

**DSS Office Locations &  
\*EBT Card Issuance Sites**

**NEW CASTLE COUNTY**

**Claymont State Service Center**

3301 Green Street, Claymont 19703  
Phone: (302) 798-4093 Fax: (302) 792-6501

**\*Northeast State Service Center**

1624 Jessup Street, Wilmington 19802  
Phone: (302) 552-3530 Fax: (302) 577-3805

**Porter State Service Center**

509 W. 8<sup>th</sup> Street, Wilmington 19801  
Phone: (302) 777-2830 Fax: (302) 777-2831

**Canby Park Office**

1920 Maryland Ave., Wilmington 19805  
Phone: (302) 498-5500 Fax: (302) 498-5501

**\*DeLaWarr State Service Center**

500 Rogers Road, New Castle 19720  
Phone: (302) 577-3814 Fax: (302) 622-4521

**Churchman's Corporate Center**

84 Christiana Rd., Ste. B, New Castle 19720  
Phone: (302) 395-6740 Fax: (302) 395-6777

**\*Hudson State Service Center**

501 Ogletown Road, Newark 19711  
Phone: (302) 453-2800 Fax: (302) 453-2853

**Robscott Building**

153 E. Chestnut Hill Road, Flr. 2A, Newark 19713  
Phone: (302) 451-3680 Fax: (302) 453-2855

**Appoquinimink State Service Center**

122 Silver Lake Road, Middletown 19709  
Phone: (302) 696-3150 Fax: (302) 696-3121

**KENT COUNTY**

**Smyrna State Service Center**

200 S. DuPont Blvd., Suite 101, Smyrna 19977  
Phone: (302) 514-4530 Fax: (302) 514-4531

**\*Williams State Service Center**

805 River Road, Dover 19901  
Phone: (302) 857-5020 Fax: (302) 857-5021

**Blue Hen Corporate Center**

655 South Bay Rd., Suite 6A, Dover 19901  
Phone: (302) 672-9500 Fax: (302) 672-9501

**Milford Annex**

13 S.W. Front Street, Suite 105, Milford 19963  
Phone: (302) 424-7250 Fax: (302) 424-2792

**SUSSEX COUNTY**

**\*T. Adams State Service Center**

546 S. Bedford Street, Georgetown 19947  
Phone: (302) 515-3080 Fax: (302) 515-3081

**Shipley State Service Center**

350 Virginia Avenue, Seaford 19973  
Phone: (302) 628-2011 Fax: (302) 628-2027

**Bridgeville State Service Center**

400 Mill Street, Bridgeville 19933  
Phone: (302) 337-8261 Fax: (302) 337-3204

**Laurel State Service Center**

31039 N. Poplar Street, Laurel 19956  
Phone: (302) 875-2280 Fax: (302) 875-4960

**Pyle State Service Center**

34314 Pyle Center Road, Unit 1, Frankford 19945  
Phone: (302) 732-9504 Fax: (302) 732-6490

**OTHER IMPORTANT PHONE NUMBERS**

**DSS Customer Relations**

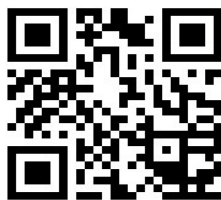
1-866-843-7212 – option 1

**DSS Change Report Center**

1-866-843-7212 – option 2

**Apply online at Delaware *ASS/ST*:**

**<https://assist.dhss.delaware.gov>**



Scan to visit the Division of Social Services website

**<http://www.dhss.delaware.gov/dss/>**

***Delaware Help Line***

**1-800-464-4357 or 2-1-1**

**Interested in working for DSS?**

**Go to [www.DelawareStateJobs.com](http://www.DelawareStateJobs.com)**



**DELAWARE HEALTH AND SOCIAL SERVICES**

**DIVISION OF  
SOCIAL SERVICES**

**“Deliver, Support, Serve”**



The mission of the Division of Social Services (DSS) is to provide prompt, respectful, and accurate services that promote the potential for self-sufficiency for all Delawareans.

We are committed to a vision of a Delaware where there is hope that anyone can overcome poverty and prosper.

## Program Descriptions

### Temporary Assistance for Needy Families (TANF)

TANF is Delaware's main cash assistance program. The goal of TANF is to give households with children temporary help until they can get a job.

### General Assistance

General Assistance is a cash assistance program for low-income people who do not qualify for federally funded programs such as TANF or Social Security.

### Food Supplement Program

The Food Supplement Program (also known as SNAP) is a program that helps low-income people buy food. Food benefit recipients use an Electronic Benefit Transfer (EBT) card to purchase allowable food items.

### Purchase of Care (POC) Subsidized Child Care

Delaware's Subsidized Child Care Program pays part or all of the child care expense for eligible families.

### Medicaid & Children's Health Insurance Program (CHIP)

The Medicaid Program is administered by the Division of Medicaid & Medical Assistance. DSS staff determines eligibility for the majority of Medicaid clients. Information in this brochure is not for Long Term Care Medicaid.

### To Be Eligible:

- You must be a Delaware resident.
- You must be a U.S. citizen or a lawful alien in an eligible alien status (does not apply to POC).
- You must meet program financial requirements.

## How to Apply

### Applications

You may apply at a local DSS office, online through *ASS/ST*, through the mail, or by fax.

#### Apply at your local DSS office

Applications may be completed as a paper copy or through an interactive interview with a case worker. A list of local DSS offices is on the back of this brochure.

#### Apply online through *ASS/ST*

An application can be filed through *ASS/ST* at <https://assist.dhss.delaware.gov>.

#### Apply through the U.S. mail or by fax

Applications are accepted through the mail or by fax for all DSS programs.

### Interviews

Most programs require an interview before you can qualify for benefits.

#### Over the phone

Food Benefits and Child Care interviews can be conducted over the phone.

#### Face-to-face

TANF and General Assistance require a face-to-face interview.

#### No interview required

Medicaid and CHIP do not require an interview.

## Information Needed

The information you will be required to bring or send in with your application depends on the program(s) you want to apply for and your circumstances. Each program requires specific information.

### You may be asked to provide the following:

- ✓ Proof of identity
- ✓ Proof of Delaware residency
- ✓ Proof of citizenship or lawful alien status
- ✓ Social Security numbers
- ✓ Proof of earned and unearned income for the past 30 days
- ✓ Proof of medical expenses for households with members who are age 60 or older or receiving certain disability payments
- ✓ Social Security award letters
- ✓ Proof of child support payments
- ✓ Proof of child care expenses
- ✓ Proof of shelter and utility expenses

### Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY). You can also file a complaint of discrimination by visiting [www.hhs.gov/ocr/office/file](http://www.hhs.gov/ocr/office/file). This institution is an equal opportunity provider.

