



A User's Guide to Entering SOAR Outcome Information

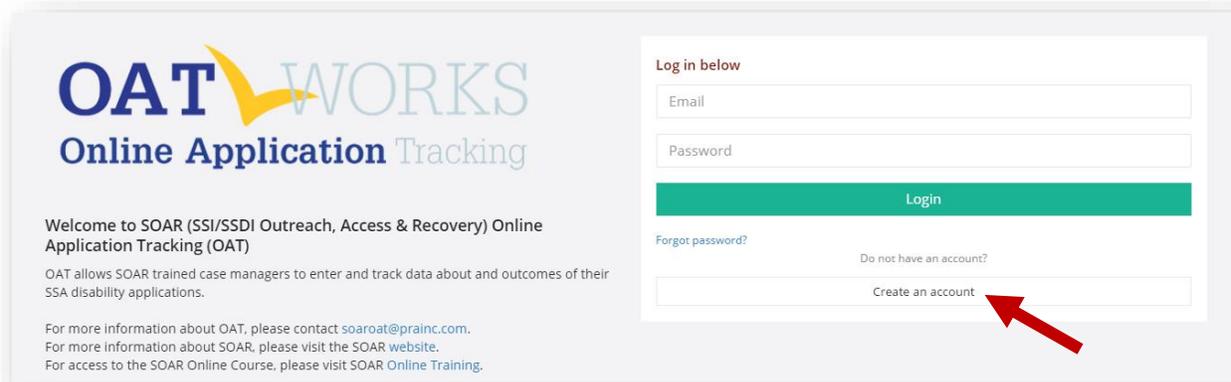
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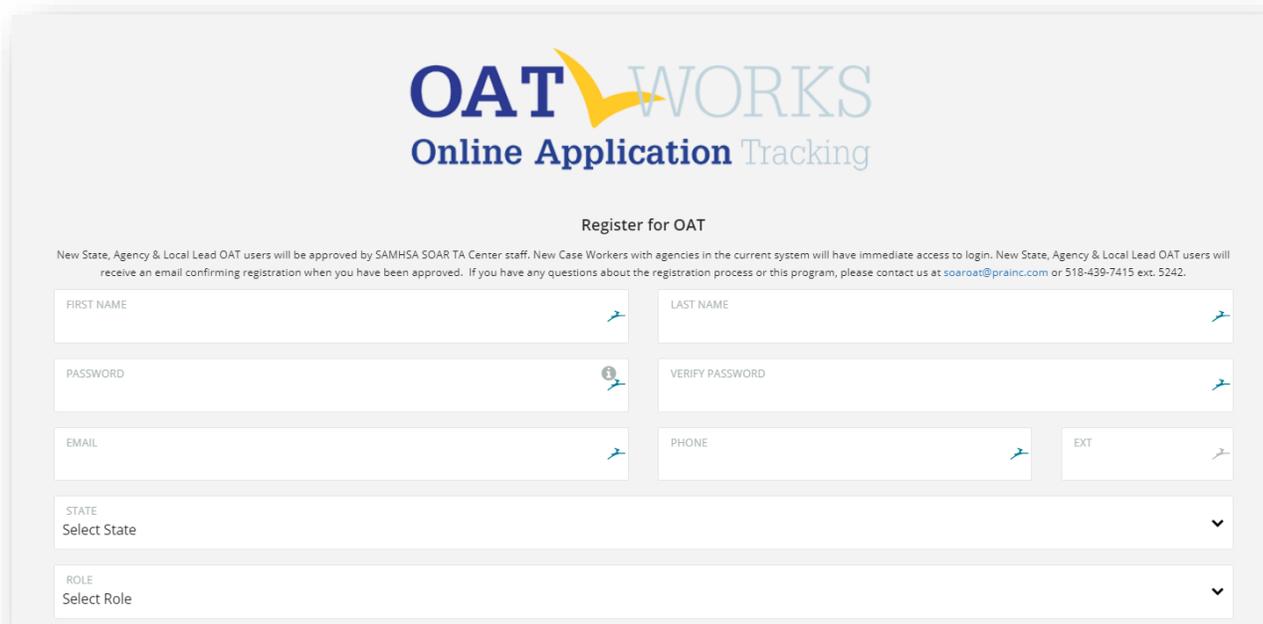
SOAR Online Application Tracking (OAT) User Guide

User Registration

Go to <https://soartrack.prainc.com/> and click on “Create an account” in the User Log-In box.



