



Day Ministries 2010

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 2010, the Friendship House Day Ministries saw nearly 5,300 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

2010 Statistics:

<i>Unduplicated Clients</i>		<i>New Clients</i>		<i>Prison Ministry Clients</i>		<i>Deaths</i>	
2,490		740		1,075		30	
<i>Service Contacts</i>	<i>Early Morning Hospitality</i>	<i>Home Base Program</i>	<i>Identification</i>	<i>Bus tickets</i>	<i>Clothing</i>		
195,000	33,500 client contacts	77,700 client contacts	659 clients served	2,450 round trips provided	948 clients served		

Average Daily Attendance: 145 (125 morning/20 afternoon)

In 2010, the number of day centers for the homeless in Wilmington doubled (from two to four). This provided homeless clients with both extended service hours and more program options. While the total number of unduplicated clients accessing the Friendship House Men’s and Women’s Center did drop slightly in 2010 (4%), the impact of these new centers was more apparent at the program service level. For example, the number of chronically homeless clients seeking early morning sanctuary from elements (6:00 – 9:00 AM) remained very high, especially during the winter months. By 9:00 AM each day, however, 90% of these homeless clients moved on to those day centers with more recreational activities. This daily exodus freed the staffs at both Wilmington Day Centers to provide more attention and services to the remaining more program-oriented clients. 2010 saw a dramatic increase in the number of day center clients enrolled in the Job Readiness Program with its online computer labs, volunteer job coaches and individual case management. This year the Men’s Day Center was also able to expand its addiction recovery ministry to include weekly Step workshops and private pastoral counseling.

WOMEN’S DAY CENTER:

Staff: Pam Ray, Genell Walls, Lu Johnston

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 from 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

2010 Statistics:

<i>Unduplicated Households</i>	<i>Unduplicated Individuals</i>	<i>New Households</i>	<i>Deaths</i>
1,529	1,960	541	6

<i>Service Contacts</i>	<i>Hospitality</i>	<i>Identification</i>	<i>Bus Tickets</i>
88,500	32,500 clients	496	850 round trips

Average Daily Attendance: 65 (50 morning/15 afternoon)

Located within a few blocks of the two newly opened homeless day centers, the Friendship House Women’s Day Center was more affected than the Men’s Center by these new programs. The presence of three homeless centers in such close proximity both attracted and concentrated the population of chronically homeless women from throughout New Castle County. In 2010 The Women Day Center saw a 100% increase in the number of street women coming for early morning hospitality and showers. Most of these new clients were partnered with male companions and chose to stay outside rather than seek admission to a women’s emergency shelter. Because the Women’s Day Center is gender-specific, the majority of these female clients would daily grab a shower and a cup of coffee, check their mail, make a phone call and then return to those homeless day centers that admitted both men and women. After this daily early morning rush, the Women’s Day Center typically spent the rest of the day focusing on those program-oriented clients looking to change their situation by changing their lives. Enrollment in the Job Readiness Program, Computer Literacy and GED Tutoring were all way up this year. The efforts of the Center’s staff is ably complemented by a team of nearly twenty dedicated volunteers.

NEWARK EMPOWERMENT CENTER:

Staff: Marc Marcus, Mary Berlin
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 nearly 2,800 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

2010 Statistics:

<i>Unduplicated Clients</i>	<i>New Clients</i>	<i>Individuals vs. Families</i>	<i>Sex</i>
821	583	280 vs. 541	Male 354, Female 467

<i>Service Contacts</i>	<i>Hospitality</i>	<i>Food</i>	<i>ID</i>	<i>Transportation</i>
23,400	4,680	2,800	43	488

Average Daily Attendance: 18

When the Center opened its doors in March 2007, no one could have foreseen the devastating economic recession on the horizon. The program’s planers anticipated servicing a relatively small population of chronically homeless adults and screening referrals for financial assistance from our sponsoring churches and synagogues. Instead, the NEC has served nearly 2,800 homeless or at risk households from the greater Newark area in just two and a half years of operations. Very few would have been considered “street people”; many were not even physically without shelter on the day that they came for help. They were the elderly, unable to keep up with skyrocketing utility bills on a fixed income. They were families whose breadwinners had lost good paying jobs and were now trying to survive on either unemployment benefits or part-time hours at a minimum wage job. They were women with small children who were “doubled up” with friends or family, sleeping wherever they could find a bed. They were relatives, neighbors, co-workers, and fellow worshipers.

To complement its consultation/referral and financial assistance services to these at risk clients, the NEC in 2010 added an online computer lab through which clients can apply for jobs and access other human service resources. Kathy Graham, the Friendship House Job Readiness Volunteer Coordinator, is also recruiting and training volunteer job coaches and mentors to assist these NEC clients in their endeavors.

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. **In 2010, Wilmington Outreach assisted 203 at risk households with \$23,270 in financial assistance to rent and utilities.**

2010 Wilmington Statistics:

	<i>Church Referrals</i>	<i>Appointments</i>	<i>Clients Assisted</i>
Women	374	247	181
Men	97	71	22
Totals	471	318	203

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 2010, the NEC assisted 245 at risk households with \$ 23,726 for utilities and housing.**

2010 Newark Statistics:

Clients	Church Referrals	Walk-Ins	Clients Assisted
Women	76	327	166
Men	19	96	79
Totals	95	423	245

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, 90 to 140 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 2010 averaged about 135 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)

The winter of 2010 is turning out to be as bad as last year. In the last year, several other homeless agencies have opened day centers that also offer weekend hospitality. Although this initially resulted in lower attendance at the Friendship House weekend sanctuary centers, recent weekends have seen numbers in the 70's on Saturday and in the 30's on Sundays.

Code Purple Sanctuary:

Staff: Bill Perkins (Wilmington), Marc Marcus (Newark)
Location: Wilmington – Episcopal Church of Sts. Andrew & Matthew

Newark – Newark United Methodist Church
Newark United Church of Christ
Calvary Baptist Church
Holy Family Roman Catholic Church
Unitarian Universalist Fellowship of Newark
St Thomas Episcopal Church
First Presbyterian Church of Newark
St. Paul's Evangelical Lutheran Church

For the past four 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 temperature 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 offers emergency sanctuary to the chronically homeless at the Episcopal Church of Sts. Andrew and Matthew. The shelter was opened at 3:30 P.M. (after the FH Day center closed for the day) and closed at 8:30 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, St. Andrew’s School and the Wilmington Rotary, the evening sanctuary serves 80 – 110 chronically homeless men and women each evening. The volunteers provide soup and sandwiches; Friendship House provides the hot beverages, paper and cleaning products.

During the winter of 2010 – 2011 there were fewer *Code Purple* nights in Wilmington than in Newark. This is the result of several factors: (1.) The Salvation Army, not Friendship House, decides when to call *Code Purple* in Wilmington; (2.) In December and January, the Connections Day Center began staying open from dusk to dawn; (3.) On certain nights, the auditorium at Sts. Andrew & Matthew was not available. In all, Friendship House has offered *Code Purple* sanctuary twenty-seven nights this winter in Wilmington.

On *Code Purple* nights in Newark, Friendship House and a coalition of ten Newark faith communities offer emergency sanctuary from dusk to dawn. Nine local churches serve as the host site on a rotating basis. From 6:00 PM to 6:00 AM on *Code Purple* nights, teams of volunteers from local faith communities and community organizations offer 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 are provided with a light breakfast and bus tickets, meet with Marc Marcus to plan out their day, and are encouraged to seek emergency shelter through Friendship House in Wilmington. In all, Friendship House offered *Code Purple* sanctuary thirty-one nights this winter in Newark.