



Welcome to NC SOAR's 14th Annual Meeting!

October 17, 2025

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



Intro

Today's agenda

- Introductions (**NAME/AGENCY/SOAR YEARS**)
- DDS Presents
- NCCEH NC SOAR Presents
- Lunch
- SOAR Expert Panel
- Close

WIFI Name: M-GUEST

Password: **9VEC7cyM78LnomBsb!**



NC COALITION to end
HOMELESSNESS

Housekeeping

- **45-minute lunch**
- **Please sign in at front**
- **Please fill out a name tag (on the tables)**
- **Take breaks as needed**
- **Remember to be mindful and respectful at all times**
- **Use key card to gain access back into the Magnolia Room**
- **Restrooms thru the white door and behind the elevator**

The background of the slide is a solid teal color with a repeating pattern of white line-art icons. These icons represent various types of buildings, including houses, multi-story apartment blocks, and industrial structures, as well as some trees. The pattern is dense and covers the entire background.

DDS Presentation

Questions for DDS

1. How much weight is given to a provider's signature on the MSRs?
2. If the provider's signature is given weight in the MSR, would it help to have a statement from the provider such as "I have reviewed the Claimant's records and agree with this summary." or something as simple as, "I have reviewed the records."
3. How much weight do you place on an MSR on a SOAR claim / how heavily is it considered among the medical evidence?
4. Lately, the processing time is going above 250 days - why? And what can we do to help expedite this process?
5. What is the fastest method to ensure a file gets to DDS and a SOAR caseworker gets attached to the file on the ERE?
6. If a family member holds a PA/MD/NP license and completes a 3rd Party Function Report, is this considered medical evidence? Can they complete the 3rd PFR?





NC State Lead Presentation

Self Care for SOAR Providers

You will bloom if you take the time to water yourself

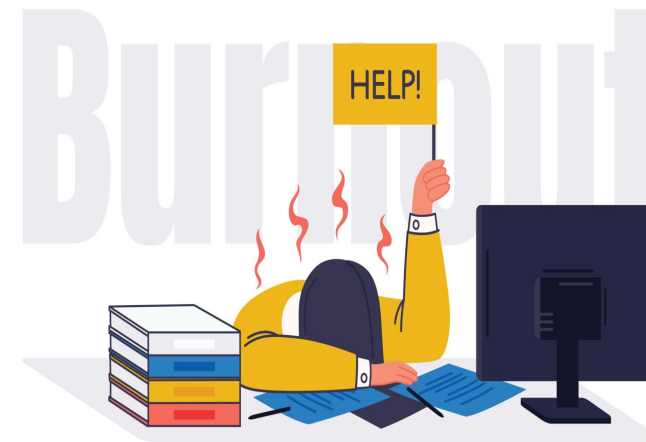


NC COALITION to end
HOMELESSNESS

Recognizing Burnout

We, SOAR Providers, are always ensuring the safety and care for our clients...but what about else? **BURNOUT** can occur easily when these two aspects get out of balance, and sometimes we tend to ignore the early symptoms, which include the following:

- Anger
- Frustration
- Negativity
- Withdrawal
- Fatigue
- Cynicism



Signs of Compassion Fatigue

We get burnout and lose motivation due to overexertion. **COMPASSION FATIGUE** comes from dealing with others' trauma and sufferings. Here are some of the warning signs of compassion fatigue:

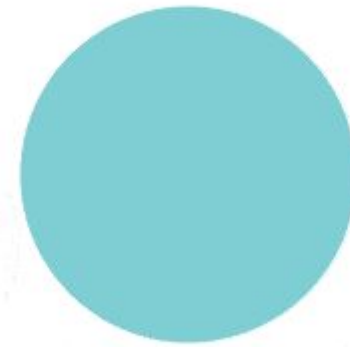
- Avoidance
- Addiction
- Detachment
- Sadness
- Grief
- Lack of intimacy



When have you felt Burnout or Compassion Fatigue?

- Share times you felt Burnout or Compassion Fatigue?
 - Describe symptoms you or others noticed?
 - What encouraged you to keep going?
 - Who supported you?
 - What habits did you use to cope?

Let's talk about it.



Ways to Prevent Burnout and Combat Compassion Fatigue

Create healthy work/life balance

Journal

Therapy

Meditation

Spiritual wellness

Establish emotional boundaries...

What are other ways to prevent burnout and combat compassion fatigue?



