

Delaware Department of Services for
Children, Youth & Their Families

Division *of* Family Services

*Information • Services
Staff • Site Locations*



Welcome to the Division of Family Services (DFS). Since 1875, state agencies have been working to provide protective services to Delaware's children. With the creation of the modern Department of Services for Children, Youth and Their Families in 1983, the Division of Family Services has continued this work. The purpose of this brochure is to provide you with useful information about our services, staff, and site locations.



Services - Investigation and treatment of child abuse and neglect, foster care, adoption, independent living, child care licensing.

Staff - Over 300 dedicated personnel with the responsibility to protect children, work with them to gain a positive sense of self and to achieve their potential and to provide families with support and linkages to resources that will enable all family members to effect their responsibilities and maintain their dignity.

Sites - nine statewide offices located in all 3 Counties

DFS is one of four Divisions within the Department of Services for Children, Youth and Their Families. The other three Divisions are: Child Mental Health, Management Support Services and Youth Rehabilitative Services.

Mission

*To promote the well-being and safety of children and their families through **prevention, protection, and permanency.***

Vision

Think of the Child First!

Delaware Laws

The Division of Family Services' child abuse and neglect work is grounded in Delaware Law as outlined in the Child Abuse Prevention Act of 1997 which became effective on July 17, 1997. (16 Del.C. § Chapter 9)

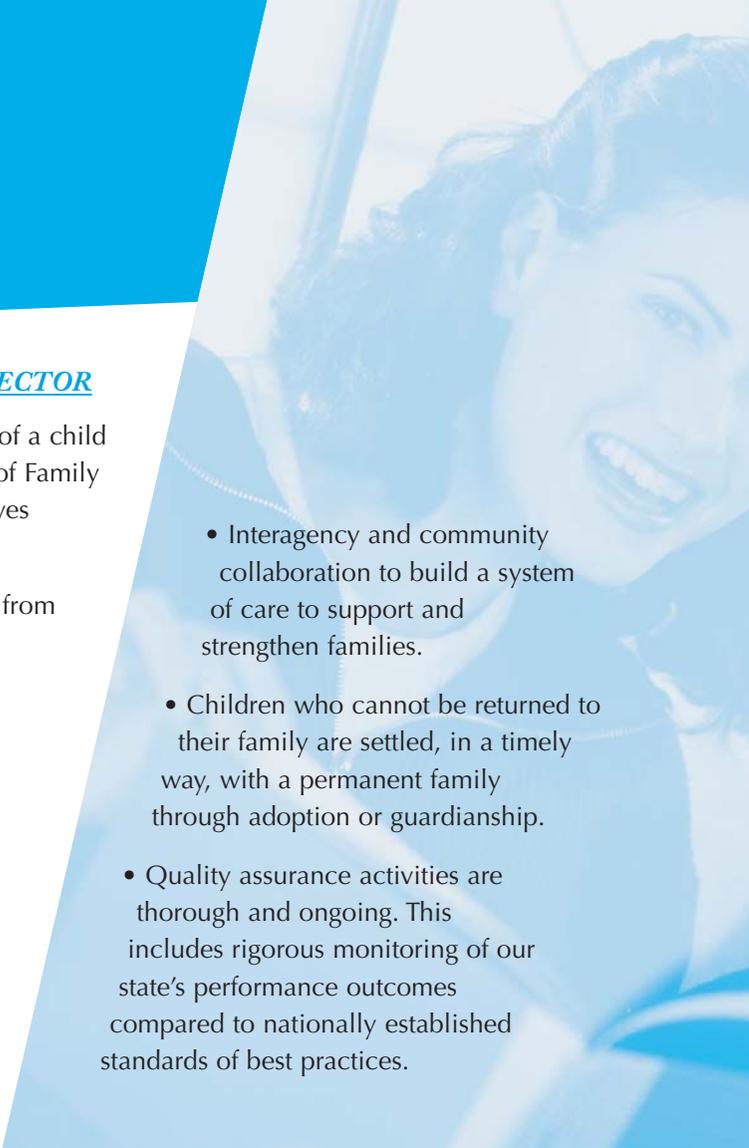
The legal base for licensing requirements is in the Delaware Code, Title 31, Chapter 3, Subchapter II, Subsections 341-344 and Title 29, Chapter 90, Subsection 9003 (7).

Overview of each of the three main Offices:

OFFICE OF THE DIRECTOR

The safety and protection of a child is always the first priority of Family Services. The Division strives to ensure:

- At risk children are safe from abuse, neglect and exploitation.
- Establishment of and adherence to standards for the State's out-of-home child care facilities.
- Professional development of all staff and foster parents to provide quality services.
- Interagency and community collaboration to build a system of care to support and strengthen families.
- Children who cannot be returned to their family are settled, in a timely way, with a permanent family through adoption or guardianship.
- Quality assurance activities are thorough and ongoing. This includes rigorous monitoring of our state's performance outcomes compared to nationally established standards of best practices.

