

SOAR Dialogue Call

May 2025



NC COALITION to end
HOMELESSNESS

Updates

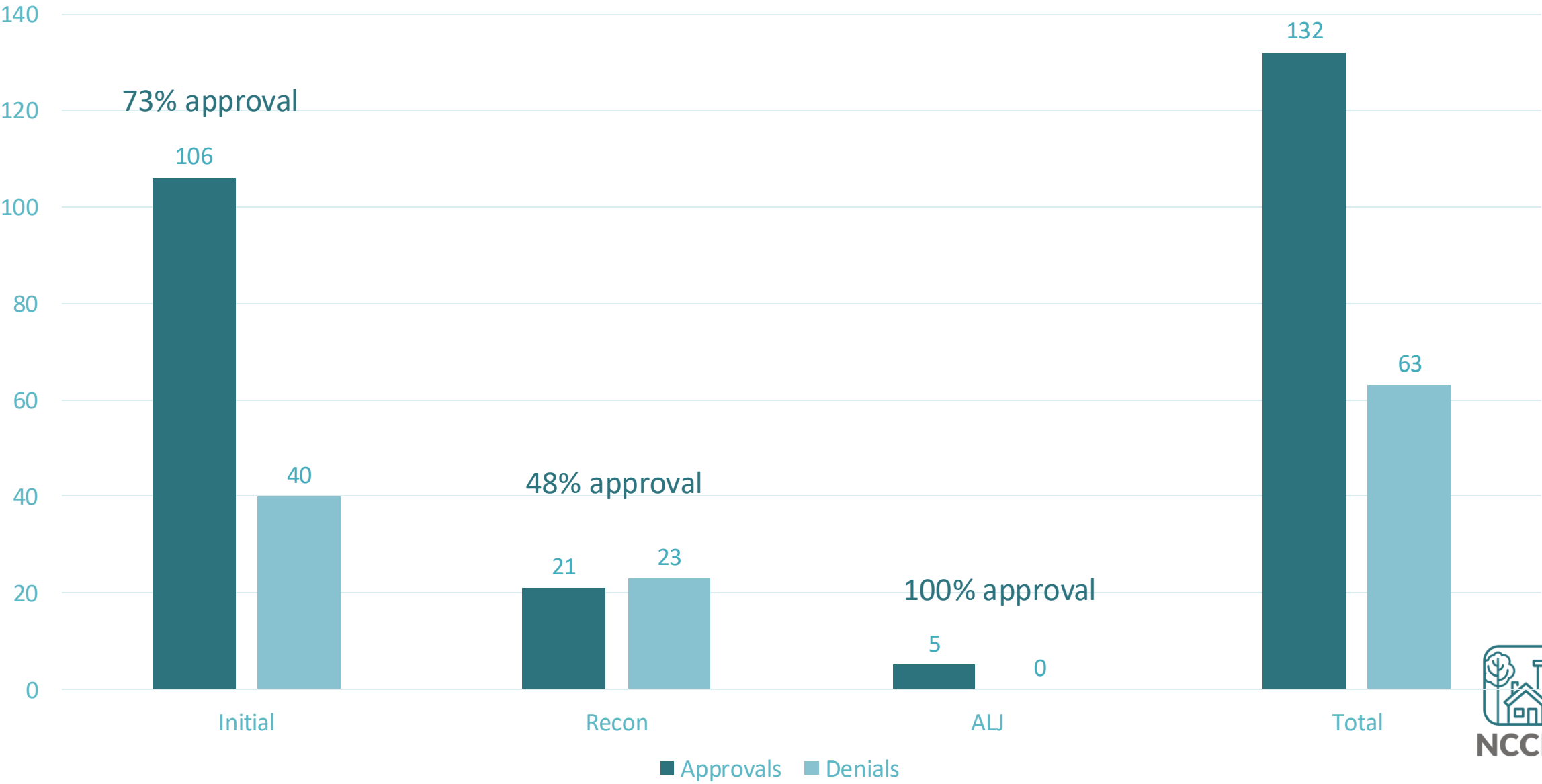
- From SSA:
 - The NC Area is transitioning to a new phone system that is already in use by our National 1-800 number. The only noticeable change will be the sunsetting of call-back numbers currently provided on some of our notices. During the period of April 11, 2025, through May 11, 2025, these numbers will be removed from all local office correspondence. As of May 11, 2025, the same general incoming lines we have always publicized and used, will be offered for all incoming calls. SSA does not anticipate any systemic issues that would impact customer service or experience.
- New state team lead!
- Adriana's last day is this Friday, May 16

Natasha Posey is our new NC SOAR State Team Lead!

