

# Welcome! We will begin shortly.

**Audio:** To choose your audio connection, click on the audio icon at the bottom of the screen.

**Slides/Materials:** Can be accessed at <https://soarworks.samhsa.gov/events>.

**Live Transcription:** Click Live Transcript  and select Show Subtitle.

**ASL Interpretation:** You can pin the interpreter video by selecting the three dots in the upper right corner of their video.

*For additional assistance, contact us at [soar@prainc.com](mailto:soar@prainc.com).*

# The SAMHSA SOAR TA Center Answers Your Most Frequently Asked Questions!

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

October 19, 2022



**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

# Disclaimer

*The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).*

# Webinar Instructions

- **Slides/Materials:** Available at <https://soarworks.samhsa.gov/events>
- **Recording:** Will be available within 1 week
- **Questions:** Please submit questions using the Q&A feature
- All participant lines will be muted and the chat feature is disabled
- **Evaluation:** Your browser will redirect you to a survey following the webinar.

# Purpose and Objectives

- Understand answers to the most frequently asked questions received at the SAMHSA SSI/SSDI Outreach, Access, and Recovery (SOAR) TA Center.
- Know how to access the SOARWorks FAQ page and other available tools and resources on the SOAR website.
- Learn how to connect with your SAMHSA SOAR TA Center Liaison and other key staff who can provide technical assistance in a broad range of areas.

## Presenters

- The SAMHSA SOAR TA Center Staff

## Questions and Answers

- Facilitated by the SAMHSA SOAR TA Center

# Getting to Know Us, While We Answer Your Most Frequently Asked Questions!

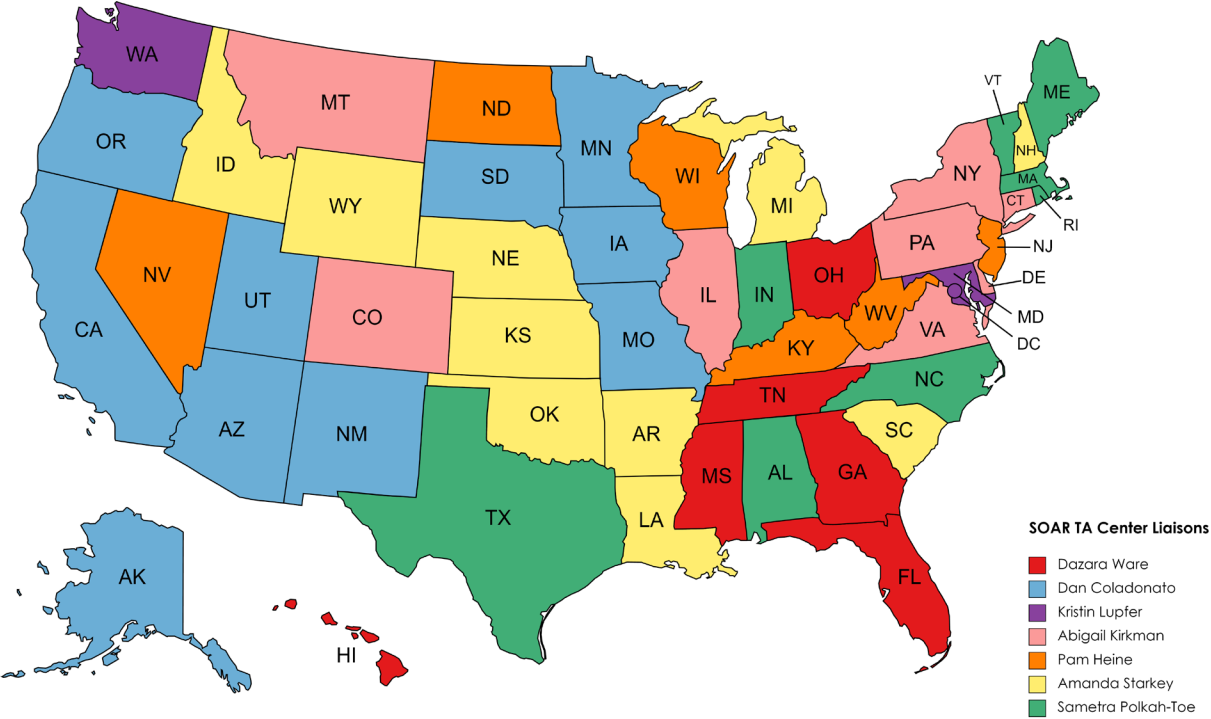
SAMHSA SOAR TA Center Staff  
Policy Research Associates, Inc.  
Delmar, New York

October 19, 2022



**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

# Your SAMHSA SOAR TA Center Liaison



<https://soarworks.samhsa.gov/contact>



# SOAR FAQs

Where can I find answers to my questions?

The screenshot shows the SAMHSA SOAR Works website's FAQ page. At the top, there is a navigation bar with links for 'About the Model', 'State Directory', 'Online Courses', 'Library & Tools', 'Events', and 'FAQ'. A search bar and a 'My Account' link are also present. Below the navigation bar, the 'FAQ' section is titled 'FAQ' with a question mark icon and the text 'Find answers to frequently asked questions.' A breadcrumb trail shows 'Home > FAQ'. The main content area is titled 'Filter and Explore Our FAQ' and includes a search bar with the text 'Search for answers to frequently asked questions'. There are two dropdown menus for 'Topic' and 'Focus', and a search input field with the text 'Search by Keyword' and an 'Apply' button. Below the search bar, it says 'Displaying 1 - 10 of 229 results found' and provides sorting options: 'Newest/Oldest', 'A-Z / Z-A', and 'Relevance'. The first question listed is: 'Question: If I have began meeting with a client regarding SOAR, but after seeing their records, I do not believe they qualify or will be approved for SSDI. How do I talk to them about it? Am I obligated to continue app? I have only done 3288'. The second question is: 'Question: Good morning SOAR Team, how do I upload completed practice applications to the website?'. There is a 'Submit a Question' button on the right side of the page.

<https://soarworks.samhsa.gov/faq>

# Alisha Fletcher

- Project Assistant
- Supports the SOAR TA Center and the Homeless and Housing Resource Center (HHRC)
- Subject Matter Expert: SOAR resources, SOAR Online Course access, and navigation, overall project support
- Avid baker, film photographer, and traveler.
- Proud Cherokee citizen!





SSI/SSDI Outreach, Access, and Recovery (SOAR) Online Course: Adult Curriculum

## About the SOAR Online Course: Adult Curriculum

### What you will learn:

- Comprehensive information about SSI/SSDI and SSA's disability determination process
- SOAR *Critical Components* of completing and submitting comprehensive and high quality SSI/SSDI applications

### How you will learn it:

- Seven comprehensive classes each include a series of articles and "Try-It" quizzes.
- Apply what you learn by completing a *Practice Case* SSI/SSDI Application Packet for a fictional applicant. We provide the video interviews, medical records, and progress notes you need!
- You will work at your own pace, starting and stopping as you wish.

## Who Should Take the SOAR Online Course?

- Anyone who would like to learn more about SOAR and the SSI/SSDI application process is welcome to enroll. There is no cost and no obligation to complete the course once enrolled.
  - *Class 1: The Need for SOAR* provides a broad overview of the SOAR model, often referred to as "SOAR 101." This may be helpful for *agency administrators and supervisors of SOAR-trained staff*.
- **However**, completion of the entire course and submission of a *Practice Case Application Packet* is geared toward case workers who **will be assisting with SSI/SSDI applications using the SOAR model**.
  - Completion of the course and *Practice Case* takes an estimated 20 hours.
  - *Practice Case Application Packets* are submitted to the SAMHSA SOAR TA Center for individualized review and feedback within 10 business days. Revisions may be requested.
  - Certificate of Completion includes 20 CEUs from the National Association of Social Workers (NASW).
  - Your state may have additional SOAR training/certification requirements. See our [State Directory](#).

# FAQ:

How do I become SOAR-certified and do I need to renew my certification?

# FAQ: SOAR Online Course: Enrollment Agreement

*I'm taking the course with my co-workers; can we complete the practice case together?*

## Course Enrollment Form

**I am enrolling in order to**

Complete the course for certification

For a SOAR 101 (Class 1 only)

For informational purposes only

**Cohort/Group**

I am completing the course as part of a training cohort or group

**Are you planning on assisting with SSI/SSDI applications?**

Yes

No

**Please read the Course Enrollment Agreement below:**

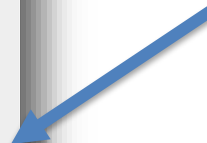
The techniques taught in the SOAR Online Course can improve the quality and completeness of any SSI/SSDI application. Individuals who complete the course are encouraged to use what they learn to improve SSI/SSDI applications. However, those who enroll in this course agree that the label "SOAR" will only be used on SSI/SSDI applications for persons who are experiencing or at risk of homelessness.

In completing the Online Course Practice Case, case managers are required to **do their work independently and not copy others or submit 'joint' work**. This is a requirement to receive a SOAR certificate of completion and 20 CEUs from the NASW.

**Course Enrollment Agreement**

I understand and agree to abide by these conditions.