This will bring you to the *Register for OAT* page:



Demographics

Demographic information requested includes First Name, Last Name, Email, Phone, State, County, and City.

Create a Password

Your password must be at least 8 characters and contain *at least 3* of the following: Uppercase Letter, Lowercase Letter, Number, and/or Special Character.

User Roles

There are four roles in OAT, each outlined below. Select the most appropriate one for you at the time of registration. Please note you can only choose one. All roles include the capability to enter your own cases, *if you have completed the SOAR Online Course or attended a recent in-person training by an authorized trainer*. All roles must be approved by the SAMHSA SOAR TA Center's OAT Administrator.

State Team Lead: Directs the SOAR initiative at the state level; has access to data from all agencies in the state.

Local Lead: Oversees multiple agencies in a community, county or region; has access to data from multiple agencies in the specified service area (e.g. CoC). When this role is selected, you will also choose the counties and/or cities to which you will need access.

Agency Lead: Oversees multiple case workers in an agency; has access to data from all caseworkers in that agency.

Case Worker: Works with applicants and enters data into OAT on his/her application outcomes. Has access to his/her data only.

Agency Information:

Choose your Agency from the drop-down list. If your agency is not listed, choose "Other", then enter your Agency Name in the box provided.

Funding:

Select from the drop-down list how your position is funded. If you choose "State/County/Local," a "State Options" box *may* appear, depending on your state. If you choose "VA (VAMC, HUD-VASH, etc.)," an additional box will ask for your VISN.

Training:

OAT users that are tracking applications are required to have completed SOAR training prior to registering. Users can record the completion date of the SOAR Online Course (Adult or Child Curriculum); 2-day *Stepping Stones to Recovery* training (*certificate will be requested in follow-up email*); 4-day Train the Trainer program; or 3-day Leadership Academy. Multiple training types can be recorded.

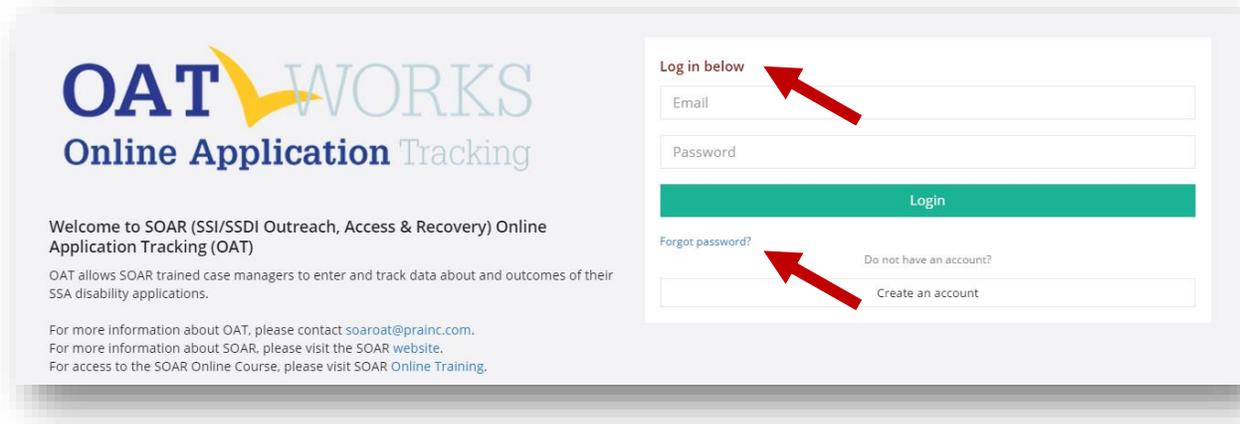
If you are a supervisor that will be managing SOAR caseworkers but will NOT be completing applications, choose your Lead role (Agency/Local/State) and select "Yes" for "Supervisor-Only." You will not be required to complete SOAR training but are strongly encouraged to complete Class 1 of the SOAR Online Course.