- I am passionate about ensuring that individuals at a disadvantage are not overlooked or fall victim to systemic oppression. As a child, I witnessed my mother relapse multiple times after exiting programs designed to help her stabilize. I often wondered why she struggled to maintain sobriety, housing, and employment. After earning my BA in Psychology in 2009 from North Carolina Central University, I began to understand her challenges. The effort and drive were there, but long-term support was lacking. I made it my mission to work with others like my mother who were experiencing homelessness, along with mental health and substance use disorders. I aimed to identify and address the gaps in these processes to facilitate long-term success. In 2016, I joined Southlight Healthcare as a SOAR Specialist, where I assisted over 300 individuals in applying for disability benefits and securing permanent housing.
- In my free time, you can find me journaling, reading devotions, writing poems, and most importantly, spending quality time with my two beautiful daughters.

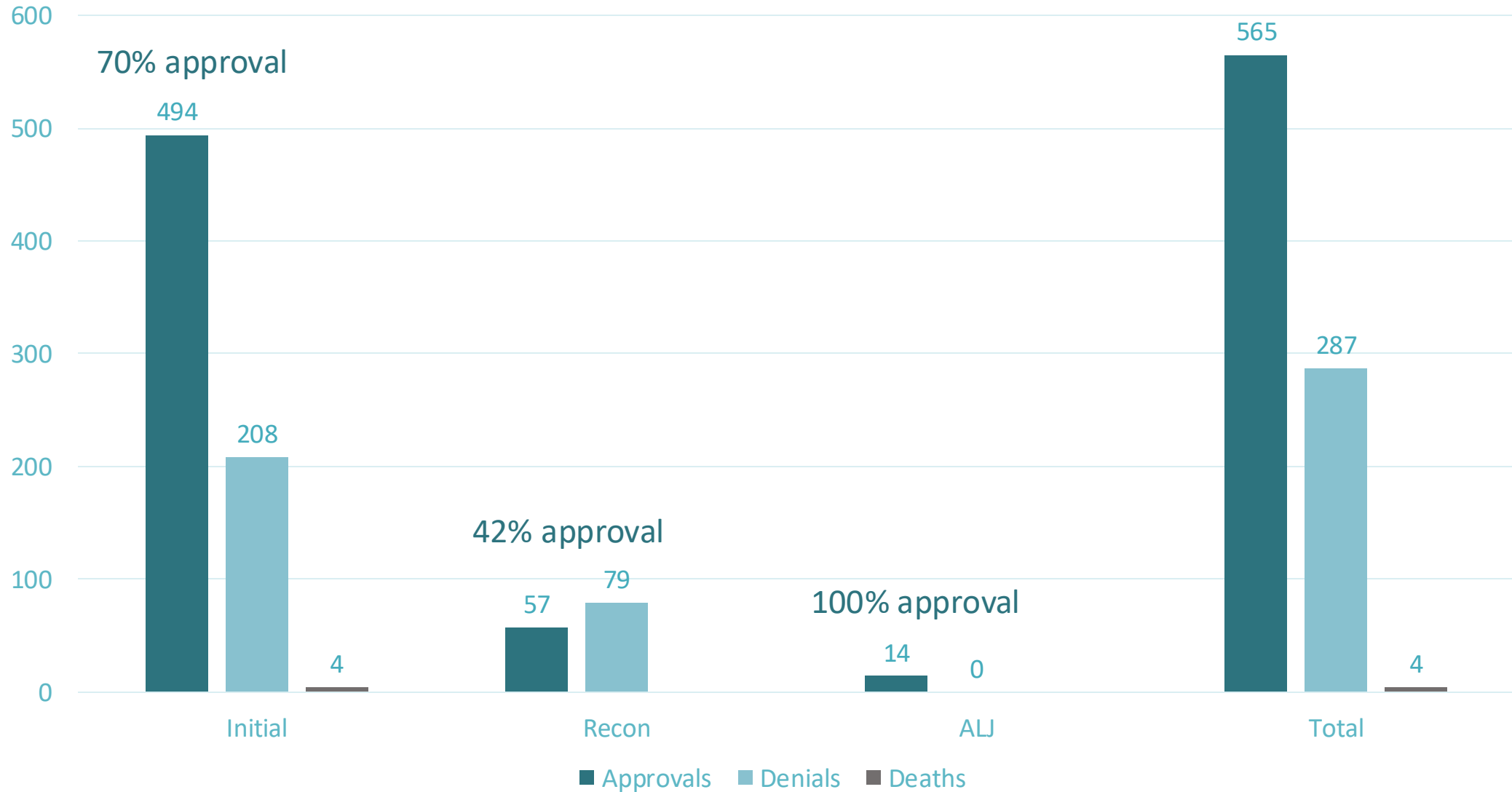


Where NC SOAR is for FY24-25

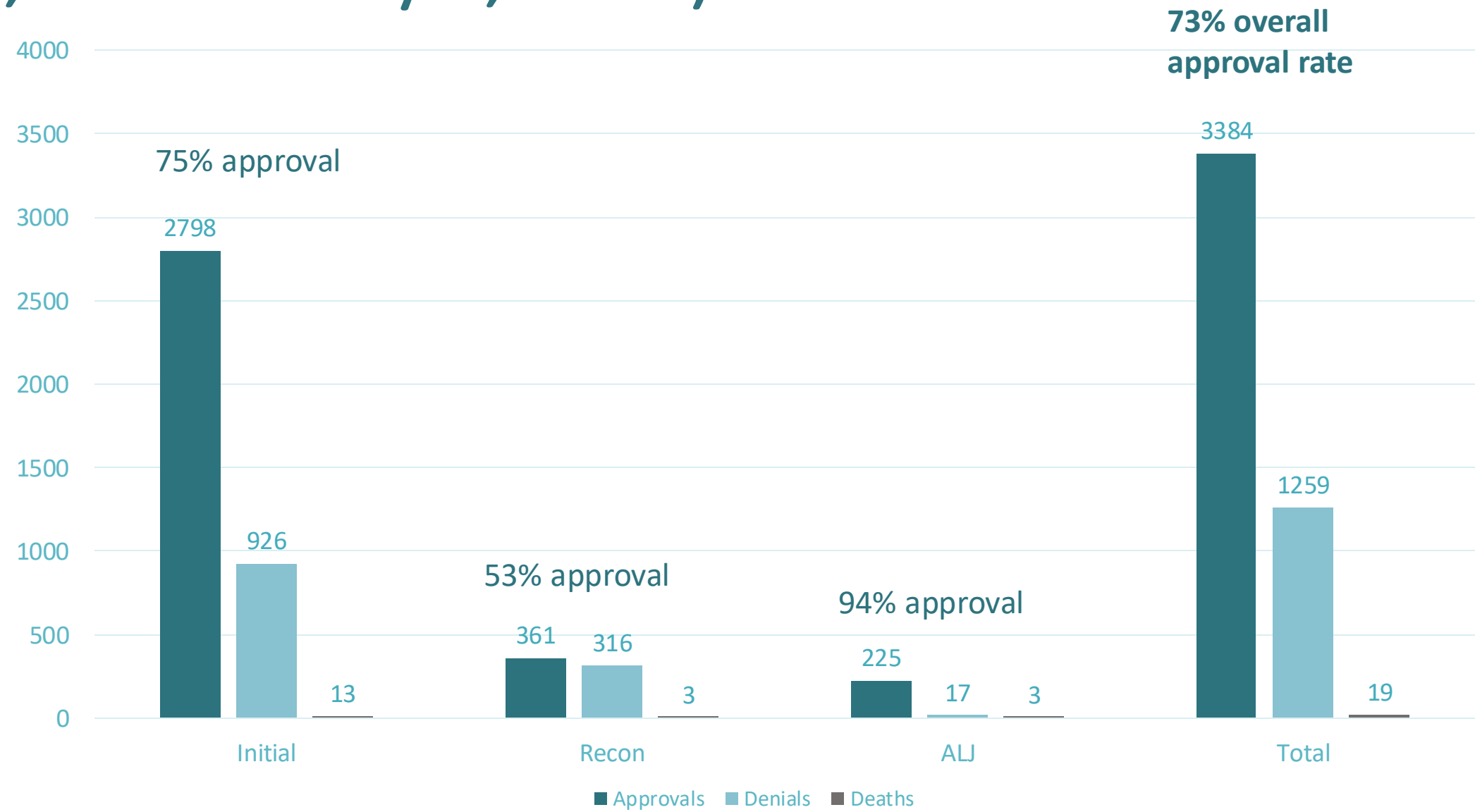


Where NC SOAR is as of May 1 – OAT Data Only (July 1, 2021 – May 1, 2025)

66% overall
approval rate



Where NC SOAR is as of May 1 – All Data (July 1, 2021 – May 1, 2025)



Money brought back into NC as of May 1

<i>OAT</i>	2021	2022	2023	2024	2025 (As of May 1)
Approvals	84	135	146	113	35
Denials	46	75	61	48	10
FBR	\$794.00	\$841.00	\$914.00	\$943.00	967
Amount	\$800,352.00	\$1,362,420.00	\$1,601,328.00	\$1,278,708.00	\$406,140.00
Total \$ Return	\$5,448,948.00				
Pre-OAT Amount	\$38,936,008.39				
	TOTAL:	\$44,384,956.39			

On the horizon...

- New Balance of State CoC SOAR Workgroup beginning in June
- State Team Lead conference in the fall
- Annual meeting in the fall



Thank You



NCCEH

Contact NCCEH

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