**Submit**

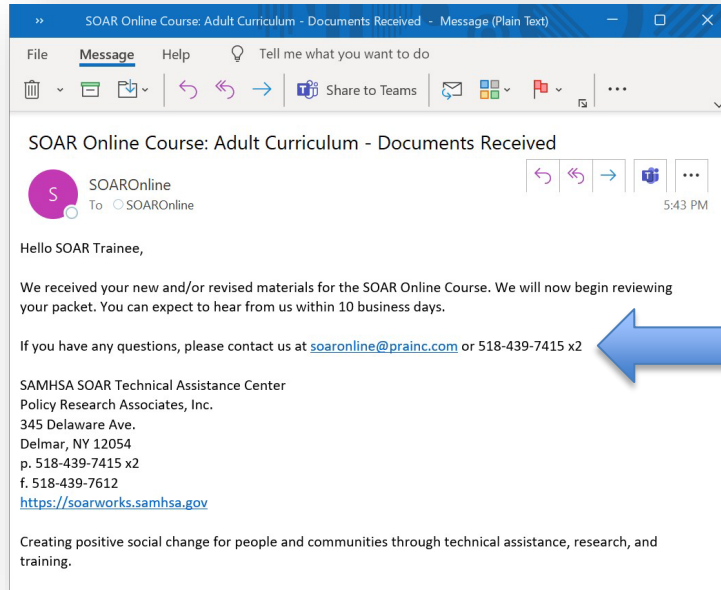


# FAQ: Online Course Process

*I submitted my packet but haven't received feedback. What do I do?*

## Step 1: Submit Application Packet

You have already submitted your materials for review by the SOAR TA Center.



# FAQ: Account Registration/Confirmation

*I'm having trouble creating my account and logging in, help!*

“I agree” ✘

I agree\_ ✘

I agree ✔

## Terms and Conditions of Use

### Rules of Behavior

In order to access this system, all users must read and acknowledge acceptance of SAMHSA's Rules of Behavior for Use of HHS Information Resources. Please take a few minutes to read the Rules of Behavior for Use of HHS Information Resources by following the link below. You will be taken to another HHS website, which will open in another tab in your browser. Once read you can return to this system by closing the new tab or navigating back to this system's tab.

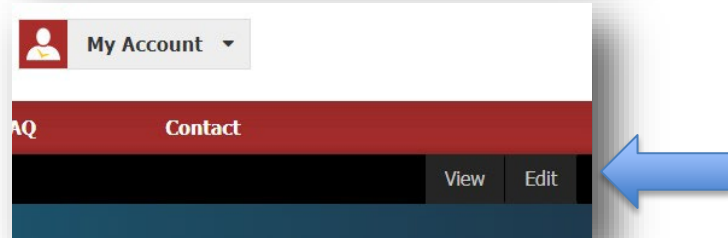
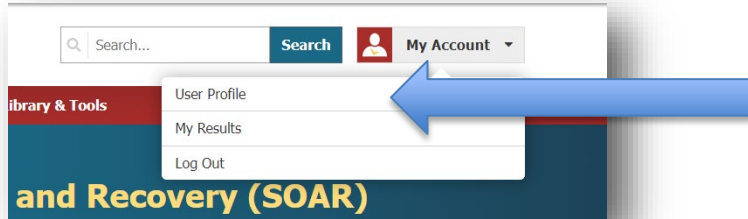
Rules of Behavior for Use of HHS Information Resources:  
<http://www.hhs.gov/ocio/policy/hhs-rob.html>

To accept the Rules of Behavior for Use of HHS Information Resources, **please type "I agree"**. Typing, "**I agree**" will act as your digital acknowledgement of having read and accepting to adhere to the Rules of Behavior for Use of HHS Information Resources. You will be asked to confirm this acknowledgement once per year.

Type "I agree" here: \*

# FAQ: User Profile Updates

*I've changed agencies, how do I update my email address and profile information?*



A screenshot of a web application's "Update email/Password" form. The form is titled "Home > alishafletcher123" and has three tabs: "General Information \*", "SOAR Role and Funding", and "Update email/Password \*". The "Update email/Password \*" tab is selected. The form contains several sections: "NAME \*" with fields for "First Name \*" (containing "Alisha"), "Last Name \*" (containing "Fletcher"), "Suffix", and "Title"; "LOCATION \*" with fields for "Organization Name \*" (containing "Policy Research Associates"), "City \*", "County (or Parish) \*" (containing "OK"), "State/Territory \*" (containing "Oklahoma"), and "Country" (containing "United States").

# Amanda Starkey

- Project Associate II
- State Liaison: MI, LA, ID, WY, KS, AR, NE, NH, SC, OK
- Subject Matter Expert: Training and development for new SOAR Providers
- Girl Mom x3, Mountain Biker, Dog Mom to Biscuit





## Steps to Completing an SSI/SSDI Application using the SOAR Model

This guide will help you complete an SSI/SSDI application using the SOAR model. You have 60 days from the protective filing date to submit a complete application packet to the Social Security Administration (SSA). We encourage you to complete the process in less time as you are able.

### Documents needed to complete the process:

- SOAR Checklist for Initial Claims (used as cover sheet of application package)
- SSA-3288: Consent for Release of Information (*optional, see below*)
- SOAR Medical Summary Report (MSR) Interview Guide and Template
- SSA-827: Authorization to Disclose Information to SSA
- Agency Release of Information
- SSA-1696: Appointment of Representative
- SSA-8000: Application for Supplemental Security Income (SSI)
- SSA-16: Application for Social Security Disability Insurance (SSDI)
- SSA-3368: Adult Disability Report

### Step One

- If you need to verify whether the applicant has a pending SSI/SSDI application, complete and submit the SSA-3288 or call the local SSA office while with the applicant.
  - The SSA-3288 can also be used to request records from SSA about prior SSI/SSDI applications.
- Assist applicant in setting a protective filing date (PFD) by calling SSA to establish a date for an in-person or telephone interview; OR visiting a local SSA office without an appointment; OR initiating the Online Disability Benefit Application at <https://secure.ssa.gov/iClaim/dib> (recommended).
  - Take note, you will need to indicate whether the applicant is with you.
    - If you choose “I am helping someone who is not with me,” do *not* proceed beyond the re-entry number page.
    - If the applicant is with you, choose “I am applying for myself.” The applicant will then be prompted to sign-in to, or create, their “my Social Security” account.
- Once the PFD is set, you have **60 days** to submit the application packet to SSA.

# FAQ:

I just got SOAR trained, what is my next step?

# FAQ: Getting Organized

*How should I organize my files?*

- Make a file for each applicant
  - Prepare files in advance with intake forms, SSA Forms, SOAR Tools, etc.
  - Include a contact list for SSA representatives, DDS examiners, local medical providers, and medical records departments
  - Create sections for:
    - Medical records
    - SSA/DDS correspondence

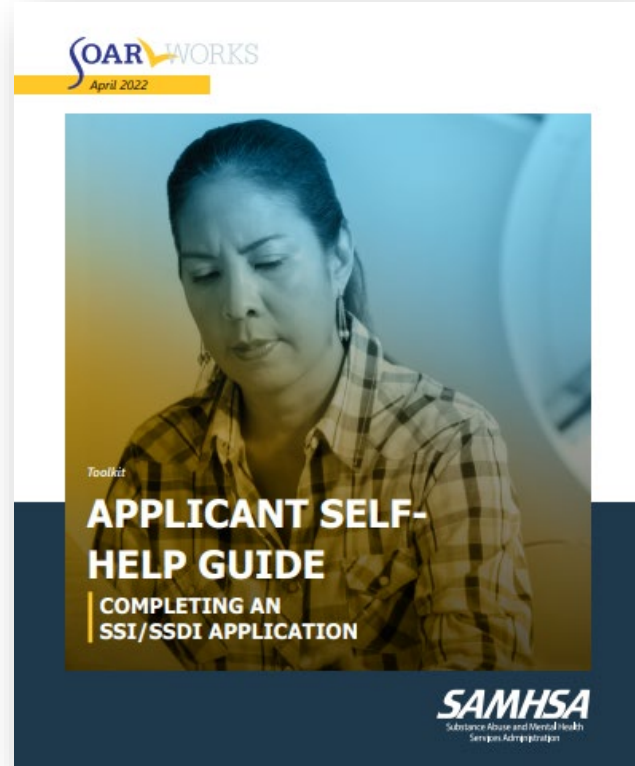
# FAQ: Meeting with Applicants

*How do I prepare for my first intake appointment?*

- Set up regular meetings with the applicant (the length of engagement will depend on the applicant)
- Use the MSR Interview Guide at each meeting to guide the discussion
- After each meeting add pertinent details to the corresponding section of the MSR

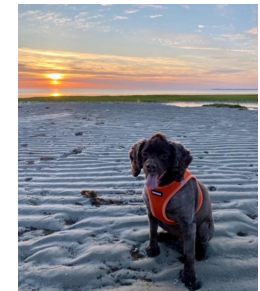
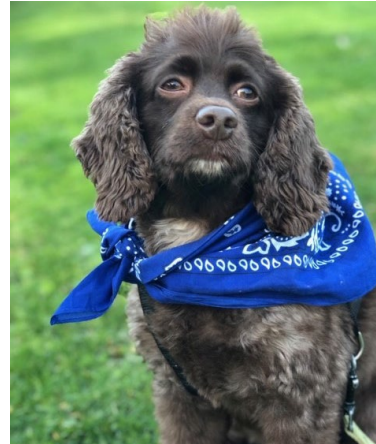
# Resource: Self-Help Guide for Applicants

- A tool for applicants without access to SOAR services
- Can serve as a valuable tool for any community
- Increases equity related to accessing benefits
- Available in Spanish



# Abby Kirkman

- Assistant Director
- State Liaison: CO, CT, DE, IL, MT, NY, PA, and VA
- Subject Matter Expert: SOAR and American Indian, and Alaska Natives & SOAR Implementation in Rural Areas
- Avid quilter, music festival attendee, axe thrower, dog mom to Wilson, planner, and tablescape enthusiast!



