

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

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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!

2023 Outcomes

INITIAL APPLICATIONS APPEALS

APPROVAL RATE

66% 42%

NUMBER OF APPROVALS

2,604 324

NUMBER OF DECISIONS

3,918 763

AVERAGE DAYS TO DECISION

167 196

Cumulative Outcomes

65%

CUMULATIVE INITIAL
APPROVAL RATE

50%

CUMULATIVE APPEAL
APPROVAL RATE

56,481

CUMULATIVE INITIAL
APPROVALS

8,891

CUMULATIVE APPEAL
APPROVALS

65,372



105,013

PEOPLE RECEIVING
BENEFITS BECAUSE
OF SOAR

TOTAL SERVED

*National SOAR outcomes as of June 30, 2023

<https://soarworks.samhsa.gov/about-the-model/oat-and-outcomes>

2023 Financial Outcomes

Financial Outcomes

\$5,570



Average Medicaid reimbursement per beneficiary

\$3,660



Average general assistance reimbursement

\$7,017

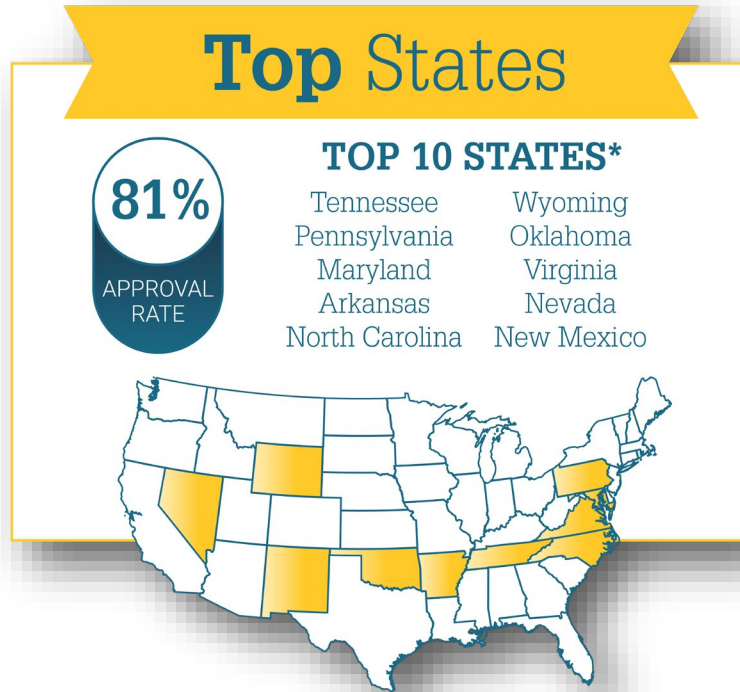


Average retroactive back payment

\$717M

Brought into the economies 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 250 cumulative decisions, at least 24 decisions in 2023 (2 per month), and a 2023 approval rate above the national average.

Combined, these states had 22,245 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 as a Case Worker.
 - SOAR Leaders (State/Local/Agency) can register as a "Supervisor-Only" to bypass the training requirement.
- 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@prainc.com confirming receipt of registration, and another when your registration has been approved. If you have any questions, please contact us at soaroot@prainc.com or 518-439-7415 x2.


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

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





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
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Approvals

YY Approvals 85% ● 100 Total	National 65% ● 79034 Total
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New Applicants

● 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 0 Total
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4 APPROVED APPS

Initial 4 Total	ALJ 0 Total
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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 All

Show 10

Search Applications

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!

