



## Welcome! The Webinar will Begin Shortly

### Technical Assistance FAQs

#### 1. Why can't I hear anything?

- To hear audio, follow the instructions under the **Event Info** tab above
  - Call toll-free: 1-855-749-4750 and enter Access Code and Attendee ID# when prompted
- **There is NO hold music, so you will not hear anything until the webinar begins.**

#### 2. Can I get the slides/materials for today's webinar?

- Download from: <https://soarworks.prainc.com/> (Click "Webinars" on left sidebar)
- Or, at top left of this screen, click File: Save: Document

#### 3. Will this webinar be recorded?

- YES! It will be available on our website within 1 week of this presentation.

#### 4. Who can I contact for technical assistance?

- Contact Deb Stevens at [dstevens@prainc.com](mailto:dstevens@prainc.com) or 518-439-7415 x5264.



## Completing Quality SOAR Applications: Vocational Information

#### 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





## Disclaimer

---

- This training is supported by the Substance Abuse and Mental Health Services Administration (SAMHSA) and the U.S. Department of Health and Human Services (DHHS)
- The contents of this presentation do not necessarily reflect the views or policies of SAMHSA or DHHS.
- The training should not be considered substitutes for individualized care and treatment decisions.



## Webinar Instructions

---

- Muting
- Recording availability
- Downloading documents
- Evaluation
- Question instructions





## Learning Objectives

- Learn how to complete an accurate ‘Work History Report’
- Learn how to utilize vocational resources
- Learn how to obtain employer statements to document work related limitations and duties
- Understand how SOAR Providers use vocational assessments and evaluations in SOAR applications and future work plans



## Agenda

### **Work History Information**

- Jennifer Nottingham, Operations Manager, Nevada Bureau of Disability Adjudication/Disability Determination Services, Las Vegas, Nevada

### **Strategies for Obtaining Accurate Work Histories and Supplemental Work Related Information**

- Byron J. Kish, Esq., SOAR State Lead, Easterseals Colorado, Lakewood, Colorado

### **Vocational Resources for Disability Applications and Future Work Plans**

- Lauren Patti, SOAR Local Lead and Assistant Director, Bayaud Enterprises Inc., Denver, Colorado

### **Questions & Answers**

- Facilitated by SAMHSA SOAR TA Center Staff





# Welcome

---

ROBERT GRACE, PUBLIC HEALTH ADVISOR  
HOMELESS PROGRAMS BRANCH  
CENTER FOR MENTAL HEALTH SERVICES  
SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION



# Developing a Work History

---

JENNIFER NOTTINGHAM  
OPERATIONS MANAGER  
NEVADA BUREAU OF DISABILITY ADJUDICATION/DISABILITY DETERMINATION SERVICES  
LAS VEGAS, NEVADA



## Why is the Work History Needed?

- Social Security disability evaluation follows a 5 step Sequential Evaluation process.
  1. Is the claimant engaging in substantial gainful activity (SGA)?
  2. Is there a medically determinable impairment that is severe and meets the duration requirement?
  3. Does the impairment(s) meet or medically equal a listing?
  - 4. Do the impairment(s) prevent performance of Past Relevant Work (PRW)?**
  - 5. Can the person perform other work?**

See SSA POMS, Sequential Evaluation  
<https://secure.ssa.gov/poms.nsf/lnx/0422001001>

## Step 4: The ability to perform Past Relevant Work (PRW)

- There are 2 parts in step 4.
  - PRW as the person actually performed it, and
  - PRW as generally performed in the national economy.
- Both must be assessed before if moving to step 5 and finding someone disabled for medical and vocational factors.
- The DDS must have a detailed work history to complete both parts of step 4.

## Determining Past Relevant Work (PRW)

Work that:

- Was performed by the individual within the relevant work period
  - The relevant work period is within the past 15 years.
- Was substantial Gainful Activity (SGA); and
- Lasted long enough for the person to learn to do it. This is determined by the Specific Vocational Preparation (SVP).

## Specific Vocational Preparation (SVP)

SVP Level	Time
1	Short demonstration only.
2	Anything beyond short demonstration up to 1 month.
3	Over 1 month up to 3 months.
4	Over 3 months up to 6 months.
5	Over 6 months and up to 1 year.
6	Over 1 year up to 2 years.
7	Over 2 years up to 4 years.
8	Over 4 years up to 10 years.
9	Over 10 years.

