

SOAR for Children Building Resiliency & Supporting Families

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

Missouri Spring Training Institute
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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).

Purpose and Objectives

- Share the importance of Supplemental Security Income (SSI) benefits for children and their families
 - Including income, health insurance, education and employment supports, and housing stability
- Offer opportunities for community members to get involved with SOAR for children
 - Connecting to local SOAR efforts, the SOAR Online Course, and the SOAR Online Application Tracking (OAT) program

What is SOAR?



- A model for assisting eligible individuals to apply for Social Security Administration (SSA) disability benefits
- For individuals who are experiencing or at risk of homelessness and have a serious mental illness, co-occurring substance use disorder, or other physical disabilities
- Sponsored by SAMHSA in collaboration with the Social Security Administration (SSA) since 2005
- All 50 states and Washington, DC currently participate

SSI for Children

The Basics

SSI for Children: The Basics

Supplemental Security Income (SSI)

- Benefits for low income individuals
 - Financial need is a complete picture of income, living arrangement and family resources
- Children who are disabled or blind
- Federal benefit rate is \$771/month (2019)*
- Provides Medicaid in most states

*<https://www.ssa.gov/ssi/text-general-ussi.htm>

SSI Eligibility: Definition of Disability for Children

Mental health or physical condition(s)

- Diagnosis
- Documentation
- Duration

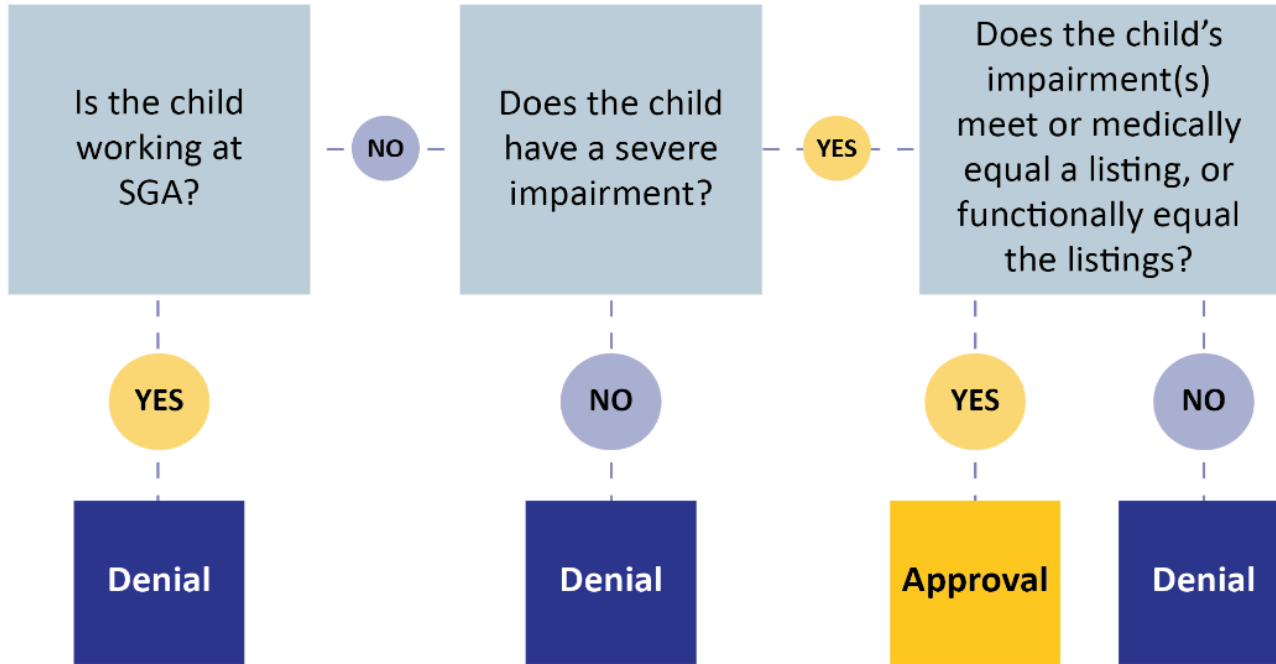


Functional Impairment(s)

- SSA will determine how the child's functional abilities compare to the functional abilities of a child of the same age who does not have physical or mental impairments.

