



**NATIONAL PHILOPTOCHOS • DEPARTMENT OF SOCIAL SERVICES
SOCIAL SERVICES REPORT • CALENDAR YEAR 2015**

Co-Chairs: *Efthalia Katos and Stella Pantelidis*

Members: *Eleni Constantinides (NJ); Stella Fiorentino (DAD); Georgia Lagadinis (Boston); Alexis Limberakis (NJ); Nellie Logothetides (DAD); Aspasia Melis (NJ); Haeda Mihaltses (DAD); Laura Nixon (ATL); Helen Psaras (DAD); Katherine Siavelis (Chicago); Maria Kiadas (DAD); Joanne Stavrakas (Chicago); Maria Tamvakologos (Boston); Kalli Tsitsipas (DAD); Billie Zumo (Denver)*

Paulette Geanacopoulos, LMSW, Director of Social Work Services

**UNDUPLICATED COUNT OF CASES ASSISTED: 197
AMOUNT FINANCIAL GRANTS AWARDED: \$200,122.78**

CASES BY METROPOLIS	197
ATLANTA.....	23
BOSTON.....	05
<i>Of whom 1 is a Greek national in Boston for medical care</i>	
CHICAGO.....	07
DENVER	07
DETROIT	03
DIRECT ARCHDIOCESAN DISTRICT	72
<i>Of whom 3 were Greek nationals in NY for medical care</i>	
NEW JERSEY.....	45
PITTSBURGH.....	05
SAN FRANCISCO	14
OTHER (Greece, Cyprus, Lebanon, Syria, Suisse, Romania) 16	

AGE OF CLIENTS:	197
3 months - 10 y.o.....	11
11 - 20	07
21 - 30.....	10
31 - 40.....	31
41 - 50.....	33
51 - 60.....	28
61 - 70	27
71 - 80.....	21
81 - 90.....	17
91+	02
N/A.....	10

PRESENTING PROBLEM / STATED NEED FOR SOCIAL SERVICES ASSISTANCE (197)

- 56 HOUSING (*Prevent evictions, utility shut-offs, mortgage foreclosures; Homeless - Shelter, street homeless, Families who are doubled/tripled up*)
- 31 FUNERAL / BURIAL ARRANGEMENTS (*of indigent Orthodox Christians*)
- 29 MENTAL ILLNESS (*Schizophrenia, Chronic Depression, PTSD, Bipolar and Borderline Personality Disorders, Homicide / Suicide*)
- 23 CANCER/OTHER MAJOR ILLNESS (*Breast, Ovarian, Pancreatic Cancers; Cardiac, HIV/AIDS, Organ Transplants, Permanent Disabilities; PANDAs; Genetic Eye disease*)
- 22 INADEQUATE INCOME / EMPLOYMENT/ EMERGENCY RELIEF / PUBLIC BENEFITS
- 16 DOMESTIC VIOLENCE (*Intimate Partner Abuse, Murder/Suicide, Elder Abuse; Child Abuse*)
- 10 FAMILY SERVICES / ELDER SERVICES / HOME CARE / ADOPTION
- 08..... SUBSTANCE ABUSE DISORDERS (*Abuse of or Addiction to Alcohol, Illegal drugs; Prescription/OTC, Co-dependency*)
- 02 AUTISM SPECTRUM DISORDERS

FINANCIAL GRANTS ANALYSIS:

TOTAL AMOUNT AWARDED **\$ 200,122.78**
 TOTAL # GRANTS AWARDED **85**
 UNDUPLICATED COUNT OF CLIENTS AWARDED GRANT **57**

MONETARY RANGE OF GRANTS: \$20.00 - \$7,500.00

08	\$20.00 - \$80.00	18.....	\$2,000 - \$2,999	05	\$5,000 - \$5,586.00
18	\$100.00 - \$999.00	10	\$3,000 - \$3,900	03.....	\$6,000
15	\$1,000.00 - \$1,999.00	05	\$4,000 - \$4,900	03	\$7,200 - \$7,500

REGIONAL DISTRIBUTION OF GRANTS BY METROPOLIS: **\$ 200,122.78**

ATLANTA (13 GRANTS: <i>Funeral, Housing, Uncovered medical costs</i>).....	39,210.32
BOSTON (2 GRANTS: <i>Funeral, Medical. Of the 2, 1 is a Greek National residing at Philoxenia House</i>).....	7,510.00
CHICAGO (7 GRANTS: <i>Funeral, Housing, Uncovered medical costs</i>)	24,821.84
DIRECT ARCHDIOCESAN DISTRICT	55,098.96
<i>(32 GRANTS: Housing, Funeral, Utility arrears, Emergency relief/food, Transportation. Of the 32 grants, 3 were on behalf of Greek Nationals in NY for medical treatment)</i>	
DENVER (2 GRANTS: <i>Housing</i>)	11,564.98
DETROIT	- 0 -
NEW JERSEY (23 GRANTS: <i>Housing, Funeral, Utility, Uncovered medical costs, Homecare</i>).....	49,956.58
PITTSBURGH 2 GRANTS: <i>Housing</i>)	2,950.00
SAN FRANCISCO (4 GRANTS: <i>Funeral; Housing; Uncovered medical</i>)	9,010.10

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NATIONAL PHILOPTOCHOS DEPARTMENT OF SOCIAL SERVICES:

OVERVIEW:

- 200 cases / year:** • Each year, we help about 200 different people address and resolve their human service needs.
- One new case / day:** • We receive ONE NEW CASE per day from throughout the country
- 25% - 30%:** • Less than 1/3 of the cases that come before us request or require financial assistance
- \$800,000** • Over the last 5 years, we awarded over \$800,000 in financial assistance grants to Orthodox Christians in need throughout every Metropolis in the United States.