# FAQ: Setting the Protective Filing Date

*What should we do if we cannot create a **my Social Security** account and need to set the applicant's Protective Filing Date?*

- Navigate to <https://www.ssa.gov/disabilityonline>
- Click “Start a New Application” and answer some preliminary identification questions
- Select “I am helping someone who is not with me, and therefore cannot sign the application at this time.”
- Input the required information and STOP at the reentry number!
- Note that SSA will mail a copy of the application to the applicant that they will need to sign and return.

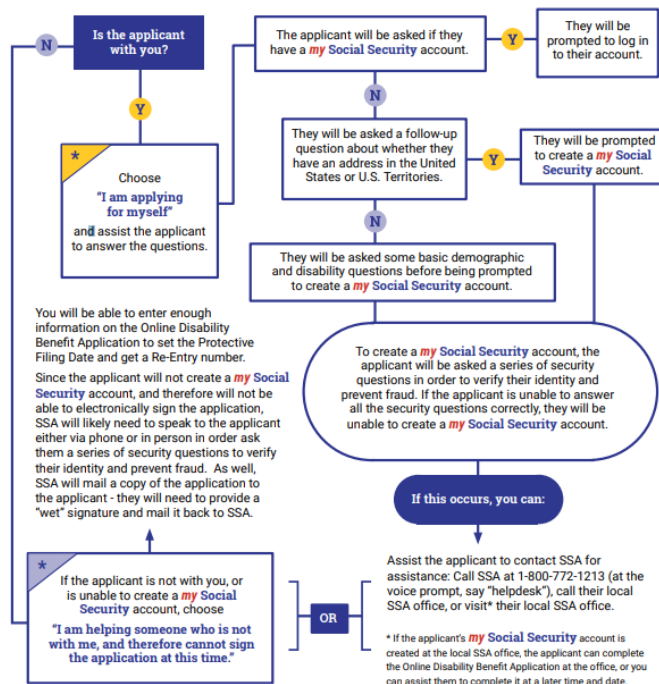
# Creating a *my* Social Security Account



## SOAR Tool: Creating a *my* *Social Security* Account Flowchart



When assisting an individual with completing and electronically signing an [Online Disability Benefit Application](#) the individual will need to create a *my* Social Security account. SSA [continues to encourage advocates](#) to assist individuals with the Online Disability Benefit Application, and the SAMHSA SOAR TA Center has developed guidance for SOAR providers.



# FAQ: American Indians and Alaska Natives (AIAN)

*Where can we find more resources about working with Native American Communities?*

- SSI and SSDI can be a crucial source of income for AIAN whether residing on or off a reservation
- There are exceptions for some income and resources
- SSA recently established an Office of Native American Partnerships, which will work to enhance relationships with Tribes, and be the primary contact on tribal affairs.
- Other SSA Resources:
  - Video Service Delivery locations
  - Tribal Consultation & Coordinated Plan
  - Ticket to Work & Tribal Employment Networks

<https://www.socialsecurity.gov/people/aiian>



# SOAR Tools and Resources for Native Communities



## SSI/SSDI Eligibility FAQs for American Indians and Alaska Natives

**Q: Are American Indians and Alaska Natives eligible for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits?**

Yes! American Indians and Alaska Natives (AI/AN) may be eligible for SSI and/or SSDI benefits if they meet the non-medical and medical eligibility requirements. Status as AI/AN does not preclude someone from receiving Social Security Administration (SSA) disability benefits. You can find more information about SSA's AI/AN services at <https://www.ssa.gov/people/ai/an/>.

**Q: Are American Indian and Alaska Native children (under the age of 18) eligible for SSI?**

Yes, AI/AN children experiencing disabling health conditions such as developmental disabilities, serious mental illness, trauma, and/or medical issues may qualify for SSI if they meet SSA's medical and non-medical eligibility criteria. Access to income and health insurance can help improve the entire family's stability by helping the family meet its basic needs, gain access to treatment, and build resiliency during the recovery process. You can find more information about SSI for Children at <https://www.ssa.gov/ssi/text-child-ssi.htm>.

**Q: How can American Indians and Alaska Natives who are living on reservations or native lands or within urban areas access SSA services?**

There are several ways to contact the Social Security Administration (SSA):

- By phone (toll-free): 1-800-772-1214
- Online: <https://www.ssa.gov/>
- Use the online locator to find a Social Security office near you<sup>1</sup>
- Video Service Delivery (VSD) Centers have been set up in some communities. At a VSD Center, an applicant can use the video phone to see and talk to an SSA employee<sup>2</sup>

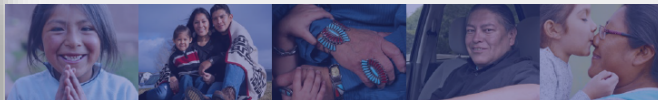
**Q: What is SSA doing to collaborate with tribal governments?**

SSA established a formal consultation process with tribal governments in 2001. The Deputy Commissioner of Operations serves as the Tribal Consultation Official and liaison with federally recognized tribal governments. SSA annually reviews its regulatory agenda and legislative submissions to determine if any proposals have tribal implications. The 2020 Tribal Consultation Progress Report, which describes all of SSA's ongoing communication, education and outreach activities, can be found on their website.<sup>3</sup>

**Q: If an American Indian or Alaska Native individual is receiving SSI and also receives an annual cash allotment from his or her tribe, does it need to be reported to SSA?**

Yes. Because SSI is needs-based, SSA considers an applicant's earned and unearned income. If an SSI beneficiary receives an annual cash allotment from his or her tribe, it should be reported

<sup>1</sup> SSA Field Office Locator: <https://secure.ssa.gov/ICON/main.jsp>  
<sup>2</sup> SSA Video Service Delivery Locations, by Region: [https://www.ssa.gov/open/maps/ai/an\\_details.html](https://www.ssa.gov/open/maps/ai/an_details.html)  
<sup>3</sup> Tribal Consultation and Coordination Plan: <https://www.ssa.gov/people/ai/an/materials/pdf/tri/tribal-con-plan.pdf>



## Medical Summary Report Interview Guide and Template for American Indian and Alaska Native Communities

The *Medical Summary Report (MSR) Interview Guide* provides sample questions and guidance for gathering information necessary to the SSI/SSDI disability determination process. We do not expect you to ask all of the questions in each section. The questions are intended to help you gather all of the information you will need to write a Medical Summary Report. For example, if the individual has not been in military service, there is no need to include a military history section. Likewise, if the individual has no legal issues, do not include a legal history section.

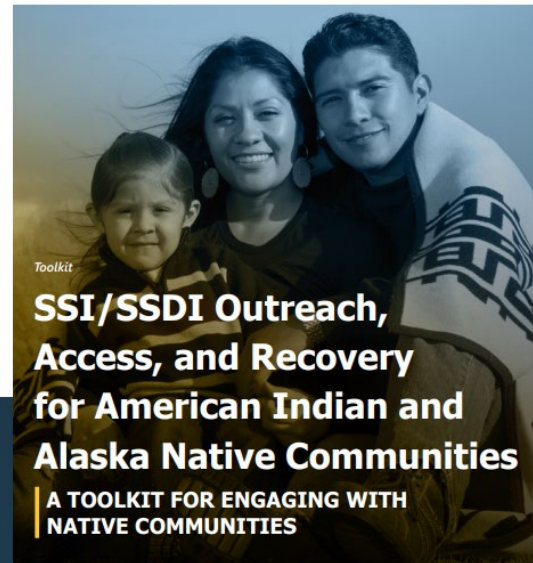
Using this guidance, SOAR-trained providers are able to gather a thorough history in a respectful manner, which in turn helps the Disability Determination Services (DDS) understand the duration of a person's impairment and the effect of their illness(es) on work ability and functioning. The *MSR Template* may be used to compile information in the form of a narrative letter to SSA/DDS as part of the SOAR process. The template has eight main sections, covering the types of information that DDS needs to make a decision. Use the headings provided in the template to organize your MSR.