Registration Approval

After submitting your registration, you will receive an email from soaroot@prainc.com letting you know that your registration is pending. If any information needs to be clarified or confirmed, you will be contacted by the SOAR OAT administrator. Once your registration has been approved you will receive another email welcoming you to OAT!

Log-in to OAT

Once you have received confirmation that your registration has been approved, you are free to log-in to OAT at <https://soartrack.prainc.com/>.



Password reset procedure: On the homepage, you have the option to reset your password. Click on “Forgot password?” and enter your email. You will receive an email from SOAR OAT with a link to follow to reset your password. You will then receive a second email letting you know when it has been successfully changed.

Creating a New Applicant

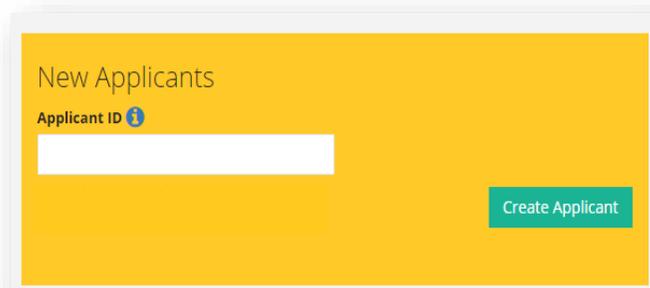
When you log-in to OAT, you will land on your Dashboard where you will be able to add a new applicant to the database.

Applicant Identification (ApID)

You must create a unique Applicant ID. The use of this ID avoids the need for personally identifiable information (PII) and helps prevent case duplication. We recommend recording the Applicant ID in the applicant’s case file for future cross-reference.

The required sequence for the ID is as follows:

- Two Letters
- Two Numbers
- Two Letters
- Four Numbers
- Example: aa11bb2222



Entering Applications

Questions that include an asterisk (*) require a response.

Tab 1: Demographics

Gender

- Select the gender that was indicated on the SSA forms. Individuals who identify as transgender, non-binary, or other can use the gender marker they chose for SSA purposes.

Age

- Enter the applicant's age at the time of application.
- If you enter an age of 18 or over, the application will be tracked as an adult application and track both SSI and SSDI.
 - If you are assisting a 17-year-old who is turning 18 with their adult SSI application, then enter 18 as the age so that it is tracked as an adult claim.
- If you enter an age of 17 or under, the application will be tracked as a child application and track only SSI.

Military Service

- If yes, two follow-up questions will ask about military discharge status and VA Disability Compensation status at the time of the application.

Was this person receiving any state, county or any other public assistance?

- To select more than one response, hold down the Control (Ctrl) key while selecting.

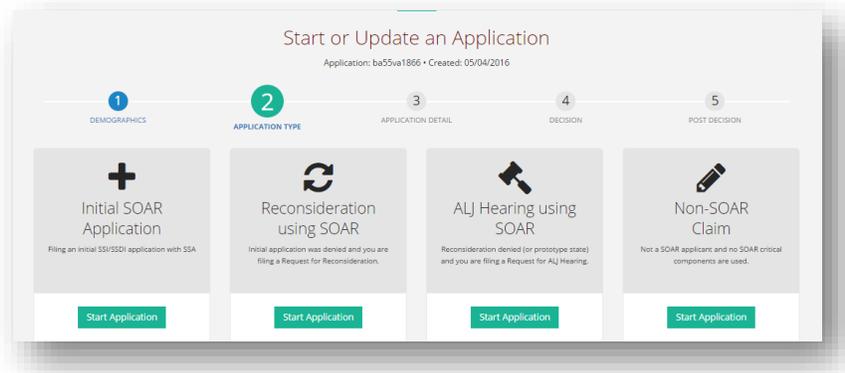
Was the applicant working during the application process?

- If yes, a follow-up question will ask about the applicant's working earnings per month (in dollars).

