

# Welcome! The Webinar will Begin Shortly

## To Hear Audio



- To choose your audio connection, click on the phone icon at the bottom of the screen
- There is NO hold music, so **you will not hear anything** until the webinar begins.

## Slides/Materials

- <https://soarworks.samhsa.gov/topics/webinars>
- Or, at top left of this screen, click File > Save > Document.

## Webinar Recording

- Within 1-2 weeks, the recording of this webinar will be available at the above link.

## Live Captioning

- Live captioning is available to enhance accessibility.
- Click “Accept” in the Multimedia pod on the lower right-hand corner of your WebEx screen.
- Change the color contrast to suit your needs. We recommend “high contrast” for best visibility.

*For additional assistance, contact us at [soar@prainc.com](mailto:soar@prainc.com).*

# SOAR (SSI/SSDI Outreach, Access, and Recovery) Webinar: Improving Equity and Inclusion in SOAR Programs

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

May 25, 2021



**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).*

# Webinar Instructions

- Muting
- Recording availability
- Live Captioning and ASL Interpretation
- Downloading documents
- Questions and Answers

# Purpose and Objectives



- Share work being done at the SAMHSA TA Center and in SOAR communities around the country in the areas of diversity, equity, and inclusion.
- Ensure diverse groups with lived experience are genuinely represented and involved in SOAR efforts to address inequities and disparities within their communities.
- Illustrate how SOAR partners can work to provide SOAR assistance that is equitable, culturally relevant, and inclusive by addressing the barriers associated with implicit bias and trauma.

# Agenda

## Presenters

- Dazara Ware, SAMHSA SOAR TA Center, Assistant Director, Delmar, New York
- Jill Hillebregt, Social Security Advocacy and SOAR Supervisor/SOAR State Lead, Minnesota Department of Human Services, Housing and Support Services Division, St. Paul, Minnesota

## Panel Discussion Members

- Jennifer Ankton, SOAR Practitioner, WellCare Services, Las Vegas, Nevada;
- Kas Causeya, Program Manager, BEST/Central City Concern, Portland, Oregon;
- Amy Lamerson, SOAR Ohio and Housing Now for Homeless Families Director and SOAR State Team Lead, COHHIO, Columbus, Ohio;
- Justin Volpe, Jail Diversion Peer Liaison, Community Health of South Florida, Inc., Miami, Florida

## Questions and Answers

- Facilitated by the SAMHSA SOAR TA Center

# Welcome!

Asha Stanly, MSW, LICSW  
Government Project Officer  
Division of State and Community Systems Development  
Center for Mental Health Services  
SAMHSA SOAR TA Center

May 25, 2021



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

# Why is Equity Important to SOAR?

Dazara Ware

Assistant Director

SAMHSA SOAR TA Center

Delmar, New York

May 25, 2021



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



# Why is Equity Important to SOAR?

- SOAR case workers are the corner stone of service to others
- The way SOAR case workers (and those that support them) show up to work, shows in SOAR work
- Helps to ensure equitable access to effective SOAR services



# Guidance for Improving Staff Engagement



## Guidance for Improving Staff Engagement

Integrating Diversity, Equity, and Inclusion in SOAR Work

### Purpose of the Guidance:

- Begin conversations with staff that serve Black, Indigenous, and people of color (BIPOC)
- Use as a resource to strengthen engagement practices that minimize bias with individuals we serve and improve staff relationships and workplace wellness
- Address inequity to strengthen workplace support and safety for all team members
- Establish a foundation of safe places within the workplace that can be extended to the people we serve (both physically and emotionally)

As we all do our best to address the barriers associated with racism and inequity, we must accept the discomfort that comes with the effort to learn about ourselves, learn about each other, and grow to create a psychologically safe environment in which staff can work and thrive. Conversations regarding race in the workplace can be challenging. While BIPOC staff may be reluctant to share the injustices they've experienced firsthand, other staff may feel hesitant to speak up for fear of offending anyone. This results in a workplace that is comfortable for the fearful and tremendously unsafe for the reluctant. This guidance invites you to reflect on the actions that can take place before, during, and after conversations with BIPOC staff.

