

# Using the SOAR Online Application Tracking (OAT) System for Outcome Reporting

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



**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

- Learn how to access and utilize the SAMHSA SOAR Online Application Tracking (OAT) System
- Understand why it's important to track your SOAR-assisted SSI/SSDI application decisions
- Learn how to run reports to highlight SOAR success and promote quality

# Online Application Tracking (OAT)

- A web-based program that allows case workers to keep track of their outcomes
  - Free
  - Easy to use
  - Accessible from any web browser
  - Nothing to download
- On a secure server
- HIPAA compliant
  - No personal identifying information is collected

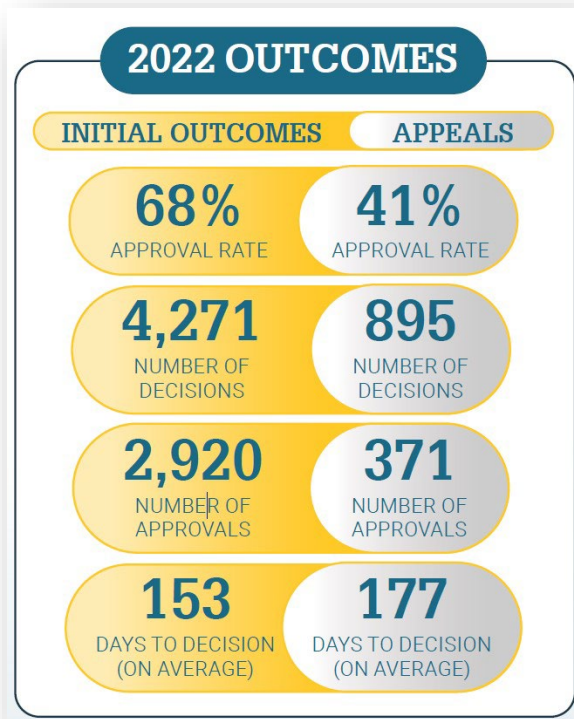
<https://soartrack.samhsa.gov>



# Why Track SOAR Outcomes?

- Assess effectiveness
- Provide quality improvement
- Celebrate successes
- Secure future funding opportunities

# SOAR Works!



\*National SOAR outcomes as of June 30, 2022

<https://soarworks.samhsa.gov/article/2022-national-soar-outcomes>

# 2022 Financial Outcomes

## FINANCIAL OUTCOMES

**\$25,180**



average Medicaid  
reimbursement per  
beneficiary

**\$1,686**



average general  
assistance  
reimbursement

**\$6,552**



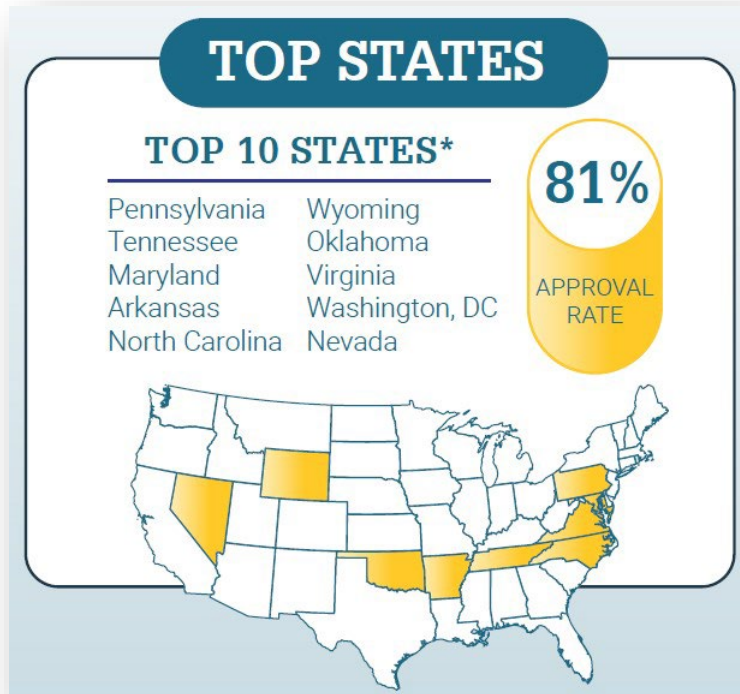
average retroactive  
back payment

**\$630M**



brought into the  
economics of  
participating localities

# SOAR Super Stars!



## SOAR Critical Components

Using these five SOAR Critical Components, case workers play a central role in gathering complete, targeted, and relevant information for SSA and DDS, resulting in high-quality SSI/SSDI applications. These components significantly increase the likelihood of an approval for those who are eligible.