There is **POWER** in Self-Care

Take a moment to reflect on these questions:

- How often have you found yourself comfortable in your discomfort?
- While you are trying your best to heal others, who is helping you?
- Who is listening to you?
- Is your mental health a priority or has it taken a backseat?
- Who is devoted to you when you are devoted to everyone else around you?

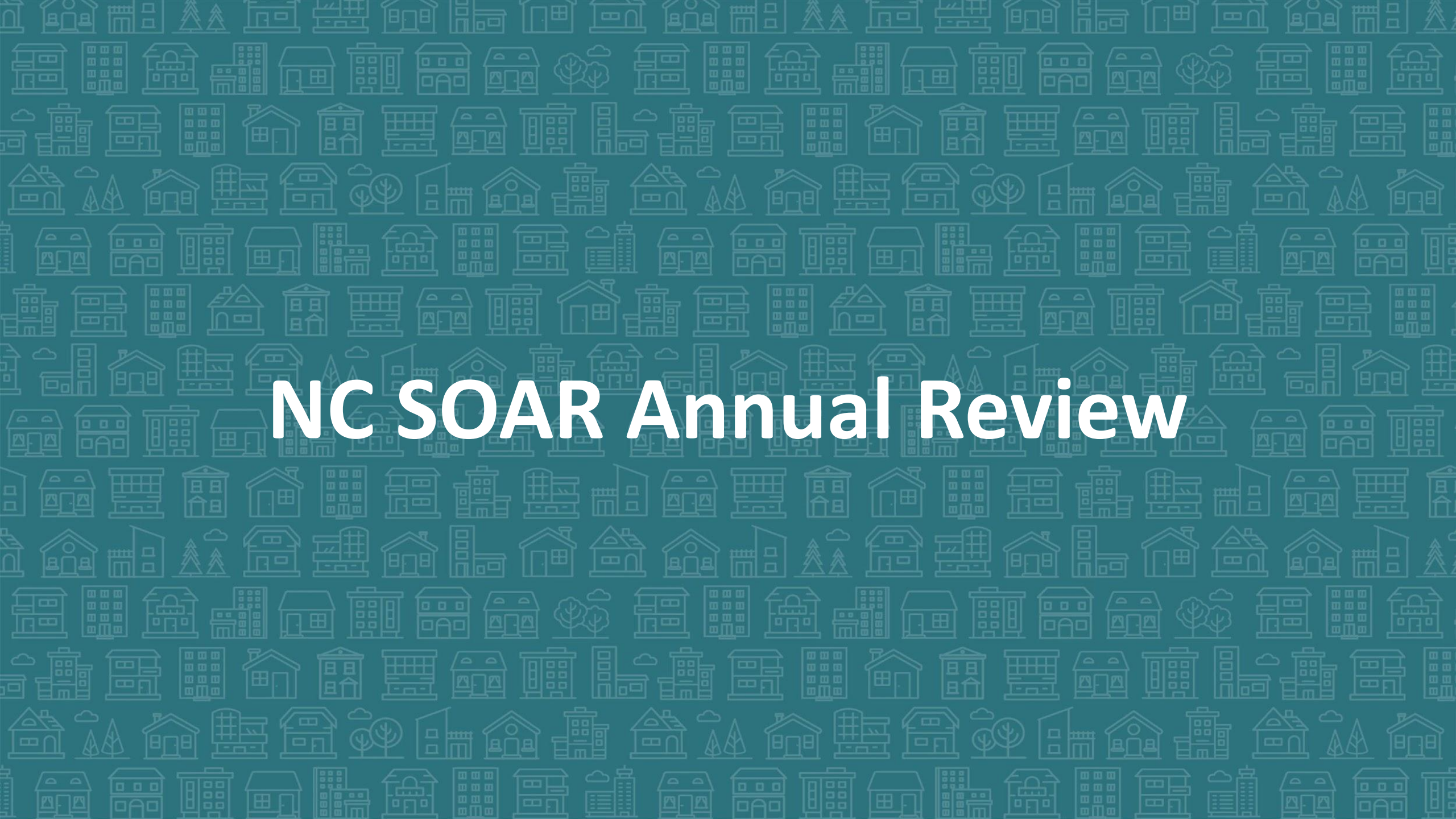
Have you been putting yourself first? Have you set healthy boundaries?
Self-care is a powerful tool health providers **MUST** use in order to prevent burnout and compassion fatigue.