Sequential Evaluation for Children

The Social Security Administration's Sequential Evaluation for Children



Sequential Evaluation: Why is SSA asking about SGA?

- The Sequential Evaluation is the medical evaluation for SSI
- While working to SGA levels might seem like a non-medical question, it is part of the medical evaluation by DDS of the child's capacity to function while having medical or mental disorders
- SGA is a part of the sequential evaluation for children, but it is not part of the definition of disability, as it is for adults
- If the child is working and earning above SGA (\$1,220/month in 2019), the child is not eligible for SSI
 - If the child is working, SSA will ask for an SSA-821 Work Activity Report

Step 3 of the Sequential Evaluation: Basic Terminology

- **The Listing of Impairments:** Child Listings (also known as the "Listings" or "Blue Book") is SSA's categorized lists of illnesses/conditions and the severity criteria that must be met for a child to be considered disabled
- **Meeting a Listing:** Each Listing has specific criteria for establishing a diagnosis, confirming the existence of an impairment, or establishing that the impairment(s) satisfies the criteria of a particular listing in the body system
- **Medically Equaling a Listing:** The impairment(s) are at least equal in severity and duration to the criteria of any listed impairment, and cause marked or severe limitations in functioning
- **Functionally Equaling a Listing:** The impairment(s) does not meet or medically equal any listing, but is of listing-level severity; i.e., it must result in "marked" limitations in two domains of functioning or an "extreme" limitation in one domain

Functional Equivalence

SSA evaluates six domains of functioning to determine if the child functionally equals the severity level of a listing:

1. Acquiring and using information
2. Attending and completing tasks
3. Interacting and relating with others
4. Moving about and manipulating objects
5. Caring for yourself
6. Health and physical well-being

These are similar to, but not the same as the areas of mental functioning!



SSA's "whole child" approach: recognizes that many activities require the use of more than one of the abilities described in the first five domains, and that they may also be affected by a problem considered in the sixth domain

We'll cover each of these domains in more depth!

Areas and Domains of Functioning

Areas of Mental Functioning (Paragraph B Criteria)	Domains of Functioning
Understand, remember, or apply information	Acquiring and using information
Concentrate, persist, or maintain pace	Attending and completing tasks
Interact with others	Interacting and relating with others
	Moving about and manipulating objects
Adapt or manage oneself	Caring for yourself
	Health and physical well-being

Meeting or Medically Equaling a Listing



Functionally Equaling a Listing



Identifying Children for SOAR Assistance

- Familiarize yourself with the key SSI eligibility criteria outlined in the SOAR tools listed below
 - Use these tools to identify children who most need your assistance
- Do not discourage anyone from applying for SSI benefits
- Plan for alternative service or referral
- Consider adding your program acceptance criteria



SOAR Tools:

*Identifying SOAR Applicants for Children's SSI and
Sample SOAR Referral Tool: Child*

Definition of Homelessness: HEARTH Act and SOAR

Experiencing Homelessness	At-Risk of Homelessness
<ul style="list-style-type: none">▪ Lacks fixed, regular, and adequate nighttime residence, or▪ Will imminently (<14 days) lose primary nighttime residence, or▪ Unaccompanied youth (<25 yrs) or families with youth who qualify under other Federal statutes, or▪ Fleeing domestic violence	<ul style="list-style-type: none">▪ Earns <30% of median family income, and▪ Insufficient resources/support networks immediately available to prevent homelessness, and▪ Exhibits 1+ risk factors of homelessness (e.g., recent housing instability, exiting publicly funded institution or system of care)

SOAR is also appropriate for those served by SSVF, HUD-VASH, Housing First, other Permanent Supportive Housing, or children exiting foster care

SSA Forms for Children

All SOAR Applications

SSA Form Submitted Online

SSA-3820: Child Disability Report

SSA Forms Submitted on Paper

SSA-827: Authorization to Disclose Information to SSA

SSA-1696: Appointment of Representative

SSA-8000: Application for Supplemental Security Income (SSI) (completed for the child)

Additional forms, as needed

SSA Forms Submitted on paper – If Applicable

SSA-8010: Statement of Income and Resources *(completed if living with parent who is not also applying for SSI)*

SSA-3375, 3376, 3377, 3378, or 3379: Child Function Reports (by Age)

SSA-5665: Teacher Questionnaire

Other forms related to current work activity (SSA-821), HIV/AIDS (SSA-4815), etc.