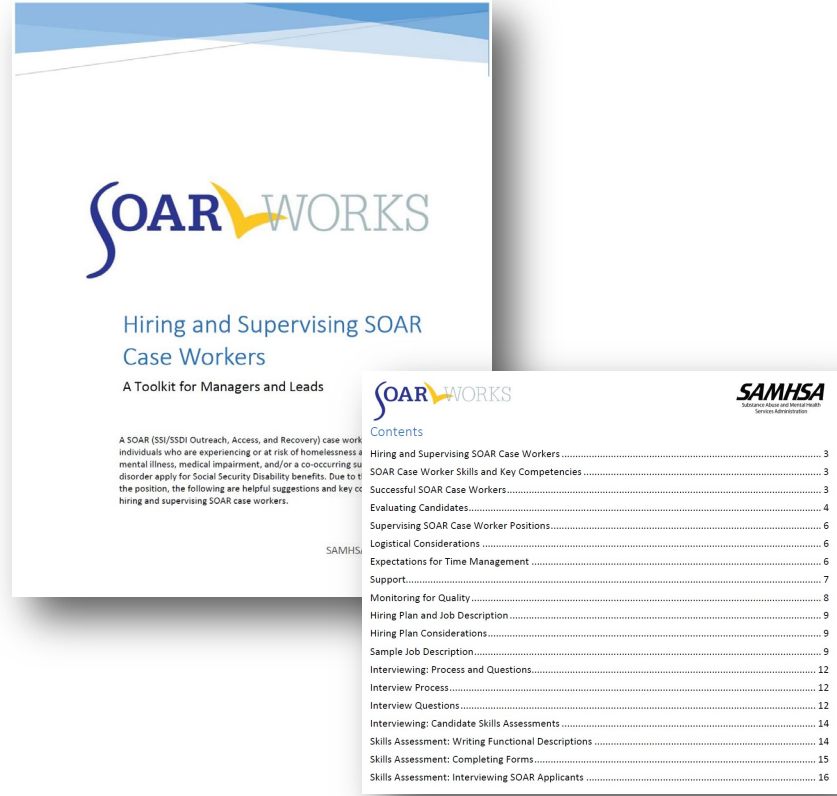
### Pre-Engagement

1. Be more than aware. Address your own biases.
  - Take time for self-reflection after taking Harvard's [Implicit Bias Test](#).
  - Awareness isn't enough. Take action steps to address biases and overcome them.
    - Learn more: [Implicit Bias Awareness and Change](#)
  - Be mindful that transformation starts from a "heart place" before it can be evident in the workplace.
2. Recognize that the trauma WILL happen – AGAIN. How will you respond to your staff?
  - Traumatic events will not always reach national media. Most trauma experienced by BIPOC staff is subtle and persistent. Just because BIPOC staff don't look like they are struggling to manage the stress of enduring the trauma, it does not mean that they aren't.
  - When does trauma happen? Daily! With every news story of injustice. With every "unintended" microaggression. With every discussion about inequity led by people in positions that are not equitable. With every pay inequity. With every health disparity. With every unfair housing practice. With every Brown and Black unarmed life lost to police shooting and every subsequent acquittal. With every wrongful conviction and life captured behind bars, only later to be found "not-guilty" and released with no consequence for those that falsely imprisoned them. With every time the word "inmate" is used in a way that sounds synonymous with "unequal and unhuman." With every protest called "riot." With every, "All Lives Matter." With every mention of the "response" to the Opioid crisis when there was no "response" to address the substance use treatment of Black and Brown people. With every unhelpful and harmful comment about how you just want the "world to go back to normal" after civil unrest. For Black

- Improving conversations with Black, Indigenous, and people of color (BIPOC) staff
- Addressing inequity to strengthen workplace support and safety
- Extending this to the people we serve

# Hiring and Supervising SOAR Caseworkers: Toolkit

- Recruiting for highly skilled positions
- Interviewing for DEI experience
- Ensuring pay equity
- Supervising SOAR case worker positions