### Trauma-Informed Interviewing

How questions are asked can be critical to obtaining the appropriate information. It is important to be sensitive to influences that affect a person's ability and willingness to provide information (cultural factors, past experiences with the mental health system, etc.). The interviewing process can also uncover sensitive topics like past and current trauma that need to be approached with care. When asking about trauma, it is critical to not overwhelm the applicant. It is equally important that the person be safe and secure after leaving the interview. Gathering such personal information requires a sensitive and skilled interviewer.



**SOAR Tip:** Interviewers who feel uncomfortable or ill-equipped to explore certain topics should not do so. Instead, they should seek assistance from someone who is more clinically skilled and more able to assess responses, to ensure that the person is safe from self-harm and/or emotional distress when the interview ends.



Toolkit

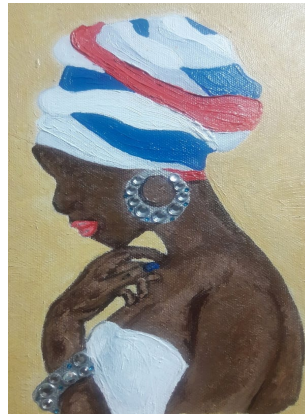
## SSI/SSDI Outreach, Access, and Recovery for American Indian and Alaska Native Communities

A TOOLKIT FOR ENGAGING WITH NATIVE COMMUNITIES



# Dazara Ware

- Assistant Director
- State Liaison: FL, GA, HI, MS, OH, TN
- Subject Matter Expert: SOAR Implementation in Legal Systems
- Travels toward the sun and happiest at the beach, artist, music lover, 5k medal collector, the sole provider of one very privileged pit pup "Jango"



# FAQ: Applicants Involved in the Legal System

*Are people automatically eligible for disability benefits if they have been incarcerated for a long time?*

- A person can apply for benefits while incarcerated
- Prior history of incarceration alone does not make someone in/eligible for benefits
- Warrants (other than escape) do not prevent a person from applying or receiving payment

# FAQ: Pre-Release Applications

*Can an applicant apply for disability if they are incarcerated?*

*Is it necessary to have a pre-release agreement for applicants that are in institutional settings?*

- New applications can be made prior to release
- The general rule is 30 days prior to the expected release date
- Pre-release agreements between SSA and the institution can be extended to as many as 120 days prior to release

# FAQ:

How do I document functional limitations for people that are in institutional settings?

## Reducing Implicit Bias in the Medical Summary Report (MSR)



It is important to reduce the influence of implicit bias by the writer and those that review MSRs for SOAR-assisted SSI/SSDI applications. Included are helpful tips that help emphasize the experience of the applicant while reducing the stereotypes and biased language that foster discrimination against applicants based on race, gender, sexual orientation, substance use disorders, and past or current involvement in the legal system.

The overarching question to ask yourself: Does including this information help provide insight into the applicant's current functioning?

Categories	Relevant Evidence for Inclusion	Information to Consider
<b>Demographics</b> <ul style="list-style-type: none"><li>▪ Race</li><li>▪ Gender</li><li>▪ Sexual orientation</li></ul>	<ul style="list-style-type: none"><li>▪ Did the applicant experience trauma that can be connected to discrimination, denial of access to medical/educational/or legal services due to discrimination or prejudice?</li><li>▪ Does the impact of historical trauma influence the applicant's current ability to function?</li></ul>	<ul style="list-style-type: none"><li>▪ Historical Trauma (Consider the era and the location of where the applicant was raised)</li><li>▪ Is there a history of poverty?</li><li>▪ Response to and interaction with others that are of a different race/ethnicity/orientation</li></ul>
<b>Legal History</b>	<ul style="list-style-type: none"><li>▪ Were there any connections between their symptoms and contacts with police?</li><li>▪ What evidence, including evaluations or treatment information, is included to support that the applicant's legal involvement is linked to the behavior that is a consequence of the symptoms of the applicant's conditions?</li><li>▪ Are there examples of interactions with police that are linked to behaviors as result of the applicant's symptoms?</li><li>▪ Is there information provided by collateral sources (e.g., friends, family members, spouse, co-workers) about why the applicant has recurrent contact with police that can be linked to the symptoms that the applicant experiences?</li></ul>	<ul style="list-style-type: none"><li>▪ Only list the charges that can be linked to arrests and contact with police due to behaviors that were associated with the applicant's diagnoses.</li><li>▪ For instance, if an applicant has several arrests for aggressive and disruptive behavior that can be linked to the symptoms of the paranoia that they experience (as a result of their mental health diagnosis of Paranoid Schizophrenia), discussing that incident of arrest can be helpful to illustrate the severity of the applicant's symptoms and functioning.</li><li>▪ Prisons and jails have a unique culture that may result in functional limitations being documented in "disciplinary" reports or other documentation outside of formal medical records.</li><li>▪ Institutional living arrangements are a community on the "inside." The same way that the applicant struggles to function in the outside community, they will struggle in the community "inside" their current living arrangement – the struggle just "looks" different because of where they are at the time. Be sure to take a deeper look.</li></ul>



# SOAR Resources for People Involved in the Legal System

## Working with Justice-Involved Persons Frequently Asked Questions

Communities across the country are working to implement SOAR in criminal justice settings to connect individuals with key income supports and other benefits, such as health insurance, playing a role in maximizing connections to essential care, income, and housing. The following are some frequently asked questions and resources for providers working with people in the criminal justice system to help them through the Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) application process.

### Applying for SSI and SSDI

**Q: Can an individual submit an SSI/SSDI application while incarcerated?**

A: Yes. As a general rule, the Social Security Administration (SSA) requests that pre-release applications be submitted 30 days prior to release. If the institution has a pre-release agreement with SSA, this timeframe can be increased to as much as 120 days prior to release.

**Q: Can an individual apply for benefits if s/he has a warrant?**

A: Yes, as long as the warrant is not related to escape or fleeing to escape prosecution (Clark v. Astrue). *(More information about the Clark Court Order can be found at <https://secure.ssa.gov/poms.nsf/lnx/0202615100> and/or [https://www.ssa.gov/clark\\_relief\\_order/](https://www.ssa.gov/clark_relief_order/))*

**Q: Can an individual apply for benefits if the physical injury or mental impairment(s) occurred during the commission of a crime?**



Receiving Benefits:  
**Supplemental Security Income (SSI)**

Incarceration Time	Effect on Benefits	Action Needed Upon Release
<1 full calendar month	No effect	N/A
1-12 calendar months	Suspended	Contact SSA for reinstatement upon release.
12+ consecutive calendar months	Terminated	Reapplication required*

\*As a general rule, reapplication can be made 30 days prior to expected release date but benefits cannot begin until release. With a pre-release agreement, this time can be extended to 120 days prior to release.

### Suspension and Reinstatement of Benefits

**Q: What happens to SSI benefits when a person is incarcerated?**

## SOAR Enhances Recovery and Promotes Successful Reentry

### The Need

**641,100** people who had been sentenced to state and federal prison were released to their communities in 2015

**9 million people** are released from jail each year  
<https://csjjusticecenter.org/nrcr/facts-and-trends/>

**40 percent** of jail inmates reported at least one disability (Bronson, Maruschak, and Berzofsky, 2015)

**SSI/SSDI Outreach, Access, and Recovery (SOAR) is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration**

**"People with serious mental illness are more likely to be arrested multiple times for the same crime, spend more time in jail before adjudication, serve longer sentences, and have higher recidivism rates than those without mental illness."**  
(Wrenn, McGregor, and Munetz, 2018)

The dual stigmas of criminal justice involvement and mental illness pose unique challenges for community service providers and reentry staff responsible with helping people who are incarcerated to plan for successful transition to communities.

SOAR can be a viable tool in reentry efforts for those who are at-risk for homelessness upon release and can increase housing stability for those who are released to permanent housing without income

### Importance of SSI/SSDI for Justice-Involved Persons with Serious Mental Illness

**Income:**  
The income from SSI/SSDI benefits can increase housing opportunities for people returning to communities.

**Health Insurance:**  
People returning to communities can use the Medicaid and Medicare health insurance that comes with SSI/SSDI for physical health and mental health treatment and services.

**Goal:**  
**"Decision Before Discharge"**  
Beginning the application pre-release can facilitate expedited access to benefits upon release.

**SSA Benefits + Support = Increased Housing Opportunities and Access to Treatment + Reduction in Recidivism**  
The Social Security Administration (SSA) defines disability as the inability to engage in substantial gainful activity (SGA) because of medically determinable physical or mental impairment(s) that has lasted or is expected to last for a continuous period of at least 12 months OR result in death.

### SOAR and Criminal Justice Tools and Resources

# Dan Coladonato

- Project Associate II
- State Liaison: AK, SD, IA, MO, MN, NM, AZ, OR, CA, and UT
- Subject Matter Expert: Supporting SOAR-trained case workers, funding and sustainability
  - I was introduced to SOAR while working as a case manager on an ACT Team in San Diego, CA.
  - I believe in the SOAR model because it works!
  - I enjoy working with newly trained SOAR providers to help them understand and navigate the complicated SSI/SSDI application process for the individuals they serve.



## Guide to Collaborating with the Social Security Administration and Disability Determination Services

### Purpose of the Guide

- Develop successful working relationships with the Social Security Administration (SSA) and Disability Determination Services (DDS).
- Provide examples of how successful relationships benefit SOAR-trained case managers, SSA and DDS.

