

2020 SOAR Outcomes

SSI/SSDI Outreach, Access, and Recovery (SOAR) helps states and communities increase access to Social Security disability benefits for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), the SOAR Technical Assistance (TA) Center develops and provides systems planning, training, and technical assistance to support the implementation of SOAR nationwide.

2020 SOAR Super Stars



Consistency and Impact. Pennsylvania and Tennessee continue to show the most consistency and impact, receiving large numbers of cumulative decisions (**3,674 for Pennsylvania** and **2,479 for Tennessee**) and maintaining high approval rates (**91 percent for Pennsylvania** and **90 percent for Tennessee**). Maryland, Arkansas, and North Carolina are also continuously producing impressive numbers: 1,531 decisions with an 86 percent approval rate in Maryland, 1,208 decisions with an 83 percent approval rate in Arkansas, and 2,926 decisions with a 77 percent approval rate in North Carolina.



Over 3,000 Decisions. **Seven states** have over 3,000 cumulative decisions: Ohio, Florida, California, Georgia, Utah, Pennsylvania, and Michigan.



Over 2,000 Approvals. **Six states** have over 2,000 approvals: Florida, Ohio, Pennsylvania, California, Georgia, North Carolina, Tennessee, Michigan, and Oregon. Notably, **Florida has had 4,418 approvals!**



Top Approval Rates. Our “Top Ten” criteria required that states had at least 325 cumulative decisions, approval rates at or above the national average in 2020, and at least 24 decisions in 2020 (2 per month). The average cumulative approval rate for these rock star states is **76 percent!** In order of average cumulative approval rate from highest to lowest, the Top Ten states are: **Pennsylvania, Tennessee, Maryland, Arkansas, North Carolina, Oklahoma, Virginia, Oregon, Georgia, and Michigan.** We are really proud to welcome Oregon, Georgia, and Michigan into the “Top Ten” this year!



Most Improved Capacity. Wyoming, Iowa, and Maryland showed great improvement in total decisions and approvals in 2020 from what they reported the previous year. Wyoming had 7 decisions in 2019 compared to 40 decisions in 2020, a **471 percent increase!** Iowa had a 20 percent increase in applications, and Maryland had an 11 percent increase.



Most Improved Approval Rates. Iowa, Ohio, Virginia, and Oregon showed the most improvement in their approval rates from 2019 to 2020. On average, these **4 states had a 25 percent increase in their approval rates.**



Most Improved Days to Decision. Two states showed great reductions in their average days to decision. **Arkansas** went from an average of 99 days to decision in 2019 to an average of 65 days in 2020, a **35 percent reduction**, and **Pennsylvania** dropped from an average of 91 days to decision in 2019 to 82 days in 2020, a **10 percent reduction.**

Note: To be considered for inclusion in the Super Stars rankings, the state must have had at least 24 decisions in 2020 and have an approval rate at or above the national average for 2020.

Overview

Over the last 15 years, the SOAR model has been used to assist over 88,351 people who were experiencing or at risk of homelessness with applications for Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), the two disability income benefit programs administered by the Social Security Administration (SSA).

Of the applications assisted using SOAR, **65 percent**, representing 47,751 persons, have been approved for SSI/SSDI upon *initial* application since SOAR began (Table 1).^{*} An additional 7,459 persons, whose applications were denied initially, were approved on reconsideration or at an Administrative Law Judge (ALJ) Hearing (Table 2). Taken together, since 2006, the SOAR approach is responsible for assisting **55,210** persons who were experiencing or at risk of homelessness to access Social Security disability income benefits.

In 2020, there were 4,265 approvals on initial applications. Decisions on SOAR-assisted initial applications were received in an average of **115 days** in 2020 with an allowance rate of **65 percent**. This compares to the initial allowance rate of 30.8 percent for all persons aged 18-64 who applied for SSI or SSDI in FY2019.[†]

We estimate that in 2020 alone, SSI/SSDI payments for the individuals served by SOAR brought over **\$518 million** into the economies of participating states and localities.

Appeals

States are continuing to use the SOAR model to assist with applications in the appeals process, both with reconsiderations and ALJ hearings. In 2020, 1,739 SOAR-assisted decisions were rendered at the appeals level, with **50 percent** of all reconsiderations or ALJ hearings resulting in an allowance (see Table 2). SOAR-assisted appeals take an average of **211 days**, as compared to the national average hearing office processing time of 390 days, resulting in applicants receiving life-saving benefits significantly faster.[‡] For those states that track their outcomes in the SOAR Online Application Tracking system (OAT), we are able to report on reconsiderations and ALJ hearings separately. In 2020, there were 325

reconsiderations approved with a 40 percent approval rate in an average of 118 days. SOAR programs assisting at the ALJ hearing level were very successful with a 74 percent approval rate on 196 hearings in an average of 315 days.