YOU FIRST

“Being able to help someone learn something is a talent.”

- Margaret Riel





NC SOAR Annual Review

2025 Overview

- New NC SOAR State Lead
- TA Center Closure
- NC Reporting Tool Developed
- NC Training Infrastructure in progress
- Parkwyn Consulting
- NC SOAR Certification Re-Established
- New Workgroup Leads



2025 SOAR Dialogue Calls (so far!)



Succession Planning

Reviewing NCCEH's New Web

Requesting Medical Records

Reviewing Outcomes

Working with Clients w/Psychosis

SOAR TA Center Closing

NC SOAR Updates/MSR Review

SSA GRID Rules Overview

NC SOAR Outcomes

Initial SOAR Outcomes January 2000 to October 16 2025

Total Outcomes Reported	840
Total Approved	602
Total Denied	238
Approval Rate	72%
Average time between completion of application and determination for initial applications (from OAT/NC Outcome Reporting Tool)	164 days
Percentage of initial applications that required CE (from OAT/NCORT)	36%

NC SOAR Outcomes

Recon SOAR Outcomes January 2000 to October 16 2025

Total Outcomes Reported	160
Total Approved	69
Total Denied	91
Approval Rate	43%
Average time between completion of application and determination for initial applications (from OAT/NC Outcome Reporting Tool)	160 days
Percentage of initial applications that required CE (from OAT/NCORT)	48%

NC SOAR Outcomes

Appeal SOAR Outcomes January 2000 to October 16 2025

Total Outcomes Reported	23
Total Approved	23
Total Denied	0
Approval Rate	100%
Average time between completion of application and determination for initial applications (from OAT/NC Outcome Reporting Tool)	336 days
Percentage of initial applications that required CE (from OAT/NCORT)	35%



Celebrating You!

Round of Applause:

Recently Certified SOAR Providers:

Rebecca, Princess and Charita

Recently SOAR Certified Communities:

Orange County Partnership to End Homelessness

Kenyetta, Sheila, Heather, Emily, Chris Rawlinson, Triana, Vinett and Nathaniel for submitting outcomes using the NC Outcome Reporting Tool

New SOAR County Leads:

Kenyetta and Rebecca



NCCEH

1-10 CLUB

- Heather Pack-Aponte
- Chris Rawlinson
- Triana Nguedjouo
- Tammy Gales
- Bridget Glover
- Melody Lee
- Rona Mobley
- Chris Reed
- Amy Stevens
- Berry Stikeleather



10-30 CLUB

- Kenyetta Boone
- Heather Chavez
- Darren DuBose
- Princess Smith
- Rebecca Kaplan
- Tracy Miller
- Nora Ryan
- Daphne Waugh



30-50 CLUB

- Melissa Zhiss
- Connie Ness
- Vinett Daley
- Nathaniel Peterson



50-70 CLUB

- Nyesha Pettway



70-99 CLUB

- Charita McCollers
- Pamalia Davis



100+ CLUB

- Michelle Armstrong-Lavine
- Jeff Burns
- Sheila Crump



On the Horizon...

- SOAR Provider Survey (Annually)
- SOAR Annual Meeting survey

Expanding SOAR to rural areas

- Finding sustainable funding
- Finding resources to assist with travel

NC SOAR Training and Certification

- Parkwyn Consulting Intends to begin training in December - Woohoo!!!
- Parkwyn Consulting will also develop a permanent NC SOAR Training Infrastructure by year's end - Way to go Abby and Suzy!!!



**Time For
Lunch
Time to
Network
Break for 45
minutes
Reconvene at
1:20 pm**



NCCEH

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SSA Presentation

The background of the image is a solid teal color, overlaid with a repeating pattern of white line-art icons. These icons represent various types of buildings, including houses, multi-story apartment blocks, and industrial-style structures, as well as some stylized trees. The pattern is dense and covers the entire background.

