

Using the SOAR Online Application Tracking (OAT) Reports for Improving Outcomes

Substance Abuse and Mental Health Services Administration
(SAMHSA) SOAR Technical Assistance Center
Policy Research Associates, Inc.

OAT as a Management Tool
October 31, 2023



SAMHSA
Substance Abuse and Mental Health
Services Administration

Disclaimer

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Purpose and Objectives

- Learn how to access and utilize the SAMHSA SOAR Online Application Tracking (OAT) System
- Understand why it's important to track your SOAR-assisted SSI/SSDI application decisions
- Learn how to run reports to highlight SOAR success and promote quality
- Learn how to use OAT reports to assess SOAR program effectiveness

Online Application Tracking (OAT)

- A web-based program that allows case workers to keep track of their outcomes
 - Free
 - Easy to use
 - Accessible from any web browser
 - Nothing to download
- On a secure server
- HIPAA compliant
 - No personal identifying information is collected
- <https://soartrack.samhsa.gov>



Why Track SOAR Outcomes?

- Assess effectiveness
- Provide quality improvement
- Celebrate successes
- Secure future funding opportunities

SOAR Works!

2023 Outcomes

INITIAL APPLICATIONS APPEALS

APPROVAL RATE

66% 42%

NUMBER OF APPROVALS

2,604 324

NUMBER OF DECISIONS

3,918 763

AVERAGE DAYS TO DECISION

167 196

Cumulative Outcomes

65%

CUMULATIVE INITIAL APPROVAL RATE

50%

CUMULATIVE APPEAL APPROVAL RATE

56,481

CUMULATIVE INITIAL APPROVALS

8,891

CUMULATIVE APPEAL APPROVALS

65,372

PEOPLE RECEIVING BENEFITS BECAUSE OF SOAR



105,013

TOTAL SERVED

*National SOAR outcomes as of June 30, 2023

<https://soarworks.samhsa.gov/about-the-model/oat-and-outcomes>

2023 Financial Outcomes

Financial Outcomes

\$5,570



Average Medicaid reimbursement per beneficiary

\$3,660



Average general assistance reimbursement

\$7,017

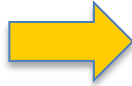


Average retroactive back payment

\$717M

Brought into the economies of participating localities

SOAR Super Stars!



SOAR Critical Components

Using these five SOAR Critical Components, case workers play a central role in gathering complete, targeted, and relevant information for SSA and DDS, resulting in high-quality SSI/SSDI applications. These components significantly increase the likelihood of an approval for those who are eligible.

1. Serving as the Applicant's Representative
2. Collecting and Submitting Medical Records
3. Writing and Submitting a Medical Summary Report (MSR)
4. Obtaining a Co-signature on the MSR by an Acceptable Medical Source
5. Completing a Quality Review of Applications Prior to Submission

*Inclusion: Highest cumulative approval rates on initial application for states with at least 250 cumulative decisions, at least 24 decisions in 2023 (2 per month), and a 2023 approval rate above the national average.

Combined, these states had 22,245 decisions

OAT Overview

Track those outcomes!

Outcomes in OAT

- Outcomes for initial applications and appeals
 - Approval rates
 - Time to decision
 - Critical components
- Optional outcomes
 - Housing
 - Employment
 - Medicaid and other public benefit reimbursements

OAT Registration

Track outcomes and
get funding!



Register for OAT Online Application Tracking (OAT)


All OAT registrants must be approved by the SAMHSA SOAR TA Center. You will receive an email from soaroot@prainc.com confirming receipt of registration, and another when your registration has been approved. If you have any questions, please contact us at soaroot@prainc.com or 518-439-7415 x2.


