

**Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI)  
Outreach, Access, and Recovery (SOAR)**

**Requirement:** Contract  
**Frequency:** Monthly Reporting of SOAR data  
**Due Date:** N/A

SOAR is a national project funded by the Substance Abuse and Mental Health Service Administration (SAMHSA) that is designed to increase access to SSI/SSDI for eligible adults and children either homeless or at risk of becoming homeless who have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

The Managing Entity shall ensure that Network Service Providers are implementing the SOAR process within their region in collaboration with key stakeholders. Network Service Providers must have specifically identified case managers trained in and utilizing the SOAR model.

Access to SSI/SSDI is a major tool in recovery from mental illness and homelessness. Without these benefits, it is extraordinarily difficult for individuals who are homeless or on the verge of homelessness to engage in treatment, to keep appointments, to maintain housing, and to meet other basic needs. The online SAMHSA SOAR TA Center offers Online Courses that train case managers to assist individuals to apply for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI). The training can be found at the following website: <https://soarworks.samhsa.gov/content/soar-online-course-catalog>. The online training provides an in-depth, step-by-step explanation of the SSI/SSDI application and disability determination process for case managers working with this population. It focuses on the initial application and thorough documentation of the disability to avoid appeals, reduce the need for consultative exams, increase approval rates, and reduce times to decisions.

To this end, the Managing Entity has a Regional SOAR Team Lead (RSTL) and is available to provide technical assistance in collaboration with the SAMHSA funded SOAR Technical Assistance Center. The Managing Entity RSTL has also identified other local team leads and trainers available in the region to assist as needed. The Office of SAMH has established a SOAR Stakeholders Committee to serve as the required State Planning Team for implementation, expansion, and strategic planning on SOAR initiatives.

**A. SOAR Implementation:**

The goal of the SOAR process is designed to increase recovery support; access to the disability income benefit programs administered by the Social Security Administration (SSA). The original intention of the program was created to reduce or eliminate homelessness by reducing financial barriers that impede recovery and, in some cases, promote access to care to assist in recovery. The SOAR process assists a defined target population: adults and children with mental illnesses or co-occurring disorders who are homeless or at risk of homelessness. The process assists these individuals by increasing access to SSI/SSDI benefits.

**B. Admissions and Discharge**

All SOAR admissions are voluntary and require consent and participation.

The Network Service Provider shall maintain the following clinical documentation for individuals served in the program.

### **Intake Documentation Requirements**

The file contains basic demographic information, which includes (1) Client's name, (2) address, (3) telephone number, (4) marital status, (5) sex, (6) legal status, (7) race, (8) date of birth, (9) guardian contact information for minors, (10) referral source and (11) staff name of who has responsibility of the client.

The file contains, if applicable, a time-specific statement authorizing release of confidential information, signed, and dated by the client or guardian, which designates the agency to receive the information, purpose of the disclosure, how much and what kind of information to be disclosed, statement that the consent is subject to revocation at any time and date which consent will expire if not revoked before.

### **Assessments/Examination Documentation Requirements**

The SOAR assessment is completed within 30 days after intake and includes the following with client input: (1) presenting problem, (2) current and potential strengths and problems, (3) relationship with family members and significant others, (4) service agencies with whom the client has been involved and involvement or need for involvement in social support systems.

### **Service/Treatment Planning**

The SOAR service/treatment plan is completed 30 days after intake with the following goals and objectives with client input: (1) Achievable observable measurable, (2) reasonable timeframe, (3) actions needed to attain the goals and staff responsible, (4) incorporate needs and strengths from the assessment and (5) goals for each identified issue.

### **Progress Notes Requirements**

Progress notes shall be prepared at least monthly for clients having a service/treatment plan unless documented otherwise.

Progress notes contain the (1) client's name, (2) client identification number, (3) staff name, (4) service date, (5) service duration, (6) a description of the service provided, (7) progress, or lack thereof, relative to the service/treatment plan or modified service/treatment plan from changes in client's needs, resources, or findings.

Progress note content must address SOAR activities.

### **Discharge/Termination Requirements**

If no contact over 90 days, file must be closed, unless service/treatment plan indicates less frequent contact. The reason for the discharge/termination must be included.

Discharge/Termination report must be in the client record within 4 weeks after the termination of services.

Discharge/Termination report shall include the following: Evaluation of impact of agency's services on client's goals/objectives, date and signature of individual preparing report, if there is a referral and a reason for the referral must be noted.

