



Day Ministries 2007

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 also 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 2007, the Friendship House Day Ministries saw nearly 4,000 individuals and families.

MEN'S DAY CENTER:

Staff : Marc Marcus, Bill Perkins, Mike Williams
Location: 226 N. Walnut Street /Wilmington
Hours: 6:00 AM – 3:00 PM (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, bus tickets, lunches, work clothing, equipment, starter jobs, workers' shelter). It also screens and interviews referrals from churches for financial assistance.

2007 Statistics:

<i>Unduplicated Clients</i>		<i>New Clients</i>		<i>Prison Ministry Clients</i>	<i>Deaths</i>
2,287		792		827	24
<i>Service Contacts</i>	<i>Early Morning Hospitality</i>	<i>Home Base Program</i>	<i>Identification</i>	<i>Bus tickets</i>	<i>Clothing</i>

329,076	29,039 clients served	73,137 clients served	824 clients served	7,125 tickets provided	831 clients served
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The Men’s Day Center continues to be very busy. While the number of unduplicated clients in 2007 (2,287) is down slightly from last year (2,315), the number of new contacts rose 9% from 735 to 792. The volume of traffic and service contacts was also up nearly 10%. The center is routinely seeing 120 clients for early morning hospitality. Each day of operations, it is processing at least four clients, new to Friendship House and homelessness in Delaware.

More than ever, lack of identification 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. Friendship House spent \$14,000 and countless staff hours helping homeless clients re-establish their identity as a functional member of society.

WOMEN 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 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 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.

Interview tickets can be used for verified job interviews. Regular bus tickets are also available for clients needing to obtain birth certificates, ID, etc. Referrals to food closets, bi-monthly clothing give-away’s, and access to personal hygiene items are other important day center services. Even during summer, the search for emergency shelter is always intense.

2007 Statistics:

Unduplicated Households	Unduplicated Individuals	New Clients	Deaths
1,164	1,428	557	5

Service Contacts	Hospitality	Identification	Bus Tickets
61,006	10,413 clients	548	470

In 2007, the Women’s Center’s service contacts rose nearly 11%. Emergency shelter and

I.D. remain the greatest needs. The Center staff continues its collaborative ministries with Jesus House, the Christiana Care Women First Program and the Dept. of Corrections.

In September, the Women’s Day Center adjusted its daily schedule, opening a hour earlier in the morning to offer sanctuary and showers to the small, but constant group of chronically homeless women who fall through the cracks of Delaware’s emergency shelter network.

The Day Center staff is blessed with a team of faithful volunteers who provide at least one

Wilmington Rotary - Friendship House Partnership

In 2007, Wilmington Rotary and Friendship House partnered to create two new employments technology centers at the Men's and Women's Day Centers. These new computer labs will help Friendship House clients make the transition to the digital employment application process which most companies are now adopting. In the last six months, the Rotary has raised \$40,000 in pledges from its members. In addition, more than 100 Wilmington Rotarians volunteered at least 4 hours of service at one of

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 (Weekdays)

In March, 2007 Friendship House began operating a part-time field office in Newark. Sponsored and funded by eighteen Newark congregations, the Newark Empowerment Center is a one year pilot project designed to determine the social service needs of homeless or about-to-become homeless people in the Greater Newark Area. Open four afternoons a week at Newark United Methodist Church, the Empowerment Center is staffed by Marc Marcus, who is supported by a team of 67 church volunteers.

2007 Statistics:

On Site Contacts	Unduplicated Clients	Unduplicated Households	Sex	
981	383	312	Male	140
			Female	243

Services:

Hospitality	Food	ID	Transportation	Prescriptions	Shelter
898	87	62	597	15	120

Although the majority of NEC clients are church referrals looking for financial assistance, a number of locally homeless clients have also started to use the center as a home base, coming in to make phone calls, get go bags and consult with staff.

80% of the clients have not been “shelterless”. Most had at least temporary housing. Nearly all, however, were at risk of becoming homeless in the near future. Of the 20% who were in need of immediate shelter, most wanted motel money and were not willing to go into a shelter, even when one was available. 15% of the clients are in ongoing case management with Friendship House, either at Newark or in Wilmington. At least 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 have been housed in need of rent or utility assistance; others were living in their cars and looking for motel money.