First Name *	<input type="text"/>		Last Name *	<input type="text"/>	
Password * <small>What's This ?</small>	<input type="password"/>		Verify Password *	<input type="password"/>	
Email *	<input type="text"/>		Phone *	<input type="text"/>	Ext <input type="text"/>
State *	<input type="text" value="Select State"/>				
Role * <small>What's This ?</small>	<input type="text" value="Select Role"/>				
Agency *	<input type="text" value="Select Agency"/>				
County/Parish *	<input type="text" value="Select County/Parish"/>		City *	<input type="text" value="Choose cities..."/>	
Funding Source *	<input type="text" value="My position is funded by"/>				
SOAR Training(s) I have Completed					
SOAR Online Course: Adult Curriculum			SOAR Online Course: Child Curriculum		
Date on Certificate (ADULT) Date must be in mm/dd/yyyy format			Date on Certificate (CHILD) Date must be in mm/dd/yyyy format		
<input type="text"/>			<input type="text"/>		

Roles in OAT

- State Team Lead
 - Directs the SOAR initiative at the state level; has access to data from all agencies in the state.
- Local Lead
 - Oversees multiple agencies in a community, county, or region; has access to data from multiple agencies in the specified service area.
- Agency Lead
 - Oversees multiple case workers in an agency; has access to data from all caseworkers in that agency.
- Case Worker
 - Works with applicants and enters application outcomes into OAT. Has access to their data only.

OAT Case Worker Dashboard





[Logout](#)

Dashboard Applications Reports Help
Hi, Sarah Smith (Case Worker)

Dashboard

Sarah Smith (Case Worker)

Agency One • Test City • YY

Stats

358 Apps

Created

05/14/2015

Email

ssmith_ciw@agencyone.com

ID

12100

My Initial Outcomes

Approvals

75%

174 Approved

Denials

25%

58 Denied

Decisions

233

Total Initial

Days

67

AVG Days

Approvals

YY Approvals

85%

100 Total

National

65%

79034 Total

New Applicants

Create Applicant

Required Format: two letters, two numbers, two letters, four numbers. Example: aa11bb2222

Snapshots & Summaries

Monthly Snapshot (September 2022)

9 NEW APPS

Initial

ALJ

7 Total

4 APPROVED APPS

Initial

ALJ

4 Total

Top CWs last Quarter (Initials)

Sarah Smith

2 Approvals

100% of 2 Total Decisions

Top CWs last Quarter (Appeals)

Reconsideration

Sarah Smith

1 Approvals

50% of 2 Total Decisions

ALJ Hearing

No Results

Pending Applications All Applications

Application Type

Show All

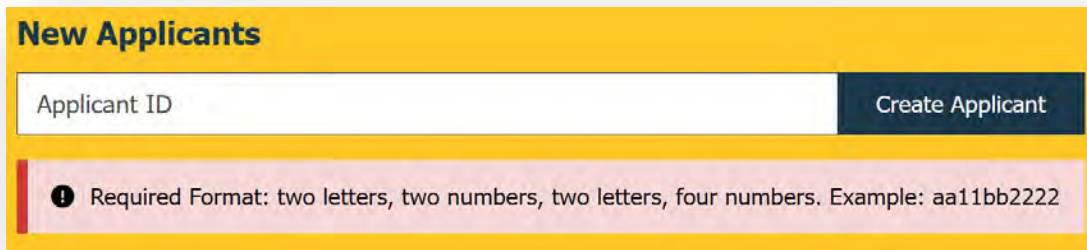
Show 10

Search Applications

ApID	Current App	Status	Days	# Apps	Actions
aa11aa1110	Initial SOAR Application	Denied	0	2	Actions
aa11bb2020	Initial SOAR Application	Archived	-	0	Continue
aa11bb2224	Initial SOAR Application	Approved	62	1	Actions
aa11ss1234	Reconsideration using SOAR	Archived	-	0	Continue
aa12bb1234	Initial SOAR Application	Approved	0	1	Actions
aa34bb3456	Initial SOAR Application	Approved	11	1	Actions
aa34tt5678	Initial SOAR Application	Approved	8	1	Actions
aa57rd1967	ALJ Hearing using SOAR	Approved	25	2	Actions
aa82ba1234	Reconsideration using SOAR	Approved	0	1	Continue
aa85bb1234	Initial SOAR Application	Approved	246	1	Actions

Applicant Identification (ID)

- No personally identifiable information
- Alpha-numeric ID
 - 2 letters
 - 2 numbers
 - 2 letters
 - 4 numbers
 - Example: AA11BB2222
- Case workers should record Applicant ID in the case file for cross reference!



