



GREEK ORTHODOX ARCHDIOCESE OF AMERICA
GREEK ORTHODOX LADIES PHILOPTOCHOS SOCIETY, INC.
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**RECOMMENDED STEP-BY-STEP PROCEDURES
FOR PHILOPTOCHOS METROPOLIS & LOCAL CHAPTERS
WHEN PROVIDING SOCIAL SERVICES ASSISTANCE TO INDIVIDUALS & FAMILIES**

PHILOPTOCHOS MISSION STATEMENT:

The Greek Orthodox Ladies Philoptochos Society, Inc., founded in 1931, is the duly accredited women's philanthropic society of the Greek Orthodox Archdiocese of America. Its mission is:

- To aid the poor, the destitute, the hungry, the aged, the sick, the unemployed, the orphaned, the imprisoned, the widowed, the handicapped, the victims of disasters, to undertake the burial of impoverished persons and to offer assistance to anyone who may need the help of the Church through fund raising efforts;
- To promote the charitable, benevolent, and philanthropic purposes of the Greek Orthodox Archdiocese of America through instructional programs, presentations, lectures, seminars and other educational resources;
- To preserve and perpetuate Orthodox Christian concepts and the Orthodox Christian Family, and through them, to promote the Greek Orthodox Faith and traditions, in accordance with its doctrines, canons, discipline, divine worship, usages and customs;
- To promote participation in the activities of the Greek Orthodox community, with the cooperation of the Parish Priest and the Parish Council.

The charitable work of the Society is performed with discretion, courtesy and kindness.

SOCIAL SERVICES MISSION:

- The mission of Philoptochos Social Services is to improve the quality of life of Orthodox Christians in need in a way that maintains their dignity, self-determination and independence.
 - *Our social services give hope and help rebuild the lives of Orthodox Christian individuals and families in the United States, regardless of their immigration /citizenship status, whose lives are impacted by human service needs including but not limited to poverty, health, mental health, substance use disorders, hunger and homelessness, intimate partner violence, family and older adult services.*
 - *Our work is conducted within a faith-based and culturally sensitive context.*
 - *Our sources of referrals are from a variety of sources including but not limited to members of the clergy and hierarchs, fellow parishioners, family members, neighbors or friends, local organizations and other service providers such as hospital social workers, medical providers, funeral homes, domestic violence and homeless shelters, food pantries, etc., and the person him/herself.*

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GOAL OF THIS DOCUMENT: CONSISTENT, COMPASSIONATE & ACCOUNTABLE SERVICES

To ensure that the social service efforts performed at all levels of the Society are consistent, compassionate, accountable and transparent, National Philoptochos encourages Metropolis Philoptochos and local Chapters to implement the policies and procedures outlined below. Please review and discuss this document with your boards. At any point in time, feel free to contact your Metropolis Philoptochos President or Philanthropy Chair and/or National's Department of Social Work for assistance or guidance on a specific case. With the person's prior permission, you may refer the person (client) seeking help to us to supplement what you can do, or to ask us to interview him / her on your behalf. We will notify you of our findings and recommendations.

Please direct questions regarding this document to:
PAULETTE GEANACOPOULOS, LMSW
Director, National Philoptochos Department of Social Services
126 East 37th Street, New York, N.Y. 10016
Email: PauletteG@philoptochos.org • Confidential Social Work Telephone: 212.977.7782

STEP ONE: OUTREACH TO INFORM YOUR COMMUNITY OF PHILOPTOCHOS SOCIAL SERVICE ASSISTANCE

- Although Philoptochos has existed for nearly 90 years, many people – even those within our own community are unfamiliar with the depth and breadth of our services. Consequently, it is important to inform people what Philoptochos does so that those in need know that we – at all levels of the Society – stand ready to assist them as they face their challenges.
- We recommend that you create an informational “outreach flyer” that briefly outlines the kinds of social services that can be provided by the local chapter, the Metropolis Philoptochos or National Philoptochos.
 - Insert it in your Church bulletin – perhaps once per month
 - Post it in prominent locations in your Church
 - Periodically distribute it to the various organizations in your parish.
 - Distribute it to local service providers in your community so that they can refer Greek Orthodox / Orthodox Christian individuals and families in-need to you
- Because some people may hesitate turning to you for help as they may not want their neighbors or friends to know what is happening in their lives, we recommend that along with contact information for your chapter, you give people the option of communicating with National’s Social Work Office and/or your Metropolis Philoptochos President or Philanthropy Chair.

Suggested wording for an outreach flyer:

PHILOPTOCHOS: RESPONDING TO THE NEEDS OF THE ORTHODOX CHRISTIAN COMMUNITY FOR NEARLY 90 YEARS!

- Has a loss of employment or other misfortune put you behind with your rent, mortgage or utility bills?
 - Are you overwhelmed with out-of-pocket medical or prescription costs?
 - Do you need help finding a local food pantry or soup kitchen?
 - Do you know someone who needs help, a friendly call or a visit?

CONFIDENTIAL HELP IS AVAILABLE THROUGH . . . **LOCAL PHILOPTOCHOS**

(Insert the name of your chapter, and your chapter’s social service contact, a phone or email contact)

METROPOLIS PHILOPTOCHOS

(Insert which Metropolis you are in, along with the name of the Metropolis Philanthropy Chair, her phone or email address)

NATIONAL PHILOPTOCHOS – DEPARTMENT OF SOCIAL WORK:

1.212.977.7782 or PauletteG@philoptochos.org

STEP TWO: CONFIDENTIALITY

- Those who seek our help should have the expectation that their information will remain private. Since people in parishes tend to know one another, we ask that you please respect the privacy of those seeking our help by not revealing even minimal information about who needs help and why.
- That being said, it ALSO is important that those seeking help understand that **confidentiality is not absolute**.
 - Those seeking monetary help from Philoptochos should be told who will know their name and situation – your president and treasurer – the two officers who sign financial assistance checks.
 - The outreach flyer asks you to insert the name of your chapter’s social service contact. This can be your “point person” (see below) who also will know who is seeking help, your chapter president, or, it can be your priest who – if he and you agree – would serve as the first line of contact when help is being sought.

STEP THREE: SELECT YOUR SOCIAL SERVICE “POINT PERSON”

- Select one or two TRUSTED members of your Chapter to be your Social Services “Point Person” designated to interview those seeking help and obtain documentation needed to ensure that an informed decision can be made. This person can be your president or other officer/ member of the chapter.
 - The point person is not expected to be a social worker, but rather, she is the Philoptochos representative who will fulfill – with sensitivity and discretion – the mission of Philoptochos.
 - NOTE: If the size of your chapter makes it difficult to designate your own point person, please ask your Metropolis Philoptochos and/or National’s Social Work Office to do so on your behalf.

