



Learning Community Call #2: IPS *Individual Placement and Support*

PRESENTED BY:
SAMHSA SOAR TECHNICAL ASSISTANCE CENTER
POLICY RESEARCH ASSOCIATES, INC.

UNDER CONTRACT TO:
SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES



Welcome!

Kristin Lupfer, Project Director
SAMHSA SOAR TA Center





Agenda

- Welcome
- Homework: State report outs
- LC Topic: Individual Placement and Support (IPS)
- Open Q & A
- Homework Assignment
- Wrap-Up and Adjourn



(Arizona) LDRC SOAR Client Identification Process

- **Pre-screen assessment created by Maricopa County local SOAR leads**
 - Pre-screen is “mini MSR” capturing functional, medical, legal, background info, etc.
 - Walk-in hours twice per month for campus clients with/without appointment to meet with SOAR Specialist for a pre-screen assessment
 - Coincides with SSA closing early on Wednesdays
 - SSA-SOAR Phone Call/In-Person meeting to staff SOAR clients same day
 - Zero barriers for clients not connected to care/case management but in need of SOAR support
- **Case manager referral guide created to improve quality of referrals**
 - Addresses technical or criteria-related reasons SOAR is unable to assist clients
 - Decreases time spent pre-screening clients that do not meet targeted population
 - Appointments available for outside agencies to refer clients for pre-screen assessments

(Arizona) LDRC Quality Review of SOAR Applications

- **MSR Review**
 - SOAR Team proof-reads MSRs prior to claim submission
 - MSR Review Sheet created to ensure adequate sectional content
 - SOAR Checklist serves as coversheet for submitted claims
- **Disability Determination Explanations (DDEs) obtained for all claims**
 - Improves quality of future applications and future client identification
 - Allows SOAR staff to see what information DDS looks for in the evidence
 - Ensures collected evidence made it from the SSA to DDS
 - Affirms the value of the MSR or RFC report submitted by the SOAR case manager

Colorado: Identifying SOAR Applicants

- Partnership with a housing first organizations in Denver and Grand Junction
- Outreach to organizations that provide assistance to the homeless
- Training caseworkers at organizations that assist the homeless



DBS

Colorado Disability Benefits Support Program (DBS)

Solving the Puzzle!

Colorado: Quality Review Process

- Provide ongoing training to advocates working with SOAR applicants
 - Monthly CABHI team conference calls
 - Monthly check-in calls with individual sites
 - Trainer availability for questions as needed
- Review the workflow with all new advocates for as long as needed
- Review advocates screening of clients to ensure understanding of the disability process
- Conduct weekly meetings where advocates can discuss case issues amongst the entire team
- Review function reports of advocates prior to submission to DDS



DBS

Colorado Disability Benefits Support Program (DBS)

Solving the Puzzle!

CONNECTICUT SOAR/CABHI

SOAR AND IPS QUALITY ASSURANCE:

- MANY OF OUR PROVIDERS HAVE A HISTORY OF PROVIDING SOAR AND IPS SERVICES.
- MANY AGENCIES HAVE IMPLEMENTED QA PRACTICES WITH SOAR APPLICATIONS.
- NEED TO DO AN ASSESSMENT OF CURRENT PRACTICES RELATED TO SOAR QA AMONG THE CABHI AGENCIES.

CONNECTICUT SOAR/CABHI

IPS QUALITY ASSURANCE:

- CONNECTICUT HAS AN ACTIVE FIDELITY REVIEW PROCESS FOR IPS FUNDED AGENCIES .
- NEED TO SEE HOW IPS FIDELITY CAN BE ASSURED AMONG CABHI AGENCIES.

CTI FIDELITY

- LEADERSHIP GROUP EXPLORING HOW TO ENSURE FIDELITY TO THE CTI MODEL

ILLINOIS CABHI-STATES-ENHANCEMENT

Identification

- Consumers meet project eligibility requirements
 - Chronic Homelessness including "At-risk for homelessness" per RFA
 - SUD, MHD or Co-occurring
 - OMT
- Consumers have mainstream benefits assessed
 - Specialists follow the SOAR model as trained (3 Specialists completed the on-line training and had a one-day follow up Fundamentals Training with our SOAR State Lead).
 - Each site has a slightly different process
 - Identifying SOAR Applicants Form