# Identifying Applicants: DEI Considerations



## Reducing Implicit Bias and DEI Considerations for Identifying SOAR Applicants

The SAMSHA SOAR TA Center is working to reduce the influence of implicit bias and encourage diversity, equity, and inclusion during the process of identifying potential applicants to assist with SOAR-assisted SSI/SSDI applications. Included are helpful tips to consider when utilizing the *Identifying SOAR Applicants* tool. This guidance asks you to consider how a potential applicant's racial, ethnic, and cultural views regarding disabilities, diagnoses, symptoms, and treatment as well as their socioeconomic and homelessness status may factor into a SOAR caseworker's decision to assist them with a SOAR-assisted SSI/SSDI application.

The overarching questions we encourage you to ask yourself are:

- Am I only assisting individuals with SOAR-assisted SSI/SSDI applications who have a formally diagnosed mental and/or physical health condition(s) and who are currently engaged in treatment?
- Am I "screening out" potential SOAR applicants who may qualify for SSI/SSDI benefits, but do not yet have a formal diagnosis and have not yet received treatment?

Eligibility Criteria	Information to Consider
Key Eligibility Criteria for SSA Disability Benefits	<ul style="list-style-type: none"><li>Are there racial, ethnic, or cultural reasons why a potential applicant may not consider themselves as someone who has a disability, serious mental illness, or has mental health symptoms?</li><li>Are there reasons such as current mental health symptoms/impairments and education level which may prevent a person from being able to accurately describe their illness, symptoms, and functional limitations?</li><li>Are there engagement and communication strategies that you can employ when working to identify a potential SOAR applicant that keep these considerations in mind?</li></ul>
SOAR Recommends: Characteristics that may Strengthen an SSI/SSDI Application	<ul style="list-style-type: none"><li>Are there racial, ethnic, or cultural reasons why a potential applicant might not be taking psychiatric medications?</li><li>Are there racial, ethnic, or cultural reasons why a potential applicant might not be receiving psychiatric treatment for their mental illness or medical conditions? Is there community stigma associated with mental illness or physical disability they are currently or have historically experienced?</li><li>Does the potential applicant have significantly less access to psychiatric and/or medical treatment in their community that may be related to their race, ethnicity, culture, or socioeconomic status?</li><li>Has the potential applicant been unable to access psychiatric and/or medical treatment due to their lack of income, lack of health insurance, and/or homelessness status?</li><li>Before "screening out" a potential applicant who does not take psychiatric medications and does not yet have obtainable medical evidence, can you employ any outreach strategies that may assist this potential applicant with accessing this treatment or an assessment for their illness(es)/condition(s)?</li></ul>

- Overarching questions
- Information to consider that may be linked to the applicant's racial, ethnic, or cultural identity

# Medical Summary Report: DEI Considerations

- Reducing implicit bias
  - Race
  - Gender
  - Sexual orientation
- Legal History
- History of Trauma

**SOAR** WORKS  
Substance Abuse and Recovery

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

### Reducing Implicit Bias in the Medical Summary Report (MSR)

It is important to reduce the influence of implicit bias by the writer and those that review MSRs for SOAR-assisted SSI/SSDI applications. Included are helpful tips that help emphasize the experience of the applicant while reducing the stereotypes and biased language that foster discrimination against applicants based on race, gender, sexual orientation, substance use disorders, and past or current involvement in the legal system.

The overarching question to ask yourself: Does including this information help provide insight into the applicant's current functioning?