SKILLS TO LOOK FOR IN A SOCIAL SERVICES “POINT PERSON”

The point person should have the ability to:

1. Maintain confidentiality
2. Understand that the person seeking help is under stress and coping with a range of emotions related both to their situation AND the need to reach out to you for help.
3. Be non-judgmental, kind and patient.
4. Lay sympathy feelings aside. Show compassion with empathy – not pity.
5. Listen to and respond directly to the stated concerns of those seeking help.
6. Offer timely, clear and consistent information about what your chapter can do and cannot do.
7. Explain that Philoptochos will do its best to help, but there is a process that you and they must follow.
8. Discreetly ask for required documentation.
9. Keep one’s own values in check – it isn’t helpful (for example) to say to a victim of domestic violence, “*Why haven’t you left by now?*” Or to someone facing eviction, “*Why didn’t you realize this would happen?*”
10. Empower the person: offer a sense of control by encouraging him / her to participate in decision-making. For example, “*Since our resources are limited, which of these bills are most important for us to consider paying?*”
11. Be able to tell clients she doesn’t know the answer to one or more of their questions, that she will look into them and that either she or someone else will get back to them with answers as soon as possible.
12. Understand that part of our role is to provide spiritual support by ensuring that those facing difficulties do not think that God is punishing them, nor has He abandoned them.
13. Be sensitive to our community’s cultural strengths and barriers – both real and perceived - including but not limited to family, language, religion, relationship to their country / village of origin, gender roles, etc.
14. Recognize if the cumulative effect of listening to people’s problems is negatively impacting her life including her own psychological, physical or spiritual well-being. (Vicarious trauma).
15. **Know when she is over her head and needs to ask for help from others.**

STEP FOUR: TRACKING CLIENTS - CASE BY CASE

- To keep track of those seeking help, we recommend that you
 - Create a file folder (case record) for each person and assign a number coordinated with the year the case first became known to you, and if necessary, can be used to identify the case to your board / members.
 - Cross-reference cases that carry from one year to another and from one administration to another.

- Track return “askers” so that you have a complete picture of help you and others have provided
- Secure the case records in a locked place:
 - Locate a secure file cabinet, a closet or office in your church in which to place them.
 - NOTE: Although some chapters keep case records in the home of the president or treasurer, this is not good practice as confidentiality can be breached easily. As important, files can be misplaced at home making the transition from one administration to another difficult.
- **TO FURTHER TRACK A CLIENT’S “HISTORY”, CONTACT YOUR METROPOLIS PHILOPTOCHOS PRESIDENT AND/OR PHILANTHROPY CHAIR TO ASK IF THE PERSON IS KNOWN TO THE METROPOLIS, &/OR OTHER CHAPTERS &/OR NATIONAL.**

STEP FIVE: THE INTERVIEW: PHILOPTOCHOS APPLICATION FOR ASSISTANCE:

- To effectively learn why the person is seeking your help in an organized manner, use the recommended “[Application for Assistance](#)” form **for local chapters and Metropolises.**
- The applicant can complete the form, or it can be completed by a member of his/her family (e.g. parent), or it can be completed by the Philoptochos chapter person conducting the interview.
- The applicant (*or his/her designee – e.g. parent / guardian*) must sign and date the form.
- A recent photo of the applicant must be submitted.
- Ask the person to complete and sign the “[Consent for Release of Information](#)” (*time limited authorization to obtain and/or verify information provided by the applicant*).
- Leave a supply of Application & Consent forms in your Church office to be given to “walk-ins”. Make sure the forms provide information as to where the forms should be sent once completed.

The Application for Assistance reveals the following information:

- **IDENTITY** – name of person seeking help or for whom help is being sought (e.g. parent asks for help on behalf of a child – it is the child who is the applicant); recent photo of the applicant; home address, telephone (home / cell / work); email address; date and place of birth; immigration / citizenship status. [NOTE: *Asked because eligibility for some benefits citizenship or permanent resident status*]; marital status – name of spouse/ partner, his/her date of birth, whether spouse / partner lives in the household
- **OTHERS IN HOUSEHOLD:** Names, relationship, dates of birth, employment status, contributions to household expenses
- **HOUSING:** Rent, own, homeless (shelter, street or doubled up with others); amount of rent/mortgage, name and contact information of landlord.
- **SPECIFIC ASSISTANCE BEING REQUESTED**
- **HELP FROM OTHER SOURCES**
- **OTHER** – History of substance abuse disorders, whether firearms are in household and if yes, how they are secured (*asked especially if there are children in the household, or if there is a history of mental illness*).
- **HOUSEHOLD INCOME** - amounts and sources,
- **HOUSEHOLD EXPENSES** – itemized as best as possible, including vendors
- **SOURCE OF REFERRAL** how the person learned of your services, e.g. outreach flyer, priest, hospital social worker, family member, neighbor, etc. and that person’s contact information.

THE INTERVIEW:

Because cases that come to National stem from all over the country, we conduct many of our interviews over the telephone. **However**, for local cases, we recommend that you conduct face-to-face interviews as much as can be revealed by the applicant’s demeanor, physical and emotional state, neatness, condition of clothing, body language, eye contact, type and amount of items they carry with them, etc.