Strategies for Collaborating with the Social Security Administration		
<p><b>Strategy #1. Designated SSA Liaison</b> – Identify a liaison at the local SSA office to communicate with SOAR-trained case managers. The liaison is the main point of contact for checking current claim status, setting the applicant’s protective filing date and troubleshooting any issues that may arise during the application process.</p>		
Benefits to SSA	Benefits to SOAR Case Managers	Examples
<ul style="list-style-type: none"> <li>• SOAR case manager serves as the applicant’s representative</li> <li>• SOAR case manager maintains regular communication with SSA liaison</li> <li>• SSA has better communication with applicants experiencing, or at risk of, homelessness</li> <li>• Claim may be processed more quickly because SSA will get immediate responses to requests for additional information</li> <li>• SSA liaison will become experienced with SOAR and working with people who are homeless</li> <li>• SSA liaison will build relationships with SOAR provider agencies</li> </ul>	<ul style="list-style-type: none"> <li>• SSA liaison gives SOAR case managers a single contact for seamless receipt of the application</li> <li>• SSA liaison becomes familiar with SOAR and SOAR case managers in the community</li> <li>• SSA liaison can facilitate communication within SSA to resolve issues as they arise</li> </ul>	<ul style="list-style-type: none"> <li>• Boston, Massachusetts has identified a SOAR liaison at one of the area’s many SSA offices (which includes Boston and the surrounding areas); SOAR-trained case managers submit all applications to one office where they are processed by the designated SOAR liaison.</li> <li>• Pittsburgh, PA has multiple SSA offices that serve the city. The Local SOAR Lead works with an identified SOAR liaison at each SSA field office, who assists in processing SSI/SSDI applications for SOAR applicants</li> </ul>
<p><b>Strategy #2. Community Meetings</b> -- A representative from local Social Security offices participates in community planning meetings and SOAR Steering Committee meetings to identify areas of collaboration, resolve barriers and share best practices.</p>		

# FAQs:

- SSA doesn't know what SOAR is – how can I change this?
- What if DDS does not know what SOAR is – how can I establish a contact?



# FAQ: Substance Use and Co-Occurring Disorders

*How do I document that an applicant's substance use is not material to their disability in the Medical Summary Report?*

- Before including information about the applicant's substance use, be sure to state the applicant's physical and mental health diagnoses
- If substance use is deemed "material" to a person's disability, benefits will be denied
- The determination does NOT require abstinence from alcohol and drugs
- Substance use is "material" when:
  - If a person were not using substances, the functional impairment would not exist, and the person would not be disabled
- Use past periods of abstinence (hospital, jail, treatment) to document symptoms that persisted

# Documenting Substance Use in the Medical Summary Report

- Collette Rose's XYZ Community Mental Health Center records, County General Hospital records, and County Probation Alternatives records confirm that she has been diagnosed with Alcohol Abuse. Collette has a history of alcohol use since she was 12 years old. Collette has also used other substances, but reported she never got addicted to these substances and none of the medical records submitted with her disability application confirm an official diagnosis or diagnoses associated with her use of these other substances. Her alcohol use started when her stepfather began to sexually abuse her. He would give her beer and Collette felt the beer numbed the pain of the abuse. Collette also drank alcohol to help her sleep while she was experiencing homelessness and living in the car her half-sister provided her. This is according to Collette's County Probation Alternatives Program records dated 12/12/2011. Collette also reported to her current psychiatrist, Dr. Banes at XYZ Community Mental Health, on 5/24/2012 (her most recent psychiatric evaluation) that alcohol helps her deal with day-to-day life. Collette stated, "Anything that numbs the pain."

# Documenting Substance Use in the Medical Summary Report

- Collette's various medical and treatment records confirm that her mental health symptoms continue to cause her significant functional limitations in the absence of substance use. In January of 2012, Collette was picked up by police in the community **while she was experiencing a manic episode.** She was harassing a store's patrons and yelling at them to buy a copy of her book. She was talking rapidly, could not focus on the police's questions, and began hyperventilating. She had to be taken to the County General Hospital for further evaluation, stabilization, and medication management. County General Hospital records confirm **she tested negative for all substances upon admission,** and she stayed at the hospital for three days before she stabilized enough to be discharged. This is according to the County General Hospital discharge summary for her January 5-8, 2012, hospital stay. This discharge summary has been submitted with Collette's disability application.

# Documenting Substance Use in the Medical Summary Report

- Collette also recently attended outpatient substance use treatment at the County Probation Alternatives Program. She attended this treatment from December 12, 2011, through February 13, 2012. These County Probation Alternatives Program records indicate several examples of how her mental health symptoms limited her functioning during this treatment program. For example, she was guarded, she had little interaction with staff, she showed a lack of interest, she was depressed, she frequently cried, she refused group therapy, she left treatment early, etc. These records also indicate she had negative urine tox screens throughout this treatment program. These treatment records, including progress notes from her counselor, Barbara Jackson, at the County Probation Alternatives Program have been submitted with Collette's disability application.

# Documenting Substance Use in the Medical Summary Report

- Collette's treatment records from the Any County Jail Mental Health Services also contain evidence that her mental health symptoms continue to cause her significant functional limitations in the absence of substance use. Despite not using substances during her most recent incarceration, on April 7, 2012, mental health staff at the jail noted that Collette's mood was depressed, her affect was tearful, she had trouble responding to questions, she had no energy to keep up with her hygiene or report for counts, she did not want to eat, and she was crying and staring blankly at walls. Collette was referred to psychiatry at Any County Jail, completed a psychiatric evaluation with Dr. Francesca Tompkins on April 9, 2012, and was provided with medications for her depression. These Any County Jail records have been submitted with Collette's disability application.

# Sametra Polkah-Toe

- Project Associate
- State Liaison: AL, IN, MA, ME, NC, RI, TX, VT
- Subject Matter Expert:  
Integrating  
Peer Work into SOAR
- Just me and my mama, Avid Traveler, Reader, Disney Lover, and proud member of Hufflepuff House (HP Fam what up?)



# FAQ:

I'm having difficulty getting my Medical Summary Report signed. Any tips?



## What Medical Providers Need to Know About SSI/SSDI Outreach, Access and Recovery (SOAR)

### What are SSI and SSDI?

- Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) are disability income programs administered by the Social Security Administration (SSA).
- A disabled adult is defined by SSA as "...an individual [age 18 or older who is] unable to engage in any *substantial gainful activity* by reason of any medically determinable physical or mental impairment which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of not less than 12 months..."<sup>41</sup>
  - *Substantial gainful activity* is based on a person's ability to earn a certain amount each month.<sup>41</sup>
- In most states Medicaid and/or Medicare health insurance accompany these benefits.
- SSI and SSDI include incentives that assist people to return to work and applicants *can be working* while they apply.

### Who determines whether someone is eligible for SSI/SSDI?

- SSA contracts with the Disability Determination Service (DDS) in each state to determine medical eligibility.
- SSA determines non-medical eligibility and makes the final decision.

### Why do people with serious mental illness and/or co-occurring substance use disorders need SSI/SSDI?

- The path to recovery can be extraordinarily challenging when one is constantly struggling to meet basic needs.
- The income and health care benefits that SSI/SSDI provide are often a critical first step.
- Lack of stable housing is a major obstacle to an individual's health and recovery. Without an income, individuals can't establish and maintain safe, appropriate and affordable housing, even with rental subsidies.

### What is SOAR?

- SOAR is a national program designed to increase access to SSI/SSDI for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.
- SOAR-trained case managers assist with the SSI/SSDI application process by, for example, serving as the applicant's appointed representative, collecting medical records, obtaining needed assessments, and writing a *Medical Summary Report (MSR)*.

<https://soarworks.samhsa.gov/article/what-medical-providers-need-to-know>

# FAQ: Engaging Applicants

*How do I work with applicants that are difficult to engage?*

- Create and maintain a safe space for you and the applicant
- Keep your promises: Under promise and over deliver
- Find out where the person spends his/her time
- Develop ways to maintain contact, including someone to contact should you need to reach the applicant
- Ask open-ended questions
- Be mindful of non-verbal communication
- Be respectful and understanding of cultural differences



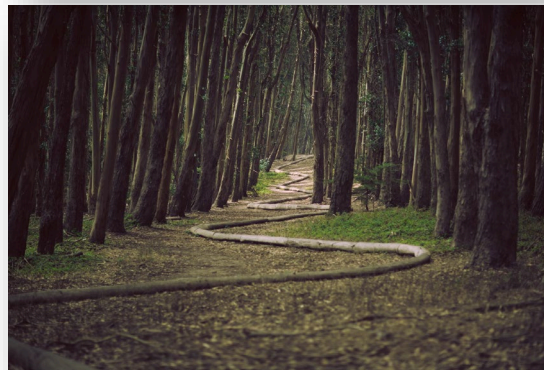
# Trauma-Informed Interviewing

- Be sensitive to influences that affect a person's willingness and ability to provide information.
- Be appropriately responsive to how information shared by the applicant impacts you.
  - Consider how a potential applicant's racial, ethnic, and cultural backgrounds may impact their perceptions regarding their disabilities, diagnoses, symptoms, and treatment.
  - Be mindful of how this may impact your opinions/feelings/attitudes toward the client's functioning.
- How a question is asked is as important as asking the question.
  - Be sensitive and respectful with your approach.
  - Is it possible to get the information without having to ask the applicant?
- Overarching questions:
  - Does asking for this information help provide insight into the applicant's functioning?
  - Is the question being asked in a way that conveys a sense of care and non-judgment?