Categories	Relevant Evidence for Inclusion	Information to Consider
<b>Demographics</b> <ul style="list-style-type: none"><li>• Race</li><li>• Gender</li><li>• Sexual orientation</li></ul>	<ul style="list-style-type: none"><li>• Did the applicant experience trauma that can be connected to discrimination, denial of access to medical/educational/or legal services due to discrimination or prejudice?</li><li>• Does the impact of historical trauma influence the applicant's current ability to function?</li></ul>	<ul style="list-style-type: none"><li>• Historical Trauma (Consider the era and the location of where the applicant was raised)</li><li>• Is there a history of poverty?</li><li>• Response to and interaction with others that are of a different race/ethnicity/orientation</li></ul>
<b>Legal History</b>	<ul style="list-style-type: none"><li>• Were there any connections between their symptoms and contacts with police?</li><li>• What evidence, including evaluations or treatment information, is included to support that the applicant's legal involvement is linked to the behavior that is a consequence of the symptoms of the applicant's conditions?</li><li>• Are there examples of interactions with police that are linked to behaviors as result of the applicant's symptoms?</li><li>• Is there information provided by collateral sources (e.g., friends, family members, spouse, co-workers) about why the applicant has recurrent contact with police that can be linked to the symptoms that the applicant experiences?</li></ul>	<ul style="list-style-type: none"><li>• Only list the charges that can be linked to arrests and contact with police due to behaviors that were associated with the applicant's diagnoses.</li><li>• For instance, if an applicant has several arrests for aggressive and disruptive behavior that can be linked to the symptoms of the paranoia that they experience (as a result of their mental health diagnosis of Paranoid Schizophrenia), discussing that incident of arrest can be helpful to illustrate the severity of the applicant's symptoms and functioning.</li><li>• Prisons and jails have a unique culture that may result in functional limitations being documented in "disciplinary" reports or other documentation outside of formal medical records.</li><li>• Institutional living arrangements are a community on the "inside." The same way that the applicant struggles to function in the outside community, they will struggle in the community "inside" their current living arrangement – the struggle just "looks" different because of where they are at the time. Be sure to take a deeper look.</li></ul>

SSI/SSDI Outreach, Access, and Recovery (SOAR) Technical Assistance Center March 2021

# MSR Interview Guide and Template



## Medical Summary Report Interview Guide and Template

The **Medical Summary Report (MSR) Interview Guide** provides sample questions and guidance for gathering information necessary to the SSI/SSDI disability determination process. We do not expect you to ask all the questions in each section. The questions are intended to help you gather all the information you will need to write a Medical Summary Report. For example, if the individual has not been in military service, there is no need to include a military history section. Likewise, if the individual has no legal issues, do not include a legal history section.

Using this guidance, SOAR-trained providers are able to gather a thorough history in a respectful manner, which in turn helps the Disability Determination Services (DDS) understand the duration of a person's impairment and the effect of their illness(es) on work ability and functioning. The **MSR Template** may be used to compile information in the form of a narrative letter to SSA/DDS as part of the SOAR process. The template has eight main sections, covering the types of information that DDS needs to make a decision. Use the headings provided in the template to organize your MSR.

### Using Trauma Informed Interviewing to Reduce Implicit Bias

The SAMSHA SOAR TA Center is working to reduce the influence of implicit bias and encourage diversity, equity, and inclusion (DEI) during the information gathering process for the Medical Summary Report. This guidance asks you to consider how a potential applicant's racial, ethnic, and cultural backgrounds may impact their perceptions regarding their disabilities, diagnoses, symptoms, and treatment and to be mindful of how this may impact your opinions/feelings/attitudes towards the client's functioning. The interviewing process can uncover very sensitive topics such as past and current trauma, thus it is important to be sensitive to influences that affect a person's willingness and ability to provide information. How questions are asked during this process can be critical to obtaining the appropriate information.

The overarching question you should be asking yourself is: Does asking this information help provide insight into the applicant's functioning? Is the question being asked in a way that conveys a sense of care and non-judgement?

- Using Trauma Informed Interviewing to Reduce Implicit Bias
- New Notes:
  - Information to Consider
  - Relevant Evidence for Inclusion

# SOAR Referral Process Toolkit

- Resource for developing a community referral workflow
- Separate tracking spreadsheet
- Analyze referral acceptance data for racial equity



## SOAR Referrals Workflow Packet Product Guide

### SOAR Agency and Community Assessment

The Agency and Community Assessment tool can help SOAR providers determine who is most likely to send referrals, which agencies/departments need SOAR marketing information, and who can assist potential applicants who are not eligible for SOAR services within your agency. We recommend completing these assessments prior to editing your referral process tools.

