

SOAR Dialogue Highlights

10/15/15

Attendees: Emily Carmody, Pamalia Davis, Elizabeth Lewin, Jane McDaniel, Candice Chilton, Tashira McGill, Joyce Allen, Tracy Miller, Cecelia Colson, Aundry Freeman, Lisa Carter

Introductions

- Emily Carmody, NCCEH, Raleigh- Next SOAR Training in Asheville, December 3-4th
- Pamalia Davis, Housing for New Hope, Durham- 1 approval, 1 denial, and 2 pending cases at DDS
- Elizabeth Lewin, PATH Team, Statesville- 6 cases sitting at DDS, some approvals
- Jane McDaniel, Joy A Shabazz Center, Greensboro- 2 approvals and 1 denial
- Candice Chilton, LATCH, Durham- Tashira McGill has been hired as the new SOAR caseworker!
- Joyce Allen, Disability Advocates, Raleigh- 1 approval this month
- Tracy Miller, Cumberland County, Fayetteville- no updates this month, pending cases at DDS
- Aundry Freeman, WNCCHS, Asheville- had a presumptive decision on a SOAR case
- Cecelia Colson, Pisgah Legal, Asheville- 3 approvals this month

Announcements

- Please submit SOAR Outcome Forms as you get decisions on cases!
 - Emily will be compiling outcome information for the end of the year meeting
 - Data allows a more thorough analysis of the program
- Check the jobs board for most recent jobs postings
 - SOAR positions posted here as we receive information
 - Refer others to the Board if they are interested
- SOAR Events:
 - SOAR Training in Asheville, December 3-4, 2015
 - Caseworker meeting December 9th in Raleigh
 - Register for these on our website

Topics for the SOAR Caseworker Meeting

The caseworkers brainstormed about topics that it would be helpful to discuss at the Annual SOAR Caseworker meeting. The agenda will include an overview of SOAR in 2015 and two to three topics to aid caseworkers in completing cases in the community. The topics that are not chosen for the meeting will be topics for future SOAR Dialogue Calls. SOAR caseworkers, SSA and DDS may be asked to present on topics as fitting. The following is the list of topics:

- Presentation about consultative exams
 - How does DDS choose the doctors that they use? Do doctors sign up for these exams?
 - How much weight is given to a CE over their primary care physician?
 - How can you advocate for a CE?
- Issues with medical records
 - Is there a better process for gathering these?

- What do you do when the records don't match what you see?
- How do you approach the provider to discuss the discrepancy in what you see and what the records discuss?
- Caseworker tips
 - How do caseworkers organize themselves?
 - How do caseworkers manage files?
 - Do other caseworkers take case notes and who reviews these?
 - How do caseworkers handle time management?
 - It would be great to get other's input.
- Building relationships with doctors and providers
 - How do you discuss signing an MSR and what roadblocks do you run into?
 - Conflict of interest
 - Personal beliefs about benefits
 - Getting a supervising physician to sign for NP or PA
 - Signing means that the person will not recover
 - Liability
 - Relapse with financial resources
- Identity Theft
 - What do you do when you suspect your applicant's SSN has been stolen?
- Overview of DDS workflow for cases
 - How do cases get to Donna and Susan?
 - Where do they go from Donna and Susan?
 - How is the reassignment of cases done? How can SOAR caseworkers aid in this process?
- Housing Resources
 - Now that I got my applicant resources, how do we link them to resources
 - Connecting with community meetings
 - Overview of the CoC system and how to connect
- Need help with understanding medical listings
 - Heart failure/EKG
 - Back Injuries
 - Graves Disease
 - Chronic Orthopedic Pain
- An overview of what is going on with SOAR at the national level
 - Update on advocacy efforts at the federal level
 - What is being lobbied for?
- SOAR Certification Overview
 - Questions about the process
 - Outline of the process

Emily will choose topics from the list and reach out to potential presenters. Thanks to everyone for the great ideas!

The 4th Annual SOAR Caseworker meeting will take the place of the November and December SOAR Dialogue Phone Calls. Please register on the NCEH website for the meeting:

<http://www.nceh.org/events/941/>