SOAR as a Foundation for Recovery

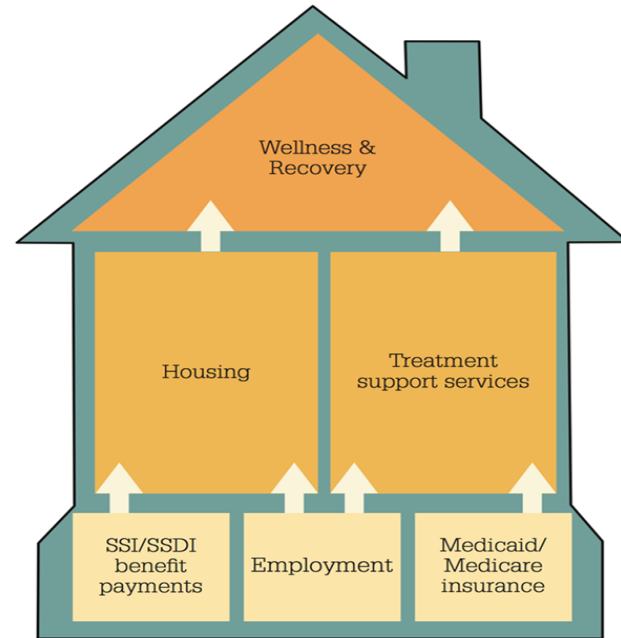
The Basics

A Foundation for Recovery

More Than Income

- Access to health care and housing
- Increased education and employment opportunities
- Decrease in incarcerations and hospitalizations

SSI: One Brick in Foundation



How do States and Communities Benefit?

SSI and Medicaid bring federal dollars into states, localities, and community programs:

- Health providers can recoup cost of uncompensated care.
- States and localities can recoup the cost of public assistance.
- Cash benefits and back payments received by individuals is spent in the local community (*2018: \$406 million**).

* <https://soarworks.prainc.com/article/soar-outcomes-and-impact>

Missouri Benefits from SOAR!

- In the state of Missouri, when applicants are approved for Social Security Disability Benefits providers can recoup the cost of uncompensated care.
- When agencies use SOAR, applications are approved a much higher and faster rate than using the traditional model.
- Twelve applicants that were approved using SOAR allowed providers to recoup **\$104,084.23** in previously uncompensated care!
- Missouri SOAR Billing Code

What Makes SOAR Unique?



SOAR-trained case workers are the heroes!



SOAR Works!

