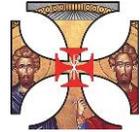




GREEK ORTHODOX ARCHDIOCESE OF AMERICA
GREEK ORTHODOX LADIES PHILOPTOCHOS SOCIETY, INC.
126 EAST 37TH STREET NEW YORK, NY 10016
MAIN NUMBER: 1.212.977-7770 FAX 1.212.977-7784
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RECOMMENDED POLICIES & PROCEDURES FOR PHILOPTOCHOS METROPOLIS AND LOCAL CHAPTERS WHEN ASSISTING INDIVIDUALS & FAMILIES (01/2017)

FRAMEWORK FOR SOCIAL SERVICES ASSISTANCE:

- The Greek Orthodox Ladies Philoptochos Society, Inc. gives hope and rebuilds the lives of Greek Orthodox and 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.
- We are dedicated to improving the quality of life and developing the potential of members of the Orthodox Christian community in need who turn to us for assistance with the goal of helping them to manage on their own in the future.
- Our work is conducted within a faith-based and culturally sensitive context.

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GOAL OF THIS DOCUMENT: CONSISTENT, COMPASSIONATE AND 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 and local Philoptochos 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, Metropolis 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 about or requests for clarification concerning this document to:

Paulette Geanacopoulos, LMSW
National Philoptochos Department of Social Work
126 East 37th Street • New York, NY 10016
Email: PauletteG@philoptochos.org • Confidential Direct Social Work Telephone: 1.212.977.7782

STEP ONE: CONFIDENTIALITY - THE BEDROCK OF SOCIAL SERVICES:

- Many people who seek our help are our neighbors, friends, families of our children's classmates, fellow parishioners, members of the same social groups as our parents and grandparents. Most never thought they'd have to ask anyone for help, let alone us, **PLEASE RESPECT THEIR PRIVACY.**
- That being said, it ALSO is important that those seeking help understand that **confidentiality is not absolute.**
 - Those seeking help should be told who will know their name and situation, such as your president and treasurer - those who sign financial assistance checks.

STEP TWO: OUTREACH TO INFORM OTHERS OF HOW YOU CAN HELP:

We are referred cases from sources both within and outside our community: priests, hierarchs, fellow parishioners, family members, neighbors or friends, local organizations, other service providers and the person him/herself.

- Although Philoptochos has existed for nearly 90 years, many people - including those in our own community - are unfamiliar with our social services. Consequently, inform your church and broader community, who you are and who and how you can help.
 - Create an outreach flyer to insert in your Church bulletin; to post in a prominent location in your Church; and to distribute, periodically, to the various organizations in your parish and local community.
- Since those in need may hesitate asking members of their own parish for help, include how to get in touch with National's Social Work Office and your Metropolis Philoptochos, along with your chapter's contact information.

Suggested wording for an outreach flyer:

PHILOPTOCHOS:

RESPONDING TO THE NEEDS OF THE GREEK ORTHODOX 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 costs?
 - Do you need help finding a local food pantry or soup kitchen?
 - Do you know someone who needs help, a friendly call or visit?

CONFIDENTIAL ASSISTANCE IS AVAILABLE!

Contact

The Greek Orthodox Ladies Philoptochos Society, Inc. assists Greek Orthodox and Orthodox Christian individuals and families who are in the United States, regardless of their immigration status. Please help us reach out to them.

STEP THREE: SOCIAL SERVICE “POINT PERSON”: *When someone reaches out for help, who in your chapter responds?*

- Select one or two trusted members of your Chapter or Metropolis to be your Social Services “point person”, who will interview those seeking help to obtain the information you need to determine how you will help.
 - The point person is not expected to be a social worker, but rather, she is the person who will fulfill – **with sensitivity and with confidentiality** - the mission of Philoptochos.
 - *Note: If the size of your chapter makes it difficult for you to designate your own social services person, please ask your Metropolis Philoptochos or National’s Social Worker to conduct the interview for you.*