[See Dictionary of Occupational Terms \(DOT\)](#)

## Why does the DDS need to know the dates of past work?

- Was the job performed in the relevant period?
  - ❖ Within the last 15 years?
- Was the work performed at the SGA level?
  - ❖ If the job was not worked for a full year, the DDS will need to know how many months were worked to determine if it was SGA.
- Was the work performed long enough to have learned the job?
  - ❖ Was the job worked long enough to have learned it based on the SVP?
- Is it possible to make a determination without exact dates?
  - ❖ Yes, generally the DDS just needs to be able to answer the questions above.

## The work history portion of the SSA-3368

- The initial disability application, form SSA-3368 has a Job History section. This section allows space for the Job Title, Type of Business, Dates Worked, Hours per Day, Days per Week and Rate of Pay.
- There is not sufficient space in the application to describe the job duties and requirements of the job for all jobs. The exception is if there is only one job in the last 15 years.
- When the DDS is assessing Step 4, the ability to perform past work, detailed work history information is needed to determine what job was performed in the past. The DDS **cannot** make a determination on past work based upon a job title alone.

## Completing the SSA-3369 Work History Report


- ▶ Job Description
  - ▶ The DDS cannot determine past work on a title alone.
  - ▶ There must be sufficient evidence to determine how the job was performed and to be able to find the job in the Dictionary of Occupational Titles (DOT).
- ▶ Postural and Exertional Requirements
  - ▶ How many hours or minutes out of a day did the job require to walk, stand, sit, climb, stoop, etc.?
- ▶ Supervision
  - ▶ Supervisory duties may have different skills and different exertional requirements
  - ▶ Lead worker vs supervisor

In **this job**, how many total hours each day did you:

Walk?	<input type="text"/>	Kneel? ( <i>Bend legs to rest on knees</i> )	<input type="text"/>
Stand?	<input type="text"/>	Crouch? ( <i>Bend legs &amp; back down &amp; forward</i> )	<input type="text"/>
Sit?	<input type="text"/>	Crawl? ( <i>Move on hands &amp; knees</i> )	<input type="text"/>
Climb?	<input type="text"/>	Handle, grab, or grasp big objects?	<input type="text"/>
Stoop? ( <i>Bend down and forward at waist</i> )	<input type="text"/>	Reach?	<input type="text"/>
		Write, type, or handle small objects?	<input type="text"/>


This section of the SSA-3369 should be completed in terms of amount of time, e.g.) 1 hour, 2 hours, etc....






## Key points we need to know about past work

- Job titles
- Dates worked
- Hours worked per week
- Rates of pay
- Tools, machinery, equipment used
- Knowledge, skills, abilities required
- Extent of supervision required
- Independent judgment required
- Description of tasks and responsibilities
- Strength, endurance, postural, and physical demands
- Any special accommodations from employer
- Stressful part of job



## Step 5- Can the person perform other work?

- If the person is not able to perform past work as described **and** how it was performed in the general economy (DOT) then we move to step 5 of sequential evaluation.
- At Step 5 we consider his or her vocational factors of age, education and past work experience.
- We apply the RFC and these vocational factors to the Vocational Grids as a framework in determining the ability to perform other work.



## Tips for completing the work history

- If there are multiple jobs with the exact same job duties, only one description is needed. However, it is important to document that the jobs have the same description and duties.
- Exact dates of work may not be necessary in most cases. If dates are not known, listing the number of months or years, may be sufficient.
- The amount of detail that goes into a work history, becomes more important when the person is closely approaching advanced age or older. (Over 50 years old).



# Strategies & Sources for Completing the Work History Report

---

BYRON KISH, ESQ.  
OPERATIONS MANAGER  
SOAR STATE LEAD  
EASTERSEALS COLORADO  
LAKEWOOD, COLORADO

## Strategy for Filling out the Work History

- If Applicant is 50+ years old with physical impairments then be detailed
- Credibility = Consistency
  - If applicant has poor memory, let that come across. If they have good memory, then show how they are a good historian.
- Work History (PRW Facts) + MSR/Function Report = Disability
- Note work accommodations
- Use the Remarks Section if any question needs further explanation
- Attach extra pages if you need more space to answer a question
- SSA Forms asking for work history information: SSA- 3369, Work History Report, SSA-821, Work Activity Report and SSA- 3368, Adult Disability Report



Disability Benefits Services (DBS)

Solving the Puzzle!

