unduplicated Clients</i>		<i>New Clients</i>		<i>Prison Ministry Clients</i>		<i>Deaths</i>	
2,451		919		991		32	
<i>Service Contacts</i>	<i>Early Morning Hospitality</i>	<i>Home Base Program</i>	<i>Identification</i>	<i>Bus tickets</i>	<i>Clothing</i>		
297, 658	26,559 client contacts	69,753 client contacts	828 clients served	5,348 tickets provided	923 clients served		

The Men’s Day Center routinely sees 120 clients before 8:00 AM. While the number of unduplicated clients in 2008 (2,451) rose only 7% from last year (2,287); the number of new contacts increased by 16% from 792 to 919. In 2008, one in every three clients served was new to Friendship House and homelessness in Delaware. In 2008, the majority of these newly homeless clients had lost their jobs due to the current recession. More than ever, the primary causes of homelessness are economic. People relying on unemployment insurance, part-time jobs, social security or disability checks simply cannot afford the current cost of housing in Delaware.

Besides the lack of decent paying jobs, the reacquisition of one’s legal identification papers remains the single greatest impediment to recovery. Inmates being released from prison, migrant workers relocating from other states, people evicted from their homes, victims of robberies, runaways and throwaways all share a common dilemma – they cannot prove that they are who they say they are. They lack birth certificates or passports, social security cards or driver’s licences. Without the proper documentation, they can do nothing. In 2008 Friendship House spent nearly \$16,000 and countless staff hours helping homeless clients re-establish their identity as a functioning member of society.

WOMEN’S DAY CENTER:

Staff: Genell Walls, Pam Ray, Lu Johnston, Marcy Perkins

Location: 720 N. Orange Street, Wilmington

Hours: 7:30 AM – 2:30 PM (Weekdays)

Located in the basement of the Episcopal Church of Sts. Andrew and Matthew, the Women’s Day Center serves nearly sixty clients daily. For the first hour each morning, the clients are primarily chronically homeless women who have spent the night on the streets. They are usually seeking sanctuary from the elements and a hot shower. Later, other women will stop in to use the phone, check their messages and peruse the center’s newspapers for jobs and housing possibilities. At least one or two women each day will be coming to the center for the first time. Usually it is their first time being homeless in New Castle County.

Bus tickets are available for clients with verified appointments, job interviews, or needing to complete tasks relating to their recovery strategy (e.g. obtaining their birth certificates or state ID) Referrals to food closets, bi-monthly clothing distributions, and access to personal hygiene items are other important day center services. Even during summer, the search for emergency shelter is always intense.

2008 Statistics:

<i>Unduplicated Households</i>	<i>Unduplicated Individuals</i>	<i>New Households</i>	<i>Deaths</i>
1,401	2,484	538	5

<i>Service Contacts</i>	<i>Hospitality</i>	<i>Identification</i>	<i>Bus Tickets</i>
71,297	10,413 clients	436	430

In 2008, the Women’s Center’s service contacts rose nearly 17%. Emergency shelter and

I.D. remain the greatest needs. The Women’s Center staff continues its collaborative ministries with Jesus House, the Christiana Care Women First Program and the Department of Corrections. The Day Center staff is blessed with a team of faithful volunteers who provide at least one volunteer support person, whenever the center is open.

NEWARK EMPOWERMENT CENTER:

Staff: Marc Marcus, Mary Berlin
Location: 69 East Main Street, Newark
Hours: 1:00 – 4:00 PM (Monday, Tuesday, Thursday & Friday)

Now in its second year of operation, the Newark Empowerment Center serves the social service needs of homeless or about-to-become homeless people in the Greater Newark Area. To date, the Center has helped over 1,200 households. Open four afternoons a week at Newark United Methodist Church, the Empowerment Center is overseen by Marc Marcus, who is supported by a part-time staff person and a team of 45 church volunteers.