• **SKILLS TO LOOK FOR IN YOUR SOCIAL SERVICES “POINT PERSON”**

Your social services liaison 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. Show **compassion** and empathy - not pity. Lay sympathy feelings aside.
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 and cannot do. Explain that your chapter will do its best to help, but that there are procedures that must be followed.
7. **Discreetly** ask for required documentation.
8. **Keep one’s own values in check** – it isn’t helpful (for example) to say to a domestic violence victim, “*Why haven’t you left by now?*” Or to someone facing eviction, “*Why didn’t you realize this would happen?*”
 - **Does how you react to the person seeking help differ depending on WHY s/he seeks help?** (*Does your reaction differ if the person seeking help is a parent whose child has a life threatening illness, vs a person who you believe is a drug addict?*).
9. **Empower the person;** help the person gain some control over their situation 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?*”
10. Know how to say, “I don’t know, but I’ll try to find out.”
11. Understand that part of our role is to provide **spiritual support** by ensuring that those facing difficulties and seeking our help do not think God is punishing them nor has abandoned them.
12. Be sensitive to our **cultural characteristics** taking into account our cultural strengths and barriers including but not limited to family, language, religion, relationship to country /village of origin, gender roles, etc.
13. Recognize if **the effect of listening to other people’s problems** is negatively impacting her life including her own psychological, physical or spiritual well-being. (*Vicarious trauma*)
14. **Know when she is over her head and needs to ask for help from others.**

STEP FOUR: WHO HAS TURNED TO YOU FOR HELP?

- If the person seeking your help is NOT from your community, or resides outside your Metropolis:
 - CONTACT YOUR METROPOLIS PHILOPTOCHOS TO FIND OUT IF SHE IS KNOWN ELSEWHERE and if they have received help from another chapter or Metropolis.
- If the person is in another country:
 - Philoptochos social service policies **prohibit us from paying bills to vendors in other countries** or sending money to persons overseas as it is frequently impossible to verify the legitimacy of their request.
 - Contact National Social Services for a copy of a letter developed by the Archdiocese and Philoptochos that respectfully declines their request.
- If the person is local, please go to “Step Five”

STEP FIVE: THE PROCESS: *Application for Assistance; Consent for Release of Information; The Interview*

- Our Application for Assistance provides information to help you determine the most effective way to help
- Our Consent for Release of Information gives you permission to contact secondary sources, if needed, to verify information.
- Leave a supply of applications and consent forms in your church forms to be given to 'walk-ins'.

STEP SIX: THE INTERVIEW

- Because cases that come before National are nationwide, we frequently conduct interviews over the phone; however, for local cases, we recommend face-to-face interviews. Much can be revealed by a person's demeanor, physical and emotional state, neatness, condition of clothing, body language, eye contact, items 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 they reached their current situation and how they think the problem can be resolved. It also will reveal whether they have been in this or a similar situation before.
- When possible, conduct the interview with a second person – one to ask questions, one to take notes.
- **Location of the interview:**
 - If there is no private location in church, consider a local coffee shop, restaurant, or a park.
 - **Do not** invite people into your own home.
 - **Do not** go to someone's home by yourself.
- DIAL *67 if you telephone the person from your own phone **to block your number** from the person's Caller ID

• **APPLICATION FOR ASSISTANCE: WHY THE PERSON SEEKS YOUR HELP**

The Application can be completed by the person seeking help, a member of his/her family, or by the person conducting the interview. **If you do not follow the form exactly, please try to obtain as much of the information on it as possible, as THE APPLICATION WILL TELL YOU:**

- How they heard about you
 - Their name, identifying and contact information (recent photo, address, phone(s), email, date of birth)
 - Immigration status – we help regardless of immigration status, however, if the person needs ongoing help, which we do not have the resources to provide, we need to know if we can refer the person to public benefits or other services since eligibility for many is based on citizenship or permanent residency
 - Information about others in the household
 - Type of housing and monthly costs
 - Help they have received, have requested or are receiving from other sources
 - Household income – of all in the home
 - Household expenses
 - Other information – e.g. whether there is a history of substance abuser or mental illness, whether there are firearms in the household and if yes, how they are secured – especially critical if there are children in the household and if there is a history of mental illness
 - How they have managed until "now"
 - How they plan to manage in the future since we do not and cannot provide ongoing help.
 - The specific help they identify as needing "now".
- And it asks the person to sign and date the form to certify the information they provided is accurate to the best of their knowledge