**The Network Service Provider is required to:**

- 1) If the network service provider offers adult mental health general revenue case management services under the LSFHS contract, the provider shall employ one full-time employee to be utilized as a dedicated SOAR processor whose sole duty is to process SOAR applications for SAMH clients. Documentation of the processor's SOAR training will be maintained in the personnel file.
- 2) Each dedicated SOAR processor is required to assist with at least four (4) SSI/SSDI applications per quarter each year.
- 3) Each dedicated SOAR processor will complete all SSI/SSDI paperwork necessary for applications within 60 days of the protective filing date, defined as the time when an applicant first contacts the Social Security Administration indicating an intent to file for SSI/SSDI. Each dedicated SOAR processor will ensure that 75% of SSI/SSDI applications are completed in a fashion which allows 90 days average to decision. SSA Field office and DDD/DDS processing timeframe issues will be factored in on a case by case basis.
- 4) If applicable, each dedicated SOAR processor will complete the appeal process for those applications which may be denied upon initial review.
- 5) Each SOAR processor will develop a best practice screening process to determine the best consumers to begin applications on behalf of. SOAR best practice tools can be located at: <https://soarworks.samhsa.gov/content/library-home>
- 6) Each SOAR application completed must have a Medical Summary Report.
- 7) The dedicated SOAR processor will maintain a minimum approval rating of 60% of submitted applications on the initial submission during each calendar year.
- 8) Ensure SOAR training is completed using the SOAR Online Course and refresher trainings using the SOAR Online Course once every four (4) years for all SOAR staff. SOAR trainings for specifically identified case managers and agency leads using the SOAR Online Course, are available at: <https://soarworks.samhsa.gov/content/soar-online-course-catalog>. A training on how to complete applications for children can also be completed at the following website. Completed child applications can be applied to successful outcomes on a case-by-case basis. **Error! Hyperlink reference not valid.** Report data and outcomes to the RSTL and SOAR Technical Assistance Center using the Online Application Tracking (OAT) system, available at: <https://soartrack.samhsa.gov/login.php?msg=10>, including, but not limited to:
  - a. Number of SOAR-assisted SSI/SSDI applications.
  - b. Decisions on applications, including appeals; and
  - c. Numbers of days until applications are approved from date of application submission to date of decision.
- 9) Notify Network Manager when SOAR Processor has resigned from the agency.
- 10) SOAR Processors are required maintain individual medical records for each SOAR participant containing an intake form, a determination of eligibility for SOAR services, a SOAR service plan, and progress notes per 65E.4 guidelines as case management services will be the primary billing mechanism. If the SOAR program is part of a larger milieu of services, the consumer is participating in at a community provider the SOAR material must be integrated into that record.
- 11) Critical in addition to items in number 10 above, SOAR related documents must be deposited in the individual record and include the following (If applicable):
  - a. SSA- 1696

- b. SSA- 827
- c. Agency ROI
- d. Copy of SSA-16 SSDI application
- e. SSA-8000 SSI application
- f. Medical Summary Report (Signed if possible)
- g. Medical Records
- h. Work History Report
- i. Function Report (If applicable)
- j. Third Party Function Report (If applicable)

**Additionally, the Network Service Provider is required to:**

- 1) Attend the regularly convened local planning team meetings to explore and identify funding and sustainability as well as develop a collaborative effort to implement the SOAR model in the region.
- 2) Sign up for a SOAR distribution list that will be organized by the ME for ongoing communication and dissemination of meeting minutes.
- 3) Report progress and challenges during regular meetings or by contacting the appropriate member of the ME staff if meetings cannot be attended by the provider. Providers are also encouraged to identify and address technical assistance needs as consistently as possible.

More information on SOAR can be viewed at <https://soarworks.samhsa.gov/>

Network Service Providers are encouraged to work closely to gain referrals from their Care Coordination departments, in house psychiatric departments, medical staff, case management, crisis stabilization units/detox services and homeless service Continuums of Care (CoC) providers to assist in locating and confirming consumers with a probable disability which limits or prohibits the ability to work for eligible adults either homeless or at risk of becoming homeless who have a serious mental illness, medical impairment, and/or a co-occurring substance use disorders.

As eligible and appropriate, it is expected that priority should be given to consumers identified and enrolled in Care Coordination as outlined in Incorporated Document 31-Care Coordination. It is recommended that the SOAR processors have established and make regular contact with the Care Coordination program(s)/person(s) at their agency, if applicable, to identify potential eligible clients to be prioritized for SOAR.

SOAR will be administered according to DCF Guidance 9, which can be found at following link using the applicable fiscal year: <http://www.myflfamilies.com/service-programs/samh/managing-entities/>.