### SOAR Marketing Tool

SOAR providers can customize this marketing tool to highlight their program criteria, SOAR outcomes, and guidance on making appropriate referrals. Make sure to edit the information in all sections of this infographic to fit with your agency. In the highlights section, feel free to change up the information to market what makes your SOAR program stand out. Creativity is encouraged with this tool!

### Agency SOAR Referral Workflow

This workflow is useful for walking SOAR providers through each step of the referral process. Direct links are provided throughout the workflow to guide users to forms and resources that will be used throughout the referral process.

### Sample Referral Application

The Sample Referral Application is a great tool to use as a template for your own agency's SOAR referral process. Be sure to make appropriate edits; we want this form to fit with your agency's SOAR program.

### Applicant Resource Guide

All good referral systems need a back-up plan! Customize this resource guide to assist potential applicants who are not eligible for SOAR at your agency. Make sure to include contact information for each source provided on this form.

### Referral Tracking Worksheet

The tracking worksheet will help you keep track of the quantity and quality of referrals from agencies throughout your community. Tracking your referrals will help to identify where your best referrals are coming from and which agencies need some guidance on making appropriate referrals.

Referral Source Information						
Referring Email	Referring Phone	Date of Referral	Date of Follow-Up	Referral Disposition	Reason for Disposition	
joindoe@gmail.com	555-444-3333	1/23/2020	1/24/2020	Not accepted	No severe impairment	
joindoe@gmail.com	555-444-3333	1/24/2020	1/25/2020	Waitlist placement	Lack of evidence/documentation	
joindoe@gmail.com	555-444-3456	1/24/2020	1/25/2020	Active placement	Meets program criteria	
joindoe@gmail.com	555-444-3457	1/25/2020	1/26/2020	Priority placement	Meets program criteria	
joindoe@gmail.com	555-444-3440	1/26/2020	1/27/2020	Priority placement	Meets program criteria	
joindoe@gmail.com	555-444-3440	2/1/2020	2/2/2020	Active placement	Meets program criteria	
joindoe@gmail.com	555-444-3441	2/2/2020	2/3/2020	Active placement	Meets program criteria	
joindoe@gmail.com	555-444-3333	2/3/2020	2/6/2020	Active placement	Meets program criteria	
joindoe@gmail.com	555-444-3333	2/10/2020	2/11/2020	Not accepted	Not at-risk of homelessness	

Applicant Information					
Ethnicity	Diagnosis/Conditions	Co-Occurring Disorders	Treatment at Time of Referral	Work Activity	
John Doe	45; Male; White	Schizophrenia, OUD	Current use	No recent treatment	Current
John Jones	56; Male; Black	PTSD, Anxiety	Recent use	Recent (within last 90 days)	Past
Jane Smith	23; Non-binary; White	Anxiety, Back Pain, SUD	Past use	Past (within the past year)	Past
Jane Doe	40; Female; Black	Depression, Learning Disability	In Treatment	Current	Current
Jane Jones	45; Female; Latinx	Depression, Learning Disability	None	Current	None
Mary Smith	43; Female; Black	Schizophrenia	Past use	Past (within the past year)	Past
Mary Jones	54; Female; Black	PTSD, TBI	Past use	Recent (within last 90 days)	None
Mary Jones	54; Female; Black	Anxiety, Lupus, SUD	Current use	No recent treatment	None
Mary Doe	61; Female; American Indian	Schizophrenia	None	Recent (within last 90 days)	Current

Outcome of the Referral							
Quality of Referral	Date of Intake Assessment	Date SSI/SSDI App Submitted	App Not Submitted	Date of Decision	Outcome of Decision	OAT Appt	Additional Notes
Missing Information	N/A	N/A	N/A	N/A	N/A	N/A	Referred to VR
Complete Information	2/15/2020	3/15/2020	N/A	4/15/2020	Approved	er34e1856	
Required multiple follow-ups	1/26/2020	2/26/2020	N/A	3/26/2020	Denied	er34e1459	
Complete Information	1/27/2020	2/27/2020	N/A	3/27/2020	Approved	er34e3457	
Complete Information	1/28/2020	N/A	Incarceration	N/A	N/A	N/A	Will do pre-release app
Complete Information	2/3/2020	3/3/2020	N/A	4/3/2020	Approved	er34e3445	
Required multiple follow-ups	2/6/2020	1/6/2020	N/A	4/6/2020	Approved	er34e3422	
Missing Information	2/7/2020	3/7/2020	N/A	4/7/2020	Approved	er34e2122	
Complete Information	N/A	N/A	N/A	N/A	N/A	N/A	Referred to Legal Aid

