



Annual Report

to the Community
Fiscal Year Ending
June 30, 2020

A Message from our Leadership

People's Place provided services to 9,000 Delawareans in New Castle, Kent and Sussex Counties in Fiscal Year 2020. People's Place has 10 programs at 17 locations and employs 150 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.

Chief Keith Banks
President of the Board

Mamie Charest
Executive Director

Programs and Services Report

Fiscal Year Ending June 30, 2020

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 9,000 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 4,205 children and adults and 36,729 units of service at its four locations in Milford, Millsboro, Seaford, and Smyrna.
- 2. SAFE** (includes two shelters in Kent and Sussex Counties)—assisted 178 survivors and children: 71 survivors and 46 children in emergency shelter (5,958 nights), 61 survivors received community advocacy and housing/employment assistance, and responded to 1,100 hotline calls.
- 3. Abriendo Puertas** (shelter in Sussex County)—assisted 218 survivors and children: 24 survivors and 31 children in emergency shelter (2,486 nights), 163 survivors received community advocacy and housing/employment assistance, and responded to 119 hotline calls.
- 4. Turning Point** served 212 adult survivors of domestic violence through counseling and support, 40 children and 30 parents through counseling and support, intervention for 370 domestic and family violence offenders, and primary prevention programming in high schools.
- 5. Family Visitation Centers** supervised 1,444 visits and 1,237 child exchanges for 176 families.
- 6. Center for Community Justice** served 600 individuals in mediation; and 121 students in conflict resolution and shoplifting
- 7. Group Home for Girls** served 14 girls during the year.
- 8. Independent Living** helped 157 young adults in foster care learn independent living skills.
- 9. Veterans Outreach** served 67 veterans.
- 10. Whatcoat Social Services** sheltered and provided guidance and case management to 371 homeless adults and children (9,500 nights). Vera's Haven Transitional Housing provided guidance and case management to 159 adults and children (4,080 nights) residing in their transitional housing units.

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, 2020

REVENUES AND SUPPORT

Category	Amount
Public support, received directly	225,002
Public support, received indirectly	23,187
Revenue from government agencies	4,603,413
Program service fees	2,929,096
Rent	217,850
Miscellaneous revenue	10,963
Interest income	14,830
In-kind revenue	221,240
*Total Revenue:	8,245,581

EXPENSES

Category	
Programs:	
Counseling Centers	2,636,908
Shelter, Advocacy, Freedom & Empowerment (SAFE)	1,405,220
Girls Group Home	614,682
Center for Community Justice	177,891
Independent Living	538,102
Whatcoat Social Services	452,644
Abriendo Puertas	354,766
Veterans Outreach	57,956
Turning Point	522,022
Visitation Centers	180,713
Administrative and General	1,075,724
*Total Expenses:	8,016,628
*Change in Net Assets:	228,953

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

Our Partners
(as of 6/30/2020)

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
Delaware Community Foundation Fund for Women
U.S. Department of Housing and Urban Development
Delaware State Housing Authority Emergency Solutions Grants Program

Board of Directors

Keith Banks	Eleanor Kiesel	Faye Wheeler
Carol Post	Dr. Vicky Kelly	Harvey Marvel
Jackie Griffith		

Executive Team

Mamie Charest, Executive Director
Beverly Lawson, Associate Director of Treatment Services
Blanche Creech, Associate Director of Domestic Violence Services

Program Team

Stacie Smith, Counseling Centers
Terrant Morrison, Whatcoat Social Services
Stephanie Rodriguez, Turning Point
Christina Jones-Bey, Independent Living
Cherelyn Homlish, Group Home for Girls
Janell Stanton, SAFE
Nancy Castellanos, Abriendo Puertas
Mike Rowe, Veterans Outreach
Stacey Lawson, Center for Community Justice
Stacy Wilmington, Family Visitation Centers

Administrative Team

Karen Guyer, Director of Finance
Vickie Foxwell, Accounting Assistant
Ashley Parker, Operations Manager
Kim Rigby, Communications and Donor Relations
Emma Bailey, Administrative Assistant