

## **SOAR Dialogue Highlights**

### **9/19/13**

Attendees: Emily Carmody, Charlene Powell, Tracy Miller, Elizabeth Lewin, Joyce Allen, Elizabeth McDermott, Graham Doege-Osler, Jenny Carson

#### **Introductions and Updates**

- Emily Carmody, NCCEH, Raleigh- Just had a SOAR training in Winston-Salem, 31 new SOAR caseworkers trained
- Charlene Powell, ECBH MCO- no updates at this time
- Tracy Miller, Cumberland County, Fayetteville- waiting on 3 pending cases
- Elizabeth Lewin, PATH, Statesville- waiting on 3 pending cases
- Joyce Allen, Alliance of Disability Advocates, Raleigh- 1 pending case right now
- Liz McDermott, LATCH, Durham- no new updates
- Graham Doege-Osler and Jenny Carson, Hospitality House, Boone- Both have first applications in process

#### **Announcements**

- Nearing the end of the 3<sup>rd</sup> Quarter so be sure to send in SOAR Outcome Reports to have them counted in our 2013 Outcomes Goals and in your community's quarterly reports
- Tuesday @ 2 Phone Call Series
  - Reductions in Chronic Homelessness Series
  - Next Call, Tuesday September 24, 2013 at 2 pm
    - Wilmington will present
    - SOAR will be discussed as strategy in reducing homelessness
  - Call recordings will be posted on our website
- National SOAR Annual Report (July 1, 2012-June 30, 2013)
  - NC Stats
    - Total Outcomes: 370
    - Approval Rate: 80%
    - Average Decision Days on Initial Applications: 85 days
  - Summary
    - Total Outcomes and Approval Rate were stable from last year
    - Average Decision Days decreased slightly
  - National SOAR program will compile and report results for all states comes out in December/January

#### **Planning for Second Annual SOAR Caseworker In-person Meeting**

Last year was the first meeting for SOAR caseworkers:

- Set outcomes for 2013
- Had DDS and SSA at the meeting
- Networking with other SOAR caseworkers

- Feedback from last year's meeting:
  - Great to meet with others doing the same work
  - Having SSA/DDS there to get their feedback and insights was great

#### Logistics:

- One day meeting: 10 am- 4pm to account for travel
- CenterPoint Human Services has offered to host the meeting and sponsor lunch for the group so it would be no cost to the group
  - Meeting would be in Winston-Salem
  - TJ is willing to locate hotel room blocks for those who may need to stay overnight
- Not sure about travel for SSA and DDS or if there are restrictions
  - Emily will check in with them about being able to make the meeting
  - May be able to get the local SSA office to participate if state SSA representative is not able to travel
- Suggestion: Video conferencing for those who cannot be there in person or can't travel for the meeting
- Emily will send out scheduling survey to the group with a choice of 3 dates to see what works best for the group

#### Suggested Agenda Items:

- Review 2013 Outcomes- Emily
  - What we did and did not meet?
  - Discuss if we want to do 2014 Outcomes and if so what they would be
- Medical Summary Reports- To Be Decided
  - Want to make sure I'm including the right information and if I'm following the format
  - If people could bring a de-identified MSRs and break into groups to offer feedback on MSRs
    - Discuss what is and is not in report
    - How it could be strengthened
  - Donna could give an introduction to the session
    - Top 5 things to make sure you include
    - What information to be sure to have in your report
  - Discuss creating writer's circles in state-
    - Small group of SOAR caseworkers who could provide feedback on MSRs
    - Look to get a mix of experienced and new caseworkers
- Discussion about Boundaries/Self Care- Elizabeth Lewin
  - When to let go of an applicant? When is it not working?
  - When to take a case on? How to evaluate a referral?
  - What to do when you are wondering if someone is telling you the truth? What do you do when you are working with someone and find conflicting information?
- Challenging Populations- To Be Decided

- Young adults who are disabled but seem to be harder to prove
- People who are in the appeals or reconsideration process who filed by themselves or have an attorney
- People who are not linked to treatment and don't have a doctor to sign the report
- Could give 3 scenarios to discuss in small groups and gather suggestions to report back to big group
- Feedback for NCCEH- Emily
  - Tools that would be helpful in 2014
  - SOAR Dialogue Calls
- Emily will invite others to help with facilitating sections of the agenda

**Next SOAR Dialogue Call: Thursday, October 17th at 10 AM**

**You can register for the call by visiting NCCEH's website: <http://www.ncceh.org/events/683/>**