# FAQ: SOAR and Peer Work: Mutual Benefits

## *Can peer workers assist with SOAR applications?*

- Opportunities to participate in advanced training such as the SOAR Online Course could provide peer workers opportunities to acquire additional valuable skills and knowledge.
  - Increased marketability for peer workers in competitive job markets
  - Expansion of available services offered by the agency
- SOAR-trained peer workers can play a vital role in increasing the agency's capacity to serve more applicants, provide support to existing SOAR-trained staff, and improve the quality of applications.
- Peers can utilize their lived experience to help others navigate the benefits application process.



# Integrating SOAR with Peer Certification Guide



## Integrating SOAR with Peer Certifications Enhancing Workforce Development and Improving SOAR Implementation

Peer operated services are recognized nationally and internationally as an effective service that promotes positive recovery-based outcomes for individuals with behavioral health conditions. Peer specialists have the capacity to help others as they have an understanding from shared life experiences. SSI/SSDI Outreach, Access, and Recovery (SOAR) trained peer workers can play a vital role in increasing agency capacity to serve more applicants, provide support to existing SOAR trained staff, and improve quality of applications. This document is designed to provide guidance on collaborating with state Peer Specialist Certification Boards to develop infrastructure that integrates SOAR within the certification process.

### The Importance of Peer Supports

Peer support workers provide services in a range of settings, including peer-run organizations, recovery community centers and residences, legal settings, hospitals, child welfare agencies, homeless shelters, and behavioral health and primary care settings. Peer support can be provided by adults, youth, and family members and can encompass several roles including support staff, case management staff, data collectors/evaluators, and community health workers. The role of a peer support worker complements that of therapists, case managers, and other members of a treatment team by sharing vital experiential information and real examples of the power of recovery to help support an individual's recovery. Helping people navigate and access the life-saving public benefits and services aligns with the peer role as support in a wide variety of settings and can potentially help improve other system performance measures for the organization (e.g., increased income to obtain and maintain affordable housing, increased access to health insurance to maintain treatment, reduced hospitalizations, etc.).

Many peer support workers currently provide education about benefits and assistance ranging from Social Security Administration (SSA) supports (Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI)) and Medicaid and Medicare, to emergency energy assistance.

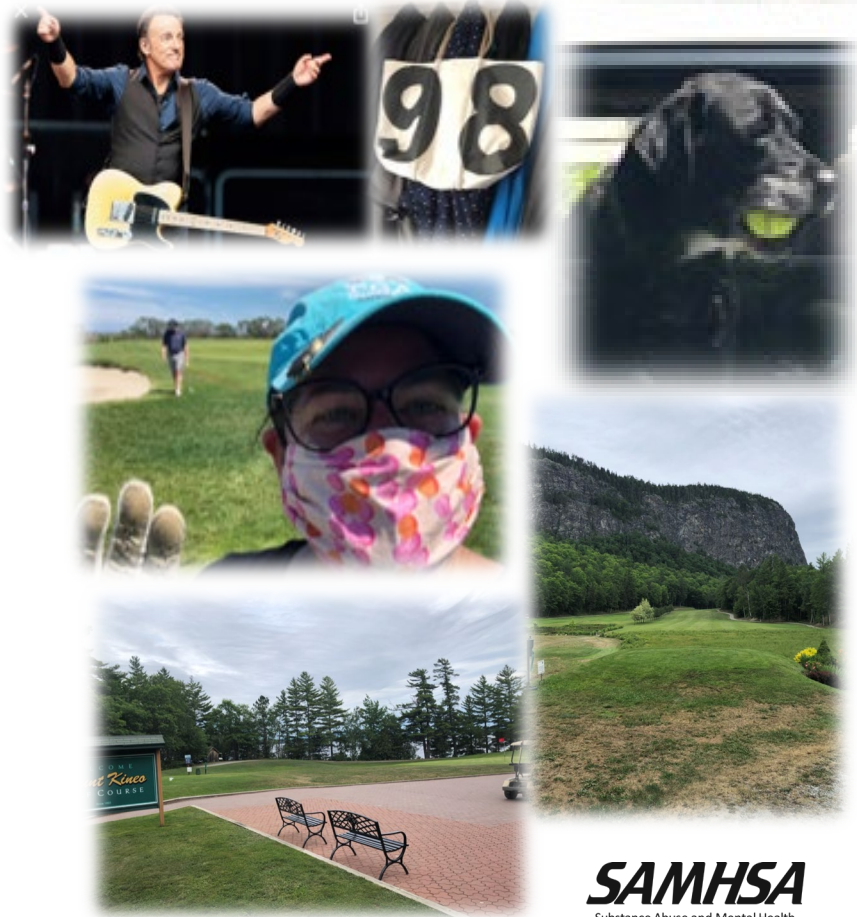
### Development of the Peer Workforce

States offer Peer Specialist Certification programs to ensure that peers providing services are adequately trained. This also allows peer support services to be reimbursed through various funding sources, including Medicaid. As with other professional certifications, there is training, testing, and continuing education credits that must be obtained for individuals to retain their certification. The requirements for certifying peer support specialists vary by state, and certification bodies range from state government entities to independent non-profit organizations. Find your specific state requirements using the Doors to Wellbeing: State Specific Peer Specialist Certification Database (link provided below).

- Guidance is available on collaborating with state Peer Specialist Certification Boards.
  - The requirements for certified peer support specialists vary by state, and certification bodies range from state government entities to independent non-profit organizations.
- Collaborating with Peer Certification Boards to integrate SOAR within the Peer Certification Process is a viable strategy for supporting SOAR work in your community!

# Pam Heine

- Senior Project Associate
- State Liaison: KY, ND, NJ, NV, WI, WV
- Subject Matter Expert: Using SOAR Model with Appeals
- Jersey Girl, Bruuuuuuce, Proud Rescue Dog Mom, and playing unique public golf courses.



# FAQ:

Can I use the SOAR model with appeals?

- The SOAR process can assist with appeals!
- SOAR has successfully assisted 17,127 persons experiencing or at risk of homelessness through the appeals process.
- 50% cumulative approval rate, in an average of 177 days in 2022
  - Reconsiderations had a 36% approval rate. (SSA national average is 13%)
  - ALJ Hearings had a 59% approval rate. (SSA national average is 45%)
- Compared to the average national processing time of 330 days!

# Reconsideration

- First level of appeal in all states
- Must be filed within 60 days of the date of the receipt of the initial denial notice
- Three forms to file:
  - SSA-561: Request for Reconsideration
  - SSA-3441: Disability Report- Appeal
  - SSA-827: Authorization to Disclose Information to SSA
- The applicant may submit additional medical evidence and records
- DDS takes a new look at the case and makes a “recon determination”
  - New disability examiner/analyst and reviewing physician

# Appeal vs. New Application

- Starting a new application results in:
  - The loss of the earlier protective filing date and potential loss of months of back benefits
- Requesting reconsideration:
  - Preserves the protective filing date and potential eligibility for months of back benefits
- Be sure the applicant knows the difference and is making an informed choice!

# FAQ: Appeals

## *What happens if I miss the appeal deadline?*

- The applicant can still appeal if there is “Good Cause” for missing the deadline.
- Accepted “good causes” for late filing:
  - Related to applicant’s disability
  - Limited English proficiency and/or education
  - Failure to understand the requirements
  - Failure to receive denial notice within 5 days of the date on the notice
  - Unusual or unavoidable circumstances such as hospitalization



**SOAR Tool:** *Sample Good Cause Letter*



# Referring Denials to Other Legal Services

*If the applicant wants to appeal the reconsideration denial, how can I help when I'm not able to continue the representation with the ALJ hearing?*

- After the applicant makes an informed decision to continue appealing to the ALJ or AC levels, you may refer the applicant to the following places for legal help in your community:
  - Legal Aid
  - Private attorney, e.g., Pro-Bono obligation
  - County Bar Association
  - Law School Legal Clinics

# Resources for SOAR-Assisted Appeals

- Submitting Appeals Using SOAR: Tools & Resource Packet
- Tips for Pending Applications & Appeals
- Reviewing Denial Notices and the Electronic File
- Filing Online with iAppeals
- Appointed Representative Services (ARS)
- Opening an Encrypted SSA CD-ROM
- Continuing Disability Review (CDR) FAQs
- ALJ Hearings: On the Record
- <https://soarworks.samhsa.gov/topics/appeals>

# Kristin Lupfer

- Project Director
- State Liaison: DC, MD, WA
- Subject Matter Expert: Program Development, Collaboration Building, Employment Integration
- Mama, Social Worker, outdoor adventurer, organizer, coffee enthusiast



# FAQ:

Will an applicant be denied if they are working during the application process?