New Applicants

Applicant ID Create Applicant

! Required Format: two letters, two numbers, two letters, four numbers. Example: aa11bb2222

Application Overview

te98st1000
Created on 09/27/2022 by Sarah Smith | Updated on 09/27/2022 by Sarah Smith

Test City, YY

Initial SOAR Application - Approved

1 Total Decision(s)

Age: 24
Military: No
Working? No

Sex: Female
Assistance: Medicaid
Housing Status: Institution (psychiatric or other hospital, nursing home, etc.)

CASE WORKER
Smith, Sarah
Agency One

Application Overview

Results

Initial SOAR **Current**

Approved on September 14, 2022

Approved for:
SSI Only

Monthly SSI:
\$1,000.00

Is applicant working post-decision?
Yes

Was applicant housed at decision?
No

Representative Payee Needed?
No

Protective Filing Date:	09/08/2022
Application Date:	09/12/2022
Completed SSA 1696?	No
Medical Records Collected?	Yes
MSR	Yes
MSR Co-Signed?	Yes

Applicant Created

GENDER	AGE	CASE WORKER
F	24	Smith, Sarah
N/A		

Initial SOAR Application - Details

APP DATE	SSA 1696?	MSR?
09/12/22	No	Yes

MEDICAL RECORDS	QUALITY REVIEW
Yes	Yes

September 8, 2022

Initial SOAR Application - Decision

STATUS	DECISION DATE	DAYS DECISION
Approved	09/14/22	2

September 14, 2022

Initial SOAR Application - Post Approval

Agency Lead Dashboard

Snapshots & Summaries

Monthly Snapshot (October 2023)

3 NEW APPS

Initial ALJ
1 Total

Recon Non SOAR
2 Total

0 APPROVED APPS

Initial ALJ

Recon Non SOAR

Applications Summary (Cumulative)

380 TOTAL

Completed Initial SOAR

● App. (261) ● Den. (119)

Approval Rate AVG Days Decision

69% 70

100 TOTAL

Completed Recon SOAR

● App. (52) ● Den. (48)

Approval Rate AVG Days Decision

52% 33

52 TOTAL

Completed ALJ SOAR

● App. (27) ● Den. (25)

Approval Rate AVG Days Decision

52% 156

34 TOTAL

Completed Non SOAR

● App. (23) ● Den. (11)

Approval Rate AVG Days Decision

68% 0

Top CWs last Quarter (Initials)

Sarah Smith | Agency One

2 Approvals

100% of 2 Total Decisions

Top CWs last Quarter (Appeals)

Reconsideration

Mike Kilpatrick | Agency One

2 Approvals

67% of 3 Total Decisions

ALJ Hearing

Sarah Smith | Agency One

2 Approvals

100% of 2 Total Decisions

Local and State Lead Dashboards show Top CWs and Top Agencies

Using OAT as a Management Tool

- State, Local, or Agency Leads can run Reports to look at:
 - Approval rates
 - Use of SOAR Critical Components
 - Number of applications from each caseworker/agency
- Use outcomes to:
 - Identify opportunities for targeted TA
 - Celebrate successes!
- Higher outcomes often lead to additional funding!

Reports by Role

Role	Can Access Data From	Reports Most Helpful For
Case Worker	Their own application entries*	Tracking successes and considering areas where technical support is needed to improve
Agency Lead	Case Workers assigned to your agency	Considering targeted technical assistance or reviewing outcomes at steering committee meetings
Local Lead	Agencies and Case Workers in your assigned cities/counties	Reviewing outcomes across agencies and counties and considering areas for additional follow-up support
State Lead	All Case Workers/agencies across the state	Reviewing state plans, considering targeted technical assistance or support for particular agencies or localities

* All user roles (if SOAR-trained) can access data from their own application entries.

Applications Page

- Details all cases entered, regardless of Application Type or Status
- Application Type
 - SOAR Initial
 - SOAR Reconsideration
 - SOAR ALJ
 - Non-SOAR
- Application Status
 - *New*: ID# created but Application type not selected
 - *Pending*: Application type selected, and no decision entered
 - *Approved/Denied*: Applications with decisions
 - *Archived*: Cases for which the application will not be submitted or decisions will never be known
- Items to review:
 - Are there New or Pending Cases that should have a decision entered?
 - Are all cases entered that you would expect to see?