ILLINOIS CABHI-STATES-ENHANCEMENT

Quality Review

- Each site has a slightly different process
- Monthly & when needed calls with State SOAR Coordinator
- OATS
- Internal tracking mechanisms i.e. spreadsheets & client files
- SOAR Specialists and Employment Specialists working together

Outcomes (not all information has been entered on OATS)

- 25 applications on OATS (27 applications)
- 5 applications have protective filing dates
- 1 application is at initial pending
- 2 applications are at initial not submitted
- 1 application denied
- 1 application approved

Barriers

- Some communication issues with the SSA office/contacts
- Current Specialists are stationed at agencies – not mobile
- Sites utilizing slightly different processes
- Newly trained learning process (less than 1 year)
- Staffing and funding with the State SOAR Lead

Questions to Identify SOAR Applicants

- Income/source of income
- If working, does work meet SGA?
- Previous or pending SSA claim
- Assess for:
 - Previous work history
 - Disability
 - Functioning
 - Homelessness
- Assign person responsible to follow-up on claim

Massachusetts CABHI-IPS

Quality Review Process

- Utilize SOAR Quality & Review Checklist
- Create timeline for each individual claim
- Gather all necessary forms and compile individual file
- Note on checklist when forms are filed and when records are requested/received
- Implement peer review of files

Massachusetts CABHI-IPS



CABHI SOAR/IPS - Michigan

Current identification process for SOAR applicants

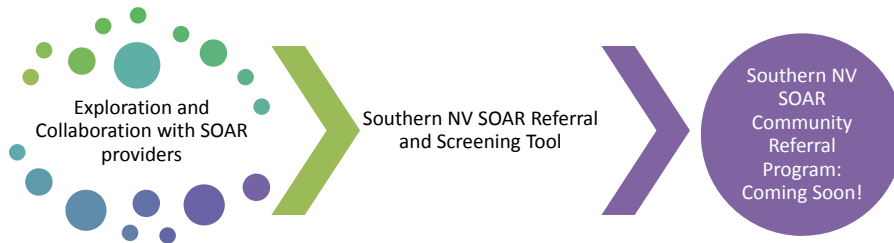
- Navigators and Case Management staff refer individuals to the SOAR Specialists
- SOAR Specialist accompanies Navigator or Case Manager to interview individual
- SOAR Specialist utilizes the "Identifying SOAR Applicants" and the "Prioritizing SOAR Applicants" checklists to determine how likely the individual is to qualify for SSI/SSDI

Mississippi

Nevada SOAR Program

Ambrosia Crump NV SOAR Coordinator
Mike McMahon CABHI Grant Administrator

First Steps



Identifying SOAR Program Candidates

Coordinated Entry: VI-SPDAT

Do you have any of the following medical conditions?	Yes	No
Alcoholism, Hepatitis, or other liver disease	Yes	No
Diabetes	Yes	No
Heart disease	Yes	No
High blood pressure	Yes	No
Other chronic medical conditions	Yes	No

Southern Nevada Referral and Co-Occurring Screening Tool

This screening tool is designed to identify individuals who are at risk for homelessness and who may be eligible for Social Security Administration (SSA) disability benefits. It is designed to be used in coordination with the Coordinated Entry process to identify individuals who are at risk for homelessness and who may be eligible for SSA disability benefits.

SOAR TA Toolbox Resource: "Identifying SOAR Applicants"

Identifying SOAR Applicants

This tool is intended to help case managers identify adults who are experiencing or at risk for homelessness who may be eligible for Social Security Administration (SSA) disability benefits. While we do not want to discourage anyone from applying for SSA benefits, this tool should help you identify individuals that would need your assistance with their application.

SSA is designed to serve individuals who are able to apply for benefits as an adult under Title XVI. This includes persons 18 years of age or older and individuals who are within one month (30 days) of turning 18. This tool is not intended to identify individuals who are not eligible for SSA benefits. Individuals who are not eligible for SSA benefits are not eligible for SOAR. This tool is not intended to identify individuals who are not eligible for SSA benefits.

