

# Philoptochos



## Helping People

# Two-Part Social Services Training Webinar

### SOMEONE IN YOUR COMMUNITY NEEDS HELP:

- A family is overwhelmed with their child's uncovered medical bills
  - The head of a household was laid off and can't pay rent and utilities
    - A hospital social worker called about an indigent Orthodox Christian with no family who just passed away
      - You received a letter from Greece asking for help paying medical costs
        - You've been asked to contribute to a GoFundMe account

### YOUR CHAPTER IS ASKED TO RESPOND:

Who in your chapter will follow-up?

What are discreet and respectful ways to ask for the information you need?

How do you maintain confidentiality?

What do you do when the person needs ongoing help but is embarrassed to apply for public benefits?

How do you find local resources to supplement what you can do?

The person is not from your community – who can help you find out if they are known elsewhere?

When do you know you have done enough, or when you have had enough?

*Led by Paulette Geanacopoulos, LMSW, National Philoptochos Director of Social Services and Eleni Constantinides, New Jersey Metropolis Philoptochos Philanthropy Chair, the two training webinars will review recommended procedures to increase and improve your chapter's ability to respond to and provide local social services assistance to individuals and families. Training participants will be able to submit written questions.*

*A video of each session will be available soon after airing, on the Philoptochos website: [www.philoptochos.org](http://www.philoptochos.org)*

### **By the end of the two-sessions, you will have learned:**

- Why people turn to us for help – and why knowing this makes us better “helpers”
- What to look for when selecting your chapter's social services “point person”
- Sample questions to help you discreetly and respectfully obtain the information you need
- How to keep records without breaching confidentiality
- Why it is necessary to ensure compassion, confidentiality, accountability and transparency.

**Friday, April 22, 2016 (Part One)**

2:00pm – 3:00pm (EDT)

Click to register: <https://zoom.us/webinar/register/7ea96852f4fb0f898c34be5db4a05ad8>

**Friday, May 13, 2016 (Part Two)**

2:00pm – 3:00pm (EDT)

Click to register: <https://zoom.us/webinar/register/3ff24766d347742fc5b9141539e44ee6>

