

## **SOAR Dialogue Phone Call**

November 18, 2010

Attendees: Emily Carmody, Violet Collins, Linda Mandell, Kendra Norville, TJ Reynolds-Emwanta

### I. Introduction and Community Updates

- a. Kendra Norville- Pitt County DSS- concern over new DDS SOAR Examiners, cases seem to be denied more and each examiner wants something else, had recent trouble with CE being scheduled and getting the client to the appointment, had to explain that individual is homeless, trouble is with other examiners who are not SOAR trained
- b. TJ Reynolds-Emwanta- PATH, Forsyth County- has had issues with DDS sending materials to the wrong address or previous 1696 Representatives, denying applications before has a chance to fax in medical records, emailing Emily the specifics of these cases to address with DDS, Ann Griffin Hall has also been working on addressing issue
- c. Linda Mandell- Pitt County- had problems with mail going to DSS also, spoke with Ann Griffin Hall regarding recent denial, seems that their information is stored in multiple places and this can cause some problems with information being correct
- d. Violet Collins- Pitt County DSS- should SOAR case workers should be involved if there is an attorney on the case?
  - i. Can work with the attorney to gather information for the hearing if have a signed release
  - ii. Get release signed to speak with attorney to see where case is
  - iii. Level of involvement is up to the discernment of the case worker

### II. Announcements

- a. DDS liaison has been reassigned from Linda Porter to Lisa Presson
- b. Emily requests that as case workers have specific issues with cases to please send the details to Emily ([Emily@ncceh.org](mailto:Emily@ncceh.org) or 919-755-4393) so that specific cases can be brought to DDS's attention

### III. Communication with DDS

- a. Linda finds it helpful to keep in touch with DDS on weekly basis
  - i. Emily encourages this contact with examiners
  - ii. Offer to help gather evidence, updates on case
- b. Violet states that sometimes it is frustrating when DDS does not seem to listen
  - i. Recently had a client who was put in jail and Violet has told them this several times
  - ii. DDS continues to send letters to Violet despite being told this applicant is in jail
  - iii. Linda suggested writing a letter about the client being in jail and faxing the letter using the barcode

### IV. Needed Community Supports for SOAR Case Workers

- a. New communities are looking into dedicated SOAR Case Workers and want to know how the community can support SOAR Case Workers and the SOAR program
- b. Doctors are key stakeholders
  - i. Need doctors who are willing to sign Medical Summary reports

- ii. Need doctors who are willing to work with SOAR Case Workers
  - iii. Doctors within hospitals, clinics, emergency departments that clients see the most
  - iv. Pitt County had Documenting Disabilities training- did that make a difference?
    - 1. Training was good and doctors seemed interested
    - 2. Not all doctors from key clinics attended training
  - v. Develop list of doctors to refer individuals to who are familiar with SOAR
  - vi. Is this doctor shopping?
    - 1. SOAR can be an engagement tool to get someone into treatment
    - 2. Referrals to treating physicians who are familiar with SOAR
    - 3. OR focusing on educating the key doctors who are often referred non-insured patients about SOAR
  - vii. TJ- has held presentations at clinic doctors' meetings about SOAR
    - 1. Able to educate a lot of doctors at once
    - 2. Can address the issue of clinics who rotate patients on first come, first serve basis
  - viii. Doctors, clinic directors need to be on board with community SOAR plans and community work groups from the beginning
- c. Department of Social Services
    - i. Individuals often apply for Medicaid
    - ii. Can be good referral source
  - d. Local Social Security Offices
    - i. TJ- found it helpful to have face to face meeting with SSA office
    - ii. Have SSA managers involved in Disability Work Groups and community planning process so they know what SOAR is and how the process works
    - iii. Offer a Claims Representatives training at the local SSA about SOAR
  - e. Affordable Housing Providers
    - i. Still need to advocate for more affordable housing in the community
    - ii. SOAR case workers can get benefits but clients still need affordable housing to move into
    - iii. Violet- suggests HPRP and HOPWA programs to help clients get into housing
    - iv. Important to have SOAR case workers connected to other programs in the community that they can refer clients to after they receive benefits
    - v. Linda finds it helpful to attend CoC meetings because it is a great way to connect with people and other agencies
    - vi. CoC representation on Disability work groups is needed in order to provide input and disseminate information to other providers
  - f. Systems that need to be involved
    - i. Medical systems
    - ii. DSS
    - iii. SSA
    - iv. Homeless service agencies

- v. Public Library system for referrals
  - 1. Emily heard this idea at a Health Care for the Homeless Conference
  - 2. Librarians may be a resource to check in with to see if they know of someone who needs help

- g. Faith organizations
  - i. Faith based organizations have a lot of individuals who come to them for help
  - ii. Can be a good source for referrals for SOAR case workers

#### V. General questions about SOAR

- a. What about counties who have not been introduced to SOAR?
  - i. NCCEH has been advocating for SOAR case worker positions at the state level to get dedicated SOAR positions funded
  - ii. As dedicated SOAR Case Workers are in communities
    - 1. Able to build work group around case worker
    - 2. With more cases, provides more outcomes with which to advocate for positions
  - iii. If case workers find communities who are interested, NCCEH can do a SOAR Essentials training (contact Emily at NCCEH)
  - iv. New positions in Surry and Cumberland Counties with PATH teams
- b. Does NC SOAR have a budget?
  - i. Case worker positions are funded by the programs where they are placed by various means
  - ii. NCCEH has a contract from the ICCHP to provide TA and trainings for the state

#### VI. Case Review

- a. TJ- has client who is currently in institutional setting
  - i. Able to do 8000 in the field but do not have an address for applicant
  - ii. Emily-TJ can use office address as mailing address
  - iii. Emily-Make sure that individual is not going to be in the institutional setting for more than 30 days, can submit application 30 days prior to individual being released
- b. Linda- individual in transitional housing is receiving unemployment benefits
  - i. Not sure how long is going to receive unemployment benefits
  - ii. Emily- An application can be made for someone receiving unemployment benefits, the issue is that the unemployment benefits can be cut off due to the application
  - iii. Linda- suggested that the individual begins treatment while stabilized in housing to create records for case and to see if he would qualify for benefits

Next meeting will be December 16, 2010 at 10 AM