- The interview helps us find out the client's primary "ask" and its underlying reasons.
 - It gives people the opportunity to describe in their own words how and why they reached their current situation and how they think the problem(s) can be resolved.
 - The interview also will reveal whether they have been in this or a similar situation before.
 - When and if possible, try to conduct the interview with a second person – one to ask questions, one to take notes.
- **LOCATION OF THE INTERVIEW:**
 - Interview the applicant in a private location in the church
 - However, if no such confidential space is available, consider a local coffee shop, restaurant or park.
 - **DO NOT** invite the person into your own home.
 - **DO NOT** go to someone's house by yourself.
- **PROTECT YOUR OWN PRIVACY – DIAL *67.**
 - **If you phone the person from your home, work or cell phone, block your phone number from the person's Caller I.D. by first dialing *67 before you dial their number.**
- **SAMPLE OPEN-ENDED INTERVIEW QUESTIONS**
 - *What has brought you to us today?*
 - *NOTE: Please be sensitive and remember that many members of our community never thought they would need to ask for help from anyone, let alone us.*
 - *How long have you faced this setback (or challenge)?*
 - *Is this the first time you have faced this type of situation? (or has this happened to you before?)*
 - *How have you managed until now?*
 - *Have you been helped by family or friends? Are there family or friends who can help you?*
 - *Have you received help from any level of Philoptochos? (National, Metropolis, local chapters)*
 - *Either now or in the past, have you reached out to other organizations for help? (Church based, other nonprofits, public benefits, etc.)*
 - *If yes, which ones and when; what was the outcome of these requests (what help are they or have they received before); do you plan on asking for help from these organizations again?*
 - *Please know that we may refer you to local services, resources or to public benefit agencies.*
 - *How do you think we can best help you?*
 - *Since we cannot help you on an ongoing basis, how do you plan to manage in the future?*
- **SOME OF THE REASONS PEOPLE TURN TO US FOR HELP:**
 - **RECESSION / CONDITION OF ECONOMY:** *Loss of employment, underemployment, etc.*
 - **DISASTER:** *Natural disasters – earthquakes, hurricanes, etc.*
 - **FAMILY SITUATION:** *Divorce, abandonment, domestic violence, 'dead-beat' parent, death, other*
 - **HEALTH / MEDICAL / SUBSTANCE USE DISORDER:** *Illness, disability of client or of another family member*
 - **MENTAL HEALTH:** *Illness of client or other family member – whether diagnosed or not; refusing to take medications frequently because of side effects, refusing counseling, other therapies /treatment; inability of person to follow through on issues such as doesn't remember to recertify for public benefits or gather needed information; presents with disorientation or confusion- could be due to poor nutrition, or cannot afford medications for health conditions such as diabetes, stroke management*
 - **JUDGMENT:**
 - *Sometimes, the path to good judgment is paved by a series of poor ones, and the "penalty" for poor judgment should not have to be (for example) homelessness. So, try not to judge people unfairly, or based on your own values or frames of reference.*
 - *Not all people have the inherent ability to change their behavior on their own, thus, part of our role can be to help them learn / practice how to make better choices.*

- e.g. Offer to help the person develop a budget to track income vs. spending, and that will help them differentiate between 'fixed' expenses (rent, car insurance, etc.) vs. 'variable' ones (movies, lunches, etc.) – costs they can control.
 - HABITUAL "ASKER": Person who continually looks to others to 'rescue' him/her – e.g. local Philoptochos chapter; other nonprofit; family, friends.
 - SENSE OF ENTITLEMENT: Those who believe we must help them because we are Philoptochos.
 - OTHER: Sometimes, the interview reveals other issues – for example, a woman may ask for help to relocate. In the course of your interview, you learn she is a victim of intimate partner abuse, but she was too embarrassed to have told you from the onset.
- **REFERRALS TO OTHER COMMUNITY SERVICES & / OR PUBLIC RESOURCES**
 Because Philoptochos cannot be the answer to all problems nor provide ongoing or unlimited help, our role can be to assist people to find and accept help from other resources.
 - To help people as effectively as possible, let them know that you may refer them to and recommend they apply for public and other benefits, and to public and nonprofit social service organizations including but not limited to:
 - Utility discounts e.g. HEAP - Home Energy Assistance Program and discounts offered by utility companies directly, senior citizen or disability rent increase exemptions (where they exist), SNAP /Food Stamps, discounts through pharmaceutical companies, senior centers, food pantries, soup kitchens, transportation services, other social services, etc.
 - **After "Step Ten" of this document, there is a guide to finding local resources.** Research those in your area and prepare a list of local services by issue / topic. Many jurisdictions & local legislators have such directories – obtain copies, and whether it is a 'ready-made directory' or one of your own, give a copy to persons at your interview, leave copies in the church office for "walk-ins", and place copies in public areas of your church.

STEP SIX: FINANCIAL ASSISTANCE:

- **DEVELOP A BUDGET FOR YOUR CHAPTER:**
 - To ensure accountability and transparency, your chapter should **develop and approve an annual budget** that itemizes, on a line-by-line basis, its projected income (membership dues, fundraisers, sale of baked goods, special appeals, door / raffle revenue from events, donations, etc.) and projected expenditures (Metropolis and National commitments; event related costs (postage, printing, supplies, food, rental of venue, music, etc.); chapter operations (postage, printing, etc.); charitable contributions to chapter selected local charities (domestic violence and/or homeless shelter, food pantry, soup kitchen, etc.); costs related to National/Metropolis events (conventions, etc.); and **"SOCIAL SERVICES ASSISTANCE"**).
 - Track how well you are adhering to your approved budget by preparing financial reports that show the line item income and expenditures side-by-side with your annual budget by month and to date.
 - **INCLUDE A LINE ITEM FOR FINANCIAL GRANTS TO INDIVIDUALS & FAMILIES:** Allocate an amount for social services assistance to individuals and families. For guidance determining a realistic amount, contact your Metropolis President.
 - ***Decide your chapter's maximum amount per grant:*** At a board meeting, discuss and vote on the maximum amount (cap) your chapter will award per case regardless the reason, e.g. \$500.00 or \$750.00 or \$1,000.00
 - ***Decide whether and how your chapter may exceed this cap*** if there is a compelling nature to the case: At a board meeting, discuss and vote on the process your chapter will follow if the nature of a case warrants exceeding your agreed upon cap.

- **USE OF CHAPTER FUNDS FOR NON-CHARITABLE OR NON-PHILANTHROPIC PURPOSES**
Some priests and/or Parish Councils ask their Philoptochos Chapters to pay for or contribute to various “bricks and mortar” needs of the church, whether to repair the roof or pave a driveway, or purchase tables, chairs, other equipment, etc. Some chapters choose to help pay for such items on their own.
 - **YOU CANNOT PAY FOR ‘BRICKS AND MORTAR’ EXPENDITURES FROM MONIES RAISED AND DESIGNATED FOR SOCIAL SERVICES, CHARITABLE OR OTHER PHILANTHROPIC PURPOSES.**

If you are asked or wish to contribute to non-charitable or non-philanthropic needs of your church:

- **Put it to a vote** of your board and then general membership
 - **SPONSOR A DISTINCT FUNDRAISER (*event, appeal, etc.*) THAT CLEARLY PUBLICIZES & INFORMS DONORS OF ITS SPECIFIC PURPOSE AND HOW THE FUNDS WILL BE USED.**
- **AWARDING SOCIAL SERVICES MONIES TO INDIVIDUALS / FAMILIES**
 - **WHO CAN RECEIVE FINANCIAL ASSISTANCE GRANTS:**
Philoptochos financial assistance grants are awarded on behalf of Greek Orthodox / Orthodox Christian individuals, families in need regardless of their immigration / citizenship status as long as the service(s) provided are rendered in the United States.