SOAR Panel

Let's Welcome Our SOAR Panel Superstars



Kenyetta Boone of OAK City Cares in Wake County

Sheila Crump of Mecklenburg County Community Support Services in Mecklenburg County

Michelle Armstrong-Lavine of Mecklenburg County Criminal Justice Services in Mecklenburg County

Charita McCollers of Lincoln Community Health Center in Durham County



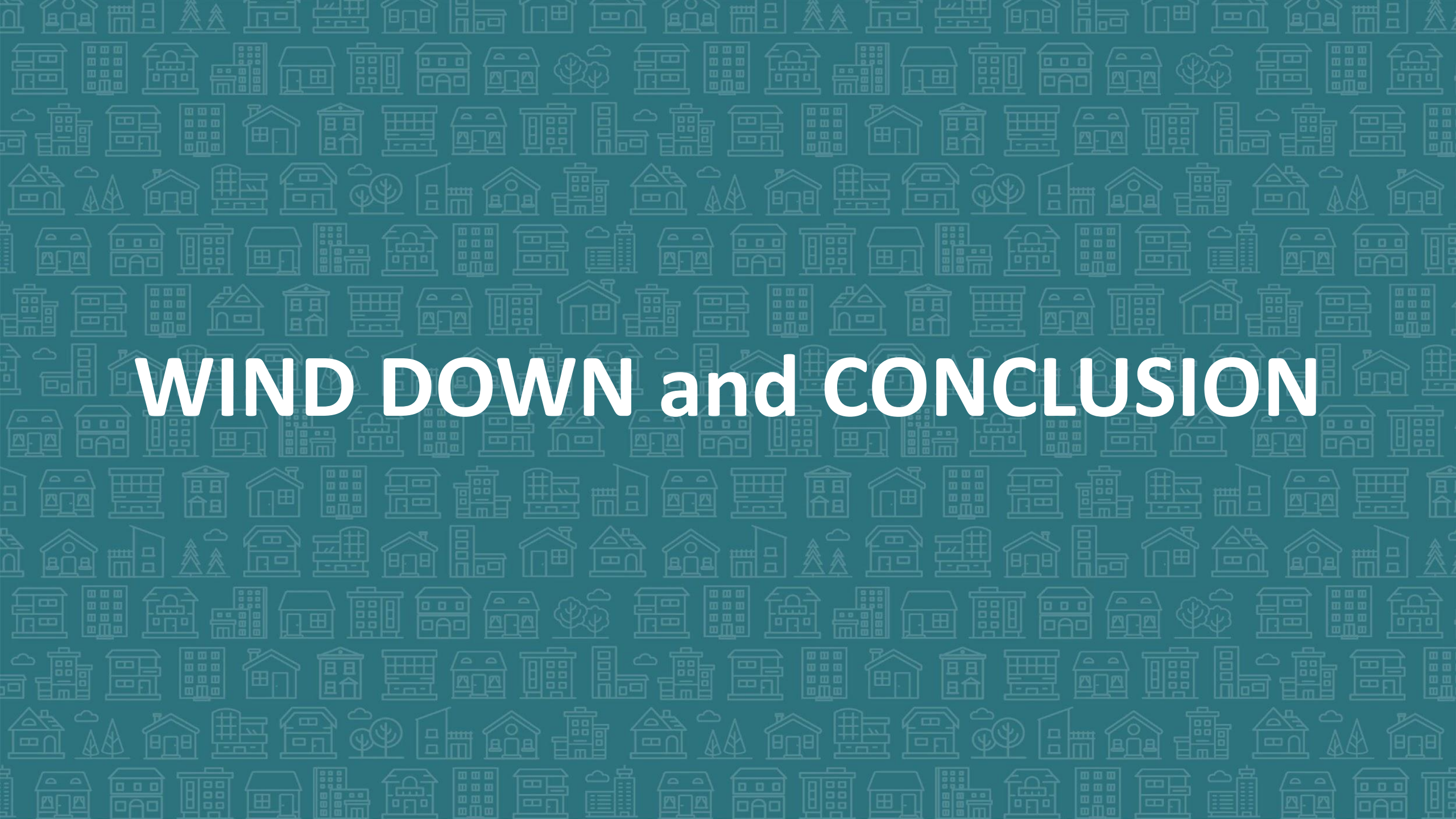
Time to talk all things SOAR Provider

1. Take 10 minutes to write down 1-2 questions specifically regarding SOAR PROVIDERS...

Topic Ideas:

- Grief when clients pass
- Working with difficult clients
- Working with difficult families
- Challenges working at agencies
- SOAR dumping

Can you think of more?



WIND DOWN and CONCLUSION

A lightbox sign with three rows of letters. The top row says 'GOODBYE' and the middle row says 'FRIENDS'. The bottom row has a heart symbol in the center. The sign is on a round table.

GOODBYE

FRIENDS



Thank you for joining us this year, hope to see you for our 15th SOAR Annual Meeting next