1. Serving as the Applicant's Representative
2. Collecting and Submitting Medical Records
3. Writing and Submitting a Medical Summary Report (MSR)
4. Obtaining a Co-signature on the MSR by an Acceptable Medical Source
5. Completing a Quality Review of Applications Prior to Submission

\*Inclusion: Highest cumulative approval rates on initial application for states with at least 300 cumulative decisions, at least 24 decisions in 2022 (2 per month), and a 2022 approval rate above the national average.

**Combined, these states had 20,551 decisions**



# OAT Overview

---

Track those outcomes!

# Online Application Tracking (OAT) FAQs

- OAT is for tracking the outcomes (i.e., decisions) of SOAR-assisted SSI/SSDI applications.
- You must pass the SOAR Online Course before registering for OAT.
- The system does not communicate with SSA, DDS, HMIS, or other outside systems.

# Outcomes in OAT

- Outcomes for initial applications and appeals
  - Approval rates
  - Time to decision
  - Critical components
- Optional outcomes
  - Housing
  - Employment
  - Medicaid and other public benefit reimbursements

# OAT Registration

Track outcomes and  
get funding!



## Register for OAT Online Application Tracking (OAT)

All OAT registrants must be approved by the SAMHSA SOAR TA Center. You will receive an email from [soaroot@princ.com](mailto:soaroot@princ.com) confirming receipt of registration, and another when your registration has been approved. If you have any questions, please contact us at [soaroot@princ.com](mailto:soaroot@princ.com) or 518-439-7415 x2.

<b>First Name *</b>	<b>Last Name *</b>	
<input type="text"/>	<input type="text"/>	
<b>Password * What's This ?</b>	<b>Verify Password *</b>	
<input type="password"/>	<input type="password"/>	
<b>Email *</b>	<b>Phone *</b>	<b>Ext</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>State *</b>		
<input type="text" value="Select State"/>		
<b>Role * What's This ?</b>		
<input type="text" value="Select Role"/>		
<b>Agency *</b>		
<input type="text" value="Select Agency"/>		
<b>County/Parish *</b>	<b>City *</b>	
<input type="text" value="Select County/Parish"/>	<input type="text" value="Choose cities..."/>	
<b>Funding Source *</b>		
<input type="text" value="My position is funded by"/>		

### SOAR Training(s) I have Completed

SOAR Online Course: Adult Curriculum

SOAR Online Course: Child Curriculum

**Date on Certificate (ADULT)**

**Date on Certificate (CHILD)**

Date must be in mm/dd/yyyy format

Date must be in mm/dd/yyyy format

# Roles in OAT

- 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.
- 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 their data only.

# OAT Case Worker Dashboard

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

**OAT WORKS**  
Online Application Tracking

Logout

Dashboard Applications Reports Help Hi, Sarah Smith (Case Worker)

## Dashboard

**Sarah Smith (Case Worker)**  
Agency One • Test City • YY

**Stats**  
358 Apps

**Created**  
05/14/2015

**Email**  
ssmith\_cw@agencyone.com

**ID**  
12100

### My Initial Outcomes

Approvals  
**75%**  
174 Approved

Denials  
**25%**  
58 Denied

Decisions  
**233**  
Total Initial

Days  
**67**  
AVG Days

### Approvals

YY Approvals  
**85%**  
100 Total

National  
**65%**  
79034 Total

## New Applicants

Applicant ID  Create Applicant

Required Format: two letters, two numbers, two letters, four numbers. Example: aa11bb2222

## Snapshots & Summaries

Monthly Snapshot (September 2022)