- **PURPOSE OF SOCIAL SERVICES FINANCIAL ASSISTANCE GRANTS**

In general (include but are not limited to), Philoptochos financial grants to individuals or families

- Contribute to uncovered medical expenses for persons who are uninsured and for those who have health insurance but need help paying deductibles, co-payments, premiums, assistive equipment devices, care or other treatments denied by their insurance, prescriptions, some over-the-counter medications, etc.
- Contribute to housing cost arrears to help prevent evictions, mortgage foreclosures, utility shut-offs, etc.
- Help victims of domestic violence relocate to a safe environment (rent/ security deposit)
- Contribute to funeral and burial arrangements of low-income/indigent members of our community. (*Note: we do not contribute to the cost of shipping remains to another country*).
- Assist with other issues, e.g. local transportation, special educational services for children /adults with ASD
- Provide interim financial assistance for those who have applied for government benefits and are likely to be accepted while they wait for their benefits to “kick in”.
 - *Note: Be careful that your assistance is not counted as “income” that could disqualify or delay their ability to receive government benefits. Thus, whenever possible, provide help through gift cards.*
- Provide temporary assistance for those **not** eligible for public benefits (doesn’t meet requirements, e.g. not a citizen, over income, etc.), for a specified limited amount of time to give the person breathing space to figure out how they will manage in the future.
 - Let the person know how long your chapter will provide this help (e.g. 1 - 3 months) so that s/he doesn’t expect it to become an ongoing stipend.
- Award supermarket / other gift cards:
 - To meet needs such a food, clothing, gasoline and other daily living expenses, give gift cards rather than cash assistance
 - Please keep your chapter’s cap in mind when awarding gift cards. If someone needs ongoing help, it is best to refer them to local food pantries, soup kitchens, government services, etc.

- As of this writing, we are unable to contribute to legal services or refer clients to attorneys. We suggest you refer people to the County or State Bar Association Lawyer Referral Service.
 - If the legal need is for a victim of domestic violence, we recommend that you refer the person to your State's Coalition Against Domestic Violence.
- **COLLABORATE WITH METROPOLIS AND/OR NATIONAL PHILOPTOCHOS**
In some cases, the 'ask' is greater than your abilities. With the person's permission, refer them first to your Metropolis Philoptochos, then to National Philoptochos for consideration of supplemental help.
- **WHEN THE NEED IS ONGOING:**
 - When **ongoing financial assistance** is required, help clients understand that it is in their best interest **to apply for government benefits.**
 - Help them apply or refer them to a local agency for help with this process. Since navigating and negotiating complex service systems can be difficult for many, offer to go with them to ensure they obtain the benefits to which they are entitled.
 - For people whose English is limited, offer to accompany them as a translator
 - *Note: If agency confidentiality policies prevent you from acting as the interpreter, your role is to ensure that an appropriate and timely translator is made available.*
 - Because the wait in many of these offices can be very long, ask if the person needs someone to pick up his/her child(ren) from school or day care, or if help is needed arranging for a babysitter.
 - When **ongoing services** are needed, including but not limited to counseling, long-term case management, treatment for a mental illness or substance use disorder, etc. refer them to a local agency for help. (*See "Brief Guide to Finding Local Resources, Programs & Services" after Step Ten of this document*).

STEP SEVEN: DOCUMENTING NEED AND VERIFYING INFORMATION PROVIDED

It is imperative that the financial needs and/or details of those seeking our help be kept confidential.

- **DOCUMENT INCOME AND EXPENSES**
Ensure that the person understands the process by which Philoptochos awards financial assistance grants by reviewing with them the policies and procedures shown on the Application for Assistance
 - Philoptochos financial assistance primarily is provided to persons who are Orthodox Christians regardless of their immigration status, as long as the services are provided within the United States.
 - Ask the applicant to submit verification of the reported situation *e.g. medical condition, rent arrears, etc.*; or request them on your own *e.g. letter from hospital/ other medical provider* – if you are requesting this information, you will need the signed consent form to legally obtain it.
 - Let the person know that if their request is approved, our policy is to pay bills directly to a vendor (landlord, medical provider, etc.) and that we do not provide open ended or unconditional help.
 - Document **household income** *e.g. recent pay stubs, tax return, public benefit award/denial letter, bank statement showing direct deposits from sources, etc.*
 - Document **household expenses** *e.g. current lease or rent receipts, mortgage bill, utility bills; arrears notice, eviction and/or shut-off notices; court papers; bill from a funeral home, etc.*
 - In certain cases, you may need to verify that documents are legitimate, complete and accurate
 - Caveats – If you have any questions or doubts . . .
 - Consult your Metropolis and/or National Philoptochos.
 - **If a case comes to you from outside your community or Metropolis**, whether in writing or in person, contact the Metropolis in which the person resides to ask if the person is known.
 - If the case is from overseas, our policies prevent us from sending direct financial assistance to individuals and/or families for services needed or provided outside the United States.

- **WHERE AND TO WHOM TO ISSUE FINANCIAL ASSISTANCE CHECKS**

- When a financial grant is approved (*See Step 8 below*), issue the check(s) payable to the vendor
 - If the need is for daily living costs, e.g. groceries, diapers, clothing, shampoo, etc. give a supermarket or department store gift card.
 - If the need is for a special occasion, e.g. holiday meal, consider giving funds to a local diner, etc. from which the person can 'draw down'. Ask the restaurant for receipts.

- **DIRECT CASH ASSISTANCE**

- There **may** be times when cash is the best or only way to help. Be prepared for such situations by **establishing the criteria in advance** (e.g. *person needs to fill a prescription immediately*)
 - **HOWEVER:** *Keep in mind that if the person is applying for or receives public benefits, cash grants may delay or disqualify the person for benefits; thus, whenever possible, give the person a gift card or pay a bill directly.*

- **HELP TO NEGOTIATE A BILL:**

- Medical bills, credit card bills, funeral home charges can sometimes be reduced, and many providers will agree to a payment plan. Ask that the client negotiate a discount of their bill.
 - For those who cannot do this themselves, offer to do so on their behalf. Note: Medical providers will likely require the patient's consent to discuss such matters with you.