STARTING THE INTERVIEW: OPEN WITH:

- *"I don't mean to be intrusive, but I am going to ask you personal questions to help us determine the best way to help you, so please answer them as completely as you can".*

AND

- *"Please know that everything you tell me will remain confidential and will only be shared with others with your permission."*

SAMPLE OPEN ENDED QUESTIONS:

- What has brought you to us today?
 - Please be sensitive - Remember that for many members of our community, they never thought they would need to ask anyone for help, let alone us.
- How long have you faced this setback (or challenge)?
- Has something like this happened to you before?
- **How have you managed up until now?**
- Do you have family or friends who can help, or who have helped you in the past?
- Have you been helped by Philoptochos before? (Chapter, Metropolis or National)
- Have you reached out to other organizations for help? (Either now or in the past)
 - If yes, which ones and when? What response(s) have you received (or if in the past, 'did you receive')?

- Do you plan to seek help from these organizations or other sources again?
- **How do you plan to manage in the future?** Asked since we don't have the ability to help ongoing.
- What is the best way you think we can help you?

DO YOU NEED TO DIG A LITTLE DEEPER?

- Are there underlying reasons for their needing your help?

EXAMPLES:

- Is the woman asking your help paying for childcare only working part-time because she is the sole caregiver for her grandmother who suffers from dementia?
- Is the woman seeking help finding another place to live doing so because she is a victim of domestic violence?
- Is the substance abuser self-medicating because she is depressed?
- FREQUENTLY, underlying issues have to be dealt with first before you and they can move forward.

REFERRALS TO OTHER COMMUNITY SERVICES & / OR PUBLIC RESOURCES

Because Philoptochos cannot be the answer to all problems nor do we have the ability to provide ongoing or unlimited help, our role can be to assist people to apply for and accept help from other resources.

- e.g. public benefits, senior citizen or disability rent increase exemptions (where they exist), SNAP /Food Stamps, senior centers, food pantries, soup kitchens, transportation services, other social services, etc.
- If the person refuses such referrals, try to find out why:
 - Are they embarrassed to apply for what they see as "welfare"?
 - If yes, suggest they look at such help as temporary, and let them know that they can terminate their case once they are back on their feet.
 - Is it because their command of the English language isn't good enough for them to apply on their own?
 - If yes, offer to go with them to negotiate the system, help them fill out forms, wait with them, and possibly act as their interpreter – or to ensure that the government benefits office provides them with an interpreter.
 - Is it because she is a single parent and cannot spend all day at a government office because she must pick up her child from school?
 - If yes, offer to arrange to have someone she knows and trusts from your chapter pick up her child from school, or, offer to pay for that day's after school activity.

THE FOLLOWING CIRCUMSTANCES ARE SOME OF THE REASONS PEOPLE TURN TO US FOR HELP:

- RECESSION: *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, other family member*
- MENTAL HEALTH: *Illness of client or other family member; inability of person to follow through on issues such as remembering to recertify for public benefits or gather needed information, refusing medications, etc.*
- 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.*

STEP SEVEN: WHEN THE NEED IS FINANCIAL:

WHO WE HELP:

- Orthodox Christian individuals and families regardless of their immigration status as long as the services are provided in the United States and payment can be made directly to the vendor – landlord, mortgage holder, utility company, medical provider, funeral home, etc.
 - The person does NOT have to be a paid steward of the Church.