CUMULATIVE OUTCOMES

39,213

cumulative initial
approvals

45,137

people receiving
benefits because
of SOAR

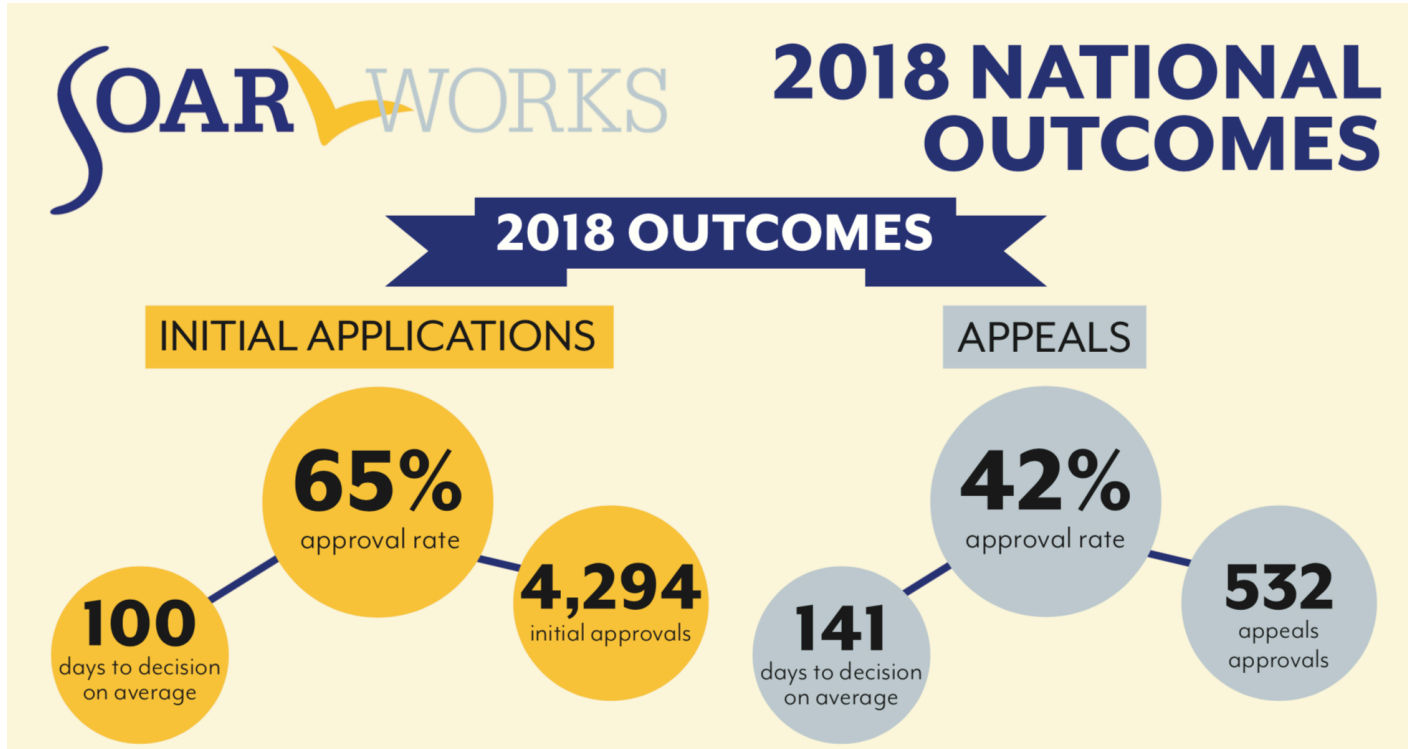
5,924

cumulative appeal
approvals

*National SOAR outcomes as of June 30, 2018

<https://soarworks.prainc.com/article/soar-outcomes-and-impact>

2018 National Outcomes



*As compared to a 29% approval rate for all SSI/SSDI applicants nationwide

SSI Annual Statistical Report, 2017. Table 70. SSA Pub. No. 13-11827. Washington, D.C.: SSA, September 2018