STEP EIGHT: OBTAIN APPROVAL FOR EACH SOCIAL SERVICES GRANT:

- Your chapter budget should have a line item for 'social services assistance to individuals or families', and your financial grants should stay within this allocation.
 - Financial assistance requests should be decided after the interview is conducted and documentation obtained by the chapter's social services committee or persons designated by the chapter to make such decisions. The social services point person (or president) should outline the need and nature of the case. If this cannot be done at a meeting, those designated by your chapter to make the decision can be polled by telephone or email.
 - To maintain confidentiality, you **SHOULD NOT** present the case to your full board or membership, and, **NO DETAILS SHOULD BE REVEALED THAT COULD IDENTIFY THE CASE.** If someone says she knows the client, **DO NOT** confirm as **case identity must remain confidential.**
- The presentation should include enough information so that an informed decision is made, including:
 - The specific request being made (*prevent eviction of family of 4 by paying 2 months' rent for a total of \$_x_*)
 - Whether help was /is being given by/ requested from another organization, chapter or Metropolis.
 - Whether your chapter has assisted this person/ family before, when, how and amounts.
- If the presentation occurs in person, put the question to a vote: ask for a motion and a second to the motion; discussion follows the seconded motion. When discussion ends, call the question and ask for a yay / nay vote of the request.
- If polling by phone or email, make sure you have responses by a majority of those designated to make the financial assistance decision.
- At the next Board /General meeting, the social services report should include an overview of the grants awarded since the previous meeting (e.g. 3 grants for a total of \$_x_ amount, to - for example - single parent, older adult, family of four, towards - for example - a funeral, medical bill, housing).

STEP NINE: EMERGENCY FINANCIAL ASSISTANCE - WHEN TIME IS OF THE ESSENCE:

From time to time, it may not be possible to obtain pre-approval as quickly as needed.

- In preparation, establish the **criteria** for an emergency grant and who can make such decisions (*generally, the president and treasurer*), and the maximum amount they are authorized to approve.
- Provide an overview of these grants in the chapter's social services report.

EMERGENCIES DURING VACATION TIMES:

- *Emergencies don't take vacations, but chapter officers and members do. Establish the criteria and procedures for how your chapter will deal with financial assistance needs that cannot wait until (for example) September when everyone is back from vacation and your chapter is in full swing. Determine who will interview applicants, collect documentation and be authorized to make such decisions, and how payments will be made.*

STEP TEN: COLLABORATING WITH YOUR PRIEST:

Parish priests are the **Spiritual Advisors** to the local Philoptochos Chapters. While you do not have to inform a priest of the help your chapter is providing, nor do you need your priest's approval to provide services or financial assistance, the priest can be an excellent resource to help you identify persons-in-need in your community.

- **Regardless who refers a case to you, we recommend that you follow the procedures included herein so that you can evaluate the case based on its merits and documented need.**
- **DISCRETIONARY MONIES TO PRIESTS:**
Some priests ask their chapter for money that they can distribute as their own 'benevolence' fund. Please note that no chapter is required to provide a priest with discretionary funds.
 - If your chapter is asked or wishes to do so, **put it to a vote** both of your board and general membership.
 - It is best to give the priest gift cards, rather than cash that he can give to those in need, e.g. supermarket, general store, etc.
 - Decide the amount (e.g. \$250) and whether it will be a revolving account, replenished when the funds are drawn down.
- **ACCOUNTABILITY:**
 - Because Philoptochos requires transparency and accountability, ask the priest for a regular accounting of how, to whom and the date he distributed the gift cards, e.g. \$10 to a homeless man for a meal; two supermarket gift cards totaling \$50 to a family of four
 - **Obtain this accounting BEFORE you replenish the fund.**
- If a sensitive case is best served by having the priest conduct the initial interview, please ask him to give a copy of the application form to the individual and/or family and ask him to tell them that a chapter member will be following up.

**For clarification of these procedures or for questions regarding matters not covered, please contact
Paulette Geanacopoulos, LMSW at National Philoptochos. T: 212.977.7782**

E: PauletteG@philoptochos.org

Or contact

Your Metropolis Philoptochos President and Metropolis Philoptochos Social Services Chair.

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A BRIEF GUIDE TO FINDING LOCAL RESOURCES, PROGRAMS & SERVICES
"9-1-1" - TO SAVE A LIFE OR STOP A CRIME

FINDING LOCAL SERVICES FOR GENERAL NEEDS:

- **"3-1-1" / "6-1-1"**
Many local jurisdictions have instituted a system through which people can obtain information about local programs and services. In many places, the dial-in number is "311" or "611".
 - If you live in a community that does not have such a system, you can contact the local United Way chapter, YM/YWCA, hospital social work department, or public school social worker for a list of local government and nonprofit agencies, homeless and domestic violence shelters, food pantries, senior citizen centers, children and family resources, etc.
 - (Note: In some communities, this number also is used to register complaints, e.g. power outages, potholes, etc.).

- **Government Center of Your Town or County / Local Legislator's District Office:**
Many jurisdictions have a Social Services Office or Person at Borough Hall or Town Hall to assist in referring people to local programs. Also, many legislators, through their District Office assist as well. Some have printed Directories of Local Services specific to your town / county that lists government and nonprofit services for residents of all ages e.g. homecare, transportation, food pantries, shelters, etc.
 - Call or go to your local government center or legislator's District Office to ask if a directory or resource manual exists. Obtain copies for your own information and for persons seeking your help.

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FINDING ALCOHOL OR SUBSTANCE ABUSE PROGRAMS & SERVICES:

- **ALL AGES: SAMHSA LOCATOR *Substance Abuse and Mental Health Services Administration:***
 - You can search the on-line national databank of the **Substance Abuse and Mental Health Services Administration (SAMHSA)**, US Department of Health and Human Services for private and public alcohol and drug abuse treatment facilities that are licensed, certified, or otherwise approved for inclusion by their State substance abuse agency. The SAMHSA LOCATOR can be accessed at: : <https://findtreatment.samhsa.gov/>

- **ADOLESCENTS:**
 - **NIDA FOR TEENS: National Institute on Drug Abuse**
For information about adolescent alcohol & substance abuse go to <http://teens.drugabuse.gov/drug-facts>
 - Topics include Anabolic Steroids, Bath Salts, Brain and Addiction, Cocaine, Heroin, HIV/AIDS and Drug Abuse, Inhalants, Marijuana, MDMA (Ecstasy, Molly), Methamphetamine (Meth), Prescription /Drugs, Salvia, Spice, Tobacco, Other drugs, and 'Real Questions from Teens'

- **12-STEP SUPPORT GROUPS:**
 - **ALCOHOLICS ANONYMOUS (AA)**
From its website: **ALCOHOLICS ANONYMOUS®** is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Following the Twelve Steps and Twelve Traditions of Alcoholics Anonymous, the only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.
 - To find out more about AA and to locate an AA meeting in your community: <http://www.aa.org/>

 - **AL-ANON / ALATEEN**
 - **AL-ANON** - From its website: If you are troubled by someone's drinking or if you grew up with a problem drinker, or if your life has been affected by someone else's drinking, consider Al-

Anon, a **mutual support group** of peers who share their experience in applying the Al-Anon principles to problems related to the effects of a problem drinker in their lives. It is not group therapy and is not led by a counselor or therapist. It complements and supports professional treatment.