Applications Page - Filters

Dashboard Admin ▾ Applications Reports ▾ Help ▾ Hi, Sarah Smith (State Lead)

Applications

Counties/Parishes

- Show All
- Test County

Agency

- Show All
- Agency One
- Agency One for Training
- Agency Two
- Agency Two for Training
- New Agency Test
- test

Users

- MayTest, Nate
- NextStep, Nate
- NSDTest, Nate
- Smith, Sarah**
- Smith, Sarah
- Smith, Sarah
- Smith, Sarah

Veteran

Yes

Age

Adult (18 and over)

Sex

Female

Living Situation

- Select All
- Outdoors (e.g., street, abandoned or public building)
- Shelter
- Transitional
- Own or someone else's apartment, room, or house
- SRO, boarding house
- Residential treatment for adults

Filter by Date Created

07/01/2022 - 06/30/2023

Status

Pending

Filter [Reset](#)

Applications Page

Search by ApID

Enter ApID

New Applications

Show

ApID	Created	Case Worker	Agency	St	Status	Actions
iv78ba1234	05/05/19	Smith, Sarah	Agency One	YY	New	-
zz90xx1234	03/21/19	Smith, Sarah	Agency One	YY	New	-

Showing 1 to 2 of 2 entries (filtered from 58,053 total entries) 1

Initial SOAR Applications

Show

ApID	Created	App Date	Decision Date	Status	Case Worker	Agency	St	Actions
wi18ki1978	08/10/23	07/14/23	-	Archived	Smith, Sarah	Agency One	YY	Continue
Wl45kI5678	02/23/23	01/31/23	02/08/23	Denied	Smith, Sarah	Agency One	YY	Actions ↓
tt33tt6666	11/17/22	11/14/22	11/15/22	Denied	Smith, Sarah	Agency One	YY	Actions ↓
cc89rt1990	08/18/22	06/30/22	07/29/22	Approved	Smith, Sarah	Agency One	YY	Actions ↓
BD12AR1357	05/18/22	05/18/22	05/18/22	Approved	Smith, Sarah	Agency One	YY	Actions ↓
wk15le5678	04/21/22	04/01/22	04/20/22	Approved	Smith, Sarah	Agency One	YY	Actions ↓

SOAR OAT Reports: User Summary

- This report shows all users in the agency/area/state.
- Items to review:
 - Are there providers who have passed the SOAR Online Course but are not registered in OAT?
 - Compare to the OLC Trainee Report
 - Has it been some time since active providers have logged in to OAT to update their data?
 - Are there new providers you have not had contact with?
 - Are there users who have left their positions and should be marked inactive?

SOAR OAT Reports: User Summary

SOAR Users

Export Report

Show 10

Search Users

Created ↓	Login ↓	First ↓	Last ↓	Email ↓	St ↓	Role ↓	Agency ↓	Cases ↓	Status ↓
10/17/22	11/02/22	Nate	LLTestLive	nate5@nextstepdigital.com	YY	Local Lead	New Agency Test	0	Inactive
10/12/22	10/12/22	Nate	TestingReg	nate3@nextstepdigital.com	YY	Case Worker	Agency Two	0	Approved
10/07/22	10/07/22	Nate	TestLocalLead	natell@nextstepdigital.com	YY	Local Lead	Agency One	0	Approved
09/28/22	-	Nate	TestSept	nate2@nextstepdigital.com	YY	Case Worker	Agency Two	0	Approved

Exported Report includes additional information:

- Phone, City
- Position funding source
- SOAR training information

SOAR OAT Reports: Individual

- This report shows all application details entered for cases with a decision.
- Items to review:
 - Are there case workers that should have outcomes that are not in this report?
 - Are there case workers with denials who require targeted TA?
 - Are they using the critical components?
 - What are the reasons for the denials?
 - Are there case workers with approvals who you can celebrate?
 - Can they become a mentor to others?

