

SOAR DIALOGUE CALL 5/19/20

Intros and Updates

Rex Mercer- Orange County

Pamalia Davis- Durham- 1 case at DDS, 1 at SSA FO

Natasha Posey- Raleigh

Lori Beullah- Community Link

Monica Lee-Raleigh

Kelli McQueen- Community Link

Nyesha Pettway- Charlotte- working on 3rd claim

Announcements

DDS- virtual CEs

SSA- 1696 can no longer update info

Frustration!

DDS Challenges

Several of you have shared concerns about the new process of calling the disability call center and having to wait for examiner to contact you

Unclear if call center is reliably relaying messages to examiner

Some delays getting through to call center

Some getting barcodes in timely manner, others not

Access to examiners is not efficient- would like emails but DDS not open to this due to email not encrypted

Burnout Resiliency Ideas

New prayer life

Work/life boundaries

Attitudes of clients are helpful, connection with clients

Dedicated corner for work only, not on laptop/work phone outside of that space

Telling people no, finding them help elsewhere

Giving myself a moment between talking to clients and interacting with family

Self-affirmations, self-compassion