SOCIAL SERVICES 2015 HIGHLIGHTS:

1. FINANCIAL ASSISTANCE GRANTS:

- Our financial grants – paid directly to vendors in the US and based on required documentation – prevent evictions, foreclosures, utility shut-offs; assist victims of intimate partner abuse and their children to relocate to safe environments; authorize emergency fuel deliveries to ensure families who have exhausted other resources have heat and hot water; offer relief towards food and other daily living needs; contribute to funeral arrangements to guarantee that our indigent neighbors receive an Orthodox Christian burial, and more.
- As 44.5 million Americans continue to struggle with uncovered medical costs (*Centers for Disease Control and Prevention 12.08.2015*) and health care costs continue to be the #1 reason for personal bankruptcies – even for those with health insurance (*CNBC 12.2013*), we provide relief by contributing to out-of-pocket costs to help those with life-threatening illnesses focus on their health rather than their financial challenges.
- Clients are screened for eligibility for public and other benefits; as we cannot provide ongoing help, those who have long-term financial needs are helped to apply for government benefits.

2. COLLABORATION WITH METROPOLIS PHILOPTOCHOS AND LOCAL CHAPTERS: With permission of the client and/or legal guardian, we coordinate our services with and cross-refer to the appropriate Metropolis and local chapter(s) to supplement that which each of us are able to do.

- **Network of Metropolis Social Service Liaisons:** At our recommendation, several Metropolises have designated one or more members of their board to serve as their social services point person(s) to oversee, with the Metropolis President, their delivery of services. These women act as the first line of contact with National's Social Worker, are invaluable at ensuring that we do not duplicate efforts, and are key to facilitating our work by serving as our 'local eyes and ears'. **We encourage all Metropolis Philoptochos Presidents to designate one or more members of their board to serve in this capacity.**
 - **Metropolis Social Services Chairs:** Eleni Constantinides (NJ), Georgia Lagadinos and Maria Tamvakologos (Boston), Marty Driscoll and Presbyteria Evi Kaplanis (Atlanta), Lisa Xanthos (San Francisco), Helen Theodosakis (Chicago), Georgeann Papadakos (DAD).

3. DATABASE OF CLIENTS / DATABASE OF GRANTS: From time to time, we are approached by 'repeat askers' - the same individuals / families for financial assistance. For those whose need to do so is legitimate, we vet their 'ask' and help them as best as possible as guided by our mission and within the framework of our policies and procedures. However, for some persons, their "job" has become to ask various priests, churches, chapters and Metropolises for money rather than taking steps – any steps – to try to manage on their own. We at National maintain Excel documents to record information about our clients and our services so we can make informed decisions and avoid duplication of efforts.

- **Metropolis Philoptochos Databases:** For those of you who have not already done so, we urge each Metropolis Philoptochos to establish similar databases about the cases served by the Metropolis Philoptochos and its local chapter. Please contact us should you wish a 'template' for such databases.
- **Cases from outside your area:** If a case comes to you from outside your region, we strongly recommend that you contact both National's Social Work Department and the Metropolis Philoptochos in which the person resides to learn if this person is known to the Society and what has been done previously on their behalf.

4. REVISIONS TO SOCIAL SERVICES GUIDELINES: The Social Services Committee in collaboration with the Philoptochos Social Worker have drafted updated policies and procedures to guide our work. If approved by the Executive and National Boards, these guidelines, for the first time, will include **electronic reviews of financial assistance** requests by designated members of the Social Services Committee and within specific parameters.

5. WEBSITE UPDATE - 'FLIP-BOOK' STEP-BY-STEP PROCEDURES: The "*Recommended Step-by-Step Procedures for Philoptochos Metropolis and Local Chapters When Providing Social Service Assistance*" has been updated and posted in a user-friendly and printable 'Flip-Book' format. Find out how to select a social services point person, sample interview questions to ask clients, download the Application for Assistance and Consent for Release of Information and more. It also includes updates to: "*A Brief Guide to Finding Local Resources, Programs and Services*" with hyperlinks to relevant websites, and access to our Fact Sheets and Manuals. Found at <http://www.philoptochos.org/socialservices/proceduresforchapmet>

6. SOCIAL SERVICE PROGRAMS BEING PLANNED:

- Interactive webinar on "The How To's" of providing social services (*for Philoptochos chapters and Metropolises*)
- Telephone support group for cancer patients, led by a professional facilitator, and open to participants throughout the country (*for members of the Orthodox Christian community*)

For more information, please call 212.977.7782, email PauletteC@philoptochos.org or go to www.philoptochos.org/socialservices/