

SOAR Dialogue Highlights

1/21/16

Attendees: Emily Carmody, Lisa Carter, Diamond Jenkins Nelson, Natasha Posey, Sandra Johnson,
Pamalia Davis

Introductions

- Emily Carmody, NCCEH, Raleigh- Had a great SOAR Caseworker meeting in December
- Lisa Carter, CenterPoint Human Services, Winston-Salem- 2 cases waiting at DDS, referrals are picking up after a slow December
- Diamond Jenkins Nelson, Southlight, Raleigh-2 new approvals, some cases pending and hired new SOAR caseworker
- Natasha Posey, Southlight, Raleigh- New SOAR specialist, training going well so far
- Sandra Johnson, Pisgah Legal Services, Asheville- New SOAR caseworker and looking forward to learn
- Pamalia Davis, Housing for New Hope, Durham- 1 approval, 4 pending cases, referrals have been slower but reaching out for more referrals

Announcements

- Annual SOAR Report being released soon by national SOAR program
 - NC is in the top 10 states again this year (way to go!)
 - Look for the report and a webinar in the coming month
- Next SOAR Training scheduled
 - Raleigh on March 23-24th
 - Please encourage anyone interested in coming to go to calendar of events on ncceh.org and complete an application for the training
 - Question: Are caseworkers who have attended two-day in-person trainings required to do the online training?
 - NO- not required in NC
 - NC along with other states is requiring the in-person training in order to insure that attendees retain information and review NC specific information
 - NC is still looking into how to use the online training
 - Potential for refresher of SOAR for previously trained caseworkers
 - Bridge for training dedicated staff
 - For people who want a general background on SSA and SOAR
 - A great animated video is included that can be used for presentations in the community
- DDS has added 2 new SOAR Examiners
 - Emily checked in with the group to see if anyone has worked with the new DDS examiners- no one has had a case with them

- Emily asked that the caseworkers let her know how ongoing work with the new examiners goes
- Team now:
 - Donna Gould
 - Susan Reid
 - Nick Esposito
 - Jessica Costa
 - Janet Ruby

Burnout and Self-care for SOAR Caseworkers

Early Signs of Burnout (Compassion Fatigue)

- Conversations center on clients exclusively
- During free time, have ongoing thoughts about clients and anxiety
- Waking in the middle of the night with thoughts about work

Red Flags for Burnout

- Getting applicants and their stories confused
- Missing paperwork and deadlines on applications
 - Getting barcodes mixed up on cases
- Having a context for your work as a revolving door without making an impact
- Physical signs:
 - High blood pressure
 - Weight Gain
 - Change in eating and sleeping
- Not able to accomplish tasks and feeling like you are overwhelmed with tasks

Self-Care Actions to Take to Get Out and Avoid Burnout

- Reducing caseload- taking 1 case at a time
- Create boundaries for work- set a timer to know when to step away and take a break
- Take a break from the field for a day or two to catch up on clerical tasks
- Ask coworkers to say something when they see burnout setting in
 - Share with them your indicators for burnout
 - Use them for support to remind you of successful strategies to get out of it
- Limit the number of clients you see each day (for example just 3 appointments a day)
- Leave time after appointments on your calendar to have time to recover
- Exercise- health benefits, endorphins, benefits of bilateral movements to process trauma
- Meditation
- Make sure you connect your work to a bigger mission/passion
- Set outcomes to let you see your impact- keep them realistic and achievable
- Reminding yourself that client's actions, issues that come up in the system are not about you
- Figure out the boundaries of what you do and do not control

- You can control the process but not the outcome
- Make sure that you under promise and over deliver
 - Don't make promises for things that you can't control the outcome

Next SOAR Dialogue Call will be on February 25, 2016 at 10 AM. Please register for the call here: <http://www.ncceh.org/events/976/>