Living situation at time of application

- The first three options are for individuals who are experiencing “literal” homelessness. The remaining options are considered to be at-risk of homelessness.
- Length of time homeless. Enter the length of time homeless in years and months prior to working on the SOAR application OR prior to entering the current (at-risk) housing situation.
- Applications for individuals who are stably housed *can* be tracked using OAT. These cases are considered Non-SOAR applications, and “Non-SOAR Claim” should be chosen as Application Type on Tab 2 (see below). These cases should NOT be flagged as SOAR when submitting the application to SSA and will not be included in national SOAR outcome reports.

Tab 2: Application Type



Application types include:

- **Initial SOAR Application**
Case worker is starting an initial SSA disability application with the applicant using SOAR techniques.
- **Reconsideration using SOAR**
Case worker starts working with an applicant after s/he has been denied at the initial application level.
- **ALJ Hearing using SOAR**
Case worker starts working with an applicant at the ALJ hearing level.
- **Non-SOAR Claim**
Applies when:
 1. Applicant is not currently experiencing or at-risk of homelessness OR does not have a mental illness, medical impairment and/or co-occurring substance use disorder.
 2. When NONE of the SOAR critical components were used in the application process.

Changing Application Type

If you make an error in your selection, you can change the application type without losing demographic information – however, **all other information will be deleted**. The option to change application types is only available until a decision is entered and saved on Tab 4.



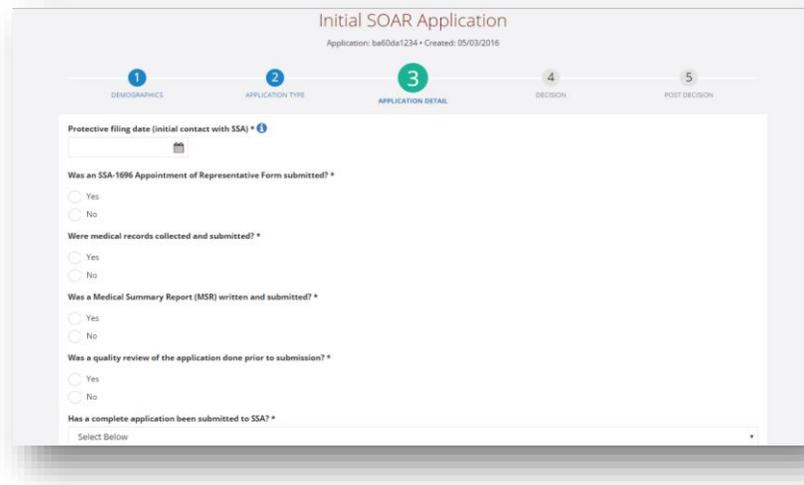
Are you sure?

Changing the App Type will DELETE the previous data for this application only! This cannot be undone.

Cancel Yes, Change App Type!

*****The information collected on Tabs 3-5 will vary depending on Application Type Chosen*****

Tab 3: Application Detail



Initial SOAR Application
Application: bal0da1234 • Created: 05/03/2016

1 DEMOGRAPHICS 2 APPLICATION TYPE 3 APPLICATION DETAIL 4 DECISION 5 POST DECISION

Protective filing date (initial contact with SSA) *

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

Yes
 No

Were medical records collected and submitted? *

Yes
 No

Was a Medical Summary Report (MSR) written and submitted? *

Yes
 No

Was a quality review of the application done prior to submission? *

Yes
 No

Has a complete application been submitted to SSA? *

Select Below

ALL Application Types

The following questions are asked on Tab 3 for all SOAR application types.

SOAR Critical Components

These questions ask whether the SOAR critical components were utilized. These are very important to the success of applications for eligible individuals. OAT tracks whether the caseworker completed and submitted the SSA-1696 Appointment of Representative form, collected and submitted medical records, wrote and submitted a Medical Summary Report (MSR), whether the MSR was co-signed by an Acceptable Medical Source, and whether a quality review of the application was completed prior to submission.

- a. Quality review may include a review of the application by a supervisor, SOAR Local Lead/Trainer, or a SOAR-trained colleague.
- b. Quality review may also include having the Medical Summary Report reviewed by the SAMHSA SOAR TA Center.