## SOAR WORKS



### YES, YOU CAN WORK!

Interested in returning to work or trying out work for the first time, but unsure how work will impact your Social Security benefits or if work is even possible for you?

Many people receiving disability benefits, or applying for benefits, really want to work, but fear the consequences. This handout will give you the information you and your family need to learn more about programs, which will assist you with returning to work, or trying out work for the first time!

We can help you find success! These recommended resources provide information on where you can go for assistance to learn more about employment for people with disabilities. Quality services are available to help you better understand all of the federal work incentive programs, including Social Security work supports, for people with disabilities.

### MYTHS WE'VE HEARD ON THE STREETS AND FACTS TO BUST THEM UP!

#### MYTH

"People with mental illness shouldn't work."

#### FACT

People with mental health conditions are just as productive as other employees. Employers who hire people with mental health conditions report good attendance and punctuality as well as motivation, good work, and job tenure on par with or greater than other employees.

#### MYTH

"I will lose my disability benefits, income and health insurance, which I have worked so hard to obtain!"

#### FACT

Not so fast! SSA offers comprehensive work incentives which allows you to keep your benefits for quite a long time. Should you be unable to continue working as a result of your disability, SSA may restart your benefits. Because some SSA rules may be hard to understand, all states have benefit planning resources to help you get started. <https://www.ssa.gov/redbook/>

#### MYTH

"I have never worked before, so I have no skills an employer needs."

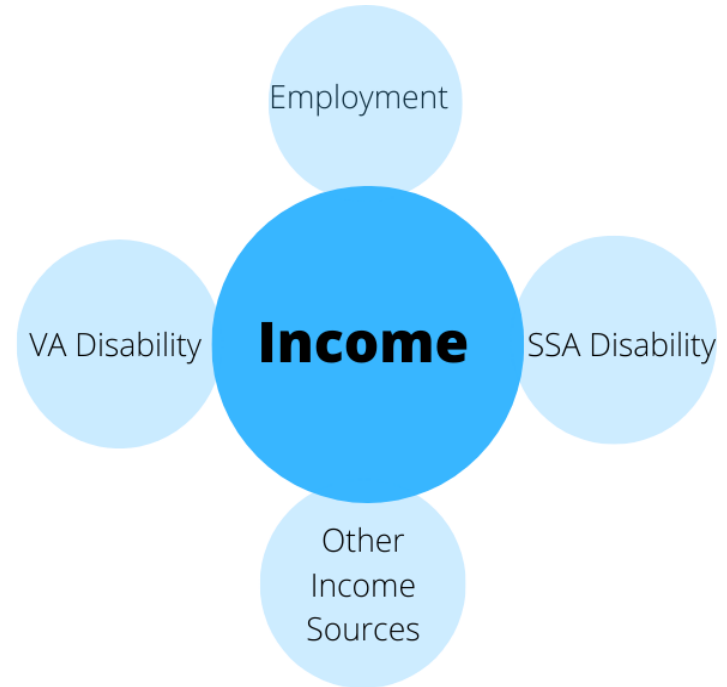
#### FACT

People with disabilities with little or no work history do find work that meets their strengths, preferences, abilities, and skills. Supported employment services focus on these factors to help you seek and find competitive employment in the community.

# FAQ: Impact of Employment on Benefits

*Can an SSI/SSDI beneficiary work more than 20 hours or will their benefits be cut?*

- Establishing FACTS to dispel myths:
  - FACT: Individuals with behavioral health conditions DO want to work.
  - FACT: Individuals CAN work while applying for and receiving Social Security disability benefits.
  - FACT: It is possible to combine income from the VA, SSA, and employment, depending on the benefits received and the amount of work



# Resource: SOAR Employment Conversation Guide

## Employment Conversation Guide: Sample Responses

### Purpose of the Guide

- To begin conversations about work with SSI/SSDI beneficiaries and those applying for benefits.
- To ensure that the individual is receiving accurate information about employment and returning to work.
- To engage with an individual and determine their work goals.

EMPLOYMENT CONVERSATION GUIDE		
Name:		
Let's talk about work. (Add facts/positive statements about work)		
Questions to Ask	Responses	Case Manager Responses
How long have you been out of work?	I'm only 18 but have never worked, ever.  I get day jobs now and then, under the table work.	That is often the case when we are working with younger people like you. It is positive that you are considering work now. You can add in extra money to supplement your benefits and consider other good things that come from working like making new friends.  <a href="http://www.mentalhealthamerica.net/meaningful-work-and-recovery">http://www.mentalhealthamerica.net/meaningful-work-and-recovery</a>  That is great! Are there types of day work you like more than others? Painting? Construction? Would you like to do more of that type of work, if it was steady?

## Employment Conversation Guide

### Purpose of the Guide

- To begin conversations about work with SSI/SSDI beneficiaries and those applying for benefits.
- To ensure that the individual is receiving accurate information about employment and returning to work.
- To engage with an individual and determine their work goals.

EMPLOYMENT CONVERSATION GUIDE	
Name:	
Let's talk about work. (Add facts/positive statements about work)	
Questions to Ask	Responses
Why do you want to work? ▪ What triggered your interest in work?	
What kind of work do you want to do? ▪ How did you decide on that type of job?	
What do you feel are benefits to working?	
How long have you been out of work?	
How has not working affected you emotionally, financially, socially?	
When you first began to think about work, did you talk to anyone about that? ▪ What did they say?	
What have other people told you about work?	
How do friends/family feel about you returning to work?	

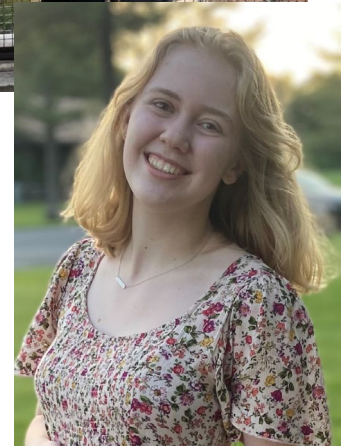
# FAQ: Impact of Employment on Health Insurance

*What happens to health insurance when an SSI/SSDI beneficiary starts working?*

- SSI: Medicaid
  - May continue under Federal Rule 1619B even if SSI cash payments stop
  - Earnings must remain below state threshold
- SSDI: Medicare
  - Continues for 93 months (7.75 years) after the last month of the Trial Work Period
  - May be purchased after 93 months under certain conditions; premium costs for Part A then apply
- <https://soarworks.samhsa.gov/article/ssisddi-and-employment-a-brief-overview-of-ssa-work-incentives>

# Suzy Sodergren

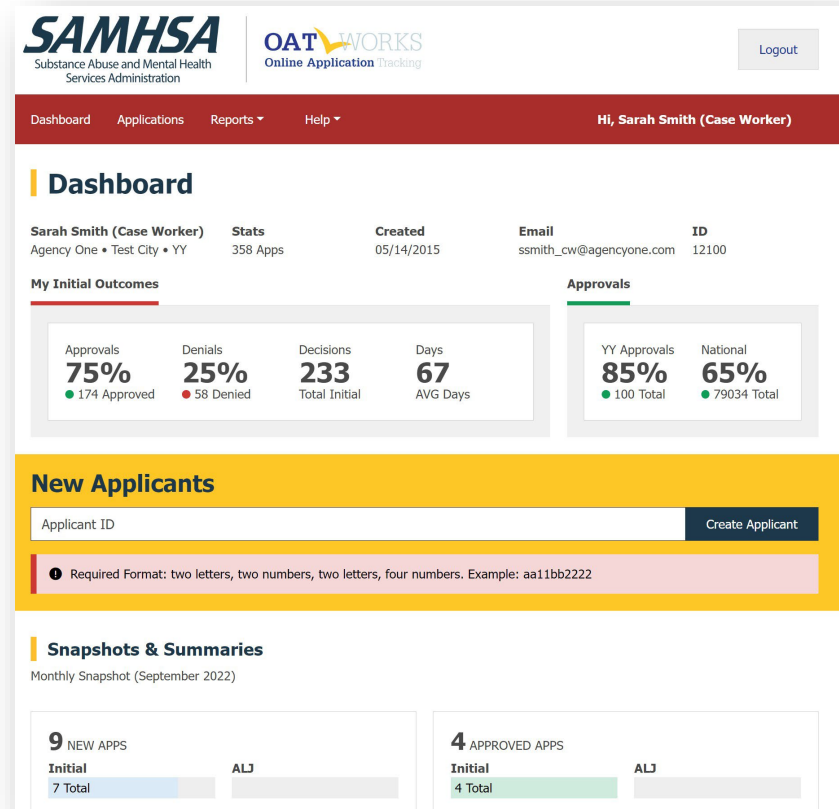
- Senior Project Associate
- SOAR Online Application Tracking (OAT) Administrator
- Website/SOAR Online Course, all things Tech
- Mom to two girls in their 20s(!)
- Enjoy traveling with friends and family (ideally to a beach).
- Daily hobbies: New York Times Crossword Puzzle, Spelling Bee, & Wordle!