- **WHY WE LIMIT OUR SOCIAL SERVICES HELP TO ORTHODOX CHRISTIANS:**
 - As the source of our funding for social services assistance is almost completely private from Philoptochos chapters / members and chapter fundraisers, we limit who we can help.
- **Re: Financial Help to Non-Orthodox Christians:**
 - At a chapter's discretion, many provide supermarket or department store gift cards to non-Orthodox Christians who turn to them for help.
- **POLICIES FOR FINANCIAL ASSISTANCE REQUESTS:** A client's financial needs and all documentation submitted by the client must be kept confidential.
 - **POLICIES:**
 - Philoptochos pays bills directly to the vendor.
 - We do not "give money" to the client so s/he can pay a bill him/herself.
 - We do not provide open-ended or unconditional help.
 - We do not provide ongoing help – e.g. regular stipends that are not time-limited.
 - We do not pay bills for services rendered in another country, either directly or indirectly
 - **We do not contribute to an account of any kind.**
 - REASON: It is difficult and sometimes impossible to verify who is managing the account, who decides what will be paid and when, and/or if the person passes away, how remaining funds will be disbursed and by whom.
 - NO account established at a bank in the person's name
 - NO personal account in the name of the client
 - NO account established at a hospital or other institution in the client's name that is not a direct payment for a specific service rendered.
 - NO online / crowdfunding platform such as GoFundMe, youCaring, etc.
 - **CLIENT MUST VERIFY THEIR SITUATION:**
 - Of medical condition from a medical provider on his/her letterhead
 - Official documents confirming rent / mortgage / utility amounts or arrears from landlord, mortgage holder, court-ordered eviction papers, utility arrears/ shut-off notice, etc.
 - Death certificate; itemized invoice from funeral home
 - Other verification relevant to the client's situation
 - **DOCUMENTATION REQUIREMENTS FOR FINANCIAL ASSISTANCE**
(If you have any doubts what to ask for or how to ask respectfully and discreetly, please consult your Metropolis Philoptochos President or Social Services Chair, or National Philoptochos Social Services).
 - **HOUSEHOLD INCOME** – of all in the household (e.g. recent pay stubs, tax return, public benefit award or denial letter, bank statement showing direct deposit, income from other sources – child support or alimony, help from family or friends, insurance settlement, etc.
 - **HOUSEHOLD EXPENSES** – current lease or rent receipts, mortgage statement, recent utility bills, arrears notices, medical / hospital bills, funeral home invoice, credit card bills, insurance premiums, unpaid bills, other.
 - **WHAT PHILOPTOCHOS GRANTS CAN CONTRIBUTE TO:**
 - **UNCOVERED MEDICAL EXPENSES** (co-payments, deductibles, denied costs, etc.)
 - **HOUSING COSTS** – rent / mortgage arrears, utility bills, other housing costs
 - **RELOCATE VICTIMS OF DOMESTIC VIOLENCE** to safe environment (e.g. security deposit, rent, etc.)
 - **FUNERALS/ BURIAL ARRANGEMENTS** to ensure indigent people receive a proper Orthodox Christian burial.
 - **We do not** contribute to the cost of transporting a person's remains to another country, by we can help pay for funeral home preparation costs required by law and airline regulations (e.g. embalming, casket, etc.).
 - **We do not** contribute to or pay for cremations.
 - **TEMPORARY STOP-GAP HELP** to give people breathing space and hope
 - Help while the person awaits start of public benefits (*Note: Be careful that your financial assistance isn't counted as income that could disqualify or delay a person's ability to receive benefits. Consider giving a gift card instead.*)
 - Help for a limited amount of time for those NOT eligible for public benefits (e.g. non-citizen, over income, doesn't meet eligibility requirements).