Was a Consultative Exam (CE) Ordered?

A consultative examination (CE) is an exam ordered by the Disability Determination Services when there is not sufficient medical evidence in the file to make a decision based on the applicant's alleged illnesses and conditions. If a CE was ordered, a follow up question will ask for the number of CEs ordered.

Initial Application

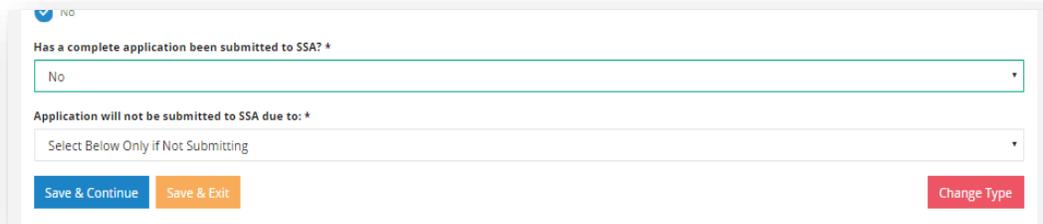
The following questions are asked on Tab 3 for Initial Applications only.

Protective Filing Date

Enter the date on which you or the applicant notified SSA of their intent to file. This may have been done by calling SSA, going in to the local SSA field office or initiating the online disability application.

Has a Complete Application been submitted to SSA?

- **No:** Choose this option **only** if you **do not** intend to submit an application.
 - A follow-up question will ask why the application will not be submitted. Options include: the applicant has moved, disappeared, incarcerated, withdrew, transferred to another representative, or other.
 - Once the reason is selected, the case will be closed and archived. Archived cases can be viewed from the Applications page **only** and will not appear on the user’s dashboard.



- **Yes:** Choose this option **only** if you have submitted a complete SOAR application packet to your local SSA office.
 - A follow-up question will ask for the Application Date. Enter the date that the complete application packet was delivered to the local SSA field office. This date cannot be before the protective filing date.

Reconsideration

The following question is asked on Tab 3 for Reconsiderations only.

Date of Request for Reconsideration

Enter the date the Request for Reconsideration was filed.

ALJ

The following questions are asked on Tab 3 for ALJs only.

Date of Request for ALJ Hearing

Enter the date the request for an ALJ hearing was filed.

Was an expedited hearing requested?

A request made to expedite the scheduling of a hearing due to dire need.

Was a review on record requested?

A written request asking the ALJ to make a favorable decision based on the evidence in the case record.

Did the applicant have an attorney?

Even if the applicant had an attorney, if you collected medical records, wrote and submitted a Medical Summary Report and assisted with the application, you should still track the outcome of the application in OAT.

Tab 4 - Decision

Has there been notification of a decision?

No

- The case is pending. There has not been notification of a decision.

Unknown

- A follow-up question will ask “Unknown due to:” Options include:
 - Further follow up with DDS needed
 - Applicant transferred to new representative (i.e. another agency)
 - Applicant withdrew
 - Applicant deceased
 - Other (space provided to explain)

Yes

- Follow-up questions:

Date of ALJ Hearing

- *This will be asked ONLY for ALJ Hearing Decisions*

Date of Decision

- Use the date found on the letter that is mailed to the applicant and the appointed representative.

Outcome of Decision

Approved

- Follow-up question will ask what the applicant was approved for. Options include:
 - SSI only; SSDI only; or Both SSI and SSDI

Denied

- Follow-up question will ask for the reason for the denial (from the SSA letter). Options include:
 - Earning SGA; No significant impairment; Ability to do past work; Ability to do other work; Substance use is material; Duration requirements; Failure to cooperate; Non-medical; Unknown

Tab 5: Post Decision

If Initial application was denied:

Was a Request for Reconsideration Filed?

- Yes: Choosing this option will direct you to Tab 3: Application Detail for Reconsideration (see Tab 3 instructions above)
- No: the case is considered “closed.” Choosing this option will bring you to an Applicant Overview page.
- My state doesn’t have reconsideration, filed appeal: There are a number of states that until recently did not have the Reconsideration level of appeal. All states now do. Choosing this option will direct you to Tab 3: Application Detail for ALJ (see Tab 3 instructions above)

If Reconsideration was denied:

Was a Request for ALJ Filed?