- **ALATEEN** is a peer support group for teens who are struggling with the effects of someone else's problem drinking. Many Alateen groups meet at the same time and location as an Al-Anon group. Alateen meetings are open only to teenagers.
 - To find out more about Al-Anon and Alateen and to locate meetings go to <http://www.al-anon.org/>
- **NARCOTICS ANONYMOUS (NA)**
From its website: Narcotics Anonymous is a global, community-based organization with a multi-lingual and multicultural membership. NA was founded in 1953. Today, NA members hold more than 58,000 meetings weekly in 131 countries. We offer recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings. The group atmosphere provides help from peers and offers an ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle. Our name, Narcotics Anonymous, is not meant to imply a focus on any particular drug; NA's approach makes no distinction between drugs including alcohol. Membership is free, and we have no affiliation with any organizations outside of NA including governments, religions, law enforcement groups, or medical and psychiatric associations. Through all of our service efforts and our cooperation with others seeking to help addicts, we strive to reach a day when every addict in the world has an opportunity to experience our message of recovery in his or her own language and culture.
 - To find an NA meeting, go to: <http://www.na.org/>
- **FAMILIES ANONYMOUS** is a 12 Step fellowship for the families and friends who have known a feeling of desperation concerning the destructive behavior of someone very near to them, whether caused by drugs, alcohol, or related behavioral problems. When you come into our rooms you are no longer alone, but among friends who have experienced similar problems. Any concerned person is encouraged to attend our meetings, even if there is only a suspicion of a problem.
 - For more information: <http://familiesanonymous.org/>
- **OTHER 12 STEP PEER SUPPORT GROUPS:**
There are 12 Step peer support groups that focus on a person's specific drug of choice such as cocaine, heroin, crystal meth, smoking (nicotine), marijuana, prescription drugs, etc. There also are 12 Step peer support groups that address addiction issues of **gambling, overeating, sex, co-dependence, online gaming, debtors & more.**
 - A list of 'Official and Unofficial' 12 Step Organizations that use the 12 step approach to recovery can be found at: <http://12step.org/directory/recovery-groups/12-step-groups.php>

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FINDING MENTAL HEALTH SERVICES & PROGRAMS:

- **SAMHSA LOCATOR - Substance Abuse and Mental Health Services Administration** - also has created an on-line resource for locating mental health treatment facilities and programs.
 - You can search the online resource for public mental health facilities funded by a State mental health agency, another State agency or department; facilities administered by the Department of Veterans Affairs; private for-profit and non-profit mental health facilities licensed by the State or accredited by a national accreditation.
 - **THE LOCATOR FOR LOCAL MENTAL HEALTH TREATMENT SERVICES IS AT:** <https://findtreatment.samhsa.gov/>
- **SUICIDE PREVENTION LIFELINE: 1-800-273-TALK (8255)**
Toll-free number available 24 hours / day / every day that will connect persons in crisis or in need of help to the **NATIONAL SUICIDE PREVENTION LIFELINE**. It is a service of the National Institute of Mental Health (NIMH) and is available to anyone.

- Calls to this hotline may be made by the person in crisis or by others concerned about a family member or friend. All calls are confidential.
- Online, the Suicide Prevention Lifeline can be reached at:
<http://www.suicidepreventionlifeline.org>

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FINDING OLDER ADULT SERVICES & PROGRAMS:

- **ELDERCARE LOCATOR:**
Local resources, programs and services for older people and their families can be found at the "Eldercare Locator" a public service of the Administration on Aging, United States Department of Health & Human Services (HHS). Information can be accessed by telephone at **1.800.677.1116** or online at:
<http://www.eldercare.gov/Eldercare.NET/Public/Index.aspx>
- **PUBLIC BENEFITS & ENTITLEMENTS - Screening Tool for Persons 55+:**
 - **BENEFITS CHECK UP:** <http://www.benefitscheckup.org>
Free service of National Council on Aging (NCOA), a nonprofit organization in Washington, DC.
Although there are over 2,000 federal, state and private benefits programs available to help adults over 55 pay for some basic needs, many don't know the programs exist or how to apply. There is an online screening tool to help people identify these programs - in the privacy of their own home, or with help from a trusted family member or friend.
 - **BenefitsCheckUp** asks a series of questions to help identify benefits that could save a person money and cover the costs of everyday expenses. After answering the questions, the person will get a printout created just for him/her that describes the programs s/he may get help from. The person can apply for many of the programs online or s/he can print an application form and mail it to the appropriate agency.
- **NATIONAL ACADEMY OF SOCIAL INSURANCE**
 - For information about issues of social insurance including Social Security, Medicare, Workers' Compensation and Disability, Unemployment Insurance and Long-Term Care, visit the website of the National Academy of Social Insurance at <http://www.nasi.org/learn>
 - NASI is a nonprofit, nonpartisan organization made up of the nation's leading experts on social insurance. Its mission is to conduct research and advance solutions to challenges facing the nation by increasing public understanding of social insurance issues.

