



Orange SOAR Collaborative

Meeting Agenda, November 9, 2018, 3:30-4:30 pm
Southern Human Services Center, Room D

Attending: Corey Root; by phone: Billie Guthrie, Suzanne Hitt, Carmen Johnson

2018 GOALS DASHBOARD

Outcomes Submitted; GOAL: 10		Decision Days; GOAL: 100		Approval Rate; GOAL: 80+%		Referrals Made		Initial Interview		Case started	
Last month	YTD	Last month	YTD	Last month	YTD	Last month	YTD	Last month	YTD	Last month	YTD
0	3	N/A	52	0%	0%	2	23	2	19	1	8

Billie is doing a very difficult SOAR case, hard to win these cases. Carmen is also working on hard cases, and is also taking not as difficult cases with the goal of increasing the number of outcomes submitted and cases approved.

DISCUSSION TOPICS

2019 SOAR Collaborative Meeting Schedule

- 2nd Thursdays, 3:30-4:30 pm
- Jan. 10, Feb. 14, Mar. 14, April 11, May 9, June 6, July 11, Aug. 8, Sept. 12, Oct. 10, Nov. 14, Dec. 12

SOAR Community certification & other action items - GOAL: achieve Bronze certification by the end of 2018

- Review [certification dashboard &](#) update re: pitch from commitment from local agencies; group will review this in December
- Meeting at UNC Hospital
 - Emily and Corey met with
- SOAR agency MOU – add ‘Supervisor/Executive Director’ for signature line
- Carmen becoming SOAR Certified – once Carmen has approved applications she will work on SOAR Certification

Coordinating referrals

- Current process:
 - UNC can take up to 3 referrals at a time – Jennifer Manning working on at least one process



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- Carmen taking 2 referrals per month – not always getting 2 per month
- Review of process, tweaks

Troubleshooting for SOAR caseworkers

- Billie has had trouble accessing resources.
- Carmen had some cases denied before MSR submitted, Billie doesn't submit info until MSR complete.

FUTURE MEETINGS

Next meeting: December 13

Remaining 2018 meetings: Dec. 13