

SOAR Dialogue Highlights

7/25/17

Attendees: Emily Carmody, Pamalia Davis, Elizabeth Lewin, Natasha Posey, Nitiki Kilgore, Coby Crandall,
Diamond Jenkins, Erica

Introductions

- Emily Carmody, NCCEH, Raleigh- Looking to schedule the next SOAR training in September
- Pamalia Davis, Housing for New Hope, Durham- No update this month
- Elizabeth Lewin, Fifth Street Ministries, Statesville- Quality Review overturned a denial for a case this month
- Natasha Posey, Southlight, Raleigh- 2 approvals this month
- Nitiki Kilgore, Pisgah Legal, Hendersonville- No updates this month
- Erica Hall, LATCH, Durham- No updates this month
- Coby Crandall, Pro Se Reentry Recovery Services, Raleigh- Identified first potential SOAR candidate
- Diamond Jenkins, Southlight, Raleigh- 2 approvals this month

Feedback on the New Mental Health Listings

Background: SSA began using new mental health listings in January of 2017. The new listings were updated to more closely mirror the DSM V and new listings were introduced. The mental health listings also changed the functioning categories to include: Detailed articles about functioning categories:

- [Understand, Remember, or Apply Information](#)
- [Interact with Others](#)
- [Concentrate, Persist or Maintain Pace](#)
- [Adapt or Manage Oneself](#)

SOAR Caseworkers were asked about their feedback after using the new listings for 6 months. Below are their comments and discussion.

Overall, how are the new listings going?

- Not feeling a big shift with the new listings.
- Caseworkers stated they were comfortable with the listings and have not had any issues with incorporating them into new reports.
- Many are still reading the listings before beginning reports in order to be sure they have the correct information in mind.

How are the changes to the functioning information impacting your cases?

- The new functioning criteria are actually easier to document
- We were already writing about these issues. We now just have to reorganize the information.
- Medical records have information to address understand, remember or apply information

How do you distinguish understand, remember, or apply vs. concentrate, persist or maintain pace?

- Understand, remember or apply
 - Remember tasks or assignments at SOAR appointments
 - Give the MOCA or SLUMS field exam to see memory issues
- Concentration, persist or maintain pace
 - Unable to pay attention in interviews- prompting, lack of focus
 - Acting out because of frustration because of inability to do a task

How is it working with the new listings with DDS Examiners?

- Examiners were still saying unfamiliar with listings as of March
- Still feels unsettled on the DDS side of things and DDS examiners are missing things
- DDS still seems to be stuck in the old listings

Other issues that SOAR caseworkers wanted to discuss:

- SSA field office is experiencing delays in getting applicants into pay status
- SSA field offices are not assigning payees even when the applicant wants one
- Client who is cycling in and out of hospital may delay case
 - Cycling is a part of the functioning issues to highlight
 - DDS examiner stated that they had to wait for an outpatient appointment before making a decision which may delay case. Emily to check on this.

Next SOAR Dialogue Call will be on August 17th at 10 AM: <http://www.ncceh.org/events/1181/>