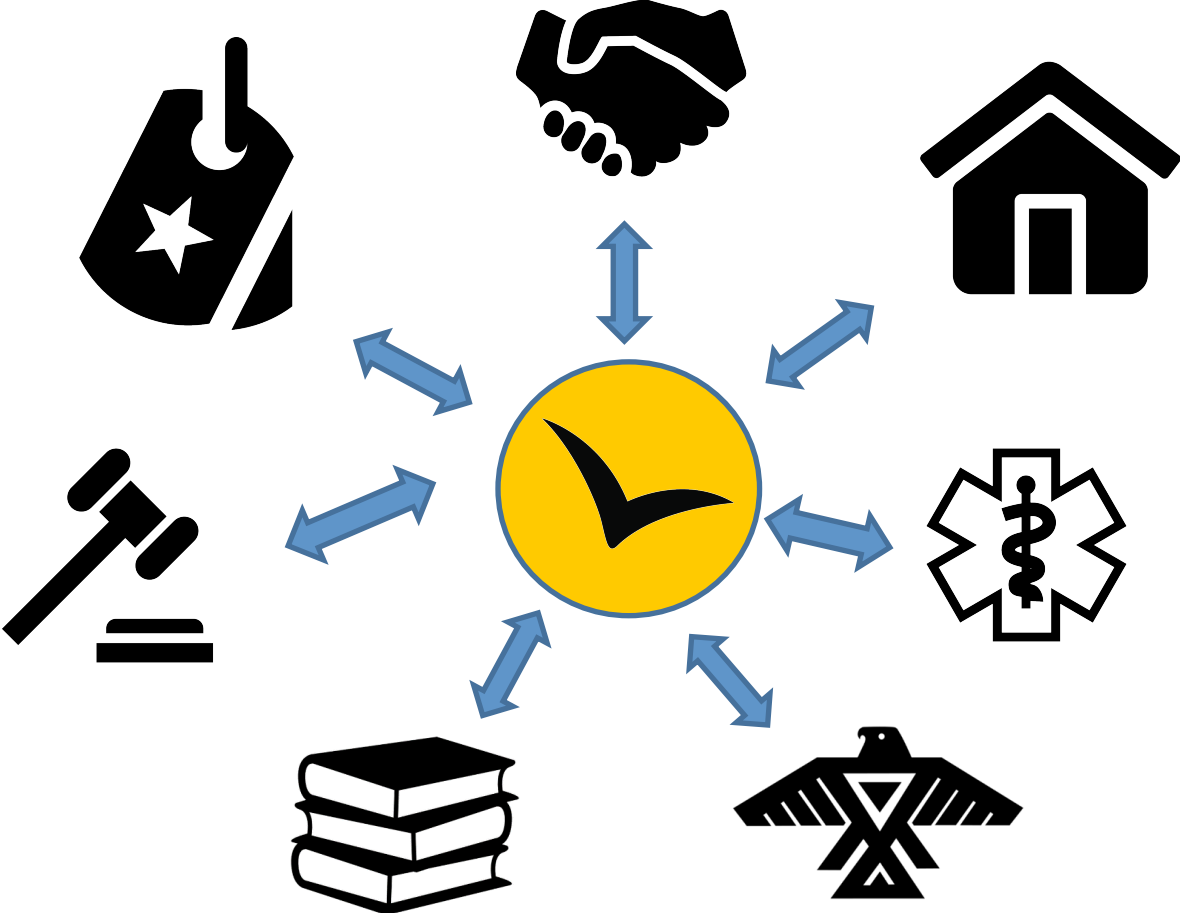
Child SSI Application Outcomes

- Select providers in Arkansas, Florida, Kansas and Nevada have been implementing SOAR with children
- 368 decisions, 72 percent approval rate*
- Average of 106 days to decision



**Outcomes reported in the SOAR Online Application Tracking (OAT) program*

Community Collaboration



SOAR Leadership Structure



SOAR TA Center

- Facilitates strategic planning meetings
- Conducts Leadership Academies, webinars, & learning communities
- Develops resources, including SOARWorks, the SOAR Online Course, and OAT
- Provides TA at all stages of SOAR implementation



State Team Lead

- Facilitates state steering committee
- Directs plans to grow & sustain statewide activities
- Serves as liaison to localities
- Maintains relationships with SSA & DDS
- Submits SOAR outcomes to the TA Center



Local Lead

- Facilitates local steering committee
- Directs local implementation plans
- Facilitates SOAR Online Course cohorts
- Conducts SOAR Online Course Review Sessions
- Ensures quality applications & reports outcomes



Case Manager

- Completes high-quality SSI & SSDI applications using the SOAR model
- Communicates with local SSA & DDS representatives
- Tracks application outcomes

- *OAT: Online Application Tracking Program
- *DDS: Disability Determination Services
- *TA: Technical Assistance

Oh, the support you will receive!

SOAR TA Center Activities and Support



SOAR Online Course



SOAR Leadership Academy



SOAR Online Application Tracking (OAT) Program



SOARWorks Library



Individual Technical Assistance



SOARing Over Lunch



SOAR eNews



Bi-Monthly Webinars

SOAR Online Courses and OAT

Get trained, track outcomes!