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

▼ 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

Application Overview

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

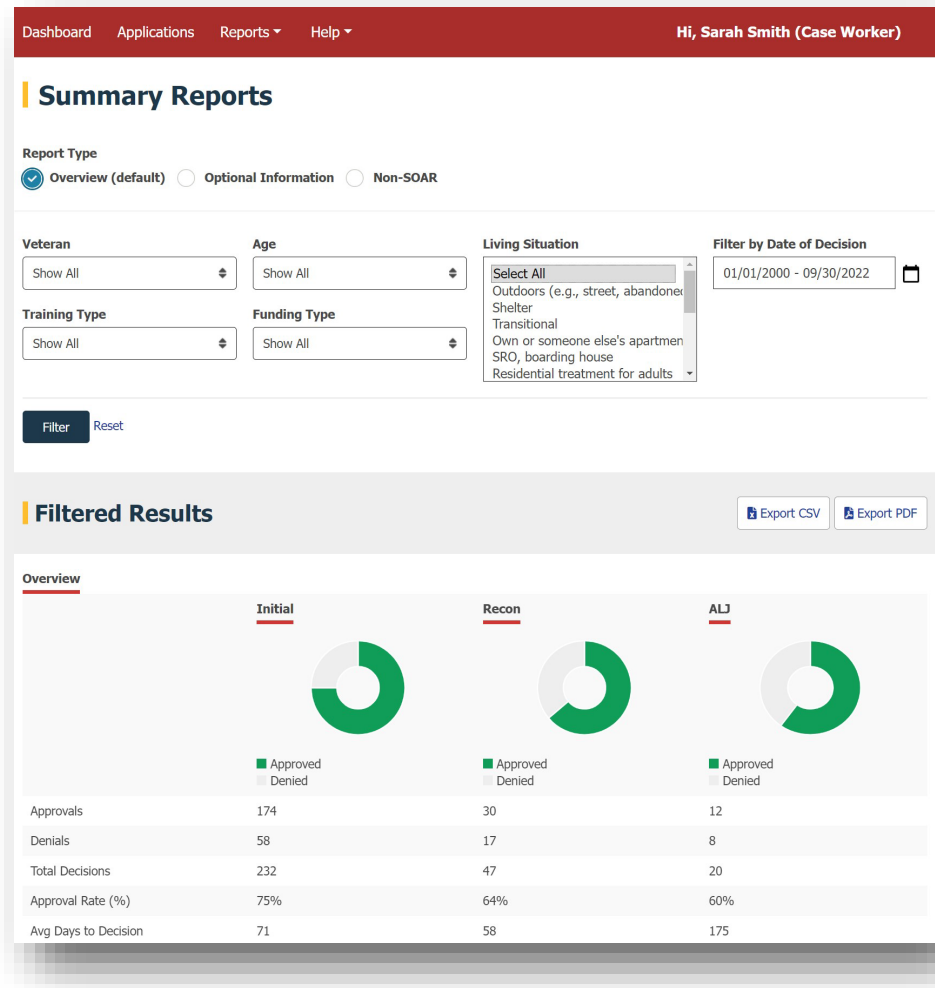
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SAMHSA

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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

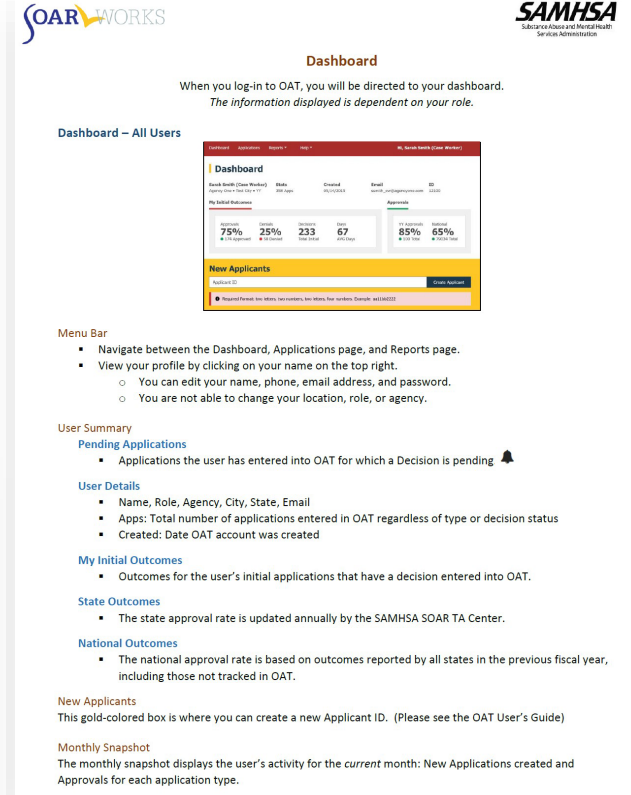
"Help" Tab in OAT:

- SOAR OAT User Guide
- SOAR OAT Reports Guide
- Support: soaroat@prainc.com



OAT
Online Application Tracking

Dashboard Navigation And Reports Guide



SOAR WORKS **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

Dashboard – All Users

Dashboard

Back Audit (View Workflows) My Profile Created: 06/23/2014 Email: soaroat@prainc.com ID: 0000

My Initial Outcomes

APPROVAL	REJECTION	INITIALS	DATE	APPROVAL	REJECTION
75%	25%	233	67	85%	65%
APPROVAL	REJECTION	APPROVAL	REJECTION	APPROVAL	REJECTION

New Applicants

Applicant ID: Create Applicant

Approved Person: Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000, Inc 0000

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



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 soaroot@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 (SOAR website State Directory)
- Begin tracking your SOAR-assisted SSI/SSDI application outcomes!

Question & Answer

Let's talk outcomes!

Thank You!

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

soaroot@prainc.com

<https://soarworks.samhsa.gov>

www.samhsa.gov

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