



# Annual Report

to the Community  
Fiscal Year Ending  
June 30, 2017

## A Message from our Leadership

People's Place provided services to 7,900 Delawareans in New Castle, Kent and Sussex Counties in Fiscal Year 2017. People's Place has 10 programs at 17 locations and employs 145 full-time and part-time employees.

People's Place is one of the premier providers of human services in Delaware and we continue to successfully identify the critical needs of citizens and to develop services to meet those needs. The agency continues to always look for new opportunities to serve, while always continuing to protect, strengthen and improve present services.

We hope you enjoy our Annual Report to the Community, and we thank you for the many ways you support People's Place! We could not do what we do without the support of our funders, partners and donors.

Rosanne "Rocki" Outten  
President of the Board  
(Effective 1/1/2018)

Del Failing  
Executive Director  
(Effective 1/1/2018)

# Programs and Services Report

## Fiscal Year Ending June 30, 2017

Since its founding in 1972, People's Place has helped tens of thousands of children and adults in Kent, Sussex, and New Castle Counties find their path to growth and independence. Last year 7,900 individuals benefited from our services. The following programs and services represent the depth and scope of the mission of People's Place—to help children and adults reach their fullest potential as individuals.

1. **Counseling Centers**—provided services to 4,619 children and adults and 33,346 units of service at its four locations in Milford, Millsboro, Seaford, and Smyrna.
2. **SAFE Program** (includes two shelters in Kent and Sussex Counties)—helped 392 victims, including children, answered 1,389 hotline calls, and provided 8,199 nights of shelter.
3. **Abriendo Puertas Program** (shelter in Sussex County)—helped 133 victims, including children, answered 67 hotline calls, and provided 2,018 nights of shelter.
4. **Turning Point Program**—served 229 adult survivors of domestic violence through counseling and support, 85 children through counseling and support, intervention for 603 domestic and family violence offenders, and 85 parents in separating and divorcing parent education.
5. **Family Visitation Centers**—supervised 3,201 visits and child exchanges for 163 families.
6. **Center for Community Justice**—served 903 individuals.
7. **Group Home for Girls Program**—served 16 girls during the year.
8. **Independent Living Program**—helped 161 young adults in foster care learn independent living skills.
9. **Veterans Outreach Program**— 46 new veterans served.
10. **Whatcoat Social Services Program**—sheltered 417 adults and children and provided 13,580 nights of shelter.

## Our Mission

People's Place is dedicated to becoming the agency of choice to help people find their path to growth and independence. To this end, we identify the social and mental health needs of Delaware residents and facilitate the provision of services to address those needs. We assist the people of our communities by providing high-quality services that promote:

Dignity  
Empowerment  
Independence  
Safety  
Self-esteem  
Self-sufficiency

## Our Values

- We respect each individual's dignity.
- We demonstrate ethical behavior in our attitudes, actions, and words.
- We commit ourselves to teamwork, collaboration, and open and honest communication.
- Empathy and compassion guide us in creating an environment of understanding and concern for all.

# Financial Report

## Fiscal Year Ending June 30, 2017

### REVENUES AND SUPPORT

<b>Category</b>	<b>Amount</b>
Public support, received directly	\$ 259,077
Public support, received indirectly	\$ 50,527
Revenue from government agencies	\$4,908,995
Program service fees	\$2,689,033
Rent	\$ 116,654
Miscellaneous revenue	\$ 52,260
Interest income	\$ 2,967
In-kind revenue	\$ 192,348
<b>*Total Revenue:</b>	<b>\$8,271,861</b>

### EXPENSES

<b>Category</b>	<b>Amount</b>
Programs:	
Counseling Center	\$2,463,036
Shelter, Advocacy, Freedom & Empowerment (SAFE)	\$1,245,445
Girls Group Homes	\$ 478,412
Center for Community Justice	\$ 175,346
Independent Living	\$ 615,309
Whatcoat	\$ 334,960
Abriendo Puertas	\$ 346,460
Veterans Outreach	\$ 59,676
Turning Point	\$ 560,103
Visitation Centers	\$ 168,460
Administrative and General	\$1,052,513
<b>*Total Expenses:</b>	<b>\$8,296,049</b>
<b>*Change in Net Assets:</b>	<b>(\$24,188)</b>

**\*NOTE:** This report is a consolidation and summary of information contained in the annual audit.

### **Our Partners**

Administrative Office of the Courts  
Community Legal Aid Society, Inc.  
Criminal Justice Council  
Delaware Coalition Against Domestic Violence  
Delaware Commission of Veterans Affairs  
Delaware Community Foundation  
Delaware Department of Corrections (Probation and Parole)  
Delaware Department of Health and Social Services  
(Division of State Service Centers/Office of Community Services)  
Delaware Department of Justice (Office of the Attorney General)  
Delaware Department of Services to Children, Youth and Their Families  
(Division of Family Services/Division of Prevention and Behavioral Health Services)  
Delaware State Housing Authority  
Federal Emergency Management Agency Emergency Food and Shelter Program  
First State Community Action Agency  
Grant in Aid  
Sussex County Government  
United States Department of Justice  
United Way of Delaware/State of Delaware Employees Charitable Campaign

### **Board of Directors\***

Keith Banks	Eleanor Kiesel	Rosanne Outten
Marion Chandler	Dr. Vickie Kelly	Rev. James Whitaker
Rebecca Hudson	Harvey Marvel	

### **Executive Team\***

Del Failing, Executive Director  
Beverly Lawson, Associate Director of Treatment Services  
John Baker, Associate Director of Community Services  
Mamie Charest, Associate Director of Support Services

### **Program Team\***

Joseph Zingaro, Ph.D., Clinical Director  
Crystal Allen-Horne, Whatcoat Social Services  
Blanche Creech, Turning Point  
Christina Jones-Bey, Independent Living  
Kandis Lebron, Group Home for Girls  
Jennifer Oppel, SAFE and Abriendo Puertas  
Mike Rowe, Veterans Outreach  
Stacey Lawson, Center for Community Justice

### **Administrative Team\***

Karen Guyer, Director of Finance  
Vickie Foxwell, Accounting Assistant  
Gail Percich, Human Resources Coordinator  
Kim Rigby, Communications and Donor Relations Manager  
Emma Bailey, Clerical Assistant

\*Effective 1/1/2018