Welcome to NC SOAR's 15th Annual Meeting

Please fill out a name tag, get refreshments and find a seat

Intro

Today's agenda

- Welcome and Intro
- DDS Presentation
- SSA Presentation
- Lunch Break
- SOAR Year In Review
- Awkward Conversations Activity
- SOAR Panel
- SOAR Moment of Silence
- Conference Concludes

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Housekeeping

- 45 -minute lunch
- Please sign -in
- Please fill out a name tag
- Take breaks as needed
- Remember to be mindful and respectful at all times

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DDS Presentation

SSA Presentation


Time For
Lunch
Network
Reconvene at
12:55 pm
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A Word From Our Executive Director, Dr. Latanya Agard

Be the Bridge



“Homelessness does not define a person's worth, compassion does not stop at the door. Together, the bridge between someone’s struggle and their opportunity for a better tomorrow.”

- Yours Truly

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NC SOAR Annual Review

2026 Overview

- Establishment of **SORT**
- Successful Implementation of **SOAR Plus! Trainings**
- **106** SOAR-Trained Participants
- Increased SOAR from **61** Active Providers to **84** Active Providers across **48 NC Counties**
- Maintained **78% Approval** Rate

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2026 SOAR Dialogue Calls



- SSA and SOAR Updates
- SSA-3369 Review
- SOAR FAST Review
- End Stage Renal Disease Overview
- NC SOAR Onboarding and Certification
- SORT Overview
- HCIH BiPolar Training
- TERI and CAL Case Overview

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INITIAL - NC SOAR Outcomes

Initial SOAR Outcomes January 2017 to October 16 2026	
Total Outcomes Reported	1137
Total Approved	835
Total Denied	300
Approval Rate	73% - up 1%
Average time between completion of application and determination for initial applications (from OAT/NC Outcome Reporting Tool)	153 days - down by 11 days
Percentage of initial applications that required CE (from OAT/SORT)	35% - down 1%

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RECON - NC SOAR Outcomes

Recon SOAR Outcomes January 2017 to October 16 2026	
Total Outcomes Reported	203
Total Approved	91
Total Denied	112
Approval Rate	47
Average time between completion of application and determination for initial applications (from OAT/NC Outcome Reporting Tool)	159 days - down 1 day
Percentage of initial applications that required CE (from OAT/SORT)	56% - up 8%

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APPEAL - NC SOAR Outcomes

Appeal SOAR Outcomes January 2017 to October 16 2026	
Total Outcomes Reported	35
Total Approved	35
Total Denied	0
Approval Rate	100%
Average time between completion of application and determination for initial applications (from OAT/NC Outcome Reporting Tool)	306 days - down 30 days
Percentage of initial applications that required CE (from OAT/SORT)	55% - up 20%

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Celebrating You!

Round of Applause:

Recently Certified SOAR Providers:

Ashley Holland, Chris Reed, Sophia Janken

To all our **new SOAR Providers**, especially those who are actively engaging in all SOAR events and activities and working towards SOAR-certification

Next, let's celebrate SOAR Providers for their **OUTCOME SUBMISSIONS - Woohoo!!!**

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1-10 CLUB

- Heather P -A
- Triana
- Bridget
- Melody
- Stefanie
- Tracy
- Cindy
- Mariam
- Chavis
- Kelli
- Dianne F-T
- Sophia J
- Ethelene
- Patrick
- Ashley P
- Amy S
- Berry S



11-30 CLUB



- Tammy G
- Rocky
- Ashley H
- Princess
- Rona
- Nora

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31-50 CLUB

- Melissa
- Chris
- Connie Ness
- Nathaniel Peterson
- Darren DuBose
- Heather C
- Kenyetta Boone
- Malik



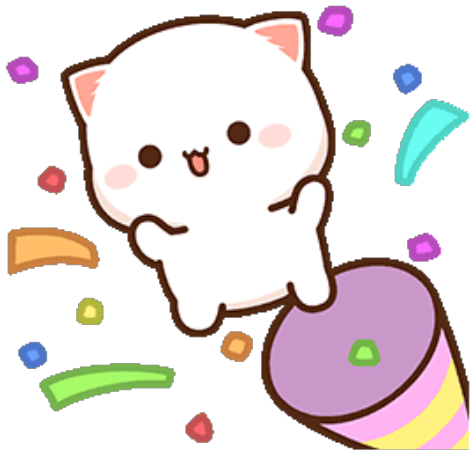
51-70 CLUB

- Nyesha
- Daphne
- Vinett
- Rebecca



71-99 CLUB

- Charita
- Pamalia



100+ CLUB

- Michelle Armstrong -Lavine
- Jeff Burns
- Sheila Crump
- The Servant Center
  - Denise and Nathaniel
- Coastal Disability Advocates
  - Emily and Forbes



On the Horizon for 2027…

Increasing the number of **CERTIFIED** SOAR Providers

- Increasing the number of **CERTIFIED** SOAR Agencies

Expanding SOAR to rural areas

- Finding sustainable funding
- Finding resources to assist with travel

NC SOAR Training

- Providing SOAR 101 Overviews for all of NC

Hospital/SOAR Collaborations to build on our partnership and increase SOAR-ON-DEMAND

Developing workarounds and helpful literature to combat medicaid barriers

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SOAR Activity

SOAR Awkward Conversations - Lead by Kenyetta Boone, Oak City Cares

In this interactive activity, we will role-play the SOAR referral process from both the clinician's and client's perspectives to explore compassionate, person-centered communication.

Our Learning Objectives

- Compassionate Communication
- Learn how to deliver difficult news and gently redirect clients when SOAR may not be the right fit.
- The Good, the Bad & the In-Between
- Practice realistic referral scenarios from both client and clinician perspectives, including appropriate referrals and situations that require further assessment.
- Recognizing Referral Readiness
- Explore how to avoid inappropriate or premature referrals, identify when a client may be a "Not Yet" referral, and address referrals involving substance use with sensitivity and without stigma.

Our goal: Better referrals, stronger partnerships, and respectful, person-centered support for every client.

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SOAR Panel

Let’s Welcome Our SOAR Panel Superstars

Here’s your opportunity to ask the SOAR EXPERTS!

Please take 5 minutes to jot down questions you have regarding the following topics for our SOAR Panel to answer.

- **TERI / Survivors Benefits — Charita McCollers, Duke**
- **Compassionate Allowance — Vinett Daley, Wakemed**
- **Justice — Michelle Armstrong-Levine**
- **Seniors — Sheila Crump**



It is time for…

The SOAR Awards!!!



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SOAR Moment of Silence

Let us take a moment to honor the lives we have encountered, worked tirelessly to support, and have sadly lost along the way. May we remember their stories, their strength, and the importance of the work we do in their honor.

Please join me in a moment of silence.

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Closing Remarks - 15th Annual NC SOAR Conference

Thank each one of you for your dedication, collaboration, and continued commitment to the individuals and families we serve across North Carolina - and BIG THANKS to my colleagues for jumping in to support us today and always, Alicia and Mira - You never cease to amaze me with your willingness to jump in and assist! SHOUT OUT TO Dr. Agard, NCCEH's Executive Director, for joining and supporting us today - you rock!

The work we do is not always easy, but it is meaningful. Every application we help complete, every connection we make, and every person we advocate for represents an opportunity to change a life.

As you leave today, I encourage you to continue building partnerships, supporting one another, and remembering the heart of SOAR: helping people access the benefits and stability they deserve.

Travel safely, and I look forward to all we will accomplish together in the year ahead! Now, go grab your SOAR TShirt!!!

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Goodbye - Safe Travels Everyone!