Benefits of the SOAR Online Course



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

- Standardized training provided across all geographic areas
- SOAR Leaders can coordinate follow-up training and support
- Course is FREE, web-based, and self-guided
- 20 CEUs from National Association of Social Workers (NASW)

SOAR Online Course: Articles and Tools

The Need for SOAR

View Edit Manage display Node export Articles



Key Lessons from SuperSOAR

SOAR is about people, not forms. Success comes from compassion, persistence, and confidence in using SOAR and the tools it offers. You do NOT need to become an expert in SSA regulations or have all the answers.

Key Lessons from SuperSOAR

The SOAR model for completing SSI applications utilizes five critical components that significantly increase the likelihood of an approval for those who are eligible.



Class Overview

The Need for SOAR provides an introduction to the SOAR model, its values, and the roles and responsibilities of key stakeholders, especially case managers.

- Why SOAR is an important tool for case managers to use when assisting children who may be eligible for SSI
- Important community organizations and stakeholders necessary for a successful SOAR effort and the roles they play
- An overview of SSA's disability benefit program for children, SSI
- An introduction to the critical components of the SOAR model

CLASSES IN THIS COURSE

1. The Need for SOAR

Class Home

1. What is SOAR?
2. SSA: What is Disability?
3. Access to the SSA Disability Program: Players, Roles, and Tasks
4. Steps in the SSA Disability Application Process for Children
5. Disability Determination: The SSA Sequential Evaluation
6. The SOAR Model: Critical Components
7. The SOAR Process: Critical Components in Action
8. Definitions of Homelessness
9. Identifying SOAR Applicants for Children's SSI
10. Social Service Systems: Child Welfare, Children's Behavioral Health and Juvenile Justice
11. SOAR Values
12. Try It: Key Concepts of Class 1
13. Class 1 Conclusion

Meet Your Client

2. Initiating the Application

3. Exploring Basic Eligibility



Sample SOAR Referral Application: Child

Please complete in full and fax to: [Contact Person] at ____

Child's Name: _____ Date of referral: _____
 Referring agency: _____ Referring staff and title: _____
 Referral contact number: _____ Referral email address: _____

Child's Identifying Information:

Date of birth: _____ SSN: _____ Medicaid/Medical Insurance Number: _____
 Gender: _____ Race: _____ Language(s) spoken: _____
 Education (last grade completed): _____ Current school: _____
 Parent/Legal Guardian contact name and number: _____

Part A: Address and Living Arrangement

Address (street address, city, state, zip code, county): _____

With whom is the child living? Check the appropriate selection

With parent(s)	<input type="checkbox"/>	With friends or other unrelated persons	<input type="checkbox"/>
With a relative who is not the child's parent	<input type="checkbox"/>	Unaccompanied (by him or herself)	<input type="checkbox"/>
With a guardian or foster parent	<input type="checkbox"/>		

Where is the child currently living? Check the appropriate selection

Homeless	At-Risk for Homelessness
Outdoors <input type="checkbox"/>	Doubled up/couch-surfing <input type="checkbox"/>
Shelter <input type="checkbox"/>	Received eviction notice or has substantial arrears in rent/utilities <input type="checkbox"/>
Transitional Housing <input type="checkbox"/>	Permanent supportive housing that is grant funded (Housing First placements) <input type="checkbox"/>
If homeless, how long has the child been homeless: Years _____ Months _____	Currently in or exiting foster care <input type="checkbox"/>
	Hospital/Residential Treatment/Group Home <input type="checkbox"/>
	Juvenile detention facility <input type="checkbox"/>

If the child is in a hospital, treatment, or juvenile detention facility, is he/she expected to be released within 30 days?
 Yes No Was he/she experiencing homelessness before entering the facility? Yes No

Part B: Current or Past Applications for SSI

Has the child previously applied for Supplemental Security Income (SSI)?	<input type="checkbox"/> No <input type="checkbox"/> Yes	If yes, date: _____
What was the decision on the application?	<input type="checkbox"/> Pending	If pending, is the child working with a lawyer? <input type="checkbox"/>
	<input type="checkbox"/> Denied	Yes <input type="checkbox"/> No
	<input type="checkbox"/> Approved (previously received SSI)	If denied, did the child appeal? Is he/she waiting on a decision? Is he/she working with a lawyer?
		If the child previously received SSI, please list the dates: _____
		Why is the child no longer receiving SSI? _____