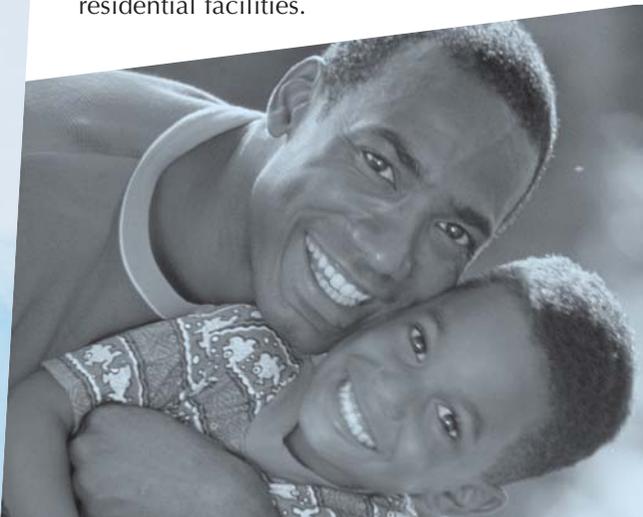


OFFICE OF CHILD CARE LICENSING

The Office of Child Care Licensing is driven by its mission of ensuring safeguards and enhancing quality of care for children in out of home care. This is accomplished through the following activities:

- Assist providers through the licensing procedure.
- Perform compliance reviews on licensed providers.
- Investigate complaints on licensed child care providers and allegations of unlicensed care.

- Offer technical assistance on how to meet child care requirements and provide quality care.
- Provide background checks and suitability determinations on individuals to work with children.
- Assist the public in locating Child Care through web-based locator technology and “file reviews” with the assistance of a Licensing Specialist.
- License and monitor child placing agencies and child residential facilities.



OFFICE OF CHILDREN'S SERVICES

This office assists families to identify and overcome problems and provides them with supportive services to empower them to protect and nurture their children. DFS may ask Court permission to temporarily remove children from a parent's care when there is a serious risk of physical harm to the children. Relatives are first sought to care for children but when they are not available, trained foster parents provide care. The Division provides services to help the family overcome problems so that the children can be returned to a safe and nurturing home.





*Statewide Office Locations
& Contact Information*

New Castle County

Delaware Youth and Family Center

1825 Faulkland Road
Wilmington, DE 19805
(302) 633-2657

Barley Mill Plaza

Office of Child Care Licensing
Building #18
Wilmington, DE 19805
(302) 892-5800

Elwyn Institute

321 East 11th Street, Suite 300
Wilmington, DE 19801
(302) 577-3824

University Plaza

263 Chapman Road
Newark, DE 19702
(302) 451-2800

Kent County

Barratt Building

821 Silver Lake Blvd.
Suites 103 & 200
Dover, DE 19901
(302) 739-4800 (OCS staff)
(302) 739-5487 (OCCL staff)

Sussex County

Georgetown State Service Center

546 Bedford Street
Georgetown, DE 19947
(302) 856-5460

Milford Service Center

10-12 Church Street
Milford, DE 19963
(302) 422-1400

Pyle Service Center

Rt. 2, P.O. Box 281-1
Frankford, DE 19945
(302) 732-9510

Shipley Service Center

350 Virginia Avenue
Seaford, DE 19973
(302) 628-2024

Child Abuse & Neglect Report Line Number

To report child abuse and neglect, call the
24-hour report line: **1-800-292-9582**

Child Care Violations & Unlicensed Child Care Complaint Allegations

To report violations of child care standards,
unsafe care or unlicensed care:
1-302-892-5800 (New Castle County) or
1-302-739-5487 (Kent and Sussex Counties)

Web Site Information

<http://www.state.de.us/kids>



Prevention
Protection
Permanency

*A Future With Hope —
Be a Foster Parent!*

To learn more, call the
Delaware Helpline at
1-800-464-HELP

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Statistical Fact Sheet (7/1/2004 - 6/30/2005)

Intake/Investigation

The Division of Family Services received 8,035 reports of abuse, neglect and dependency in FY05 and accepted 5,797 or 72.1% of those reports. Of all cases investigated 1,325 or 22.9% were substantiated. The following types of substantiation findings were identified:

<i>Abuse (except sexual)</i>	408	(30.8%)
<i>Neglect</i>	588	(44.4%)
<i>Sex Abuse</i>	168	(12.7%)
<i>Dependency</i>	161	(12.2%)

Foster Care

The average monthly out-of-home care in FY2005 population was 754. Six hundred and ninety-seven (697) children entered placement and 527 children exited placement. At the end of the fiscal year there were 821 children in out-of-home care.

Independent Living

There were 222 youth served in FY2005 as part of the Independent Living Services offered by the Division.

Protective Treatment

A total of 2,445 families and children received treatment services in FY2005. The following services were provided.

<i>Adoption/Permanency</i>	430
<i>Interstate Compact</i>	108
<i>Protective Treatment</i>	<u>1,907</u>
	2,445

Adoption

The Adoption and Safe Families Act requires that a permanency review be completed for all children who have been in out of home care for nine months. Eighty-eight (88) adoption finalizations were completed in FY2005 allowing foster children to become a member of a permanent adoptive family.

Child Care Licensing

The Office of Child Care Licensing licensed 1,969 child care facilities in Delaware with the capacity to serve 50,152 children.

Criminal History Unit

Dedicated staff in the Division conducted 6,851 fingerprinted criminal history checks and 30,598 child protection registry reviews. A total of 397 individuals had substantiated cases of child abuse or neglect. Background checks contribute to the safety of children in the state.



State of Delaware

*The Department of Services
for Children, Youth and
Their Families*

1825 Faulkland Road
Wilmington, DE 19805

www.state.de.us/kids

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