**9 NEW APPS**  
Initial 7 Total ALJ

**4 APPROVED APPS**  
Initial 4 Total ALJ

**Top CWs last Quarter (Initials)**  
Sarah Smith  
**2 Approvals**  
100% of 2 Total Decisions

**Top CWs last Quarter (Appeals)**  
**Reconsideration**  
Sarah Smith  
**1 Approvals**  
50% of 2 Total Decisions

**ALJ Hearing**  
No Results

**Pending Applications** **All Applications**

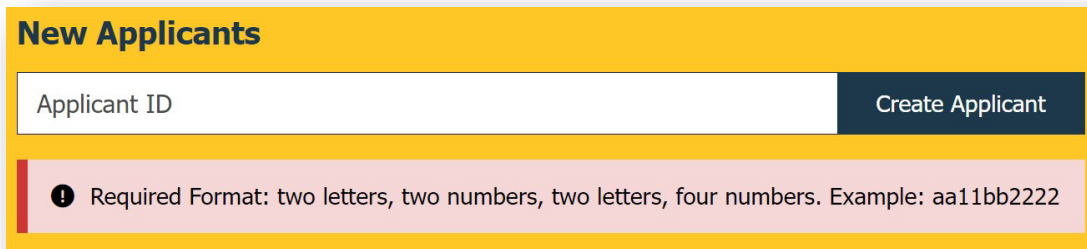
Application Type

Show 10

ApID	Current App	Status	Days	# Apps	Actions
aa11aa1110	Initial SOAR Application	Denied	0	2	Actions
aa11bb2020	Initial SOAR Application	Archived	-	0	Continue
aa11bb2224	Initial SOAR Application	Approved	62	1	Actions
aa11ss1234	Reconsideration using SOAR	Archived	-	0	Continue
aa12bb1234	Initial SOAR Application	Approved	0	1	Actions
aa34bb3456	Initial SOAR Application	Approved	11	1	Actions
aa34tt5678	Initial SOAR Application	Approved	8	1	Actions
aa57rd1967	ALJ Hearing using SOAR	Approved	25	2	Actions
aa82ba1234	Reconsideration using SOAR	Approved	0	1	Continue
aa85bb1234	Initial SOAR Application	Approved	246	1	Actions

# Applicant Identification (ID)


- No personally identifiable information
- Alpha-numeric ID
  - 2 letters
  - 2 numbers
  - 2 letters
  - 4 numbers
  - Example: AA11BB2222
- Case workers should record Applicant ID in the case file for cross reference!



The screenshot shows a web form titled "New Applicants". It features a text input field labeled "Applicant ID" and a "Create Applicant" button. Below the input field, a red-bordered box contains a required format instruction: "Required Format: two letters, two numbers, two letters, four numbers. Example: aa11bb2222".


New Applicants	
Applicant ID	Create Applicant
! Required Format: two letters, two numbers, two letters, four numbers. Example: aa11bb2222	


# Applicant Overview

 **te98st1000**

Created on 09/27/2022 by [Sarah Smith](#) | Updated on 09/27/2022 by [Sarah Smith](#)

## Application Overview

 Test City, YY


 Initial SOAR Application - Approved

1 Total Decision(s)

Age: 24

Military: No

Working? No



Sex: Female

Assistance: Medicaid

Housing Status: Institution (psychiatric or other hospital, nursing home, etc.)

**CASE WORKER**

Smith, Sarah

Agency One

## Results

Initial SOAR

Current

**Approved on September 14, 2022**

Approved for:

SST Only

Monthly SSI:

\$1,000.00

Is applicant working post-decision?

Yes

Was applicant housed at decision?

No

Representative Payee Needed?

No

Protective Filing Date:

09/08/2022

Application Date:

09/12/2022

Completed SSA 1696?

No

Medical Records Collected?


Yes

MSR

Yes


MSR Co-Signed?

