

THE WARM TRANSFER

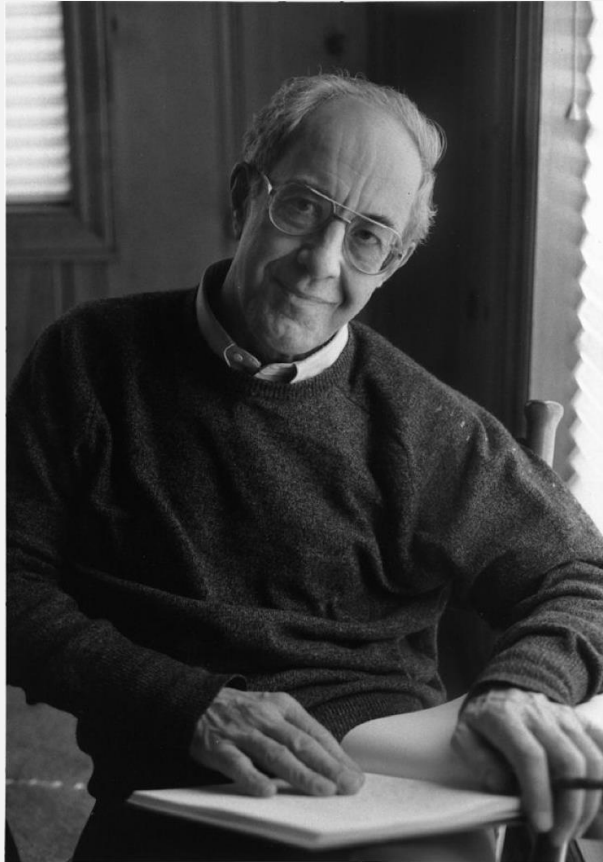
ASSISTING FAMILIES IN NEED WITH LOCATING AND ACCESSING RESOURCES

THE ARCHDIOCESE OF BALTIMORE DEPARTMENT OF EVANGELIZATION
CATHOLIC CHARITIES OF BALTIMORE
GABRIEL NETWORK

GOALS FOR TRAINING

- Discuss the ministry of presence
- Practical skills for a warm transfer
- Warm Transfer to Catholic Charities
- Warm Transfer to Gabriel Network
- Questions

THE MINISTRY OF PRESENCE



“Let us not underestimate how hard it is to be compassionate. **Compassion is hard because it requires the inner disposition to go with others to the place where they are weak, vulnerable, lonely, and broken.** But this is not our spontaneous response to suffering.

What we desire most is to do away with suffering by fleeing from it or finding a quick cure for it. As busy, active, relevant ministers, we want to earn our bread by making a real contribution. This means first and foremost doing something to show that our presence makes a difference.

And so we ignore our greatest gift, which is **our ability to enter into solidarity with those who suffer.** Those who can sit in silence with their fellow man, not knowing what to say but knowing that they should be there, can bring new life to a dying heart. Those who are not afraid to hold a hand in gratitude, to shed tears in grief and to let a sigh of distress arise straight from the heart can break through paralyzing boundaries and witness the birth of a new fellowship, the fellowship of the broken.”

- Henri Nouwen, *The Way of the Heart: Connecting with God Through Prayer, Wisdom, and Silence*

WARM TRANSFER SKILLS

VALIDATION

Validation is a way you can communicate acceptance and support to the individual. It is the acceptance of their emotions, behaviors, and feelings as understandable. Painful feelings that are acknowledged will fade with time, painful feelings that are ignored will strengthen.

WARM TRANSFER SKILLS

EMPATHY

The act of perceiving, understanding, experiencing and responding to the emotional state and ideas of another person.



WARM TRANSFER SKILLS

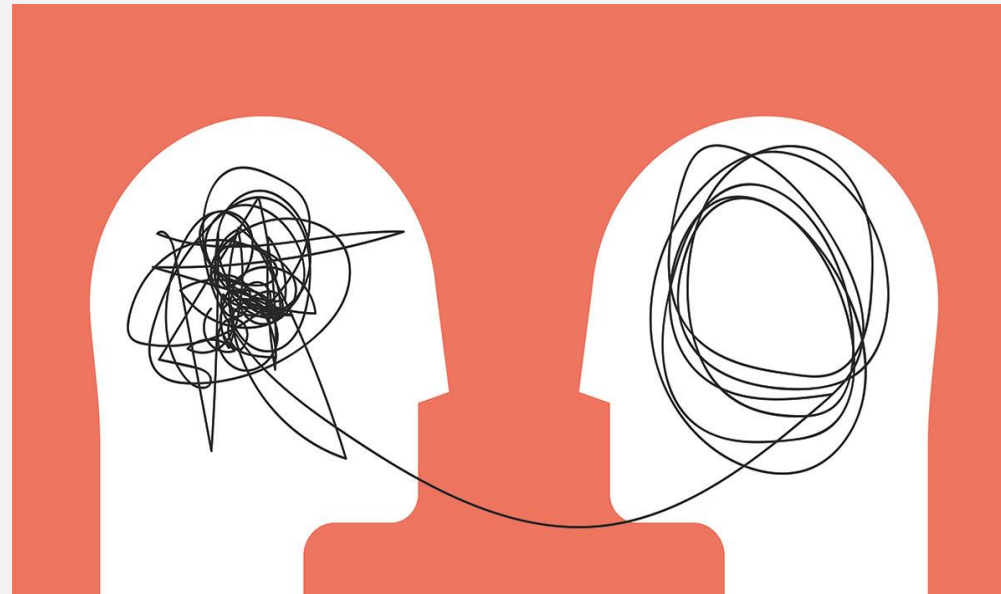
OPEN-ENDED QUESTIONS

Open-ended questions elicit a response that cannot be answered with a “yes,” “no,” or a simple fact. This type of questioning allows for more dialogue and less of an interrogation style conversation.

WARM TRANSFER SKILLS

PARTIALIZING

Helps the individual break down multiple or complex parts of the situation into more manageable units so you can address them more easily together.



REFERRALS TO CATHOLIC CHARITIES

Overview of Catholic Charities

- 80 programs in over 200 locations across Western MD

Find Help: Navigating the Website

- Search Catholic Charities programs alphabetically, by geographic region, and by services provided
- Contact programs directly to learn more about intake procedures and eligibility requirements

Visit www.cc-md.org

CATHOLIC
CHARITIES

CHERISHING THE DIVINE WITHIN ALL

REFERRALS TO GABRIEL NETWORK

Gabriel Network Programs:

- Helpline
- Maternity Housing Program
- Angel Friend Ministry

Gabriel Network Hours: Monday-Friday 9AM-5PM

Website: gabrielnetwork.org or LoveGN.org

**To refer a family to
Gabriel Network,
call or text the
Helpline
at 301-637-3223.**



GABRIELNETWORK

Empowering Women to Choose Life

QUESTIONS?