## Cover Page Strategies

	Job Title	Type of Business	Dates Worked	
			From	To
1.	Cashier	Fast Food	8/2011	10/2011
2.	Stocker	Grocery Store	Spr 2010	Fall 2010
3.	Babysitter	Child Care	2004	2009
4.	Cook	Pizza Restaurant	See	Remarks

Dates Worked: List as specific as you can, but don't worry if you have to estimate the dates. You can note if you had to estimate the dates in the remarks section at the end of the report or if you had to get documents from the SSA, IRS, etc., to help you complete the dates. (remember, create a consistent image of the claimant & their limitations)

All of these are acceptable.

(See SSA-3368- Adult Disability Report and SSA-3369 Work History Report)



Disability Benefits Services (DBS)

Solving the Puzzle!

## Description of the Job Strategies

<b>JOB TITLE NO. 1</b>					
Rate of Pay	Per (Check One)			Hours per day	Days per week
\$ _____	<input type="checkbox"/> Hour	<input type="checkbox"/> Day	<input type="checkbox"/> Week	<input type="checkbox"/> Month	<input type="checkbox"/> Year
Describe this job. What did you do all day? (If you need more space, write in the "Remarks" section.)					

- Focus first on the tasks that you are no longer able to perform (this makes it easier for the examiner to see why CL's limitations prevent this work).
- Mention work accommodations and whether their ability to provide those accommodations ceased & led to the loss of employment (See SSA-3368 and SSA-3369)



Disability Benefits Services (DBS)

Solving the Puzzle!

## Job Details Page Continued

In this job, how many total hours each day did you:

Walk? _____	Kneel? (Bend legs to rest on knees) _____
Stand? _____	Crouch? (Bend legs & back down & forward) _____
Sit? _____	Crawl? (Move on hands & knees) _____
Climb? _____	Handle, grab, or grasp big objects? _____
Stoop? (Bend down and forward at waist) _____	Reach? _____
	Write, type, or handle small objects? _____

- Consistency: External vs. Internal vs. Perceived
- For instance, if you worked 8 hours per day for this job, then mutually exclusive tasks should equal 8 hours (e.g., standing + sitting + kneeling = 8 hours)
- If your job duties varied to the point that some days you stood for six hours but others you had to sit for six hours, then note this in the description of work or provide ranges of hours for a task (i.e., Stand: 2-6 hours; Sit: 2-6 hours)

(See SSA-3368 and SSA-3369)



Disability Benefits Services (DBS)

Solving the Puzzle!

## Job Details Page Continued

Lifting and Carrying *(Explain what you lifted, how far you carried it, and how often you did this.)*


- Pay attention to parenthesis on SSA forms (they tell you what the SSA means):  
What you carried + how far + how often
- How “often” you carried it can be expressed by the number of times you carried it in a work shift or work week; or it could be expressed by the number of hours you would have to carry the object.
- If you need more space, you can attach a separate sheet of paper (write “see attached”)  
(See SSA-3368 and SSA-3369)



**Disability Benefits Services (DBS)**

*Solving the Puzzle!*

## Sources of Information

- The SSA Field Office (not DDS) via the SSA 3288 or SSA 1696 forms
  - Past Disability Applications (prior SSA-3369 Work History & SSA-3368 Adult Disability Reports)
  - Summary Earnings Query (SEQY)
  - Detailed Earnings Query (DEQY)
- The IRS by ordering a past Tax Transcript:  
<https://www.irs.gov/individuals/get-transcript>
- Resumes, past employers (job applications), friends, & family
- If none of the above help/are available, then tell the examiner



**Disability Benefits Services (DBS)**

*Solving the Puzzle!*

## How Past Employers Can Help

- Employee records: disciplinary actions, performance evaluations, accommodations, sick days, etc.
- Managers & coworkers can write opinion letters on the claimant's functional limitations
- Source for both Work Activity Report and the Work History Report showing that past work wasn't SGA



Disability Benefits Services (DBS)

© Easterseals Colorado DBS 2017

*Solving the Puzzle!*



## Utilizing Vocational Information for SOAR Applications and Future Work Plans

---

LAUREN PATTI  
SOAR LOCAL LEAD  
ASSISTANT DIRECTOR  
BAYAUD ENTERPRISES INC.  
DENVER, COLORADO



## OUR SERVICES

Bayaud Navigator has a unique service model to assist people with significant barriers to employment move towards greater stability and self-sufficiency.

