

SOAR Dialogue Highlights

9/25/14

Attendees: Emily Carmody, Jacquetta Bullock, Randy Glazier, Candice Chilton, Liz McDermott, Tracy Miller, Daphne Drew

Introductions and Updates

- Emily Carmody, NCCEH, Raleigh- Next SOAR training will be December 3-4th in Greensboro
- Jacquetta Bullock, New Direction Ministries, Vance County- no new cases but have a referral
- Randy Glazier, Women's Center, Raleigh- waiting on the final decision on a case
- Candice Chilton, LATCH, Durham- Had an approval through a review on the record request at the hearing level
- Liz McDermott, LATCH, Durham- have had a few approvals this month
- Tracy Miller, PATH, Cumberland County-2 denials this month, 1 case appealed for Reconsideration
- Daphne Drew, ECBH MCO- New SOAR contact in Washington SSA office

Announcement

- SOAR Outcomes- Please submit any outstanding SOAR Outcomes. Emily will provide an outcome update for the 3rd quarter via email in the coming week.

Planning the Annual SOAR Caseworker Meeting

Background

- This will be the 3rd Annual SOAR Caseworker meeting
- The group decided to keep the meeting to a one day meeting from 10 AM- 4 PM to account for travel time.
- Emily is looking for someone to host the event. If interested in hosting, please contact Emily (Emily@ncceh.org or 919-755-4393).
- There may be a small charge for the training if the host is not able to provide the food for the day.

Topics to Cover

The group discussed possible topics to cover during the meeting. These include:

- Update from Emily
 - Setting Goals for 2015 for the SOAR program
 - Hearing an update about chronic homelessness in NC
- Engaging Local SSA Offices
 - Group is envisioning that this will be a discussion about some of the challenges they have had with local SSA offices this year
 - Emily will reach out to Randy Howell to see if he can make the meeting
 - If he can come, we will ask Randy to provide some tips for engaging local offices.

- We will also provide some time for caseworkers to report out on some key issues they have seen in the field this year
 - Not filing 1696 Rep forms
 - Processing times
- Appeals Cases
 - Review of the appeals process
 - Explaining what to do in a hearing situation
- A Self-Care Topic
 - Tips on addressing burn out
 - Dealing with secondary trauma of hearing about applicants' challenges and difficult life circumstances
- Emily will reach out to SOAR Caseworkers to have them lead various discussions.
- The agenda will also include networking time so that caseworkers can meet each other.

Next SOAR Dialogue Call is on Thursday October 16th at 10 AM.

Register for the call by following this link: <http://www.ncceh.org/events/781/>