SSI/SSDI Outreach, Access and Recovery (SOAR) Technical Assistance Center

April 23, 2018

Practice Cases: Videos and Records

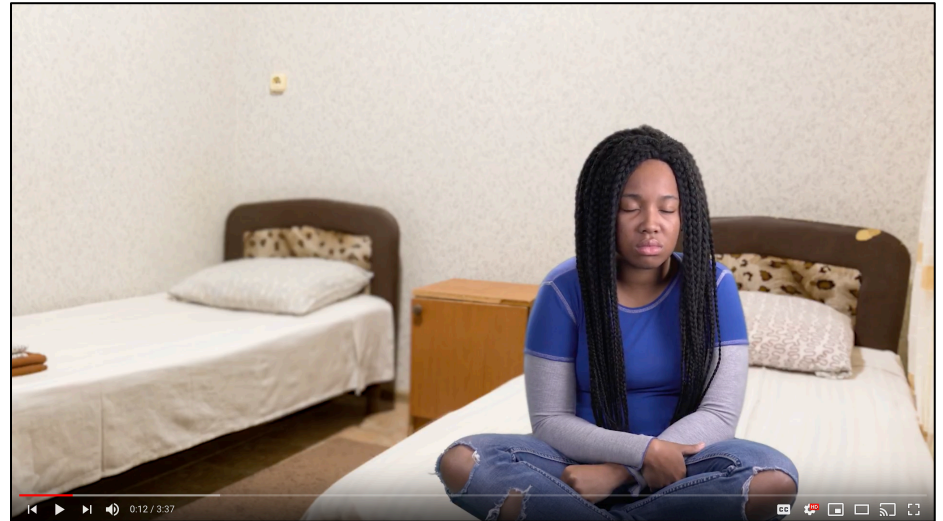


XYZ Community Shelter
Housing is Healthcare!

PROGRESS NOTE

Date: 10/01/2017
Resident: The Williams Family (Kimberly,
Marshall and Jessica)

Case Worker: Sandy Jenkins
Location: Shelter Office



Some City Youth Mental Health Center
Recovery is Possible!

PSYCHIATRIC EVALUATION

Program Participant: Marshall G. Williams
Participant ID: 1234567
Date of Birth: 02/19/2006
Gender: Male
Ethnicity: Caucasian

Diagnosis:



314.01 Attention-Deficit/Hyperactivity Disorder (ADHD)
300.02 Generalized Anxiety Disorder
Z55.9 Academic or Educational Problem

History of Present Illness:

Marshall has a history of ADHD and anxiety and has been taking Adderall daily since

Getting Involved: Time Commitment

- Training: 20 hours
- 20-40 hours per complete application
- SOAR Critical Components
- Outcome Tracking
- Benefit to Your Agency and the Individuals You Serve



Getting Involved with SOAR

You want to be a SOAR provider? That's great! Here's what to expect.

SOAR promotes recovery and wellness through increased access to Social Security disability benefits for eligible individuals who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. SOAR providers assist individuals with complete and quality applications. This is not an easy task, and we want to be sure that you understand the commitment required – we believe it is well worth the effort!

Training

The SOAR Online Course trains providers to assist individuals with the Social Security disability application process. The course includes an Adult Curriculum for assisting with Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) claims for adults and a Child Curriculum for assisting with SSI claims for children.

- The SOAR Online Course: Adult and Child Curriculums are free and are located on the SOARWorks website (<https://soarworks.prairc.com/content/soar-online-course-catalog>).
- Each curriculum consists of seven classes, each of which has a series of articles, short quizzes, and a practice case component. The practice case provides an opportunity for trainees to apply what they have learned in the course by completing a sample application packet for a fictitious applicant using SOAR techniques.
- It takes approximately 20 hours to complete each curriculum and participants can work at their own pace, starting and stopping as they wish. However, we encourage students to complete the curriculum within 30 days to retain the information learned.
- Upon successful completion, participants will receive 20 CEUs (continuing education units) from the National Association of Social Workers (NASW).