**Bayaud's  
unique model:**

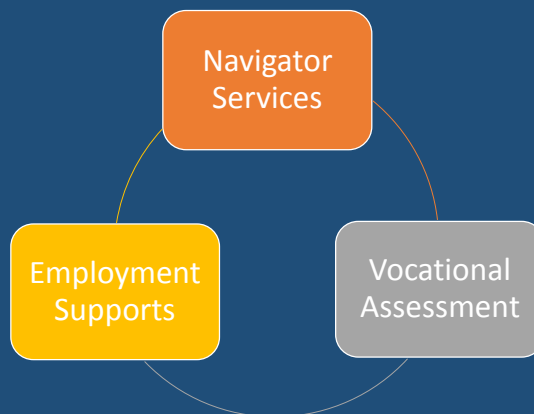
*Collaborative*

*Multi-faceted*

*Individualized*

*Interdisciplinary*

*Flexible*



*Participants can come to  
Bayaud and access  
services through any  
entrance point.*



**What is a Community Resource Navigator?**  
The goal of the Community Resource Navigator is to help you and your family access social services and other community resources that are available to you.

Identifying benefits and services you might qualify for can be difficult. Understanding where to go, complex applications and timelines to apply for assistance can be confusing and overwhelming.

**We can help!**

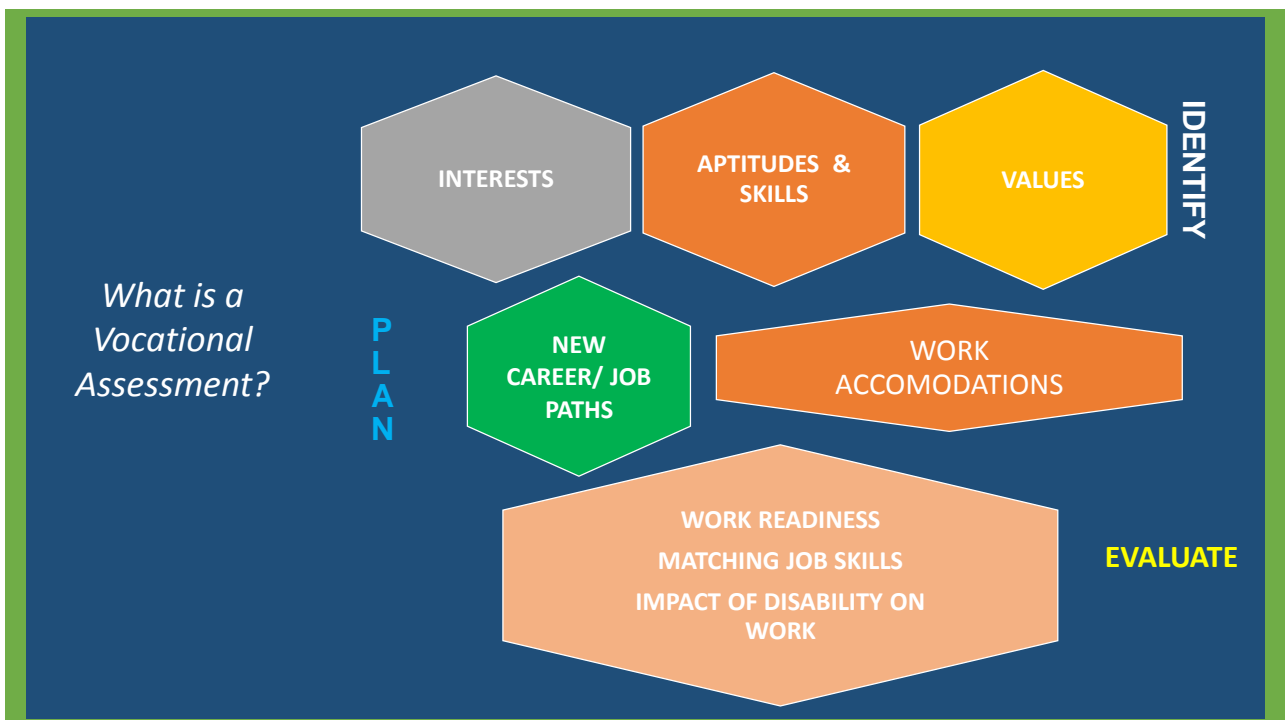
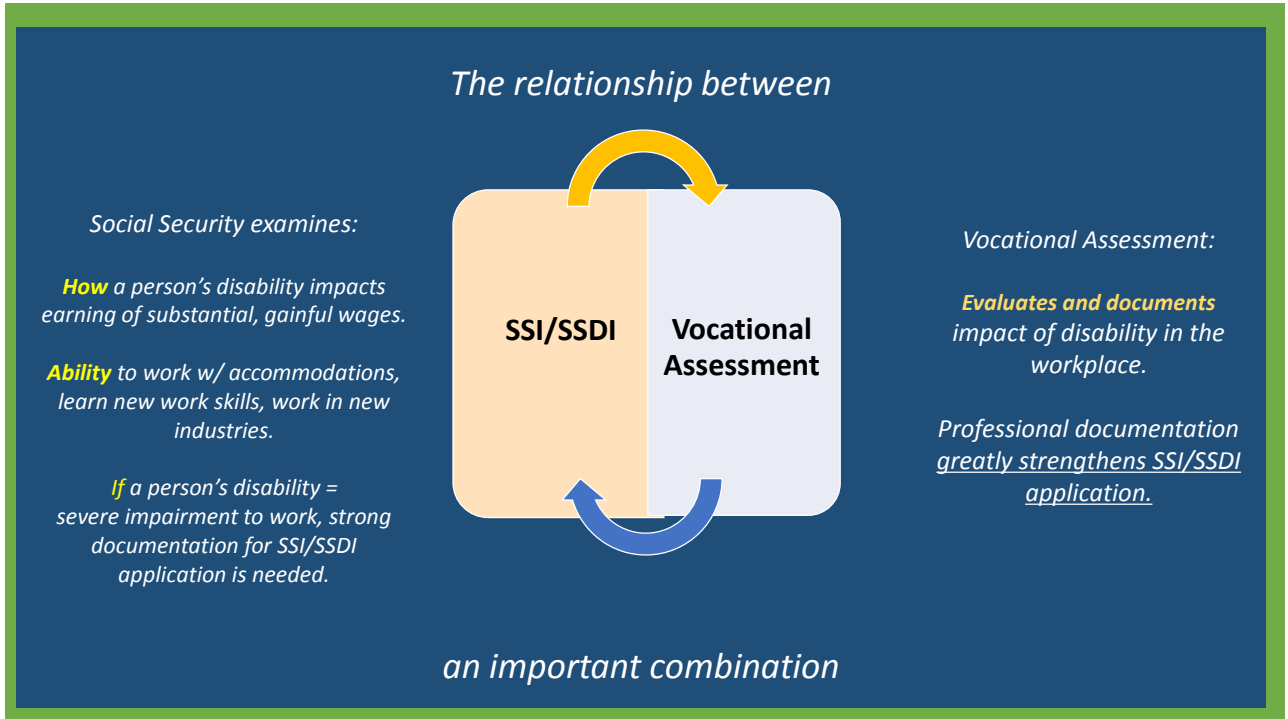
## OUR SERVICES

