

Masonic Family Outreach Services (MFOS)

Guide for lodge leaders



What is MFOS?

Masonic Family Outreach Services (MFOS) offers **free** assistance finding services and resources for families struggling with today's complex issues.

Potential areas of need include the impact of divorce, the stresses of a special needs child, or economic events such as job loss or foreclosure.

We support fraternal family members of all ages.

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Services overview

We tailor services to each client's needs and preferences. Services include:

- Information and referrals to community-based services and resources
- Ongoing case management, including regular visits and telephone contact
- In certain circumstances, some financial support may be provided if eligibility requirements are met



Eligibility

All Masons and their immediate family members are eligible to receive assistance and services.

There is no age or membership minimum.

We work with all members of the family.



Examples of support

Information and referrals to community-based services and resources, such as

- Legal services
- Employment services
- Food stamps and other assistance benefits
- Resources for foreclosures and other economic issues
- Services for special needs children
- Support programs

Ongoing case management at no cost

- Our case management services are broad, flexible, and able to serve families in their own communities throughout the state.



Examples of support

Budget planning assistance and possible financial support

- In establishing the budget, MFOS considers public benefits as well as support that is available from the client's family and the lodge.
- In some circumstances, financial support may be available for three months.
- The amount of support is determined by need and will change as needs change.
- The client signs an Agreement to Repay, which states that when the assistance ends, all or a portion of the amount expended will be repaid if the client has the financial means to do so.



How can my lodge help?

Educate members and families about support services.

- Display an informational poster
- Run a Trestleboard ad
- Mail an annual reminder letter

Maintain regular contact with members who have not been to lodge in awhile or who may be experiencing hardship.

- Call to personally invite inactive members back to lodge
- Mail an annual survey to inactive members
- Send birthday, holiday, or “thinking of you” correspondence

Our lodges are our fraternal safety net. For more outreach ideas, call Masonic Assistance at 888/466-3642.

- *DOWNLOAD: freemason.org> Member Center> Member Resources> [Masonic Assistance .jpg](#)
- *DOWNLOAD: freemason.org> Member Center> Member Resources> [Masonic Family Outreach.pdf](#)
- *DOWNLOAD: freemason.org> Member Center> Member Resources> [Member Benefits: Letter from the Master.doc](#)
- *DOWNLOAD: freemason.org> Member Center> Member Resources> [Phone script: Bring Brothers Back.pdf](#)
- *DOWNLOAD: freemason.org> Member Center> Member Resources> [Inactive member survey.doc](#)



When a fraternal family member needs assistance

- **Encourage the member or a relative to call** Masonic Assistance at 888/466-3642, or call on his/her behalf.
- **Stay in touch with the member** throughout the intake process. He may need reassurance or assistance gathering documents. The lodge can act as a liaison between Masonic Assistance staff and the member.
- **Make sure the member has completed** the intake process. Periodically check in with Masonic Assistance staff on the progress of the application.
- **Notify your lodge's master and secretary** so they may evaluate lodge outreach practices and plan proper follow-up.



After contacting MFOS

Once the intake call is complete, the member

- Will be provided information about community-based resources
- Will be informed about any available Masonic support services
- May be mailed initial paperwork for an application to MFOS

The average application process takes 30-45 days, with the exception of emergency circumstances.

During this time, the lodge should stay in close contact with the member to provide assistance and outreach.



Questions about repayment

Repayment helps continue Masonic Assistance support for future Masons, wives, widows, and mothers in need.

- Repayment is expected when clients have the assets to do so.
- When repayment is possible, these funds are returned to Masonic Assistance to serve other members in need.
- Repayment is received only for the amount of support provided, or less. (MFOS does not charge interest.)
- No client is turned away due to an inability to repay the program. If a client passes away and has no assets to repay the Masonic Assistance “debt,” that debt is forgiven.



MFOS resources for lodges

Visit freemason.org

- Select the Member Center pull-down
- Click on Member Resources

Download

- Lodge poster: [Masonic Assistance.jpg](#)
- Informational flyer: [Masonic Family Outreach.pdf](#)
- [Member Benefits: Letter from the Master.doc](#)
- [Phone script: Bring Brothers Back.pdf](#)
- [Inactive Member Survey.doc](#)



For more information

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