Impact of COVID-19

Amid the 2020 COVID-19 pandemic and the resulting closure of SSA field offices, SOAR practitioners were forced to change their service delivery methods beginning in March 2020. From reducing face-to-face engagement and establishing alternative ways to obtain original signatures, to collaborating with SSA field offices to arrange submission of SSI/SSDI application packets, SOAR practitioners got creative. The SAMHSA SOAR TA Center asked SOAR State and Local Leads about the impact COVID-19 had on their SOAR programs. Thirty-five SOAR leaders responded with feedback.

Resiliency

SOAR providers, like the applicants they serve, showed a lot of resiliency. This was illustrated well in the survey results, which included the following highlights:

- Seventy-one percent said that providers continued to provide services with physical distancing precautions.
- Sixty percent established workarounds with SSA to continue submitting applications.
- Fifty-one percent began successfully using telehealth for evaluations or on-going treatment.

State Highlights

- **Colorado:** SOAR-trained case workers were able to adapt and meet the needs of applicants during COVID-19. Additionally, moving to remote services allowed case workers to serve a larger geographic segment of the population.
- **Pennsylvania:** Despite the COVID-19 pandemic, SOAR in the state remained strong. A new SOAR initiative in Delaware County had one of their first claims approved during COVID. Allegheny County not only retained all positions despite the economic downturn of the pandemic, but was able to have practitioners work remotely, with staff acclimating quickly. Montgomery County also was able to work remotely

* The SAMHSA SOAR TA Center requests voluntary submission of SOAR outcomes from states annually from July 1 through June 30 of each year. Unless otherwise noted, these are the data reported in this issue brief.

† Social Security Administration. *SSI Annual Statistical Report, 2019*. Table 70. [SSA Pub. No. 13-11827]. Washington, DC: Social Security Administration, August 2020. https://www.ssa.gov/policy/docs/statcomps/ssi_asr/.

‡ Social Security Administration. *Hearing Office Average Processing Time Ranking Report FY 2020 (For Reporting Purposes: 9/29/2019 through 09/25/2020)*, n.d., https://www.ssa.gov/appeals/DataSets/05_Average_Processing_Time_Report.html.

to continue processing SOAR-assisted applications, in addition to adding new SOAR staff.

- **Nevada:** Although COVID-19 caused some challenges and delays, the contacts at SSA and Disability Determination Services (DDS) kept practitioners updated on changes in procedures. Many of the SSA contacts are working from home, but were still available to receive and process SOAR SSI/SSDI applications.
- **Wisconsin:** The National Alliance on Mental Illness (NAMI) Waukesha received a \$40,000 grant made available due to the pandemic to assist with housing Projects for Assistance in Transition from Homelessness (PATH)/SOAR clients while they are awaiting SSI/SSDI benefits. This resulted in applicants obtaining stable housing more quickly than previously able.

Consultative exams were suspended in many communities, causing delays in processing applications. Telehealth was slowly rolled out but remained challenging for people experiencing homelessness without access to appropriate technology.

Funding and Sustainability

In 2020, 15 states reported that they were successful in securing **new** funding for their SOAR programs. Funding for SOAR programs continues to grow with diverse funding streams.

- Nationwide, there are **214 full-time and 138 part-time SOAR-dedicated positions**.
- The average annual salary for dedicated SOAR benefits specialists as reported by 13 states was \$40,800.
- Salary ranges for SOAR staff ranged from \$28,000 to \$65,000, depending on the local cost of living and staff expertise.
- Funding for SOAR positions came from federal programs: PATH, Cooperative Agreements to Benefit Homeless Individuals (CABHI), Community Development Block Grant (CDBG), Mental Health Block Grant (MHBG), Supportive Services for Veteran Families (SSVF), Medicaid, state and local funds, and foundation funding.
- Securing funding for dedicated positions remains a priority. States reported that it took on average **27 hours of staff time** to complete each SSI/SSDI application.

Quote From the Field

“I am very proud of the case managers in Oklahoma providing needed resources to homeless individuals with serious mental illness, especially during the COVID-19 pandemic at this time. It is challenging during the pandemic, but the case managers are finding a way to make it work and continue providing needed services to the most vulnerable people in Oklahoma.”