Many SOAR Local Leads offer one-day SOAR Online Course Review Sessions to review key components of the curriculum, discuss local/state practices, and connect new providers to local Social Security Administration (SSA) and DDS (Disability Determination Services) offices.

Time Commitment

We estimate that each SOAR application will take approximately 20-40 hours to complete, from initial engagement to receiving a decision on a claim. This generally occurs over the course of 60-90 days.

- The time spent on each application will vary depending on the amount of engagement that is needed as well as other variables such as the experience level of the SOAR worker. For example, engagement with an applicant who is residing in an institution may take 20 hours, while it may take longer to connect with someone who is living outside or difficult to contact.

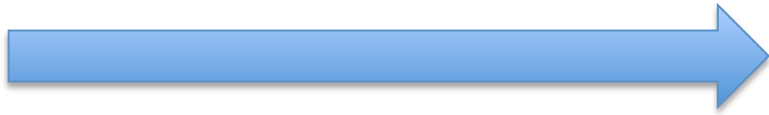
SOAR Critical Components

SOAR providers with higher approval rates credit their success to implementing the SOAR critical components³ and submitting high quality applications. Use of these components significantly increases the

Online Application Tracking (OAT)



All the reasons
OAT is awesome!



- Web based
- User friendly
- HIPAA compliant
- Monitors quality
- Takes only 3-5 minutes
- It's FREE!

<https://soartrack.prainc.com>

OAT Case Worker Dashboard

OAT WORKS
Online Application Tracking
Dashboard Applications Reports ▾
Hi, Sarah Smith (Case Worker) ▾ Logout

Sarah Smith (Case Worker) #12100

Agency One • Test City • YY

30 pending

Apps	Created	Email
202	05/14/2015	ssmith_cw@agencyone.com

My Initial Outcomes

Approvals	Denials	Decisions	Days
70%	30%	123	30
86 Approved	37 Denied	Total Initial	AVG Days

YY	National
Approvals	Approvals
85%	65%
100 Total	53752 Total

New Applicants

Applicant ID ?

Example: Jane Doe, born in 1985, with a SSN of 123-45-6789. ID = ja85do6789

Create Applicant

Monthly Snapshot

0
0

New Apps this Month
Approved Apps this Month

INITIAL	INITIAL
RECON	RECON
ALJ	ALJ
NON SOAR	NON SOAR

Pending Apps
All Apps

Sarah Smith - Pending Applications

Application Type Export CSV

Show All ▾

Show 10 entries Search:

ApID	PFD Date	App Date	Type	Status	Actions
an58fa2222	-	-	ALJ Hearing using SOAR	PENDING	Continue ▶
dd12ww0345	-	12/14/2016	Reconsideration using SOAR	PENDING	Continue ▶

Next Steps

Lets begin to SOAR!

Next Steps

- Learn more about SOAR!
- Get in touch with your SAMHSA SOAR TA Center Liaison (Dan Coladonato, dcoladonato@prainc.com)
- Reach out to your SOAR State Team Lead (Brooke Dawson, Brooke.Dawson@dmh.mo.gov) and Local Leads (see SOAR in Your State on the SOARWorks website)
- Register for the SOAR Online Course

Additional Resources

- SOAR Works Website and Online Course: <https://soarworks.prainc.com/>
- SOAR Outcomes Tracking: <https://soartrack.prainc.com/>
- SOAR Children and Youth Resources: <https://soarworks.prainc.com/article/children-and-youth-resources>
- SSA Disability Information: <https://www.ssa.gov/benefits/disability/>
- SSA Employment Supports: <https://choosework.ssa.gov/>

Discussion

Question and Answer!

Connect with us!

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Thank You

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

<https://soarworks.prainc.com>

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www.samhsa.gov

1-877-SAMHSA-7 (1-877-726-4727) • 1-800-487-4889 (TDD)