

# WHERE TO GO FOR HELP

## Delaware Hotline:

A free, confidential, centralized resource that connects people with the support they need, this includes:

- Emergency food assistance
- Shelters – transitional and emergency
- Child nutrition sites
- Utility Assistance
- Crisis services
- Legal help
  - **Call:** 2-1-1 or 1-800-560-3372
  - **Text:** text your zip code to 899-211
  - **Website:** [www.delaware211.org](http://www.delaware211.org)

## Addiction / substance abuse for help for individuals, families and children:

- **Call:** 1-855-378-4373
- **Text:** 55753
- **Website:** <https://drugfree.org/delaware>

27 / 7 HOTLINE: 1-833-9-HOPEDE

## Veterans:

The American Legion service officers are specifically trained to provide free assistance to veterans and their families. This may involve an application for VA disability benefits, provide information, referrals and resources on education, employment, death benefits and other important topics.

- Delaware's Veterans Service Officer (VSO) is Mr. Joseph Houghton. He serves all of Delaware.
- **Call:** 302-933-7255
- **Email:** joseph.Houghton@VA.gov

## Online applications to apply for health and social service benefits:

ASSIST is a free online application program where you apply for any of the following programs:

- **Long Term Care Medicaid Programs**
- **Medicaid Assistance**
- **Food Supplement Program** - This is the Electronic Benefits Transfer (EBT) card. The food recipient uses this card at local grocery stores to access his/her food benefit.
- **Cash Assistance** - Provides monthly payments to qualified households
- **Child Care Services** - Provides assistance for both finding and paying for this help
- **Free school lunches for children**
- **Food Banks**
- **Medicare Programs**
- **Healthy Children Program** – Provides high quality medical insurance for children under 19

For more information go to: <https://assist.dhss.delaware.gov/>

## Heat for your home:

The Low-Income Home Energy Assistance Program (LIHEAP) helps people with low incomes pay their energy bills. This covers the expense for: electricity, natural gas, kerosene, propane, coal, wood.

- **Contact** Catholic Charities to find out where and how to apply:
  - **Kent County:** 302-674-1782
  - **New Castle County:** 302-654-9295
  - **Sussex County:** 302-856-6310

## The Replace, Repair Heaters & Conserve Energy (RRHACE) Program:

A statewide program available to help eligible low-income home owners repair or replace furnaces, boilers and other direct heating components necessary to keep the home's primary heating source functional.

**Contact** First State Community Action Agency:

- **Call:** 302-856-7761
- **Website:** <https://www.firststatecaa.org/>

## Home repairs:

The Statewide Emergency Repair Program (SERP) helps low income homeowners with emergency repairs. Administered by the Milford Housing development Corporation on behalf of the Delaware State Housing Authority (DSHA) this program covers:

- Heating system repairs
- Non-functional plumbing
- Hazardous electrical repairs
- Roof repair or replacement for active leaks
- Major structural repairs
- Urgent accessibility modifications
  - **Call** 844-413-0038 to see if you qualify for the above programs.

## Additional help with major home repairs:

Other Government agencies have rehabilitation or repair assistance available. Contact these agencies for details and questions:

- **City of Wilmington:** 302-576-3000
  - **Website:** <https://www.wilmingtonde.gov/government/city-departments/real-estate-and-housing/resources-for-homeowners>
- **New Castle County:** 302-395-5600
  - **Website:** <https://www.nccde.org/1269/Home-Repair-Programs>
- **Kent County:** 302-744-2480
  - **Website:** <https://www.co.kent.de.us/planning-dept/community-development.aspx>
- **Sussex County:**
  1. Phone: 302-855-7777 **Website:** <https://sussexcountycle.gov/community-development-housing>
  2. **Sussex County Habitat for Humanity:**
    - a. Neighborhood Revitalization Manager, Michael D'Ovidio
    - b. Phone: 302-855-1153 extension: 208

## Weatherization Assistance Program:

Program participation requires some investment of time on multiple days by the homeowner, and someone 18 or over must be present when contractors are in the home. Homeowners at 200% of federal poverty guidelines, can apply.

**Contact** Catholic Charities

- **New Castle County:** 302-654-9295
- **Kent County:** 302-674-1782
- **Sussex County:** 302-856-6310

## New energy efficient refrigerator for \$50.00:

Qualifying Delmarva Power homeowners and renters can receive a new energy-efficient refrigerator for \$50. This statewide collaboration between Habitat for Humanity and Lowes will replace a total of 450 inefficient refrigerators with ENERGY STAR® models.

- **For more information and application click on:**  
<https://www.habitatncc.org/restore/refrigerator-replacement-program/>

## Problem, question or issue about living in manufactured housing on leased land.

DMHOA will answer your question or guide you to the appropriate agency for help.

- Use the contact form on the DMHOA website: [www.dmhoa.org](http://www.dmhoa.org)
- **Call:** 302-945-2122