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RESOURCES FOR CANCER PATIENTS:

- **TEMPORARY HOUSING FOR CANCER PATIENTS:**
 - **HOPE LODGE:** AMERICAN CANCER SOCIETY
<http://www.cancer.org/treatment/supportprogramsservices/hopelodge/index>
Free, temporary housing for cancer patients and their families provided by the American Cancer Society in 31 locations throughout the USA
 - **HOTEL LODGING** - Arranged through the AMERICAN CANCER SOCIETY - For cancer patients of any age and their families
 - Go to: <http://www.cancer.org/treatment/supportprogramsservices/patientlodging/index>
 - Or call: 1-800-227-2345
 - **RONALD McDONALD HOUSE:** <http://www.rmhc.org/>
 - For pediatric cancer patients and their families. In 2015, RMHC has local Chapters in 63 countries and regions with:
 - 357 Ronald McDonald Houses
 - 203 Ronald McDonald Family Rooms
 - 49 Ronald McDonald Care Mobiles
 - Grants to non-profit organizations that also focus on the needs of children
 - Scholarships to students across the United States
 - Chapters around the world creating country-specific programs

- **FINANCIAL ASSISTANCE, SUPPORT / COUNSELING / OTHER RESOURCES FOR CANCER PATIENTS:**
 - **CLEANING FOR A REASON:** <http://www.cleaningforareason.org/>
 - Free house cleaning service for women undergoing treatment for any type of cancer
 - **LIMITED FINANCIAL ASSISTANCE AND OTHER SUPPORT SERVICES** -
 - **NATIONAL PHILOPTOCHOS** - call 212.977.7782 for eligibility and application forms
 - **CANCER CARE:** <http://www.cancercare.org/financial> (available nationwide)
 - For information about financial assistance from CancerCare - nationwide
 - **CANCER PATIENT SUPPORT FOUNDATION**
 - Go to: <http://cpspvt.org/our-program.html> for information about programs, eligibility and information about emergency funds.
 - **FOR ADDITIONAL RESOURCES** that may be available within your community, contact your local hospital social work department.
- **PHILOPTOCHOS CANCER FACT SHEETS**
 - [Breast Cancer Fact Sheet](#)
 - [Ovarian Cancer Fact Sheet - English Version](#)
 - [Ovarian Cancer Fact Sheet - Greek Version](#)

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AUTISM SPECTRUM DISORDERS

- [Definition of Autism](#)
- [Health Insurance Reform Laws](#)
- [Effects of Autism on the Disabled Child's Siblings: Washington Post 09.03.2012](#)

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DOMESTIC VIOLENCE / INTIMATE PARTNER ABUSE

Please note: Philoptochos recognizes that abusers are both men and women; however, because more than 85% of victims of domestic violence are women, much of our literature refers to abusers as men and victims as women.

FINDING SERVICES FOR CASES OF INTIMATE PARTNER ABUSE - DOMESTIC VIOLENCE:

In cases of imminent or life-threatening danger, call 911 or the local police for immediate help.

Intimate partner abuse occurs in all segments of society regardless of gender, age, religion, race, ethnic heritage, family composition, economic status or income, sexual preference, educational level, or health status. While the vast majority of victims are women, men are victims of intimate partner abuse, as are partners in same-sex relationships.

- **24 / 7 HOTLINE: THE NATIONAL DOMESTIC VIOLENCE HOTLINE**
National Domestic Violence Hotline
PO Box 161810, Austin, Texas 78716, 1.512.453.8117
1-800-799-SAFE (7223) - Post this number in the women's bathrooms of your church
TTY: 1-800-787-3224
<http://www.thehotline.org/>

Safety Alert: Computer use can be monitored and is impossible to completely clear. If you recommend to someone that she access the hotline via the internet, let her know that her internet usage might be monitored and that she can also reach the National Domestic Violence Hotline by telephone at **1.800.799.7233**.

THE NATIONAL DOMESTIC VIOLENCE HOTLINE is staffed 24 / 7 days by highly trained expert advocates who are available to talk confidentially with anyone experiencing domestic violence, seeking resources or information, or who may be questioning unhealthy aspects of their relationship.

- **STATE COALITIONS AGAINST DOMESTIC VIOLENCE:**
 - Please post the contact information for your own State’s Coalition Against Domestic Violence. It can be found at The National Coalition Against Domestic Violence website: <http://ncadv.org/learn/state-coalitions>
- **DOMESTIC VIOLENCE LITERATURE FROM NATIONAL PHILOPTOCHOS**
 - *“IT’S NOT LOVE IF YOUR PARTNER . . . ”*
 - National Philoptochos Social Services has developed a one-page flyer and a two-sided ‘postcard’ entitled, *“It’s Not Love If Your Partner . . . ”* to help women identify whether they are being abused, and ways to help themselves decide what they would like to do.
 - So that women who have questions about their relationship, or who are abused or think they may be abused can safely read and access the information, place copies of this information in the women’s rooms of your church. To obtain multiple copies please contact the Social Work Office at 212.977.7782.
 - **FACT SHEETS / ADDITIONAL PHILOPTOCHOS INFORMATIONAL MATERIAS:**
Call 212.977.7782 to request copies of each of the following.
 - [“DOES YOUR PARTNER . . . ”](#)
 - Many women do not realize they are victims of intimate partner violence until they read about the behaviors and characteristics of an abuser. Thus, we ask you to post, **“Does Your Partner . . . ”** in the women’s bathroom(s) of your church.
 - [“DEVELOPING A SAFETY PLAN”](#)
 - An effective way a non-mental health professional/ non-domestic violence advocate can help a victim is by helping her ensure her safety and that of her children. Thus, we also ask you to post **“Developing a Personalized Safety Plan”** in the women’s bathroom(s) of your church.
 - Periodically check the women’s rooms to see if the literature is still there – hopefully, if they are missing, they were taken by a woman in need so she could follow-up on her own.
 - [Fact Sheet on Intimate Partner Abuse](#)
 - Domestic Violence Awareness Month is in October of every year. Insert a copy of the Philoptochos *“Fact Sheet on Intimate Partner Abuse”* in your church Bulletin, along with additional literature from a local domestic violence program or shelter about local services and programs.
 - [Power and Control Wheel](#)
 - [How Money is Used as a Weapon in Relationships](#)
 - [What to Say to a Woman You Think is Being Abused](#)
 - [What to Do When a Woman Confides in You](#)
 - [Power Point Presentation: “DOMESTIC VIOLENCE – IDENTIFYING AND RESPONDING TO DOMESTIC VIOLENCE IN THE ORTHODOX CHRISTIAN COMMUNITY” \(Webinar, February 24, 2015\)](#)
 - [DOMESTIC VIOLENCE MANUAL: Identifying and Responding to Domestic Violence in the Greek Orthodox Community](#)
- **TEEN AND COLLEGE DATING VIOLENCE / SEXUAL ASSAULT:**
 - **THE NATIONAL DATING ABUSE HELPLINE** offers immediate and confidential support. To contact the Helpline, call 1-866-331-9474, text “loveis” to 22522, or visit www.LoveIsRespect.org
 - **NATIONAL SEXUAL ASSAULT HOTLINE - 1.800.656.HOPE**
More information can be found at:
 - <http://www.breakthecycle.org/dating-violence-research/college-dating-violence-and-abuse-poll>
 - http://www.cdc.gov/ViolencePrevention/intimatepartnerviolence/teen_dating_violence.html
- **LGBTQ ABUSE:** <http://www.thehotline.org/is-this-abuse/lgbt-abuse/>

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PROTECTIVE SERVICES (CHILDREN / ADULTS / OLDER ADULTS)

In serious, life-threatening, or dangerous, call 911 or the local police for immediate help.

