

Delaware County's No Wrong Door

Overview

Delaware County's No Wrong Door is a collaborative effort by County Council, Social Services and Community Programs to provide residents with a centralized and coordinated process to streamline access to our programs and service providers.

This approach strengthens our communities and allows residents to evaluate available options and make informed decisions about accessing supportive services.

When we link our residents to Social Services and Community Programs such as food, shelter, treatment, early intervention, and subsidized childcare, we are increasing their resiliency and decreasing their risk of becoming unhoused, addicted, ill, and entering poverty or the criminal justice system.

County Offices of Services for the Aging (COSA)- is the Department of County Government responsible for planning, coordinating, and administering programs and services for the County's population 60 and older. COSA's goal is to enable senior citizens to maintain their independence and dignity, remain in their own homes and communities with appropriate support services, and to deter or prevent unnecessary institutionalization. Special emphasis is placed on serving those who are frail, living alone and are functionally disabled or otherwise in social or economic need.

County Offices of Services for the Aging- 610-490-1300 or 800-416-4504

Adult Protective Services- 610-490-1300 or 800-416-4504

Delaware County Libraries (DCL)- Delaware County Libraries is a federated system comprised of 26 member libraries located in the western suburbs of Philadelphia, PA. As an agency of County government, our goal is to optimize library service to the citizens of Delaware County through cooperative efforts. An Administrative Headquarters provides support to the member libraries. All member libraries remain independent and set their own policies and procedures.

Delaware County Libraries- 610-891-8622

Department of Military and Veterans' Affairs (DMVA)- is honored to serve veterans and their families with dignity, respect, and a commitment to excellence. They help to increase awareness of all benefits for Delaware County veterans and their dependents; Provide the best advice and assistance in obtaining benefits for veterans and their dependents; Act as an Advocate for veterans and their families so they receive all the benefits to which they are entitled.

Department of Military and Veterans' Affairs- 610-891-4646

Office of Adult and Family Services (AFS)- oversees a wide range of services and programs to adults and families in Delaware County. These services and programs are delivered by a pool of provider agencies who have many years of experience working within their respective fields. Through contract agreements with providers, Adult and Family Services programs are designed to help determine the best level of care and referrals that are needed to stabilize and support people in Delaware County. These include Community-wide coordination of Homeless Services via The Homeless Service Coalition (HSC); Services that fall under the Continuum of Care (CoC) for homeless programs; Homeless prevention programs; Emergency shelter and permanent housing programs; Food assistance programs (food pantries); Medical Assistance Transportation Program (MATP); HIV/AIDS housing and services; Delaware County Family Center.

Homeless Outreach- 267-671-4357

Coordinated Entry Assessment Sites:

Community Action Agency: 1414 Meetinghouse Rd., Boothwyn

Mon. to Fri., 8:00 AM – 3:00 PM; hours may vary (610) 874-8451

Community Action Agency: 7408 West Chester Pk., Upper Darby

Mon. to Fri., 9:00 AM – 4:00 PM; hours may vary (610) 947-0693

Horizon House: Phone assessments, call (610) 328-1306, x31131

Mon. to Fri., 9:00 AM – 4:00 PM; hours may vary

Salvation Army: 151 West 15th St., Chester (610) 874-0423

Mon. to Fri., 9:00 AM – 4:00 PM; hours may vary

Mobile Assessments: Horizon House, Inc. (610) 328-1306, x31131

Office of Children and Youth Services (CYS)- provides for the immediate safety and protection of children, to keep children with their own families whenever possible, to provide temporary, substitute care for children when necessary and to reunite children with their families as quickly as possible after placement. In all cases CYS provides case management, counseling, and related supportive services to abused and/or neglected children from birth up to age 18, and their families. We work directly with children and families in times of crisis while keeping with the agency's mission/goals. The agency offers services to stabilize and offers rehabilitative services to reunite the family.

Office of Children & Youth Services- 800-416-4511

After Hours 610-892-8400

ChildLine- 800-932-0313

Office of Drug & Alcohol (D & A)- also referred to as the Single County Authority, is an administrative office that oversees the delivery of treatment and prevention services in Delaware County. The Division of Drug and Alcohol Programs provides funding for prevention, intervention, and treatment services (including inpatient and outpatient levels of care) to all eligible Delaware County children, adults, and families.

Keystone Center- Assessment- 610-876-9000 / 24/7 Mon- Fri

MVP Recovery- Assessment- 855-687-2412 / 7am-3pm Mon- Fri

Merakey- Assessment- 610-537-1765 / 8:30am-1pm Mon- Fri

American Treatment Network- Assessment- 877-286-5115 /

8am-8pm Mon- Fri

Office of Early Intervention (EI)- provides evidence-based coaching supports & services to infants/toddlers (birth to age 3) and their families when children are experiencing a developmental delay or have a diagnosis that results in developmental delay.

The support and services are at no cost to eligible infants, toddlers, and their families. The Office of Early Intervention is part of a statewide Early Intervention system under the direction of the State Bureau of Early Intervention, Office of Child Development and Early Learning.

Office of Early Intervention- 610-713-2406

Office of Housing and Community Development (OHCD)- The mission of the Office of Housing and Community Development is to promote sound housing and community development in Delaware County with the use of federal, state, and local resources.

OHCD is responsible for the planning, administration, and oversight of three federal programs: the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME) and Emergency Solutions Grants (ESG) Programs.

The office is also charged with oversight of state initiatives funded through the Pennsylvania Department of Community and Economic Development and County initiatives, as funds become available.

Office of Housing & Community Development- 610-891-5425

Office of Intellectual and Developmental Disabilities (OIDD)- serves all eligible individuals with intellectual and developmental disabilities, and/or autism spectrum disorder who live in Delaware County. Our goal is to improve the lives of people with disabilities. The Delaware County Administrative Entity monitors all service providers and Supports Coordination Organizations serving residents of Delaware County to ensure that they follow Pennsylvania Office of Developmental Programs guidelines. Administrative Entity functions include intake and eligibility determination, provider relations, service authorization, systems coordination, quality management, incident management, and eligibility for and coordination of funding sources. The Delaware County Supports

Coordination Organization provides case management services that connect individuals and families to community resources, both paid and unpaid, to provide them with the opportunity to have a self-determined, meaningful lifestyle.

Office of Intellectual and Developmental Disabilities- 610-713-2400

Office of Mental Health (MH)- Mental Health is an administrative office within the Delaware County Department of Human Services. This office assures appropriate services are available for children, adolescents and adults who experience mental health challenges. We contract with agencies who provide an array of services and resources which are focused on the principles of recovery, resiliency, and self-determination. These include Psychiatric Rehabilitation, Outpatient Treatment, Case Management, Residential Support Services, Acute Inpatient Treatment, Crisis, and Peer Support Services, Community-Based services, In-Home Based services, School-Based Services, Partial Hospitalization, Mobile Crisis, and Crisis Center.

Delaware County Mobile Crisis Services- 855-889-7827

To better assist our residents with accessing our services, we have a dedicated No Wrong Door phone number where residents can call to inquire about services or receive assistance in being linked to our programs. Please call 610-713-2115 Monday- Friday between the hours of 8:30am- 4:30pm or via email at NoWrongDoor@delcohsa.org

We are currently available to provide a stadium folder that contains our brochures to be displayed in our county offices, libraries, schools, and our community partners to increase awareness of our services and programs. If you would like to schedule a brief meeting with us to drop off a stadium folder and provide an overview of our services, we would be happy to be to do so. Please contact us at 610-713-2115 Monday- Friday between the hours of 8:30am- 4:30pm or via email at NoWrongDoor@delcohsa.org