

SOAR DIALOGUE CALL 1/28/20

Intros and Updates

Emily and Sarah- NCCEH

Natasha- Southlight in Raleigh

Connie- Southlight in Raleigh (one approval)

Angela Dreher- Supportive Housing in Charlotte (started in October, first approval- 2 new SOAR workers transitioning in shortly)

Nyesha Pettway- Urban Ministry in Charlotte (coworker Danielle is transitioning out)

Pamalia Davis- VOA in Durham (may be doing fewer SOAR cases, able to get SSI re-established for a client recently)

Stacey Costner- Mental Health Association in Shelby, Cleveland County (2 recent approvals including expedited hearing)

Alicia Merrill- Pisgah Legal Services in Asheville (approvals for folks with advanced stage cancer)

Rex Mercer-Orange County Social Services (waiting on first decision)

Lori Beullah with Community Link in Charlotte

Kathryn Coiner-Collier with Atrium Health in Charlotte

Announcements

Sarah new state lead, Emily still here but slowly transitioning role totally to Sarah

Goals for 2020

Better communication with SS office

Consistency with staffing and maintaining SOAR specialists in own agencies

Continue to find ways to make SOAR process more efficient, specifically medical records

Condensing caseworker time on front end before submitting app to SSA

More training from NCCEH (refresher training for long term caseworkers, training on MSR including sample writing, more info on TERI cases)

Raise communication issues to both DDS and SSA to keep amplifying ways cases are falling through the cracks

Open Questions/Tips

VA records: may be helpful to take vet to the VA to get records in person with proper form

May be more efficient to use ROI that agency where records are provided instead of caseworker's own ROI form or SOAR template

Local workgroups sometimes share successful MSRs for specific conditions*

TERI cases- expedited due to conditions that are terminal (Mr. Branch is helpful to some case managers in these cases)**

Caseworkers that do not have robust local workgroups are welcome to come to Raleigh or Durham

*Kathy from Charlotte offered to share redacted MSRs that were successful

**Alicia from Asheville offered to work on document about TERI cases