

Attending: Emily Carmody, Laura D'Agati, Billie Guthrie, Suzanne Hitt, Carmen Johnson, Megan Raymond, Teresa Rogers, Corey Root, Maggie West

Coordinating referrals

- Review of current process
 - Carmen has 7 referrals – are people filling out referrals with clients in front of them? Would be helpful if they could so can have more complete information, otherwise working OK.
 - One example – date range of last application
 - Has been difficult to get in contact with folks – there is info on the VI-SPDAT that can help get in contact, or can email HOME list in between meetings
- Feedback/tweaks
 - None for this month

Community SOAR goals – submit 6 outcomes in 2017

- 1 outcome submitted so far
 - Emily will check on case submitted by Billie
- Orange average is 106 decision days, the statewide average is 92 days; Orange median is 104 days, statewide median is 89 days
 - One way to decrease decision days is to make sure medical records are arriving at the same time as the application
 - Could take on a goal for this in 2018 – **revisit this at December meeting**
- Orange percentage of applications approved 90%, statewide is 79%
 - Emily looking hard at improving approval rate statewide
 - Maintaining above 80% is a fine goal

Review List of SOAR-trained caseworkers

- CEFers called everyone on state list to see what the status of folks were, **we will look specifically at list at December meeting to make a plan for individual folks and getting more folks involved**
- Emily's advice
 - When the answer is NO, can be helpful to understand the why
 - Potentially go up the food chain to remind folks that they sent someone to training
 - If have several folks who are SOAR trained at an agency, can be helpful to contact them to let them know need and support available from SOAR Collaborative

- Can be helpful to remind folks that it's not all or nothing – fine to take one case every six months, etc.
- Orange County is par for the course of having lots of SOAR trained and not many people taking cases

Emily Carmody, SOAR State Lead for North Carolina, NC Coalition to End Homelessness

- Feedback on Orange SOAR Collaborative structure, goals, format
 - First snag for many communities is setting up referral process. Keep an eye on referral process in coming months: what is the quality of the referrals? Able to contact folks when referred? If people know why you need the info they are more likely to give good info on a referral form
 - Getting the word out: have events at other agencies, or invite other agencies to our events
 - Brown bag lunch training – SOAR 101: what is SOAR, who is a good referral
 - The national SOAR program has animated 5 minute video – could play at HOME Committee
 - Add functioning items to referral form, with examples
- Orange in perspective of statewide SOAR program & outcomes
 - Can start reviewing the SOAR outcome reports at SOAR Collaborative meetings, Emily reviewed the data points on this form; Emily will make quarterly report for 2018 data
 - Number of outcomes relatively good for community with no dedicated SOAR caseworker; had spurts of folks doing cases
 - Decision days – time application processed at Social Security
 - 1696 representative – a real key of the SOAR model – recommended to be at or close to 100%
 - Average length of time homeless – length of time homeless at application
 - Percentage that required CE – goal is for this to be about 1/3; if SSA doesn't need CE it means they have enough info to make decision
- Can be helpful for UNCH to see specifically how much is being paid back to them via SOAR – could start just with Jennifer Manning; tracking reimbursement data very helpful; can be sure to let UNCH know when someone is approved because medical providers can back bill 3 months prior to application date; New Hanover Regional Medical Center has 3:1 return on investment on SOAR caseworker, Duke Hospitals has seen over \$1 million return from SOAR, Moses Cone just funded a SOAR caseworker
- SOAR Community certification
 - **The Collaborative will start looking at this in December**

Troubleshooting for SOAR caseworkers – revisit in December



Orange SOAR Collaborative

Meeting Notes, October 12, 2017, 3:30-4:30 pm
Southern Human Services Center, Room D

Group membership & invitations – revisit in December

- Invitations to attend
 - Carmen will call Jennifer Manning to invite her to attend

Next meeting: No November meeting, next meeting: Thurs. 12/14