# FAQ:

How can I track my SOAR-assisted SSI/SSDI outcomes?



**SAMHSA** Substance Abuse and Mental Health Services Administration

**OAT WORKS** Online Application Tracking

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\_cw@agencyone.com

**ID** 12100

#### My Initial Outcomes

Approvals <b>75%</b> ● 174 Approved	Denials <b>25%</b> ● 58 Denied	Decisions <b>233</b> Total Initial	Days <b>67</b> AVG Days
---	--------------------------------------	--	-------------------------------

#### Approvals

YY Approvals <b>85%</b> ● 100 Total	National <b>65%</b> ● 79034 Total
---	---

#### New Applicants

Applicant ID  Create Applicant

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

#### Snapshots & Summaries

Monthly Snapshot (September 2022)

<b>9</b> NEW APPS Initial: 7 Total	<b>4</b> APPROVED APPS Initial: 4 Total
---------------------------------------	--

<https://soartrack.samhsa.gov>

# FAQ: Online Application Tracking (OAT)

- OAT is for tracking the outcomes (i.e., decisions) of SOAR-assisted SSI/SSDI applications.
- The system does not communicate with SSA, DDS, HMIS, or other outside systems.
- **You must pass the SOAR Online Course before registering for OAT.**

# FAQ: OAT Registration

*I supervise SOAR-trained staff, but I have not taken the SOAR Online Course – can I still register for OAT?*

<https://soartrack.samhsa.gov/register>

The screenshot shows the SAMHSA OAT registration form. At the top left is the SAMHSA logo (Substance Abuse and Mental Health Services Administration) and the OAT WORKS logo (Online Application Tracking). The main heading is "Register for OAT Online Application Tracking (OAT)". Below this is a disclaimer: "All OAT registrants must be approved by the SAMHSA SOAR TA Center. You will receive an email from soaroad@oralinc.com confirming receipt of registration, and another when your registration has been approved. If you have any questions, please contact us at soaroad@oralinc.com or 318-439-7415 X2." The form contains several input fields: First Name, Last Name, Password (with a "What's This" link), Verify Password, Email, Phone (with a separate Ext field), State (dropdown), Role (dropdown), Agency (dropdown), County/Parish (dropdown), City (dropdown), and Funding Source (dropdown). At the bottom, there are two sections for "SOAR Training(s) I have Completed": "SOAR Online Course: Adult Curriculum" and "SOAR Online Course: Child Curriculum", each with a "Date on Certificate" field and a note that the date must be in mm/dd/yyyy format.

Role \* What's This ?

Agency Lead

Are you a Supervisor Only (Will not be entering application outcomes)?

Yes



Agency \*

Policy Research Associates NY

County/Parish \*

Albany

Funding Source \*

Other

# FAQ: OAT Account Updates

*I have an OAT account, but I recently got a new job – can my account be updated?*

## Edit Sarah Smith

Created on 05/14/2015 by [Sarah Smith](#) | Updated on 06/04/2020 by [Sarah Smith](#)

ROB Initial: June 3, 2020, 6:22 pm • ROB Updated: June 15, 2022, 3:37 pm

First Name \*

Last Name \*

State \*

County/Parish \*

City \*

Phone \*

Phone Ext

Email \* [What's This](#) ?

Role \*

Agency \*

Enter new Password or leave blank to keep your existing [What's This](#) ?

Verify new password

Last Changed: June 3, 2020, 2:31 pm

# FAQ: OAT Applicant IDs

*Why isn't OAT accepting the Applicant ID# I am trying to create? Does that mean this applicant is already in OAT?*

- No personally identifiable information
- Alpha-numeric ID:
  - 2 letters
  - 2 numbers
  - 2 letters
  - 4 numbers
  - Example: AA11BB2222
- Case workers should record this ID in case file!
- Applicant ID#s can only be used once across all OAT users.

**New Applicants**

Applicant ID Create Applicant

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

# FAQ: Pending Applications in OAT


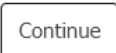
*How do I make edits to a case I have entered?*



## Pending Cases

### Initial SOAR Applications

Show

ApID	Created	App Date	Decision Date	Status	Case Worker	Agency	St	Actions
ss12ss1234	11/10/21	10/13/21	-	Pending	Smith, Sarah	Agency One	YY	
az12za1234	09/06/21	-	-	Pending	Smith, Sarah	Agency One	YY	

# FAQ: Editing Applications in OAT

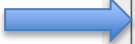
*How do I make edits to a case I have entered?*

## Cases with a Decision

### Initial SOAR Applications

Show 10

ApID	Created	App Date	Decision Date	Status	Case Worker	Agency	St	Actions
te98st1000	09/27/22	09/12/22	09/14/22	Approved	Smith, Sarah	Agency One	YY	Actions
gh25gh4568	09/27/22	09/29/22	09/30/22	Approved	Smith, Sarah	Agency One	YY	Post Decision Overview
te95st3001	09/19/22	09/07/22	09/14/22	Approved	Smith, Sarah	Agency One	YY	Actions



# FAQ: Tracking Appeals in OAT

*An application I assisted with was denied. Do I need to create a new App ID# for the Reconsideration/ALJ Appeal?*

 **MO25DO1996**

Created on 09/21/2022 by [Sarah Smith](#) | Updated on 09/21/2022 by [Sarah Smith](#)

**Initial SOAR Application - Denied**

1. Demographics 2. Application Type 3. Application Detail 4. Decision 5. **Post Decision**

**5** of 5 Post Decision

Was a Request for Reconsideration filed? \*

- Yes  
 My state doesn't have reconsideration, filed appeal  
 No

Save Progress and Return to Dashboard

Complete Application

 **MO25DO1996**

Created on 09/21/2022 by [Sarah Smith](#) | Updated on 10/11/2022 by [Sarah Smith](#)

**Recon Application**

1. Demographics 2. Application Type 3. **Application Detail** 4. Decision 5. Post Decision

**3** of 5 Application Detail

Date of request for reconsideration: \*

Date must be in mm/dd/yyyy format

Was an SSA-1696 Appointment of Representative Form submitted? \*

- Yes  
 No



# FAQ: Handling Appeals Referrals in OAT

*A reconsideration I assisted with was denied, but my agency refers out to Legal Aid for Appeals. How do I record that in OAT?*

 **aa11ss1234**

**Recon Application - Denied**

Created on 10/04/2019 by [Sarah Smith](#) | Updated on 10/11/2022 by [Sarah Smith](#)

1. Demographics

2. Application Type

3. Application Detail

4. Decision

**5. Post Decision**

**5** of 5 Post Decision

Was a Request for ALJ Hearing filed? \*

Yes

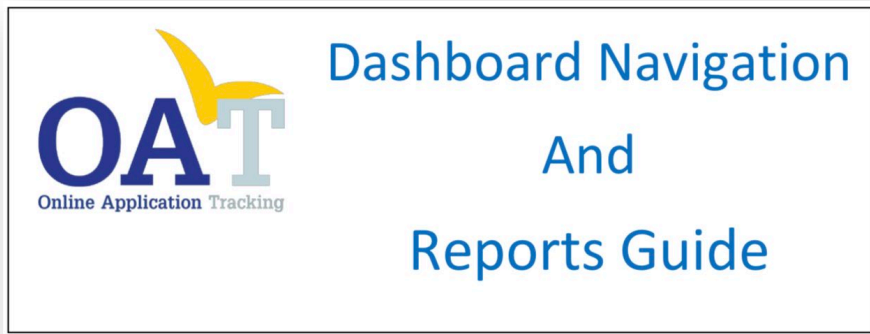
No

Save Progress and Return to Dashboard

Complete Application

# Resources: OAT User Guides

- SOAR OAT User Guide
- SOAR OAT Reports Guide
- Support: [soaroot@prainc.com](mailto:soaroot@prainc.com)



**SOAR** WORKS

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

### Dashboard

When you log-in to OAT, you will be directed to your dashboard.  
*The information displayed is dependent on your role.*

Dashboard – All Users

APPROVED	PENDING	APPLS	DNYS	APPROVAL	REJECT
75%	25%	233	67	85%	65%

**New Applicants**

Applicant ID:

Approved Person: Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000

**Menu Bar**

- 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.
  - You are not able to change your location, role, or agency.

**User Summary**

**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

**My Initial Outcomes**

- Outcomes for the user's initial applications that have a decision entered into OAT.

**State Outcomes**

- The state approval rate is updated annually by the SAMHSA SOAR TA Center.

**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.

**New Applicants**

This gold-colored box is where you can create a new Applicant ID. (Please see the OAT User's Guide)

**Monthly Snapshot**

The monthly snapshot displays the user's activity for the *current* month: New Applications created and Approvals for each application type.

# Questions and Answers

Please type your  
questions into the  
Q&A box.



# Additional Resources

- SOAR Works Website and Online Course:  
<https://soarworks.samhsa.gov/>
- SOAR Outcomes Tracking:  
<https://soartrack.samhsa.gov/>
- SOAR Frequently Asked Questions (FAQ):  
<https://soarworks.samhsa.gov/faq>

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# Thank You

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