

Community Partner Support Unit Introduction

Natalie Christopher¹ and Jonaye Anderson²

1. Communications Coordinator, Community Partner Support Unit (CPSU), Delaware Department of Health and Social Services
2. Library Supervisor, Community Partner Support Unit, Delaware Department of Health and Social Services

The Community Partner Support Unit (CPSU) is a subdivision of the Delaware Department of Health and Social Services (DHSS) that helps increase access to social services and promotes self-sufficiency by providing ongoing, personalized support to organizations that serve those in need. The CPSU uses a network of more than 250 community and business partners to connect their clients to employment opportunities and other crucial benefits and services. The CPSU's goal is to strengthen the connection between underserved clients in the community and the partners who serve them. Some of the teams under the CPSU include Transportation, Re-Entry, Workforce Development, and a partnership with the libraries. Case workers, social workers, and many others work together at various service centers and libraries across the State of Delaware to provide access to resources and services for all Delawareans.

CPSU Provides Special Services During COVID 19 Pandemic

The CPSU has shifted gears to helping those in need during the pandemic in unique ways. Meals and supplies from the Food Bank of Delaware and DHSS Campus Café are delivered to community members every day, as well as personal protective equipment (PPE) and hygiene boxes. CPSU South, in conjunction with the libraries, has been helping distribute food from Food Bank Mobile Food Pantries. They have also made phone calls to set up appointments for families to receive grocery store gift cards courtesy of the Mana from Heaven Food Project. CPSU South and the libraries continue to provide services through online appointments, phone calls, and teleconferencing through the internet. Case workers, social workers, and library staff have gradually begun allowing in-person services as well with necessary COVID 19 protection. Additionally, staff is continuing to contact their community partners to see if they are open and offering additional resources due to the pandemic. The libraries and CPSU overall will continue to aid those in need and persevere through the pandemic to provide services and resources to all in Delaware.

CPSU Case Manager Client Success Story

One of the CPSU's main missions is to assist clients in improving their way of life by overcoming barriers that would hinder them from becoming self-sufficient. The team recently had an individual come into the Porter State Service Center seeking resources regarding employment. She was greeted by Mr. Michael Colden, a Case Manager for the Golden Ticket Team, whom sat down with her to discuss viable employment options. Mr. Colden assessed the individual's skill sets and recommended her for a position with the state. As a result, she was interviewed and hired as a case manager at the Maryland Avenue Resource Center (MARC). She complimented Mr. Colden on his professionalism, willingness to help, and commented that "he is a special one!" She also stated she is grateful for this opportunity, is excited to begin her new adventure, and is looking forward to helping the CPSU's clients. This is one of the many recent

successes that have been made possible by the hard-working case managers, social workers, and CPSU staff that continue to provide service through the COVID 19 pandemic.

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