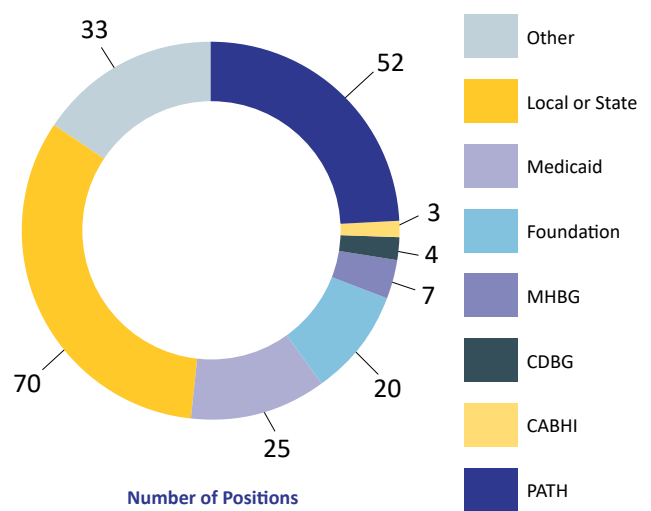
—Tammie Vail, SOAR State Team Lead, Oklahoma Department of Mental Health and Substance Abuse Services

Challenges

The COVID-19 pandemic also posed some significant challenges for SOAR providers. Of the 35 SOAR leaders who responded to the survey:

- Eighty-six percent shared that providers could only provide virtual services.
- Seventy-one percent had difficulty arranging needed evaluations for applicants.
- Sixty-nine percent shared that consultative exams were canceled or postponed.
- Sixty-three percent reported that communication was delayed or more difficult with SSA, and 51 percent reported the same for DDS because of the office closures.
- Fifty-seven percent reported that processing times at SSA and DDS were lengthened.
- Fifty-four percent shared that providers paused or discontinued services.

Figure 1. Funding for 214 Full-Time SOAR Benefits Specialists



Implementation of Critical Components

States with higher approval rates credit their success to their capacity for implementing SOAR critical components and their attention to submission of high-

Spotlight on Funding: SOAR Expansion Across the Country

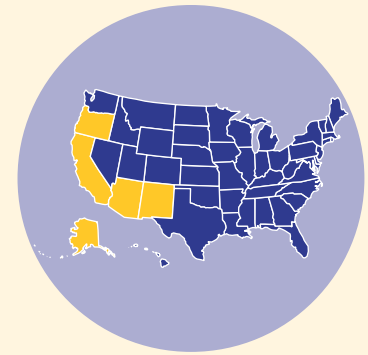
Alaska: Disability Law Center of Alaska secured funding from the Juneau Community Foundation for a full-time SOAR-dedicated representative at its Juneau location.

Arizona: Arizona’s Medicaid program, Arizona Health Care Cost Containment System, adopted a SOAR-specific policy within its policy manual under the Behavioral Health Services Category, “Support Services.” This policy details the description of services covered specific to the “SOAR Approach,” defines who is eligible to provide SOAR services, and designates a specific service code modifier to bill for these services. This broadens access to SOAR assistance for individuals receiving services from a Behavioral Health Professional (BHP) in community mental health programs.

California: Two agencies in San Diego County (Father Joe’s Villages and Interfaith Community Services) secured state dollars from the Homeless Emergency Aid Program (HEAP) and hired two SOAR-dedicated representatives each.

New Mexico: The SOAR team with Heading Home in Albuquerque, led by Teddi Rivera, remains a strong SOAR program. Heading Home secured \$100,000 from the New Mexico Human Services Department to expand its SOAR program and begin receiving referrals from the community in addition to serving current Heading Home clients.

Oregon: Oregon established a SOAR State Team Lead supported by Oregon Housing and Community Services. The agency also approved funding for a SOAR Pilot Program to fund two to three full-time, SOAR-dedicated representatives to deliver services to the community where these representatives will be located.



quality applications.* The five SOAR critical components of application assistance include the use of the SSA-1696 Appointment of Representative form; collection and submission of medical records; writing and submission of a Medical Summary Report, co-signed by an acceptable medical source when possible; and quality review of applications prior to submission. Use of these components statistically increases the likelihood of an approval on initial application for those who are eligible.† Paying attention to SOAR critical components has other benefits as well:

- **Better communication with SSA and DDS.** Ninety-nine percent of applications were submitted using the SSA-1696 Appointment of Representative Form as recommended by SOAR.
- **Better documentation.** Eighty-five percent of applications were submitted with medical records and 71 percent were submitted with a Medical Summary Report.
- **Fewer consultative exams.** Only 20 percent of applications required a consultative examination.