Yes



**Applicant Created**

GENDER	AGE	CASE WORKER
F	24	Smith, Sarah
N/A		




**Initial SOAR Application - Details**

APP DATE	SSA 1696?	MSR?
09/12/22	No	Yes

MEDICAL RECORDS	QUALITY REVIEW
Yes	Yes


September 8, 2022



**Initial SOAR Application - Decision**

STATUS	DECISION DATE	DAYS DECISION
Approved	09/14/22	2

September 14, 2022



**Initial SOAR Application - Post Approval**

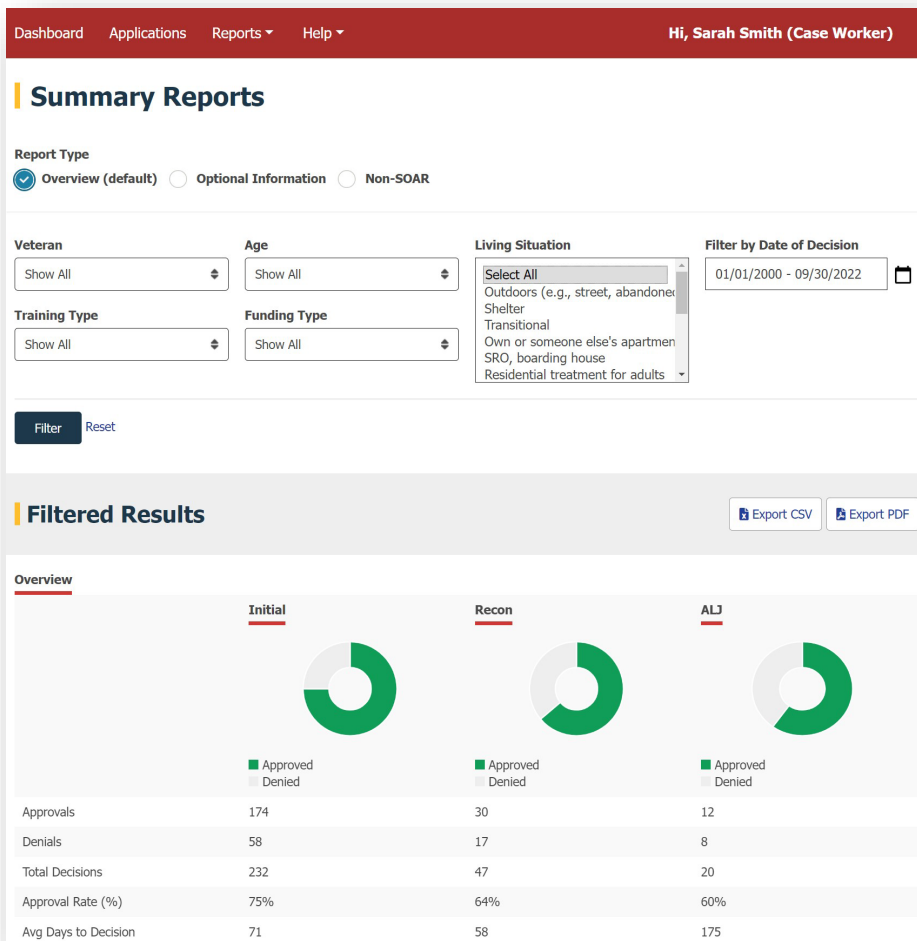
16

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration



# Summary Report

Check out that detailed summary report!

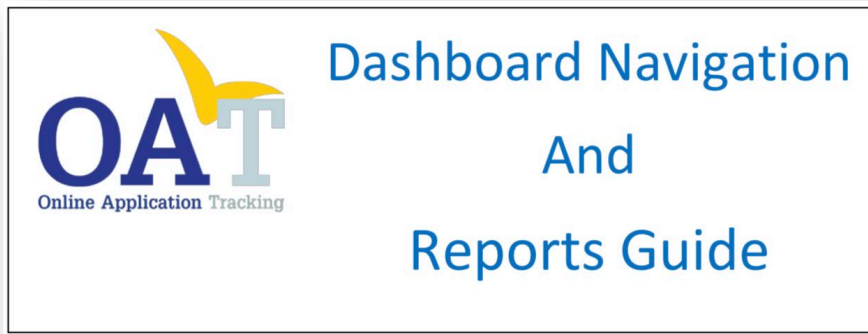


# Using OAT as a Management Tool

- Run reports as a state, local, or agency lead to look at:
  - Approval rates
  - Use of SOAR Critical Components
  - Number of applications from each case manager
- Use outcomes to identify opportunities for targeted TA