SOAR OAT Reports: Individual

Initial SOAR Individual Reports

Show 10

Search Applications

Case Worker	Agency	ApID	Medical Summary	Co-Signed	Quality Review	Decision Date	Status	Approved For	Days
Smith, Sarah	Agency One	xx99ki0191	N	N	N	06/15/15	Approved	Both	134
Smith, Sarah	Agency One	an77fa2222	Y	N	Y	09/12/19	Denied	-	913
Smith, Sarah	Agency One	am86st0001	Y	Y	Y	04/29/21	Denied	-	62
Smith, Sarah	Agency One	al77fr3465	Y	N	Y	08/01/18	Denied	-	13
Smith, Sarah	Agency One	aa90bb1233	Y	N	Y	10/08/18	Denied	-	213
Smith, Sarah	Agency One	aa88kk1234	N	-	N	10/03/18	Denied	-	0
Smith, Sarah	Agency One	xx11zz9900	N	N	Y	05/15/16	Approved	Both	108
Smith, Sarah	Agency One	su72so2222	Y	Y	Y	10/20/16	Approved	-	19
Smith, Sarah	Agency One	vm71gg5556	Y	Y	Y	09/01/14	Approved	SSI	62
Smith, Sarah	Agency One	BI21ST9999	Y	Y	Y	03/27/23	Denied	-	4

Showing 1 to 10 of 379 entries (filtered from 57,853 total entries)

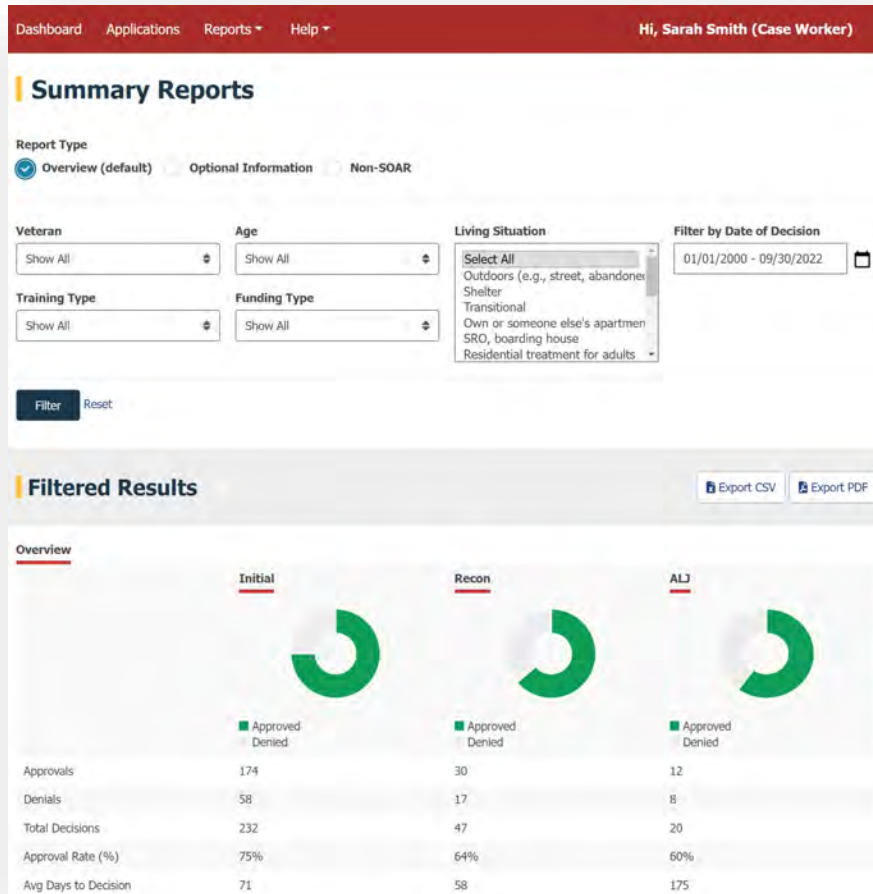
1 2 3 4 5 38 Next >

- Individual Report can be Exported as a CSV/Excel file.
- Each application type will show on a different tab.

SOAR OAT Reports: Summary

- This report shows outcomes in the aggregate
- Provides a quick look at approval rate, critical components, and applicant demographics.
- Items to review:
 - Are there as many cases as you would expect?
 - How can you use this report to gain buy-in?