Spotlight on Mentorship: Maryland

In FY2020, the Maryland Behavioral Health Administration (BHA) designed and delivered a pilot coaching cohort model that aimed to support newly trained SOAR case workers undertake their first SOAR application. Five case managers from Montgomery County participated, led by their local SOAR Local Lead, Carmela George. As a result of the pilot, five individuals were approved for SSI/SSDI benefits. One of the case managers went on to submit an additional three cases (all of which were approved), and another has had one more case approved. Additionally, the SOAR specialist submitted an additional 21 cases with an 85 percent approval rate! Based on the positive outcomes of the pilot, BHA is currently developing a virtual coaching model that will be rolling out across the state in FY2021.



* Substance Abuse and Mental Health Services Administration SSI/SSDI Outreach, Access, and Recovery Technical Assistance Center, *The SOAR Model: Key Components*, n.d., <http://soarworks.samhsa.gov/article/soar-model-key-components>.

† Jacqueline F. Kauff, Elizabeth Clary, Kristin Sue Lupfer, and Pamela J. Fischer, “An Evaluation of SOAR: Implementation and Outcomes of an Effort to Improve Access to SSI and SSDI,” *Psychiatric Services* 67, no. 10 (October 2016): 1098–1102, <https://doi.org/10.1176/appi.ps.201500247>.

Spotlight on SOAR for Children: Citrus Health Network in Hialeah, Florida

The SOAR program at Citrus Health Network, Inc. (Citrus) has assisted nearly 40 children with their SSI applications using the SOAR model. In FY2020, they had a 67 percent approval rate on 12 decisions in an average of 108 days. In addition to submitting medical records and a Medical Summary Report, Citrus's SOAR staff saw increased approvals when a child's school records were included in the application packet. For that reason, staff also follow up with the child's teachers and the school system to provide an even more in-depth picture of how the illness is affecting the child's daily functional abilities in comparison to other children their age.



Citrus SOAR staff helped a young applicant who was diagnosed with Schizoaffective Disorder and was experiencing hallucinations and delusions. Her mother had passed away, and she lived with her father and stepmother in a small two-bedroom house in an urban neighborhood. Her father had applied for her disability benefits before they were referred to the SOAR program and she had been denied. Citrus's SOAR Specialist worked on the child's reconsideration request and was able to assist in the process. As a result, this child's disability benefits were approved, and she received retroactive payments. With newly approved benefits, the child's father was able to find and access the right type of treatment for his daughter.

The children helped by Citrus's SOAR program have diagnoses ranging from Attention Deficit Hyperactivity Disorder and Autism Spectrum Disorder to other forms of serious mental illness. The approvals obtained have allowed their families to access additional income and medical insurance to cover costs for their children's treatment and daily needs. Citrus Health SOAR Agency Lead, Martha Meszaros, states, "Helping this population through SOAR meant that the team at Citrus Health Network is fulfilling its mission: the business of helping people!"

Special Populations

Children

SOAR was originally developed to assist with adult SSI/SSDI applications and has since expanded to include SSI applications for children. The SAMHSA SOAR TA Center has developed a number of tools and resources for providers working with children and youth, including the [SOAR Online Course: Child Curriculum](#). Select providers have been implementing SOAR with children and tracking their outcomes in OAT. These providers have cumulatively received 593 decisions on child SSI applications with a **72 percent approval rate** in an average of 107 days.



Youth in Transition

Young adults and youth in transition face particular challenges when applying for SSA disability benefits, including the fact that they are often too old for child services but may not be ready or eligible for adult services. However, accessing benefits for this age group is possible, despite myths to the contrary.



States using OAT reported assisting 395 young people ages 18 to 24 to apply for SSA disability benefits in 2020. These initial applications were decided with a **69 percent approval rate** in an average of 114 days.

Veterans

SOAR works closely with the U.S. Department of Veterans Affairs (VA) and state and local Veteran initiatives to ensure those eligible for SSA benefits are able to apply. Community collaborations include working closely with VA Medical Centers, Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) programs, SSVF grantees, and many others.



- Twenty-six states and Washington, DC, reported collaborations to serve Veterans in their SOAR programs.
- Over the course of the reporting period, 513 Veterans were assisted with their applications using SOAR.

Spotlight on SOAR for American Indians and Alaska Natives: Minnesota



In January 2020, the supervisor of the Minnesota Department of Human Services (DHS) Social Security Advocacy and SOAR team was able to create and fill a full-time position that focuses exclusively on serving Minnesota's Tribal Nations located in northern Minnesota to help tribal members apply for Social Security disability benefits. This staff member is located close to three reservations, one of which is a current DHS contracted SOAR grantee. Additionally, this staff person will work with agencies both contracted and not contracted by DHS who serve Tribal Nation members and/or American Indians. The hope is for this staff person to be a liaison for the state's Tribal Nations and DHS in the area of Social Security and SOAR advocacy. This staff person is in charge of all contracted Social Security and SOAR grantees located in northern Minnesota in order to promote communication and transparency among our contracted grantees. DHS hopes to double the number of Tribal Nations and agencies serving American Indians in northern Minnesota, who are contracted Social Security advocacy and SOAR grantees, by 2023.