- Help to ensure the person knows that God has not abandoned them: Sometimes, even if it looks like a ‘hopeless’ case, it can be appropriate to ‘do something’ because we are representatives of the Church.
 - **GIFT CARDS** – supermarket, department store, gas, etc.
 - **OTHER WAYS WE HELP:**
 - **NEGOTIATE A BILL**
 - Sometimes, simply by asking, a vendor will reduce or discount a bill.
 - If the person cannot do this him/herself, get their permission to do so on their behalf.
 - **DIRECT CASH ASSISTANCE** –
 - Sometimes, giving a person cash is the best or only way to help, e.g. if a prescription must be filled immediately and the pharmacy won’t wait for your chapter’s check, or if the person hasn’t eaten – you give them cash to go to a local diner or coffee shop.
 - **At a board meeting, discuss and establish the criteria** to determine when your chapter can give cash assistance to an individual. As noted above, keep in mind that cash assistance can disqualify or delay a person’s application for public benefits. In such cases, give a gift card instead.
 - **EMERGENCY GRANTS:**
 - From time to time, it may be necessary to give an emergency grant without going through your social services committee or executive board.
 - At a board meeting, discuss and establish the criteria for giving an emergency grants, e.g. under what circumstances, who can make such decisions (e.g. president and treasurer), and the maximum amount the president and treasurer are authorized to award without prior executive board approval.
 - Since problems don’t come to a halt in the summer or holidays, establish a plan to determine how your chapter will respond to social service needs during such times.
- **PROCEDURES TO OBTAIN CHAPTER APPROVAL FOR YOUR SOCIAL SERVICES GRANTS:**
 - **CHAPTER BUDGET:**
 - 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”**.
 - **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 / \$750.00 / \$1,000.00
 - **Decide whether and how you 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 this cap.
 - **CHECKLIST FOR A SOCIAL SERVICES GRANT**
 - Do you have a completed and signed Application for Assistance and Consent Form?
 - Has the social services point person interviewed the client?
 - Do you have the required documentation from the client?
 - If needed, have you verified this information?
 - If more than one bill has been submitted by the client, have you asked which his /her priority is?
 - Has the social services point person discussed the merits of the case with the president & treasurer and are you ready to make a recommendation to the executive board?
 - **PRESENT THE CASE TO YOUR EXECUTIVE BOARD (NOT the entire board, nor to your membership)**
EXAMPLES:
 - *An 83 year old indigent man passed away. As he has no family/ friends who can help with the burial, we recommend contributing (\$ x.00) directly to the funeral home.*

- *A family of 4 with three school-age children faces eviction due to the loss of employment by single mother head of household. We recommend awarding (x) amount in back rent payable to the landlord to ensure they remain housed. Our help supplements assistance from County Social Services.*
- **DO NOT** provide any information that will identify the person / family
- If you are being asked to contribute by the Metropolis or National Philoptochos, state so.
- **PUT THE RECOMMENDATION TO A VOTE**
- When approved, pay the bill(s) directly.
 - Two signatures should be required on each check – President and Treasurer.
- At your next board meeting and general membership meeting, give a social services report of activities and grants awarded, but do not provide any details that will identify who the clients were.

STEP EIGHT: CASE-BY-CASE RECORD KEEPING:

- Maintain a record for each person who has reached out to you, when and what you did:
 - Create a file folder (case record) for each and assign a number coordinated with the year the case first became known to you that can be used to identify the case to your board and members
 - Cross-reference cases that carry over to another year or another administration
 - Track return “askers” so that you have a complete picture of help you and others have provided
- To secure these case records, we recommend that you
 - Locate a secure file cabinet, locked closet or office at your church in which you can place your records.
 - While some chapters keep files in the home of the president or treasurer, it is not good practice as confidentiality can be a problem. As important, files can be misplaced at home, thus making the transition from one administration to the next difficult and incomplete.

STEP NINE: COLLABORATE WITH YOUR METROPOLIS AND/OR NATIONAL PHILOPTOCHOS:

- When the need is greater than your chapter’s ability, obtain the person’s permission to request supplemental help from your Metropolis Philoptochos and/ or National Philoptochos.

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 how or who refers a case to you, please **follow the procedures recommended in this document and conduct an evaluation of the merits of the case so that you can respond accordingly.**
- **DISCRETIONARY MONIES TO PRIESTS:**
No chapter is required to provide a priest with discretionary funds. However, if your chapter is asked or wishes to do so, **PUT IT TO A VOTE OF YOUR BOARD AND GENERAL MEMBERSHIP.**
 - Decide the amount to give him (e.g. \$250) and whether the fund will be in cash, gift cards or both.
 - Because Philoptochos requires transparency and accountability on all financial matters, ask him for a regular accounting of how, to whom and the date he distributes funds or 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.

OTHER: 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.**

*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.