



Every person deserves access to high-quality care, delivered in the community they call home.

We tailor our residential programs to each state's unique needs to make it possible.

Benchmark Human Services offers customized short- and long-term residential services for individuals with extensive medical and behavioral needs, individuals in crisis, individuals with forensic backgrounds, and individuals transitioning out of institutional settings and into the community. We have experience supporting individuals across the lifespan, including youth and adults.

Person-Centered Success

Community inclusion is one of Benchmark's core values. The individuals we serve in the Delaware Enhanced Behavioral Residential program are now:

- Engaging in their community
- Expressing feelings without explosive behaviors
- Exercising at the local YMCA
- Attending dances, concerts, and other events
- Participating in Special Olympics

State Spotlight: Delaware Enhanced Behavioral Residential Services

Since November 2023, Benchmark has operated an Enhanced Behavioral Residential Services program in Delaware. Prior to entry into this pilot program, individuals served experienced disrupted placements, emergency department visits for behavioral or mental health issues, inpatient psychiatric stays, physical and verbal aggression, property destruction, and other occurrences.

Dorian Riddick is Benchmark's State Director of Delaware. We're proud to share his Benchmark Story, describing how he built a relationship with one of the individuals served as this person grew to trust our team—and make a new connection on his own. Scan the QR code to view.



*Scan the QR code
to view Dorian's
Benchmark Story.*



State Spotlight: Delaware Enhanced Behavioral Residential Services

In 2019, Benchmark worked with the State of Delaware on a special project to transition two of its residents, then living in an expensive out-of-state institution, closer to their roots. Delaware continued to identify other individuals with intellectual and developmental disabilities whose needs exceeded local provider capacity, so the State formed a workgroup to design a new model of care: Enhanced Behavioral Residential Services. Given Benchmark’s existing partnership and track record of success with individuals who have significant behavior support needs, the Delaware Division of Developmental Disabilities Services (DDDS) asked us to bring that vision to life.

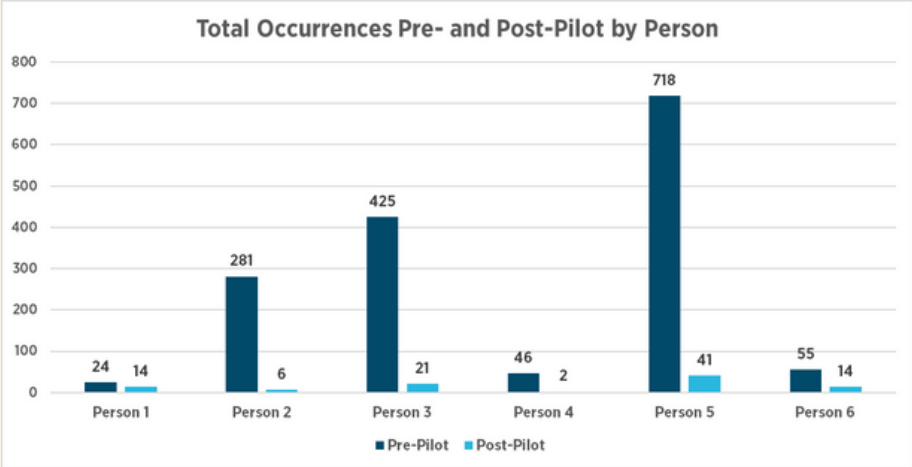
In November 2023, Benchmark opened its first Enhanced Behavioral Residential Services home. We now operate three homes in this pilot program, with the capacity to serve nine individuals referred directly by the State. Each home offers a high level of care, including a 2:1 staff-to-individual ratio and a dedicated clinical team consisting of a Registered Nurse, Board Certified Behavior Analyst, Licensed Social Worker, and Advanced Practice Nurse. Frontline staff receive intensive training and are expected to become Registered Behavior Technicians to ensure the highest quality of care.

While our daily focus is on supporting individuals in better managing their behaviors, the ultimate goal is to help them transition to a less intensive level of care while having their direct support staff transition with them to facilitate the best possible outcome. That vision is already becoming reality—one individual has successfully “graduated” from Enhanced Behavioral Residential Services, with more to come. Additionally, the State is using the service model from the pilot to establish a new waiver service and set rates to further enhance the continuum of care for individuals with complex needs.

93%

decrease in occurrences

for the six individuals served in this pilot program*



* “Occurrences” refers to disrupted placements, emergency department visits for behavioral or mental health issues, inpatient psychiatric stays, physical and verbal aggression, property destruction, and other events.

Pre-Pilot data is cumulative per person for the two years prior to enrollment in the program. Post-Pilot data is cumulative from Nov. 2023 – June 2025.

Contact Our Team

We want to help you support individuals with complex needs.

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