Spotlight on SSA and DDS Collaborations: Nevada



Nevada continues to build its relationship with local SSA and DDS field offices. There is a SOAR contact at three out of four SSA field offices in Nevada, and an efficient local SOAR process exists in both Southern and Northern Nevada. SOAR contacts at SSA and DDS make themselves available to provide training, troubleshoot, and develop workarounds for barriers SOAR clients face. They also participate in monthly SOAR Practitioner meetings. Although COVID-19 has caused some challenges and delays, the contacts at SSA and DDS have kept practitioners updated on changes in procedures. Although many of the contacts are working from home, they are still available to receive and process SOAR SSI/SSDI applications.

Collaborations

Employment

SOAR seeks to end homelessness through increased access to SSI/SSDI income supports, an essential first step for many people in recovery. SOAR also encourages employment as a means to increase individual income and promote recovery. Fourteen states reported collaborations with employment and/or work incentive programs. For example, Easterseals Colorado has three advocates connected with Jefferson County Temporary Assistance for Needy Families (TANF) and Easterseals Colorado employment programs to share referrals and resources. Bayaud Enterprises has the same with Denver County and their own employment program. Employment tracking is still new for SOAR programs, but of the 32 communities that reported, **213 people were working at the time of their SSI/SSDI application** and reported total additional earnings of **\$123,413 or an average of \$579.40 per applicant**.

PATH

PATH and SOAR programs directly complement each other's work. The PATH program's objective to connect individuals to mental health services and stable housing is more easily accomplished when people experiencing homelessness have access to the income and health insurance that comes with Social Security disability benefits. SOAR provides PATH case managers the tools necessary to expedite access to these benefits, resulting in improved housing and treatment outcomes. All 50 states report collaboration with the SAMHSA PATH program, including:

- Dedicated benefits specialists on PATH teams (52 full-time, 42 part-time positions).
- SOAR training for PATH outreach and case management staff.
- State PATH contacts serve as SOAR coordinators and leaders.

Criminal Justice

To connect individuals involved in criminal justice systems to needed treatment, it is critical to leverage state and federal investments, such as SSI and SSDI. These federal programs can promote access to services that increase the likelihood of post-release success and contribute to the reduction in recidivism. Collaborations with criminal justice entities were reported by 22 states and communities, including:

- Jail in-reach
- Collaboration with parole and probation to coordinate services
- Specialty courts and jail diversion programs

- Re-entry programs
- Training in state departments of corrections

In FY2020, the 86 applicants who were reported as residing in a jail or correctional facility at the time of their application had a 60 percent approval rate in an average of 107 days. Cumulatively, 501 individuals have been assisted with a pre-release application. Of those, 71 percent were approved in an average of 89 days.

Spotlight on Pre-Release Discharge Planners: Virginia

Virginia has started a state-funded pilot project that utilizes SOAR-trained case workers as pre-release discharge planners in regional jails. The project allows for the use of SOAR to apply for SSI/SSDI applications prior to discharge and to facilitate streamlined housing and support services. A total of 12 SOAR-trained staff are housed across 2 facilities: Hampton Newport News Regional Jail and Southwestern Virginia Regional Jail. These practitioners complete pre-release applications and provide pre-release case management for 90 days prior to discharge and up to 6 months post discharge. The pilot project is funded through FY 2021, with opportunity for expanded funding to other regional jails, pending outcomes. The project aims to find a direct correlation between the utilization of a successful model of benefits acquisition with increased supports and success at 1-year post-discharge.



- Grant funding to support local nonprofit SOAR programs
- Discharge planning in state hospitals

Cost Savings

Medicaid/Medicare Reimbursement

Once an individual is approved for SSI and Medicaid, treatment providers can retroactively bill Medicaid for services provided up to 90 days prior to the SSI protective filing date. This results in reimbursement for previously uncompensated care as well as payment for ongoing treatment. In 2020, 9 states reported **\$1,231,923 in Medicaid reimbursement** for 117 individuals, or an average of **\$10,529 per person**, as a result of SOAR. Some states are participating in the Medicaid Administrative Claiming (MAC) program, which helps to defray the cost of certain administrative activities related to providing Medicaid services. Six states reported receiving \$76,442 in Medicare reimbursement this year for 11 individuals.