2008 Statistics:

<i>On Site Contacts</i>	<i>Unduplicated Clients</i>	<i>Unduplicated Households</i>	<i>Sex</i>
1,872	685	486	Male 297, Female 388

Services:

<i>Hospitality</i>	<i>Food</i>	<i>ID</i>	<i>Transportation</i>	<i>Prescriptions</i>	<i>Shelter</i>
1,755	235	37	487	19	278

76% of the clients served in 2008 (453) were not “shelterless.” Most had at least temporary housing. Nearly all, however, were at risk of becoming homeless in the near future. Two thirds of all NEC clients are at-risk housed families looking for financial assistance. In 2008, the NEC through its sponsoring churches assisted 306 at-risk households with \$31,915 in financial assistance to maintain their current housing. Of those families who received financial assistance, 94% ended 2008 still in their own homes. Another 147 households were assisted with food and clothing referrals as well as funds for transportation, medical needs and acquiring their vital documents.

Of the 15% of NEC clients who were in need of immediate shelter (140), many were seeking motel money and were reluctant to accept placement in a shelter, even when a bed was available. In all, 24 homeless clients were placed in emergency shelters in Wilmington and Elkton. Most of the other homeless clients continue to drift between Newark, Wilmington and Cecil County, MD – renting rooms when they can afford it, living in their cars, staying with family and friends, or getting churches to put them in a motel room for the night. An increasing number of these clients use the NEC as a home base from which they can make phone calls, get emergency food or hygiene products, acquire bus tickets for appointments and meet with staff and volunteers. Slowly, but surely, about half have entered into ongoing case management with Friendship House, either at Newark or in Wilmington.

Approximately 90% of the walk-in clients have been Delaware residents, mostly from

Newark. The other 10% have been predominantly people living right across the state line in Maryland. Some of these Maryland-based clients were housed, but referred by churches for rent or utility assistance; others were homeless clients living in their cars and looking for motel money.

OUTREACH MINISTRIES

Wilmington:

Nine of its sponsoring churches automatically refer clients to Friendship House for screening when clients call them for financial assistance with rent or utilities. Two or three other churches occasionally refer clients for screening.

Recognizing that they often do not have time or professional expertise to conduct thorough interviews for financial assistance, the church staff person in charge of outreach refers people seeking financial assistance to the Friendship House Men’s or Women’s Center. The church informs the appropriate Center of the client’s name and request. If the client contacts Friendship House, the staff schedule an appointment. During the interview with the client, a Friendship House case worker determines the cause of the financial emergency and the feasibility that assistance from the referring church will help to end the emergency. The case worker then calls the church to make a recommendation about assistance. The Day Centers get roughly three times as many referrals for women with children in need as they do for men.

2008 Wilmington Statistics:

	<i>Church Referrals</i>	<i>Appointments</i>	<i>Clients Assisted</i>
Women	310	235	169
Men	92	58	52
Totals	402	293	221

In 2008, the Wilmington Day Center assisted 221 at risk households with \$36,559. 97% of this assistance was for rent, heat and utilities. The dramatic rise in the number of church referrals to the Wilmington centers was mainly the result of the increased level of appeals to the churches as well as three new churches using Friendship House to screen the people coming to them for assistance.

Newark:

Eighteen Newark churches and synagogues regularly refer clients to the Newark Empowerment Center for financial counseling and screening. Roughly 75% of all clients coming to the Newark Empowerment Center are looking for financial assistance. Of these, roughly 45% are referred by one of the center’s sponsoring churches. The other 55% have either heard about the NEC Center from another client or from a Newark social service agency.

2008 Newark Statistics:

Clients	Church Referrals	Walk-Ins	Clients Assisted
Women	137	170	240
Men	82	64	66
Totals	219	234	306

SUNDAY BREAKFAST PROGRAM:

Staff: John Owens, Bill Perkins
Location: Episcopal Church of Sts. Andrew and Matthew, Wilmington
Hours: Sunday Morning (5:30 – 8:00 AM)

The Sunday Breakfast Program is Friendship House's oldest ministry. Presently, the Sunday Breakfast Program consists of fifteen churches who supply the required food and volunteers on a rotating basis. Pastry is donated weekly by Dunkin Donuts. Through the volunteers generosity and caring, 75 to 120 homeless men, women and children not only are fed a hot nourishing breakfast, but are also enabled to begin the Lord's Day of Rest in fellowship and dignity.

