January SOAR Dialogue Call

NC COALITION to end
HOMELESSNESS

Moment of Silence
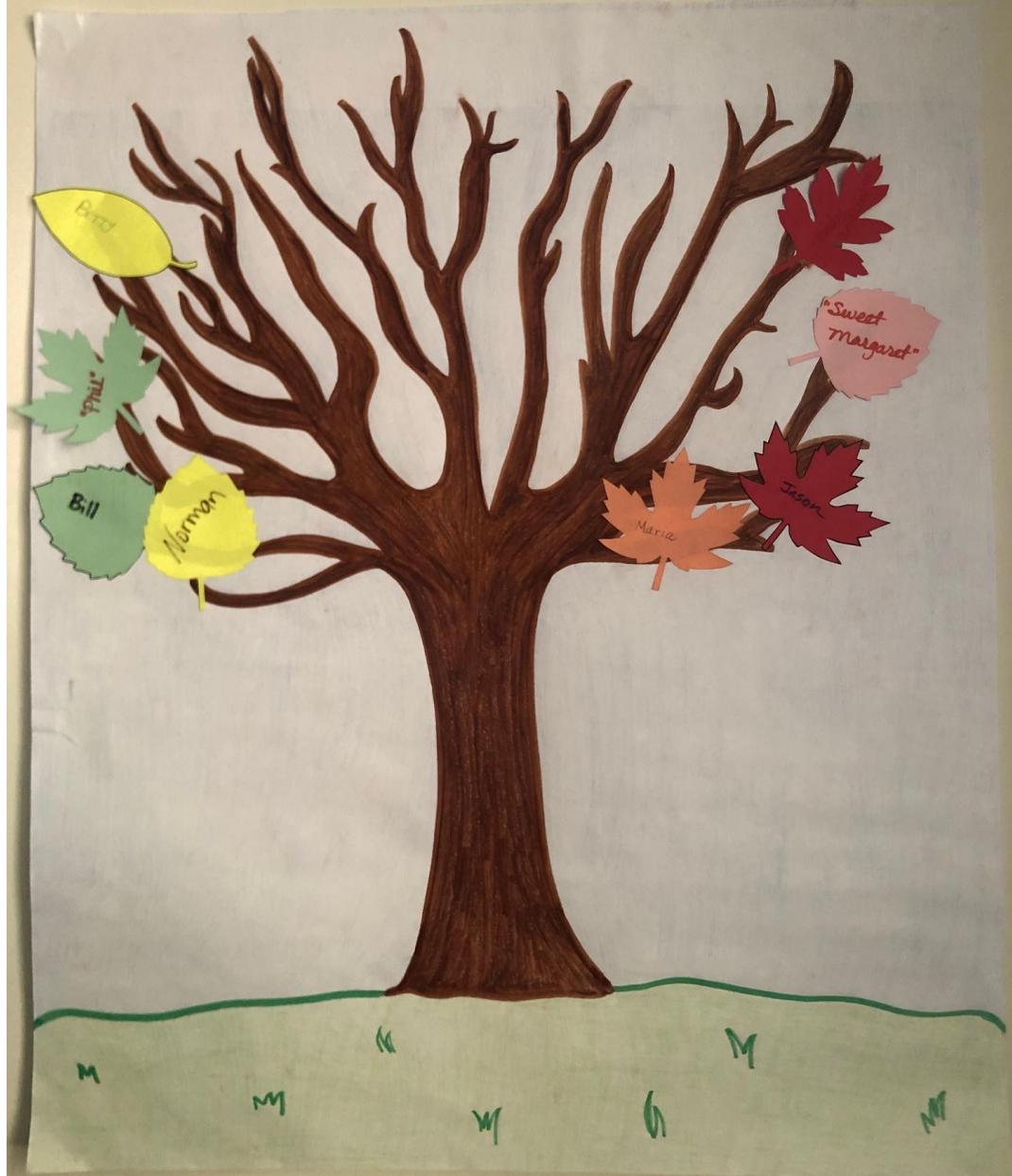
Announcements

Announcements

- Outcomes
- COLA in effect

	2022	2023
Social Security Disability Thresholds		
Substantial Gainful Activity (SGA)		
Non-Blind	$1,350/mo.	$1,470/mo.
Blind	$2,260/mo.	$2,460/mo.
Trial Work Period (TWP)	$ 970/mo.	$1,050/mo.
SSI Federal Payment Standard		
Individual	$ 841/mo.	$ 914/mo.
Couple	$1,261/mo.	$1,371/mo.
SSI Resource Limits		
Individual	$2,000	$2,000
Couple	$3,000	$3,000

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End of Year Meeting Feedback

Feedback

- Is December the best month?

- Was Pittsboro too remote?

- Other feedback you want to share?

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Strategic Planning

- Including only topics that had more than one vote
- Written in order of popularity

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SSA

- Timely response sending out decisions (also not processing timely in terms of getting to DDS)
  - Cases sitting in quality review (21 day limit)
- 3288 and 1696 forms uploaded in a timely manner
  - Prompt 3288 response including DLI and prompt access to prior decisions
  - Electronic 1696 on file (why paper needed)
- Uniform answers/processes
- Increasing knowledge of SOAR at FOs
  - Selecting liaisons that are SOAR trained and understand the process
- Supporting SOAR worker opinion on claimant needs
- Payee requirements/needs
- Be notified that claim received
- Access to ARS so we don't have to wait

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DDS

- Improving streamlining between DDS-SSA-SOAR
  - DDS being able to receive 1696s
- Ordering CEs automatically when not needed
- Better monitoring of CE providers
- No more evidence needed but will 45-60 days for decision
- Customer service long wait times
- Return phone calls
  - DDS examiners better respond to SOAR reps and understand we are seeking to help them not bother them
- Distance to CEs (getting travel vouchers working)
- Holding up a decision waiting for medical records that cannot be obtained
- Pay attention to ERE and stop sending to CE because the ERE hasn't been checked

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Referral Networks

- Less strict guidelines for grant funded SOAR workers
  - Hands tied due to contract goals, need a certain amount of winning cases
- Access to SOAR reps in other states for info on what works/does not
- Shared list of who is accepting SOAR cases and referral criteria
  - How many people are taking external referrals
- County/city funded SOAR workers

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Resources

- On site medical treatment for clients with no benefits

- Insurance and 401k for SOAR workers

- Medicaid reimbursement for SOAR workers

Data

- Why claims are approved/denied by DDS the most

- How's VPAP? Data should be available to the public

- Link Point in Time number to SOAR

- Volume of SOAR cases that are processed annually

- What claims have co-occurring disorder with substance use

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Assistance and Training

- Work/Vocational Grid
- Blue Book listing reviews
- TERI claims
- In person forms training
- Update SOAR adult training (not consistent with actual processes)
- MSR training
- TA with ERE/ARS

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Anything Else?

- Questions or thoughts we did not get to...

Whittling it Down

- Put in the chat
  - Top 2 goals to address in 2023

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Time for Open Questions

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