General Assistance

Some communities offer a monthly cash stipend to people who are disabled and have low incomes to help cover essential living expenses while they apply for SSI. This general or interim assistance is provided while the SSI application is pending. Once approved, the state or county is reimbursed out of the individual's SSI retroactive payments. Communities can then use these funds to help support others who need assistance or to fund SOAR efforts to transition people from public assistance to SSI. Thirteen states reported a total **General Assistance reimbursement of \$282,919** for 90 individuals, an average of **\$3,144 per person**.

Healthcare Providers and Hospitals

Healthcare providers that serve uninsured individuals benefit when their patients obtain SSI and the Medicaid coverage that accompanies it in most states. Medicaid can pay for ongoing health care and, in many states, can also provide retroactive payment for uncompensated care. Hospitals are also able to reduce the use of expensive emergency care services by linking patients to ongoing community treatment and support providers. In North Carolina, SOAR is currently funded through 10 different Medicaid billing sources, including 6 hospital systems in the state. Collaborations with hospitals were reported by 21 states, for some or all of the following:

- Agreements with medical records departments for expedited records at no cost
- Easy access to needed assessments
- Dedicated benefits specialist positions within the hospital

Quote From the Field

"Ohio SOAR specialists have worked hard this year to achieve a 65 percent approval rate on 260 applications in 97 days or less throughout our state. Most of the SOAR specialists are newer and they worked closely with me and the SAMHSA SOAR TA Center through webinars and SOARing Over Lunch meetings to gain insight and knowledge that could assist those they are working with to access SSA benefits."

—Amy Lamerson, MSW, SOAR Ohio and HNH Director, SOAR State Team Lead, COHIO, Columbus, Ohio



For More Information

This issue brief was produced by the SAMHSA SOAR Technical Assistance (TA) Center under contract to the Substance Abuse and Mental Health Services Administration (SAMHSA). The SAMHSA SOAR TA Center develops and provides training and technical assistance to support children and adults who are experiencing or at risk of homelessness to apply for SSA disability benefits. For more information about SOAR or the SAMHSA SOAR TA Center, visit [SOARWorks](#) or email the [SAMHSA SOAR TA Center](#).

Disclaimer

The views, opinions, and content expressed in this publication do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services, SAMHSA, or the U.S. Department of Health and Human Services.

Recommended Citation

Substance Abuse and Mental Health Services Administration SSI/SSDI Outreach, Access, and Recovery Technical Assistance Center. **2020 SOAR Outcomes**. Delmar: Author, 2020. <https://soarworks.samhsa.gov/article/2020-national-soar-outcomes>.

Table 1. 2020 SOAR-Assisted Initial Application Outcomes

State	2020 Decisions	2020 Approvals	2020 Allowance	2020 Average Days	2020 Cumulative Decisions	2020 Cumulative Approvals	2020 Cumulative Allowance Rate
Alabama	22	16	73%	112	235	167	71%
Alaska	34	20	59%	219	161	94	58%
Arizona	4	2	50%	96	369	235	64%
Arkansas	91	78	86%	65	1,208	1,005	83%
California	1193	691	58%	109	5,813	3,299	57%
Colorado	64	33	52%	186	1167	674	58%
Connecticut	37	22	59%	125	439	278	63%
Delaware	10	3	30%	199	335	228	68%
District of Columbia	57	31	54%	138	608	416	68%
Florida	828	509	61%	106	6,916	4,418	64%
Georgia	239	186	78%	192	4,162	2,787	67%
Hawaii	1	1	100%	426	32	26	81%
Idaho	3	2	67%	111	260	148	57%
Illinois	63	23	37%	136	551	326	59%
Indiana	21	16	76%	83	102	56	55%
Iowa	24	18	75%	112	193	119	62%
Kansas	195	120	62%	121	1,537	1,035	67%
Kentucky	14	9	64%	68	913	585	64%
Louisiana	22	19	86%	184	409	277	68%
Maine	0	N/A	N/A	N/A	13	10	77%
Maryland	215	185	86%	96	1,531	1316	86%
Massachusetts	18	11	61%	135	801	462	58%
Michigan	153	113	74%	91	3,437	2166	63%
Minnesota	217	112	52%	155	2,733	1,716	63%
Mississippi	24	9	38%	104	278	167	60%
Missouri	50	37	74%	129	327	196	60%
Montana	5	2	40%	62	226	115	51%
Nebraska	309	182	59%	128	2,159	1,217	56%
Nevada	112	68	61%	134	937	619	66%
New Hampshire	1	0	0%	84	8	6	75%
New Jersey	23	18	78%	117	613	390	64%
New Mexico	72	37	51%	137	920	623	68%
New York	50	34	68%	115	2,375	1,404	59%
North Carolina	251	170	68%	117	2926	2,244	77%
North Dakota	1	1	100%	72	9	7	78%
Ohio	260	169	65%	97	7,383	3,766	51%
Oklahoma	283	203	72%	133	1,966	1,446	74%
Oregon	227	161	71%	127*	2,948	2,022	69%
Pennsylvania	396	358	90%	82	3,674	3,342	91%
Rhode Island	7	6	86%	85	285	215	75%
South Carolina	70	44	63%	91	450	298	66%
South Dakota	6	4	67%	137	162	130	80%
Tennessee	230	203	88%	74	2,479	2,234	90%
Texas	350	131	37%	124	1,430	695	49%
Utah	0	N/A	N/A	N/A	3,897	1,862	48%
Vermont	4	1	25%	115	24	14	58%
Virginia	145	128	88%	107	1992	1,435	72%
Washington	36	11	31%	174	489	352	72%
West Virginia	2	1	50%	94	121	89	74%
Wisconsin	86	37	43%	113	1,302	801	62%
Wyoming	40	30	75%	125	299	219	73%
Totals	6,565	4,265	65%	115	73,604	47,751	65%