Summary Reports



The Importance of Follow-up

- Follow-up takes time, but it's worth it!
- Helps you know how SOAR is working
- Your SOAR TA Center liaison can assist you with your follow-up needs
 - Creating useful spreadsheets
 - Outreach to SOAR OLC completers
 - OAT walkthroughs

Understanding the Data

- Who is SOAR-trained vs. Who is “in” OAT
- “In” OAT vs. Active OAT users
- Active OAT users and outcomes
- Outcomes and critical components

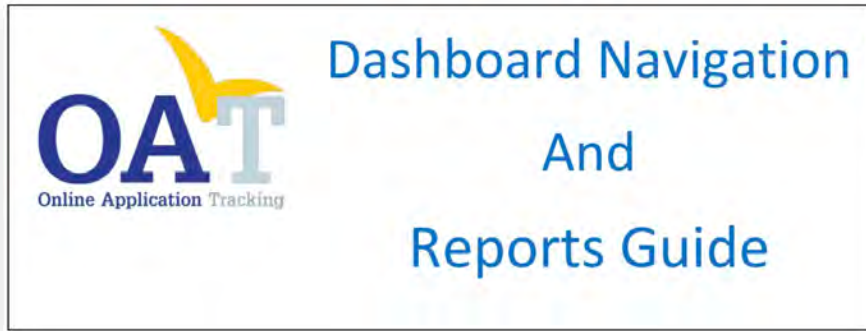
Understanding the Data: Critical Components

- All entries should be a 95-100% for using the SSA-1696
 - There should only be a few exceptions (applicant refused and other workarounds)
- High approval rates and no medical records collected and no MSR written
 - Is this a SOAR claim?
- Low approval rates and high use of critical components
 - Investigate how referrals are reviewed and accepted
 - Is targeted TA needed for Quality Review and MSR reviews?
- Low approval rates at initial and high approval rates at reconsideration
 - For the approved reconsiderations, were the denied initial applications submitted using SOAR?
 - Was there an MSR written at the initial level?

Resources and Guides

"Help" Tab in OAT:

- SOAR OAT User Guide
- SOAR OAT Reports Guide
- Support: soaroot@prainc.com



The screenshot shows the SOAR OAT Dashboard. At the top left is the 'SOAR WORKS' logo, and at the top right is the 'SAMHSA' logo with the text 'Substance Abuse and Mental Health Services Administration'. Below the logos, the word 'Dashboard' is centered, followed by the text: 'When you log-in to OAT, you will be directed to your dashboard. The information displayed is dependent on your role.' Below this is a section titled 'Dashboard - All Users' which contains a smaller dashboard preview. This preview shows a 'Dashboard' header, a 'Search' bar, and several data cards: 'My Initial Outcomes' with a 75% rate, 'My State Outcomes' with a 25% rate, 'New Applications' with 233 total and 67 pending, and 'My Monthly Snapshot' with 85% and 65% rates. Below the preview is a 'New Applicants' section with a 'Create New' button. To the right of the screenshot is a 'Menu Bar' section with a list of navigation options: 'Navigate between the Dashboard, Applications page, and Reports page.', 'View your profile by clicking on your name on the top right.', 'You can edit your name, phone, email address, and password.', and 'You are not able to change your location, role, or agency.' Below the menu bar is a 'User Summary' section with three sub-sections: 'Pending Applications' (Applications the user has entered into OAT for which a Decision is pending), 'User Details' (Name, Role, Agency, City, State, Email; Apps: Total number of applications entered in OAT regardless of type or decision status; Created: Date OAT account was created), and 'My Initial Outcomes' (Outcomes for the user's initial applications that have a decision entered into OAT). Below that is 'State Outcomes' (The state approval rate is updated annually by the SAMHSA SOAR TA Center.) and 'National Outcomes' (The national approval rate is based on outcomes reported by all states in the previous fiscal year, including those not tracked in OAT.). At the bottom are 'New Applicants' (This gold-colored box is where you can create a new Applicant ID. (Please see the OAT User's Guide)) and 'Monthly Snapshot' (The monthly snapshot displays the user's activity for the current month: New Applications created and Approvals for each application type.)

Good Work/Homework

- Ensure that active SOAR-trained providers are enrolled in OAT.
 - If needed, contact your SOAR TA Center Liaison for a SOAR Online Course completion report.
- Reach out to anyone on your “Active SOAR Case Worker List” who did not report data in the previous quarter.
- Review all OAT outcomes in your locality from FY2023 and begin to identify any TA needs.
- Contact your SOAR TA Center Liaison for assistance with follow-up.

Question & Answer

Let's talk outcomes!

Thank You!

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

soaroot@prainc.com

<https://soarworks.samhsa.gov>

www.samhsa.gov

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