OUTREACH MINISTRIES

Wilmington:

Seven of its sponsoring churches automatically refer clients to Friendship House for screening when the clients call for financial assistance with rent or utilities. Two or three other churches occasionally refer clients for screening. The church staff recognize that they often do not have time or professional expertise to conduct thorough interviews for financial assistance. As an alternative, they do an initial screening over the telephone and if it seems appropriate, they ask the client to call the Men’s or Women’s Center. The church calls the appropriate Center with the client’s name and, if the client calls, the staff schedules 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.

2007 Statistics:

	Church Referrals	Appointments	Clients Assisted
Women	211	126	92
Men	81	67	54
Totals	292	193	144

The dramatic rise in the number of church referrals to the Wilmington centers was mainly the result of Westminster Presbyterian Church’s increased use of this service in 2007.

B. Outreach Ministry (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 referrals looking for financial assistance. Of these, roughly 60% are referred

by one the center's sponsoring churches. The remaining 40% have either heard about the NEC Center from another client or from a Newark social service agency. Of these clients, 180 were seeking financial assistance to maintain their current housing.

2007 Statistics:

Clients	Church Referrals	Made Appointments	Clients Assisted
Women	129	98	51
Men	51	26	25
Totals	180	124	76

SUNDAY BREAKFAST PROGRAM:

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

The Sunday Breakfast Program is one of Friendship House's original ministries. Presently, the Sunday Breakfast Program consists of thirteen churches who supply the required food and volunteers on a rotating basis. Pastry is donated weekly by Dunkin Donuts. Through their generosity and caring, seventy-five to one hundred twenty 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 2007 averaged about one hundred ten 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 13th season of winter weekend hospitality has seen an increase in the volume of homeless men and women seeking sanctuary at the various hospitality centers and an expansion of the sanctuary network to late afternoons on Sunday. Saturday morning hospitality at First & Central averages 70

homeless guests. Each Sunday from 8:00 AM to 3:00 PM, Trinity Episcopal Church allows Friendship House to host more than 85 persons in the church's A.A. meeting room. Last winter Friendship House was able to extend its Sunday hours by adding late afternoon sanctuary at West Presbyterian Church. With West Presbyterian Church, Concord Presbyterian Church, the Wilmington Rotary and Eastpoint Community Church providing volunteers and supplies, this new weekend ministry averages nearly 60 homeless clients per Sunday.

The vast majority of the weekend clients are homeless street men with nowhere else to go. Besides offering 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:

This winter Friendship House expanded its night-time sanctuary program to include "Code Purple night sanctuary in Wilmington and Newark. 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. In Delaware, such severe weather is defined as when the wind chill factor falls below 15 degrees Fahrenheit.

On such nights in Wilmington, Friendship House now offers emergency sanctuary to the chronically homeless at the Episcopal Church of Sts. Andrew and Matthew. The shelter is open from 4:00 PM (when the FH Day center closes) to 9:00 PM (when the Salvation Army *Code Purple* night shelter opens). Staffed by volunteers from Westminster Presbyterian Church, the Wilmington Rotary and Sts. Andrew & Matthew, the evening sanctuary serves about 50 – 75 chronically homeless men and women each evening that it has been open. The volunteers provide the soup and bread; Friendship House provides the hot beverages, paper and cleaning products. Friendship House also supervises and coordinates the program, providing volunteer training, on-call staff support and a paid part-time admissions person.

On Such nights in Newark, Friendship House and a coalition of five Newark churches are hosting the overnight sanctuary. Provided on a rotating basis, each church in its turn opens its doors from sunset to sunrise to those people who might otherwise freeze to death. A team of church volunteers hosts homeless guests in a church common room with access to bathrooms, a light evening meal, hot beverages and blankets. The goal is 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, meet with a Friendship House case manager, are encouraged to seek emergency shelter through Friendship House in Wilmington and are provided transportation.

Although this winter has so far been relatively mild, there have still been seven *Code Purple* nights. The Wilmington sanctuary has already served 138 unduplicated homeless clients. The lowest was 35 on January 3rd (check day). The highest was 86 on January 20th. In Newark, the new sanctuary ministry took longer to become known. The first nights saw only one or two people in need. The last four nights saw an average of 5 people, including a 70 year old woman and a 4 year old child.