*Average days to decision in Oregon is based on the 14 applications tracked in OAT.

Table 2. 2020 SOAR-Assisted Appeals Outcomes

State	2020 Appeals Decisions	2020 Appeals Approvals	2020 Appeals Allowance	2020 Appeals Average Days	2020 Cumulative Decisions	2020 Cumulative Approvals	2020 Cumulative Allowance Rate
Alabama	0	N/A	N/A	N/A	22	18	82%
Alaska	1	0	0%	N/A	23	8	35%
Arizona	0	N/A	N/A	N/A	78	41	53%
Arkansas	2	0	0%	241	313	246	79%
California	307	196	64%	272	833	435	52%
Colorado	14	2	14%	236	124	96	77%
Connecticut	10	7	70%	198	137	57	42%
Delaware	0	N/A	N/A	N/A	5	3	60%
District of Columbia	24	9	38%	116	151	76	50%
Florida	223	113	51%	170	1251	612	49%
Georgia	48	33	69%	237	829	415	50%
Hawaii	0	N/A	N/A	N/A	5	5	100%
Idaho	0	N/A	N/A	N/A	101	36	36%
Illinois	42	16	38%	227	153	67	44%
Indiana	6	3	50%	156	34	14	41%
Iowa	12	7	58%	158	100	50	50%
Kansas	66	33	50%	163	424	233	55%
Kentucky	0	N/A	N/A	N/A	245	139	57%
Louisiana	10	5	50%	283	144	91	63%
Maine	0	N/A	N/A	N/A	1	1	100%
Maryland	11	10	91%	219	297	228	77%
Massachusetts	10	4	40%	101	73	38	52%
Michigan	20	15	75%	201	743	510	69%
Minnesota	202	58	29%	299	808	318	39%
Mississippi	2	1	50%	5	19	8	42%
Missouri	1	0	0%	N/A	37	26	70%
Montana	2	1	50%	421	68	38	56%
Nebraska	86	23	27%	82	711	263	37%
Nevada	38	20	53%	225	324	198	61%
New Hampshire	0	N/A	N/A	N/A	0	N/A	N/A
New Jersey	36	26	72%	275	228	151	66%
New Mexico	24	12	50%	217	235	148	63%
New York	25	16	64%	78	569	314	55%
North Carolina	90	56	62%	329	764	519	68%
North Dakota	0	N/A	N/A	N/A	1	1	100%
Ohio	26	12	46%	80	195	61	31%
Oklahoma	47	34	72%	342	112	83	74%
Oregon	108	51	47%	150	1,028	462	45%
Pennsylvania	13	7	54%	139	167	85	51%
Rhode Island	0	N/A	N/A	N/A	183	109	60%
South Carolina	9	5	56%	141	103	49	48%
South Dakota	0	N/A	N/A	N/A	18	14	78%
Tennessee	15	12	80%	116	102	64	63%
Texas	125	44	35%	140	425	144	34%
Utah	0	N/A	N/A	N/A	1,618	509	31%
Vermont	1	0	0%	102	7	3	43%
Virginia	20	15	75%	109	440	259	59%
Washington	8	1	13%	97	26	8	31%
West Virginia	1	0	0%	84	86	25	29%
Wisconsin	51	19	37%	158	361	173	48%
Wyoming	3	2	67%	60	26	8	31%
Totals	1,739	868	50%	211	14,747	7,459	51%