SSA Blue Book Criteria: Listing of Impairments

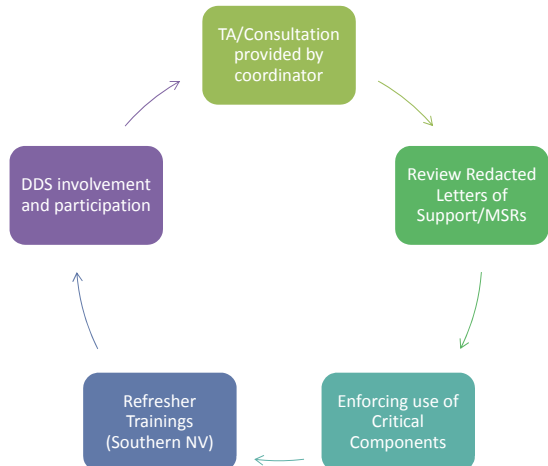
Disability Evaluation Under Social Security

12.00 Mental Disorders - Adult

Section 12.00 Mental Disorders

12.00 This section contains listings of mental disorders that are considered disabling. The listings are organized by the degree of functional impairment, with the most severe listings at the top. The listings are organized by the degree of functional impairment, with the most severe listings at the top. The listings are organized by the degree of functional impairment, with the most severe listings at the top.

Quality Review



Ohio: Identifying SOAR applicants

The SSI Ohio Project Specialists (SOAR in Ohio) are trained to understand the following which allows for better identification of SOAR applicants:

- Target population
- SSA non-medical eligibility criteria
- SSA medical criteria via the SSA Adult Listings
- The four areas of functioning
- SOAR- Identifying SOAR Applicants tool (1/21/15)

Ohio: Quality Review

- Initial training and ongoing monthly trainings
- Review of first three MSRs after initial training
- Program Quality Review Checklist
- Cooperative SSA and DDS staff that provide feedback on the quality of cases
- Readily available TA provided

SOAR in Tennessee

- There are 5 SOAR/IPS sites through CABHI in our state
- Each have varying processes for identification and quality review
- One site's process for identification:
 - Referred by other programs within the agency, other community agencies, family, friends, street outreach, or the individual themselves
 - Screened for basic criteria – SPMI diagnosis, homelessness/housing history, and current active claim status
 - If deemed eligible, assigned to the next available SOAR Coordinator

SOAR in Tennessee

- One site's process for quality review:
 - All new SOAR Coordinators are required to send their first six (6) Medical Summary Reports (MSR) for quality review by the two leads for the SOAR network
 - SOAR Coordinators also send MSRs for quality review in complex situations regarding treatment history and documentation of impairments
 - Each SOAR Coordinator meets with the Director of Homeless and Outreach Services at least once a month for supervision and case review.



UTAH'S Process for Identifying SOAR Applicants

- Referrals to each CABHI team come primarily from Coordinated Assessment meetings – they all meet the SOAR definition of homelessness.
- The referral to the SOAR specialist will come as a result of an initial assessment, as well as a face to face meeting with the client.



UTAH'S Process for Quality Review of SOAR Applications

- State CABHI SOAR Lead works closely with each CABHI Soar specialist to insure applications are processed to the best of our ability.
- Continual training and encouragement from State Lead.

Veteran Outreach and Recovery Program (VORP)

Wisconsin Department of Veteran Affairs

Veteran Outreach and Recovery Program (VORP) Support for Homeless Veterans with Behavioral Health needs Identification and Referral to SOAR SSI/SSDI Outreach and Recovery (SOAR)

VORP to SOAR Identifying SOAR Applicants

VORP to SOAR serves Veterans who need assistance with applying for benefits under SSA rules.

OARS identify VORP enrolled Veterans who may be eligible for Social Security Administration (SSA) disability benefits. This process should help in the identification of Veterans that need assistance with their application.

The following 4 characteristics represent key eligibility criteria for SOAR consideration

- Veteran has a **serious mental illness** or exhibits symptoms and/or has **serious physical illnesses** that affect their ability to work at a substantial gainful level (\$1,130/month in 2016)
- The illness(es) or condition(s) have lasted or are expected to last for at least 12 months (or result in death)
- Veteran is currently exhibiting symptoms of mental illness or has periods with worsening of symptoms that prevents sustainable employment. *For example: Psychotic Symptoms (positive or negative), Depressive Symptoms (decreased energy, lack of motivation, suicide attempts), Manic Symptoms (racing thoughts, disorganized thoughts), Anxious feelings (paranoia, nervousness), Cognitive deficits (brain injury; problems with concentration, memory, etc.), History of trauma (history of abuse, post-traumatic stress disorder, etc.), or other issues not listed.*
- Veterans with mental illness who have difficulty with at least 2 of following functional areas:
 - o Activities of daily living (personal hygiene, cooking, cleaning, transportation, etc.)
 - o Social functioning (getting along with others, anger, avoidance, etc.)
 - o Concentration, persistence and pace (as they relate to the ability to complete tasks)
 - o Repeated episodes of decompensation (hospitalizations, incarcerations, losing jobs/housing, etc.)

