SOAR DIALOGUE GROUP
2/16/12

North Carolina Coalition to End Homelessness
securing resources ● encouraging public dialogue ● advocating for public policy change

919.755.4393 ● www.ncceh.org

Introductions

Please tell the group:

☐ Name

☐ Where you work

☐ What agency you are with

☐ Any updates for SOAR this month

Check In

How is everyone feeling this month?
Excited? Frustrated? Burnout?

Questions to pose to the group?

Today's Call

- ☐ Announcements/Updates
- ☐ Update on SOAR meeting with SSA/DDS
- ☐ Discussion about how to cultivate referrals:
  - ◻ Review information from PRA webinar on identifying SOAR applicants
  - ◻ Challenges to getting quality referrals
  - ◻ Brainstorm ideas about increasing quality referrals for SOAR

Announcements/Updates

- SOAR Training in Hickory
  - February 29- March 1, 2012
  - Hickory, NC
  - Anyone interested in attending can find more information on our website: http://ncceh.org/en/cev/538
  - Still spaces!
- New Outcome Form on the website

Meeting with SSA/DDS

- ICCHP (Interagency Council on Coordinating Homeless Programs) leadership organized a meeting re: SOAR
- Reviewed SOAR data as it relates to the NC SOAR Process
- Discussed strengthening NC SOAR Process as the program expands

Meeting with SSA/DDS
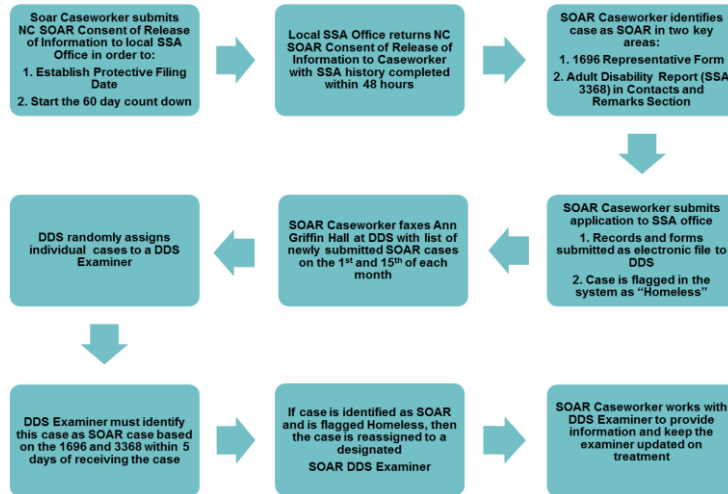
Meeting with SSA/DDS

Cases Receiving "Homeless Flag" in Electronic File (tracked since September 2010):

Question: Was the application given the SSA "Homeless Flag?" If no, why not?

Outcomes: 286 Outcome Reports answered this question

- 77 applications were not given a "Homeless Flag" by SSA
- 55% applications not given "Homeless Flag" reported applicant as currently homeless
- Of these 42 cases, the majority (45%) reported that the application was filed by the applicant before being referred to the SOAR caseworker

Meeting with SSA/DDS

Cases Reassigned to SOAR designated DDS Examiners (tracked since September 2010):

Question: "Was the case reassigned to a SOAR DDS Examiner?"

Outcomes: 262 Outcome Reports answered this question

	Applications Reassigned	Applications Not Reassigned
Number of Applications	134	128
Approval Rate	84%	80%
Average Decision Days	87 days	120 days
Requested Consultative Exams	49%	33%
Applications with SSA "Homeless Flag"	96%	52%
Additional Notes	5 cases that were reassigned were for "at risk" applicants without a "Homeless Flag"	31 cases that were not reassigned did not receive a flag despite the applicant being reported as homeless

Meeting with SSA/DDS

SOAR Applications for individuals at "Imminent Risk of Homelessness" (tracked since April 2009):

Question: Length of time homeless as of Protective Filing Date

Outcomes: 65 Outcome Reports reported for "at risk" applicants

- 13% of total cases reported since April 2009
- 78% approval rate
- 22% requested CE
- Average decision time: 98 days

Meeting with SSA/DDS

Outcomes of Meeting

- SSA:
  - State rep will review our data with his office and work to improve flagging of homeless cases and identify a way for offices to uniformly identify SOAR cases in the electronic file
  - State rep for SSA will send out an update on the SOAR process to all field offices- have not received an update since 2009
  - State rep will ask field offices to designate a contact in their office who has time to handle SOAR process steps (returning fax, est. PFD)
  - SOAR has offered to do trainings for local offices if needed and has asked SSA to inform about issues with SOAR applications

Meeting with SSA/DDS

Outcomes of Meeting

- DDS:
  - Key to reassignment process to fax Ann Griffin Hall on the 1st and 15th of every month with open cases- SOAR to follow up with caseworkers who are currently not faxing list
  - To improve processing at DDS, SOAR needs:
    - Include a Medical Summary Report with ALL the information discussed in the *Stepping Stones to Recovery* Manual (specifically mentioned) longevity issue (personal history) AND functioning information
    - Get Medical Summary Reports and medical records to DDS as soon as possible- may need to delay filing application until you have this information ready
  - SOAR and DDS have agreed to share ongoing feedback about the current process

Meeting with SSA/DDS

Questions?

Feedback?

Quality Referrals: PRA Webinar

SOAR Fundamentals

- Key eligibility criteria for SSA disability benefits
  - Severe impairment that affects ability to earn SGA
  - Duration requirements
  - Symptoms
  - Functional impairment

SSI/SSDI Outreach, Access and Recovery

Substance Abuse and Mental Health Services Administration
Center for Mental Health Services

Quality Referrals: PRA Webinar

SOAR Recommends

■ Not essential, but may strengthen an application
  – Prescribed medications, ongoing symptoms
  – Obtainable medical evidence or one time exam is sufficient
  – Difficult work history

SSI/SSDI Outreach, Access and Recovery

Substance Abuse and Mental Health Services Administration
Center for Mental Health Services

Quality Referrals: PRA Webinar

- PRA has a tool for identifying applicants

- The tool is available on our website: ncceh.org/caseworkers/

- Add your program criteria

- Use in conjunction with other assessment tools

Quality Referrals

- Does anyone use a referral form or checklist to get referrals from the community or your agency?
- Are there other tips to streamline the referral process?
- What do you do if you decide not to take on a referral as a SOAR applicant? Referrals? Explanations?

Quality Referrals

Brainstorm:

Where can we get referrals from? What are some agencies/places to look for referrals?

Next Call...

March 15th at 10 am

Please email me if you have topics that you would like to discuss: emily@ncceh.org.