**Includes data on reconsiderations and ALJ Hearings combined from all states that assisted with appeals.*

Table 3. 2020 SOAR-Assisted Reconsiderations

State	2020 Reconsideration Decisions	2020 Reconsideration Approvals	2020 Reconsideration Allowance Rate	2020 Reconsideration Average Days
Alabama	0	N/A	N/A	N/A
Alaska	1	0	0%	N/A
Arizona	0	N/A	N/A	N/A
Arkansas	1	0	0%	478
California	54	15	28%	81
Colorado	10	2	20%	175
Connecticut	7	4	57%	145
Delaware	0	N/A	N/A	N/A
District of Columbia	22	7	32%	118
Florida	164	69	42%	102
Georgia	38	24	63%	193
Hawaii	0	N/A	N/A	N/A
Idaho	0	N/A	N/A	N/A
Illinois	30	5	17%	188
Indiana	4	1	25%	58
Iowa	6	1	17%	95
Kansas	60	30	50%	155
Kentucky	0	N/A	N/A	N/A
Louisiana	4	3	75%	165
Maine	0	N/A	N/A	N/A
Maryland	8	7	88%	142
Massachusetts	8	2	25%	98
Michigan	8	4	50%	148
Minnesota*	N/A	N/A	N/A	N/A
Mississippi	2	1	50%	5
Missouri	0	N/A	N/A	N/A
Montana	1	0	0%	186
Nebraska	86	23	27%	82
Nevada	30	13	43%	205
New Hampshire	0	N/A	N/A	N/A
New Jersey	5	3	60%	93
New Mexico	16	7	44%	170
New York	22	15	68%	75
North Carolina*	1	1	100%	59
North Dakota	0	N/A	N/A	N/A
Ohio	25	11	44%	75
Oklahoma*	N/A	N/A	N/A	N/A
Oregon	3	1	33%	143
Pennsylvania	9	4	44%	96
Rhode Island	0	N/A	N/A	N/A
South Carolina	8	4	50%	96
South Dakota	0	N/A	N/A	N/A
Tennessee	13	10	77%	120
Texas	102	30	29%	115
Utah	0	N/A	N/A	N/A
Vermont	1	0	0%	102
Virginia	17	13	76%	81
Washington	8	1	13%	97
West Virginia	1	0	0%	84
Wisconsin	41	12	29%	110
Wyoming	3	2	67%	60
Totals	819	325	40%	118

*These states do not track outcomes in OAT so were unable to report their appeals separately.

Table 4. 2020 SOAR Assisted Administrative Law Judge (ALJ) Hearings

State	2020 ALJ Hearing Decisions	2020 ALJ Hearing Approvals	2020 ALJ Hearing Allowance Rate	2020 ALJ Hearing Average Days
Alabama	0	N/A	N/A	N/A
Alaska	0	N/A	N/A	N/A
Arizona	0	N/A	N/A	N/A
Arkansas	1	0	0%	3
California	4	4	100%	398
Colorado	4	0	0%	388
Connecticut	3	3	100%	321
Delaware	0	N/A	N/A	N/A
District of Columbia	2	2	100%	92
Florida	59	44	75%	358
Georgia	10	9	90%	404
Hawaii	0	N/A	N/A	N/A
Idaho	0	N/A	N/A	N/A
Illinois	12	11	92%	324
Indiana	2	2	100%	351
Iowa	6	6	100%	221
Kansas	6	3	50%	245
Kentucky	0	N/A	N/A	N/A
Louisiana	6	2	33%	361
Maine	0	N/A	N/A	N/A
Maryland	3	3	100%	424
Massachusetts	2	2	100%	114
Michigan	12	11	92%	237
Minnesota*	N/A	N/A	N/A	N/A
Mississippi	0	N/A	N/A	N/A
Missouri	1	0	0%	0
Montana	1	1	100%	655
Nebraska	0	N/A	N/A	N/A
Nevada	2	2	100%	515
New Hampshire	0	N/A	N/A	N/A
New Jersey	3	2	67%	579
New Mexico	8	5	63%	310
New York	3	1	33%	103
North Carolina*	N/A	N/A	N/A	N/A
North Dakota	0	N/A	N/A	N/A
Ohio	1	1	100%	187
Oklahoma*	N/A	N/A	N/A	N/A
Oregon	2	2	N/A	161
Pennsylvania	4	3	75%	235
Rhode Island	0	N/A	N/A	N/A
South Carolina	1	1	100%	505
South Dakota	0	N/A	N/A	N/A
Tennessee	2	2	100%	92
Texas	23	14	61%	251
Utah	0	N/A	N/A	N/A
Vermont	0	N/A	N/A	N/A
Virginia	3	2	67%	262
Washington	0	N/A	N/A	N/A
West Virginia	0	N/A	N/A	N/A
Wisconsin	10	7	70%	355
Wyoming	0	N/A	N/A	N/A
Totals	196	145	74%	315

*These states do not track outcomes in OAT so were unable to report their appeals separately.