

Attending: Laura D’Agnati, Joshua Deal, Jennifer Manning, Megan Raymond, Corey Root, Diiv Sternman

## 2018 GOALS DASHBOARD

Outcomes Submitted			Decision Days			Approval Rate		
GOAL	This month	YTD	GOAL	This month	YTD	GOAL	This month	YTD
20	0	2	100 days	N/A	52	80+%	N/A	0%

Jennifer expecting one outcome to submit in July or August

## DISCUSSION TOPICS

Coordinating referrals

- Review of current process
  - UNC – can take referrals; Jennifer is retiring in 2 years so cannot take cases for that much longer; Joshua is not formally SOAR-trained and management has not authorized the cost of SOAR training; will be harder for Jennifer to go to clients, easier to send folks to their office at 500 East Towne (on D bus line) or the hospital; OC Hub is available for meetings if needed
    - 3 referrals at any time
- Change process to have mix of acuity in Carmen’s caseload?
  - Carmen will take 2 new cases each month – 1 will be the highest person on the HOME list at the time Carmen is ready to take a new case; 1 will be someone with an easier case, whether or not they are on the HOME list or their position on the HOME list
- Other feedback/tweaks
  - Add info into HOME list re: SOAR
    - Referral made: pre-referral, referral in process, referred, case picked up
    - Slam-dunkedness: reachability, med. records available, age, substance use interference

Review List of SOAR-trained caseworkers

- Who is SOAR trained? Taking cases? Has restrictions? Submitting outcomes – Diiv reached out to everyone on the list from NCCEH

- Many agencies that used to have SOAR-trained workers but don't now: Freedom House, Carramore & CECMH - **Corey will check in with all these folks re: can they get folks trained?**
- Haven't heard back from UNC Horizons, were doing these for Horizons clients as of last year; and Kelly Thomas at DSS – **Corey will check in, still/ever doing cases?**
- For UNC Hospital: Danielle Reece is the new head of Medicaid Eligibility Department; and Janice Summers is the Financial Program Manager; Jennifer and Joshua will facilitate an introduction with her and Corey
- For the Criminal Justice Resource Office – with current staff or Re-Entry Council? For some of these folks will just need to re-apply. Tommy at FIT program?

SOAR Community certification & other action items - GOAL: achieve Bronze certification by August 31

- Corey and Emily will try to meet with UNC Hospital rep in May to talk about funding additional SOAR caseworkers
- Working with disability – training from SSA field office?
- Review List of SOAR-trained caseworkers
  - Review and make a plan for increased engagement
- Complete initial review of community outcomes to identify and work on areas/issues of concern – done
- Host SOAR Essentials training – June? Location?
- SOAR agency MOU
- Update re: pitch from commitment from local agencies
- Carmen becoming SOAR Certified

Troubleshooting for SOAR caseworkers

## FUTURE MEETINGS

Next meeting: May 10, 2018, 3:30-4:30pm

Remaining 2018 meetings: Apr. 12, May 10, June 14, July 12, Aug. 9, Sep. 13, Oct. 11, Nov. 8, Dec. 13