The following characteristics are not essential, but may strengthen an application

- Applicant is prescribed psychiatric medications and continues to experience symptoms and functional impairments
- Applicant has obtainable medical evidence that corroborates mental illness and medical complaints. If no medical evidence or large gaps in treatment:
 - o Applicant clearly exhibiting symptoms severe enough that a one-time examination by a physician would demonstrate issues
- Applicant is not working due to medical and/or psychiatric conditions (i.e. not because he/she cannot find work or was laid off)
 - o History of failed work attempts (started and stopped employment due to diagnosed disability)

Veteran Outreach and Recovery Program (VORP)
Support for Homeless Veterans with Behavioral Health needs
Identification and Referral to SOAR
SSI/SSDI Outreach and Recovery (SOAR)

VORP to SOAR Referral Form
(The Veteran must be enrolled in VORP to be eligible for SOAR consideration)
 Complete and fax to: Randy Hahn @ 715-842-1599 or email to: randy.hahn@dva.wisconsin.gov

Veteran Name: _____ Date of referral: _____
 VORP Region: I II III IV V VI OARS making referral: _____

Veteran Identifying Information:
 Date of birth: _____ Gender: _____ Race: _____ Marital Status: _____
 SSN: _____ Education (last grade completed): _____
 Current living arrangement (address, shelter, area of town): _____

Part A: Homelessness/At-Risk Assessment

Homeless		At-Risk for Homelessness	
Outdoors	<input type="checkbox"/>	Doubled up/couch-surfing	<input type="checkbox"/>
Shelter	<input type="checkbox"/>	Received eviction notice	<input type="checkbox"/>
Transitional Housing	<input type="checkbox"/>	Permanent supportive housing that is grant funded	<input type="checkbox"/>
		Jail	<input type="checkbox"/>
		Institution – hospital, nursing home, etc.	<input type="checkbox"/>

If in an institution or jail
 Veteran expected to be released within 30 days? Yes No
 Was Veteran experiencing homelessness before entering the facility? Yes No

Part B: Current Application for SSA Benefits or Pending Appeal

Has the Veteran recently applied for Social Security benefits? Yes No If yes, date: _____
 What was the decision on your application? Pending Denied

If Denied
 SSI/SSDI Outreach, Access and Recovery (SOAR) March 23, 2016

Part C: Diagnostic Information

Please list all mental and physical health diagnoses:

 Where has the Veteran been treated for these conditions?

 Current medications and prescribing physician/agency:

 Does the Veteran have a history of substance use? Yes No
 Last substance(s) used: _____ Last known date of use: _____

Part D: Narrative questions for SOAR eligibility
 Ask these questions to the Veteran and record answers

- Can you tell me about why you are looking to apply for Social Security benefits?
- When was the last time you were able to work? Why did you leave that position? Can you tell me about any times you have tried to work in the past couple of years?
(If candidate is currently working): Tell me about your job: How many hours per week do you work? How much do you earn each month? Is there anything you struggle with while on the job or find difficult about your work?
- Tell me about any ways that your conditions make things difficult for you on a daily basis: Do you notice any difficulties with day-to-day activities? Do you have trouble getting along with others or feeling like you want to avoid people? Have you noticed any changes in your memory?

SSI/SSDI Outreach, Access and Recovery (SOAR) March 23, 2016

VORP QUALIFICATIONS

▶ What Qualifies a Veteran for VORP?

- Veteran, National Guard or Reservist
- Homeless or at risk of homelessness
- Mental Health or Substance Abuse Disorder that is current or in recovery
- Discharge status does not matter
- Criminal History does not matter
- Time in service does not matter

Individual Placement and Support (IPS)

Dartmouth Psychiatric Research Center



Group Discussion





Homework Assignment

Jen Elder, SOAR TA Center



Homework

- Talk with staff who are IPS-trained or about to be trained about experience using the IPS method
 - Identify strengths and barriers to implementation
- Prepare 1-2 slides with information and send to Jen Elder (jelder@prainc.com) by close of business Monday, May 16th
- States will present findings (3 minutes maximum) to the group on the next call
- Review the participant list and ensure your team's information is accurate





Wrap-Up and Adjourn

- Questions or Comments?
- Next call: May 17, 2016 3:00-4:30pm EDT
- Thanks for your participation!

