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## Day Ministries 2009

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### ***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)
- Financial Screening and Counseling for Church Referrals (Wilmington & 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 2009, the Friendship House Day Ministries saw more than 5,800 individuals and families.

### ***MEN'S DAY CENTER:***

**Staff:** Marc Marcus, Christopher Franson-Wright, Nathaniel Milton  
**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. Primary services included:

- Early Morning Hospitality: Sanctuary from the elements, rest rooms, hot beverages
- Home Base Program: Lockers, mailing address, phone lines & message service, fax & email address, clothing referrals, bus tickets for appointments, financial assistance for birth certificates & state ID, client savings program, 12 step support program
- Job Readiness Program: Online computer lab, job coaches, resume upgrades, bus tickets for work-related appointments, matching funds for work clothing and equipment, skills workshops, etc.
- Consultations & Referrals: Client intakes & case management, referrals to affiliated human service programs
- Financial Screening: Screening of at risk housed clients seeking financial assistance from affiliated churches

**2009 Statistics:**

<i>Unduplicated Clients</i>		<i>New Clients</i>		<i>Prison Ministry Clients</i>		<i>Deaths</i>
2,585		862		972		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>	
196,000	39,000 client contacts	95,000 client contacts	947 clients served	2,504 round trips provided	1,003 clients served	

Opening before sunrise, the Men’s Day Center routinely sees 120 homeless adults before the rest of world wakes up. In 2009, one in every three Men’s Day Center clients were new to Friendship House and homelessness in Delaware. 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 2009 Friendship House spent more than \$23,000 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 served nearly sixty clients daily in 2009. Primary services included:

- **Early Morning Hospitality:** Showers, rest room, hot beverages, sanctuary farom the elements
- **Home Base Program:** Mailing address, phone lines & message service, fax & email address, clothing & food referrals, bus tickets for appointments, financial assistance for birth certificates & state ID
- **Job Readiness Program:** Online computer lab, job coaches, resume upgrades, bus tickets for work-related appointments, matching funds for work clothing and equipment, skills workshops, etc.
- **Consultations & Referrals:** Client intakes & case management, referrals to affiliated human service programs
- **Financial Screening:** Screening of at risk housed clients seeking financial assistance from affiliated churches

**2009 Statistics:**

<i>Unduplicated Households</i>	<i>Unduplicated Individuals</i>	<i>New Households</i>	<i>Deaths</i>
2,097	2,355	585	5

<i>Service Contacts</i>	<i>Hospitality</i>	<i>Identification</i>	<i>Bus Tickets</i>
115,000	45,500 clients	631	1,251 round trips

In 2009, the Women’s Center’s service contacts rose 20%. 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, Pamela Bobbs  
**Location:** 69 East Main Street, Newark  
**Hours:** 1:00 – 4:00 PM (Weekdays)

Now in its third 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 weekday afternoons at Newark United Methodist Church, the Empowerment Center is overseen by Marc Marcus, who is supported by two part-time staff persons and a team of 45 church volunteers. Primary services included:

- **Hospitality:** Rest room, hot beverages, light meals, sanctuary from the elements
- **Home Base Program:** Mailing address, phone lines, clothing & food referrals, bus tickets for appointments, financial assistance for birth certificates & state ID
- **Consultations & Referrals:** Client intakes & case management, referrals to affiliated human service programs
- **Financial Screening:** Screening of at risk housed clients seeking financial assistance from affiliated churches

**2009 Statistics:**

<i>Unduplicated Clients</i>	<i>New Clients</i>	<i>Individuals vs. Families</i>	<i>Sex</i>
1,130	807	433 vs. 697	Male 400, Female 730

**Services:**

<i>Service Contacts</i>	<i>Hospitality</i>	<i>Food</i>	<i>ID</i>	<i>Transportation</i>
27,000	12,500	2,750	38	398

In 2009, the number of NEC clients increased 64% over 2008. 80% of the clients served in 2009 (904) were not “shelterless.” Most had at least temporary housing. Nearly all, however, were at risk of becoming homeless in the near future. transportation, medical needs and acquiring their vital documents.

Of the 20% of NEC clients who were in need of immediate shelter (226), many were seeking motel money and were reluctant to accept placement in a shelter, even when a bed was available. In all, 98 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:**

Thirteen 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.

**2009 Wilmington Statistics:**

	<i>Church Referrals</i>	<i>Appointments</i>	<i>Clients Assisted</i>
<b>Women</b>	477	398	346
<b>Men</b>	98	69	49
<b>Totals</b>	<b>575</b>	<b>467</b>	<b>395</b>

In 2009, the Wilmington Day Center assisted 395 at risk households with \$50,032. 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 because of the economic recession and the increase of churches using the Friendship House to screen those households requesting financial assistance.

**Newark:**

Eighteen Newark churches and synagogues regularly refer clients to the Newark Empowerment Center for financial counseling and screening. Roughly 80% of all clients coming to the Newark Empowerment Center are looking for financial assistance. Of these, roughly 30% are referred by one of the center's sponsoring churches. The other 70% have either heard about the NEC Center from another client or from a Newark social service agency. In 2009, the NEC assisted 357 at risk households with \$40,317 for utilities and housing.

**2009 Newark Statistics:**

<b>Clients</b>	<b>Church Referrals</b>	<b>Walk-Ins</b>	<b>Clients Assisted</b>
<b>Women</b>	86	195	281
<b>Men</b>	22	54	76
<b>Totals</b>	<b>108</b>	<b>249</b>	<b>357</b>

***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 seventeen 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 2009 averaged about 120 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:***

The winter of 2009 was the worst in a decade. Besides being abnormally cold, Delaware was hit by four major snow storms which shut down New Castle County for weeks at a time. These snow emergencies were especially hard on the chronically homeless who were denied access to the public places where they normally found daytime sanctuary. In an effort to fill this need, Friendship House extended the hours of operation at its day centers, its weekend sanctuary sites and its Code Purple shelters. On several occasions while blizzards raged outside, Friendship House kept its Code Purple shelters open for days at a time. All of this would have been impossible without the generosity of its winter sanctuary host churches and the devotions of its staff and volunteers.

### **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)

This 14<sup>th</sup> 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 95 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.

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

For the past three winters Friendship House has 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 20 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, the Episcopal Church and the Episcopal Church of Sts. Andrew & Matthew, Red Clay Creek Presbyterian Church, Cornerstone United Methodist Church, Redeemed Christian Church of God Abundant Life Center, St. Andrew’s School and the Wilmington Rotary, the evening sanctuary served 80 – 100 chronically homeless men and women each evening. The volunteers provided soup and sandwiches; Friendship House provided the hot beverages, paper and cleaning products.

On *Code Purple* nights in Newark, Friendship House and a coalition of eight Newark faith communities offered emergency sanctuary from dusk to dawn. Five local churches served as the host site on a rotating basis. Team of volunteers from local faith communities and community organizations 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 36 nights in Wilmington and 28 nights in Newark. The Wilmington sanctuary served 557 unduplicated homeless clients and averaged 97 homeless guests per night. In Newark, *Code Purple* Sanctuary served 45 unduplicated clients and averaged 8 clients per night. More than 250 individuals and families from fifteen different faith communities volunteered at least one night in either Wilmington or Newark.