# Resources and Guides

- SOAR OAT User Guide
- SOAR OAT Reports Guide
- Support: [soaroat@prainc.com](mailto:soaroat@prainc.com)



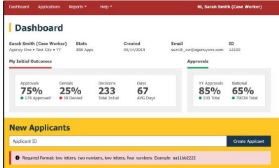
**SOARWORKS**

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

### Dashboard

When you log-in to OAT, you will be directed to your dashboard.  
*The information displayed is dependent on your role.*

#### Dashboard – All Users



The screenshot shows a dashboard with a red header bar containing navigation links: Dashboard, Applications, Reports, and Help. Below the header, there's a 'Dashboard' section with a 'My Initial Outcomes' table. The table has columns for 'APPROVAL', 'DENIAL', 'TOTAL', and 'DATE'. The data shows 75% approval, 25% denial, 233 total, and 67 date. Below this is a 'New Applicants' section with a 'New Applicants' button. The dashboard also includes a 'Menu Bar' with links to Dashboard, Applications, and Reports. The 'User Summary' section lists 'Pending Applications' (Applications the user has entered into OAT for which a Decision is pending), 'User Details' (Name, Role, Agency, City, State, Email; Apps: Total number of applications entered in OAT regardless of type or decision status; Created: Date OAT account was created), 'My Initial Outcomes' (Outcomes for the user's initial applications that have a decision entered into OAT), 'State Outcomes' (The state approval rate is updated annually by the SAMHSA SOAR TA Center), and 'National Outcomes' (The national approval rate is based on outcomes reported by all states in the previous fiscal year, including those not tracked in OAT). The 'New Applicants' section includes a gold-colored box for creating a new Applicant ID. The 'Monthly Snapshot' section displays the user's activity for the current month: New Applications created and Approvals for each application type.

**Menu Bar**

- Navigate between the Dashboard, Applications page, and Reports page.
- View your profile by clicking on your name on the top right.
  - You can edit your name, phone, email address, and password.
  - You are not able to change your location, role, or agency.

**User Summary**

**Pending Applications**

- Applications the user has entered into OAT for which a Decision is pending 📌

**User Details**

- Name, Role, Agency, City, State, Email
- Apps: Total number of applications entered in OAT regardless of type or decision status
- Created: Date OAT account was created

**My Initial Outcomes**

- Outcomes for the user's initial applications that have a decision entered into OAT.

**State Outcomes**

- The state approval rate is updated annually by the SAMHSA SOAR TA Center.

**National Outcomes**

- The national approval rate is based on outcomes reported by all states in the previous fiscal year, including those not tracked in OAT.

**New Applicants**


This gold-colored box is where you can create a new Applicant ID. (Please see the OAT User's Guide)

**Monthly Snapshot**


The monthly snapshot displays the user's activity for the *current* month: New Applications created and Approvals for each application type.

# OAT Walk Through

- Entering a new applicant
- Running a report



Substance Abuse and Mental Health  
Services Administration



Online Application Tracking

## Welcome to SOAR (SSI/SSDI Outreach, Access, and Recovery) Online Application Tracking (OAT)

**OAT allows SOAR-trained case managers to enter outcomes of their SOAR-assisted SSA disability applications.**

OAT is NOT affiliated in any way with SSA and cannot provide information about application status.

For more information about OAT, please contact [soaroat@prainc.com](mailto:soaroat@prainc.com).  
For more information about SOAR, please visit the SOAR [website](#).  
For access to the SOAR Online Course, please visit SOAR [Online Training](#).

**Guides**  
[SOAR OAT User Guide](#)  
[SOAR OAT Report Guide](#)  
[SOAR OAT Data Form](#)

**OMB Number: 0930-0329, Expiration: 4/30/2023**

### Log in

Access your account.

**Email**

**Password**

Login

[Forgot password?](#)

# Next Steps

- Register for OAT
- Review the SOAR OAT User and Reports Guide
- Connect with your State Team Lead and Local Lead regarding use of OAT
- Begin tracking your SOAR-assisted SSI/SSDI application outcomes!

# Thank You!

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

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

<https://soarworks.samhsa.gov>

**www.samhsa.gov**

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