- No: the case is considered “closed.” Choosing this option will bring you to an Applicant Overview page where you can see all the details of this application.
- Yes: Choosing this option will direct you to Tab 3: Application Detail for ALJ (see Tab 3 instructions above)
 - Do not select this option unless you are assisting with the ALJ Hearing. If you are referring the applicant to another agency or to an attorney, select “No.”

If ALJ was denied:

- There are no Post-Decision questions asked. You will be directed to the Applicant Overview page (see below)

When any SOAR application is approved:

This section appears when a SOAR application has been approved at any level of adjudication (initial, reconsideration or ALJ). This information can be very helpful in sustaining SOAR initiatives both on the local and state levels. With the exception of Award Amounts, this section is optional.

- **Award Amounts:** When your applicant receives his/her approval, please enter the SSI and/or SSDI monthly award amount and any retroactive back payments received. If the award amount(s) are unknown, please indicate as such - do NOT enter "0" as the amount.
- **Medicaid/Medicare reimbursement:** Contact your local hospitals or healthcare providers to get this information. With the proper release you can often get this information from the billing department. Providers can bill Medicaid retroactive up to 90 days prior to the date of the SSI application. Enter the amount received.
- **General or Public Assistance:** Contact the state, local or county agency that provides general or public assistance, if available in your state. Again, you'll need a proper release from the applicant.
- **Retroactive Back Payments:** When your applicant receives his/her approval, please enter any retroactive back payments received.
- **Employment Information:** If the applicant was working at the time of decision, even if only for a few hours, please indicate that along with his/her monthly earnings from that employment.
- **Housing Information:** Indicate whether the applicant was housed at the time of decision, and whether his/her (pending) access to benefits facilitated the access to housing.
- **Representative Payee:** Indicate whether a Representative Payee was needed, and whether one was provided; this can be via referral/connection to services - this does *not* need to be you/your agency.
- **Hours to Complete Claim:** As part of quality review and potential retraining, it is important to know how many hours it takes case workers to complete each claim.

Applicant Overview

This page can be viewed by clicking on any ApID# on your dashboard. It is also the page you are directed to once you have completed Tab 5: Post Decision.

Applicant Overview

Case ID: ba60da1234
Created: 05/03/2016
Location: Acme, WV
Status: ALJ Hearing using SOAR - Approved

1 Total Decision(s)

Case Worker: Bailey James
Case's Place: Dan's Place

Age: 45 | Sex: Female
Military: Yes | Assistance: No
Working? Yes (\$200.00/mo) | Housing Status: Jail or correctional facility

ALJ Hearing **Current**

Approved on May 4, 2016

Approved for:
SSI Only

Monthly SSI:
\$723.00

General Assistance or Public Assistance Reimbursement Amount:
\$600.00

Medicaid: \$1,300.00 | Medicare: \$10,000.00

Was applicant housed at decision? Yes | Did access to benefits facilitate housing? -

Representative Payee Needed? No

Hours to Complete Claim: 15

Application Date: 05/04/2016

Was an expedited hearing requested? Yes
Was a review on record requested? Yes
Completed SSA 1696? Yes
Medical Records Collected? Yes
MSR Yes
MSR Co Signed? Yes
Quality of Review Yes
CE Exam Ordered? Yes
of CEs?

Applicant Created
STATUS: AGE: SEX: RESIDENT: DATE: NAME: DATE: DATE:
Approved: 46: F: Bailey James: May 3, 2016

ALJ Hearing using SOAR - Details
APP DATE: SOA 1696? MSRP:
05/04/16: Yes: Yes

ALJ Hearing using SOAR - Decision
STATUS: DECISION DATE: SSI/SSDI DECISION DATE:
Approved: 05/04/16: 0

ALJ Hearing using SOAR - Post Approval
STATUS: ACTIONS:
Completed: Edit/Review

If you have any questions about using SOAR OAT, please contact the SAMHSA SOAR TA Center at soaroat@prainc.com.