

SOAR Dialogue Highlights 10/15/19

Attendees: Emily Carmody, Natasha Posey, Janet Harris, Pamalia Davis, Christina Heggins, Connie Ness, Stacey Costner, Alicia Merrill, Kathy Walker

Introductions

- Emily Carmody, NCCEH, Raleigh- SOAR training in Charlotte scheduled for next week
- Natasha Posey, Southlight, Raleigh- having a hard time keeping up communication with clients, looking for tips on getting clients cell phones
- Janet Harris, Monarch, Raleigh- no updates
- Pamalia Davis, VOA- new position with VOA as SOAR caseworker
- Christina Heggins, Mecklenburg County, Charlotte- 2 approvals this month
- Connie Ness, Southlight, Raleigh- no updates
- Stacey Costner, Mental Health Association of Cleveland County- cases lingering, no updates
- Alicia Merrill, Pisgah Legal Services, Asheville- no updates
- Kathy Walker, Pisgah Legal Services, Asheville- no updates

Announcements

- SOAR Training on October 22-23 in Charlotte. Please have those interested in the training visit NCCEH's website to complete an application.

Annual SOAR Meeting Planning

Overview

Every year, SOAR caseworkers gather for an all day meeting to understand the impact of the NC SOAR program and provide tools and information to help support SOAR caseworkers in the field. The 8th Annual SOAR Caseworker meeting will be held on December 12th from 10-3 pm in Durham, NC. This call was used as a way to brainstorm possible agenda topics and meeting activities with SOAR caseworkers.

Possible Agenda Topics

- It would be great to review with SOAR caseworkers about what to expect when ordering CDs from SSA with records on them:
 - What documentation should they be looking for?
 - What do you usually find on a CD?
 - How do you file a good cause appeal when the 60 day appeal window closed
- Have a discussion about how to keep the active SOAR caseworker list updated for referrals
- A needed tool is a map of local SSA offices and tips to engage SSA in SOAR
- Have a panel presentation about the benefits of starting local SOAR workgroups
 - Local leads from active groups could present (Charita, Natasha, Christina, etc.)
 - Review the benefits of having groups and what types of activities they do
 - Review who should be on local workgroups and what systems to engage including people who are not SOAR trained but support SOAR applications

- Typical agendas for meetings

DDS Portion of the Meeting

- The group asked if a medical provider from DDS could come too to help discuss the medical evaluation of evidence
- Provide a clearer understanding of how steps 4 and 5 are evaluated with work history
- Rather than a presentation, the group discussed breaking into small groups to have discussions around particular topics with DDS examiners participating in each small group discussion
 - Groups can report out to the larger group
 - Topics include medical evaluation, steps 4/5, case assignment issues with SOAR examiners, work history reports, and requesting a CE

Review of SOAR Outcomes

- Those on the call liked a review of annual SOAR outcomes and would like more information about length of time to process cases and numbers for veterans
- Caseworkers would also like an update on the SOAR Child Curriculum

November and December SOAR Dialogue Calls will not be held in lieu of the Annual Meeting on December 12th. You can register for the annual meeting [here](#).