### Employment

Bayaud supports all stages of employment. Our model leverages workforce training and open job opportunities. Skilled Employment Specialists work with job seekers to create individualized plans and work goals.

- Online job search**
- Resume development**
- Interview, customer service, and employer perspective training classes**
- Community and Internal Job Development**
- Relationships with local area employers**
- Ongoing support**





*Social Security uses a 5 step process to determine eligibility:*



(See SOAR Online Course, Class 1, Article 6)

*It is very important to explore both paths – employment and disability benefits*

- Need more, updated records for SSA
- How does impairment impact work?
- Move to a new job/career? What direction?

Screening

### Vocational Assessment

- Formal documentation of work challenges/ severity of impairment
- Feedback about skills, values, interests, new job/career directions
- Outline accommodations such as assistive technology, job coaching, etc.

- Submit formal Vocational Assessment to SSA as part of the application

- Specifically address steps 4 & 5 of the Sequential Evaluation: Can person work previous job? Impairment allow for other type of work?

SSI/SSDI



## Questions and Answers

---

### Facilitated By:

SAMHSA SOAR Technical Assistance Center  
Policy Research Associates, Inc.

- Please type your question into the Q&A panel on the right side of the screen.



## For More Information on SOAR

---

<http://soarworks.prainc.com>

SAMHSA SOAR TA Center  
345 Delaware Avenue  
Delmar, New York 12054  
(518) 439-7415

[soar@prainc.com](mailto:soar@prainc.com)