• FOR CHILDREN:

○ **TO ANONYMOUSLY REPORT SUSPECTED ABUSE, NEGLECT OR EXPLOITATION OF CHILDREN**

Each State has a system to receive and respond to reports of possible / suspected child abuse and neglect. Concerned citizens and professionals can call statewide hotlines, local child protective services, or law enforcement agencies to share their concerns. Reporting suspected or actual abuse or neglect can protect a child and get help for a family – it may even save a child's life.

- **MANDATED REPORTERS:** *Certain professionals are mandated by law to report suspected child abuse, neglect or exploitation of children, e.g. social workers, school administrators, teachers, other school personnel, medical and mental health providers. In addition, approximately 27 States currently include members of the clergy among those professionals specifically mandated by law to report known or suspected instances of child abuse or neglect. The word “approximately” is used to stress the fact that States frequently amend their laws. The following information is current only through November 2013. States that include clergy as mandated reporters are Alabama, Arizona, Arkansas, California, Colorado, Connecticut, Georgia, Illinois, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nevada, New Hampshire, New Mexico, North Dakota, Ohio, Oregon, Pennsylvania, South Carolina, Vermont, West Virginia, and Wisconsin.*

- **THE CHILDHHELP NATIONAL CHILD ABUSE HOTLINE 1-800-4-A-CHILD (1-800-422-4453)** is dedicated to the prevention of child abuse. Serving the United States, its territories, and Canada, the Hotline is staffed **24 hours a day, 7 days a week** with professional crisis counselors who, through interpreters, can provide assistance in 170 languages. The Hotline offers crisis intervention, information, literature, and referrals to thousands of emergency, social service, and support resources. **All calls are confidential.**

- To learn your State's laws regarding reporting and responding to child abuse and neglect, go to the Administration of Children's Services, US Department of Health & Human Services call: **Child Welfare Information Gateway by calling 1.800.394.3366**

• FOR ADULTS, PHYSICALLY &/or DEVELOPMENTALLY DISABLED INDIVIDUALS

- There are **ADULT PROTECTIVE SERVICE (APS)** agencies all over the nation, and more than likely there is one near your community. Issues, concerns or questions about someone you believe is being abused, neglected, financially exploited, or otherwise unsafe or poorly treated, can be referred to an APS office near you so that professionals can evaluate the situation. Calls are always confidential.
- To locate the APS agency near you, go to the website of the National Adult Protective Services Association: <http://www.napsa-now.org/get-help/help-in-your-area/>
 - The APS map of the United States is designed to provide easy access to information on reporting suspected abuse nationwide. You will be asked to select the state for which you wish to obtain information. You will be provided with contact information for both APS and long-term care ombudsman's agencies in your area. Many states also host 24-hour-a-day hotlines to accept reports of abuse or neglect.

• FOR PERSONS WHO ARE OR MAY BE VICTIMS OF ELDER ABUSE:

- **THE NATIONAL CENTER ON ELDER ABUSE** of the Administration on Aging (AoA), US Department of Health and Human Services has an online resource that provides state reporting numbers, government agencies, state laws, state-specific data and statistics, and other resources at: http://ncea.aoa.gov/Stop_Abuse/Get_Help/State/index.aspx

- Use the **ELDERCARE LOCATOR** on weekdays for state specific information at: <http://www.eldercare.gov/Eldercare.NET/Public/Index.aspx> or by phone at: 1-800-677-1116
- National Philoptochos has developed a "[FACT SHEET ON ELDER ABUSE](#)" that provides information about who is at risk, who the abusers are, the types of elder abuse and neglect including physical, emotional, financial, self-neglect, abandonment and more. Call 212.977.7782 to obtain copies that you can post and distribute locally.
- **FOR PERSONS IN NURSING HOMES, BOARD & CARE HOMES, ASSISTED LIVING FACILITIES:**
 - **LONG TERM CARE OMBUDS PROGRAM**
Administered by the Administration on Aging (AoA), long-term care ombudspersons are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudspersons provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist with complaints. However, unless you give the ombudsperson permission to share your concerns, these matters are kept confidential.
 - The federal Older Americans Act requires every state to have an Ombudspersons Program that addresses complaints and advocates for improvements in the long-term care system.
 - For more information, go to the website of the *National Long Term Care Ombuds Resource Center* at: <http://ltcombudsman.org/>
 - To find a local program, use the eldercare locator: <http://www.eldercare.gov/Eldercare.NET/Public/Index.aspx>

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HOMELESSNESS / FOOD INSECURITY

FINDING SERVICES TO ADDRESS HOMELESSNESS / FOOD INSECURITY

- **NATIONAL COALITION FOR THE HOMELESS**
<http://nationalhomeless.org>
From its website: The National Coalition for the Homeless is a national network of people who are currently experiencing or who have experienced homelessness, activists and advocates, community-based and faith-based service providers, and others committed to a single mission: To prevent and end homelessness while ensuring the immediate needs of those experiencing homelessness are met and their civil rights protected.
- **INTERACTIVE STATE-BY-STATE MAP OF FOOD PANTRIES:**
<http://www.foodpantries.org/>
- For more information about programs regarding homeless prevention and homeless services (individuals and families), food pantries, soup kitchens, drop-in centers, shower and clothing resources specific to your community, contact your local DEPARTMENT OF SOCIAL SERVICES or if available, call 3-1-1 or 6-1-1.
- **PHILOPTOCHOS 'FEEDING THE HUNGRY' EFFORTS**
 - Contact your local chapter and/or Metropolis Philoptochos to find out where local meal programs are being held and for whom.
 - Get information about how to participate in an existing program or start your own.

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BURIAL BENEFITS FOR VETERANS

- [Burial Benefits for Veterans of the American Armed Forces](#)

We have tried to be as thorough and accurate as possible in preparing this document, and hope the information is presented in a clear, user-friendly and helpful manner. If you have suggestions or ideas about how we can improve this document, or if you have updates or have found errors in organizations' contact information, please contact Paulette Geanacopoulos at 212.977.7782 or by email at PauletteG@philoptochos.org.

THANK YOU FOR ALL THAT YOU DO!