Sunday breakfast attendance in 2008 averaged about 110 people. Although the numbers for breakfast continue to climb, everyone still has plenty to eat. Although crowded, the parish hall is not over capacity and clients are not required to leave as soon as they have eaten. After each Sunday breakfast, guests and volunteers are invited to participate in an ecumenical chapel service hosted by parishioners of the Episcopal Church of Sts. Andrew and Matthew. More than ever, the Sunday Breakfast is an excellent introductory volunteer experience for people new to homeless ministry.

WINTER SANCTUARY PROGRAM:**Weekend Winter Sanctuary:**

Staff: Bill Perkins
Location: First & Central Presbyterian Church (Saturday 8:00 – 11:30 AM)
Trinity Episcopal Church (Sunday 8:00 AM – 3:00 PM)
West Presbyterian Church (Sunday 3:00 – 5:00 PM)

This 14th season of winter weekend hospitality saw an increase in the number of homeless men and women seeking sanctuary at the various hospitality centers. Saturday morning hospitality at First & Central averaged 85 homeless guests. Each Sunday from 8:00 AM to 3:00 PM, Trinity Episcopal Church allowed Friendship House to host more than 70 persons in the church's A.A. meeting room. Late afternoon sanctuary at West Presbyterian Church averaged nearly 60 homeless clients per Sunday.

Although the majority of the weekend clients remain homeless street men, there was a significant increase in the number weekend women clients. Besides providing sanctuary from the elements and a hot cup of coffee, the church volunteers, who have made a monthly commitment to the ministry, create a communal presence that gives folks the sense of being welcomed by the church and not simply being given sanctuary in a church.

Code Purple Sanctuary:

Staff: Bill Perkins (Wilmington), Marc Marcus (Newark)

**Location: Wilmington – Episcopal Church of Sts. Andrew & Matthew
Old Asbury United Methodist Church**

**Newark – Newark United Methodist Church
Newark United Church of Christ
Calvary Baptist Church
Holy Family Roman Catholic Church
Unitarian Universalist Fellowship of Newark**

This winter Friendship House again expanded its night-time sanctuary program to include “*Code Purple*” night sanctuary in Wilmington and Newark. In Delaware, *Code Purple* weather is understood to be whenever the night-time wind chill factor falls below 15 degrees Fahrenheit. While every winter night is a hardship for those without proper clothing, shelter and warmth, there are at least a dozen times each winter when the weather is so severe that extended exposure to the elements will prove deadly. On such nights the typical survival strategies of those homeless men and women who refuse to stay in emergency shelters prove inadequate and people die.

On *Code Purple* nights in Wilmington, Friendship House offered emergency sanctuary to the chronically homeless at the Episcopal Church of Sts. Andrew and Matthew. The shelter was opened 3:00 P.M. (after the FH Day center closed for the day) and closed at 9:00 P.M. (when the Salvation Army *Code Purple* night shelter opened for the night). Staffed by Bill Perkins and volunteers from Westminster Presbyterian Church, Immanuel, Highlands, Episcopal Church and the Episcopal Church of Sts. Andrew & Matthew, the evening sanctuary served about 60 – 80 chronically homeless men and women each evening. The volunteers provided soup and sandwiches; Friendship House provided the hot beverages, paper and cleaning products.

On such nights in Newark, Friendship House and a coalition of five Newark churches hosted the overnight sanctuary. Provided on a rotating basis, each church in its turn opened its doors from sunset to sunrise to those people who might otherwise freeze to death. A team of church volunteers offered hospitality to homeless guests in a church common room with access to bathrooms, a light evening meal, hot beverages and blankets. The goal was not to create an alternative shelter, but to keep people from freezing and convince them of the need to get into an emergency winter shelter within the next 24 hours. In the morning, guests were provided with a light breakfast and bus tickets, met with Marc Marcus to plan out their day, and were encouraged to seek emergency shelter through Friendship House in Wilmington.

During the winter of 2008–2009, Code Purple was declared on 28 nights. The Wilmington sanctuary served 393 unduplicated homeless clients and averaged 75 homeless guests per night. In Newark, Code Purple Sanctuary served 37 unduplicated clients and averaged 6 clients per night. More than one hundred fifty individuals and families from fifteen different faith communities volunteered at least one night each. The youngest volunteer was four years old; the oldest was eighty-two.