# Using Data to Achieve SOAR Program Participation Across Diverse Groups

Jill Hillebregt  
Social Security Advocacy and SOAR Supervisor and  
SOAR State Lead  
Minnesota Department of Human Services, Housing and  
Support Services Division  
St. Paul, Minnesota

May 25, 2021



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



# Using Data in Minnesota



Minnesota's SOAR initiatives to achieve equity and inclusion in program access and participation starts with data.

- Access to public assistance data warehouse
- SOAR advocates and clients
- Tableau software
- Data privacy – contracts and state statute

# SOAR Team: Case Exploration

SSA Dashboard Case

February 2021 SOAR Team - Case Exploration

**FILTERS**
County (All)
Age (All)
SSI Status (All)
Homeless (All)
Waiver (All)
Tribe Zip Code (All)
Facility Type (All)
Facility Name (All)

## 10,258 PEOPLE

### DEMOGRAPHICS

Race

A.I.	9%
Asian/Pacifi..	3%
Black	29%
Hispan..	3%
Multi	2%
Unkno..	0%
White	53%

### CUMULATIVE ENROLLMENT LAST 5 YEARS

2 - 3 yrs	31%
3 - 4 yrs	23%
4 - 5 yrs	46%

### HOUSING

Own Housing	26%
Supportive Housing (HS)	18%
Homeless*	17%
Other Facility (non-HS)**	11%
Board and Lodge (HS)	10%
With Family/Friends	8%
Adult Foster Care (HS)	2%
Housing with Services (HS)	1%
Supervised Living Facility (HS)	0%
Boarding Care Home (HS)	0%
Unknown	7%

\* Includes HS homeless shelters and Doubled Up Precarious  
\*\* Includes setting indication not found in facility panel

### MONTHLY ENROLLMENT - LAST 5 YEARS - (hover for #'s)

### ADDITIONAL DHS ASSISTANCE

Food

SNAP: 79%

Housing

Housing Support: 32%

### INCOME BEYOND DHS ASSISTANCE

Any Income: 4.7%

Earned Income: 2.6%

### SSI APPLICATION STATUS - UNDER CONSTRUCTION

SSI Application Status	IAA	No IAA	Total
No Pben, No Status		14.9%	14.9%
Pben, No Status	20.3%	0.6%	20.9%
Not Applied Yet	2.2%	0.0%	2.2%
Pending	28.1%	1.0%	29.1%
Denied	28.2%	0.2%	28.4%
Appealing	9.9%	0.0%	9.9%
Eligible	0.7%	0.1%	0.7%
Refused to Accept	0.0%	0.0%	0.0%

\*\*\* Grid includes cases with multiple status updates.

### Facility Type

(All)

- (All)
- Null
- Adult Foster Care (HS)
- Board and Lodge (HS)
- Boarding Care Home (HS)
- County Cor Facility
- Family Violence Shltr
- Homeless Shelter (HS)
- Housing with Services (HS)
- ICF-DD
- IMD Hospitals
- IMD/RTC
- Medical Hosp
- MSOP
- NF-I
- NF-II
- No Facility
- Non-Cty Adult Correctional
- Non-GRH
- RTC - Not IMD
- Rule 31 CD-IMD
- Rule 31 CD-Non-IMD
- Rule 36 MI-IMD (HS)
- Rule 36 MI-Non-IMD (HS)
- Short Stay in ICF-DD
- Short Stay in NF-I
- Short Stay in NF-II
- Supervised Living Facility

Cancel Apply

### Age

(All)

- (All)
- 0-19
- 20s
- 30s
- 40s
- 50s
- 60+
- Unknown

Cancel Apply

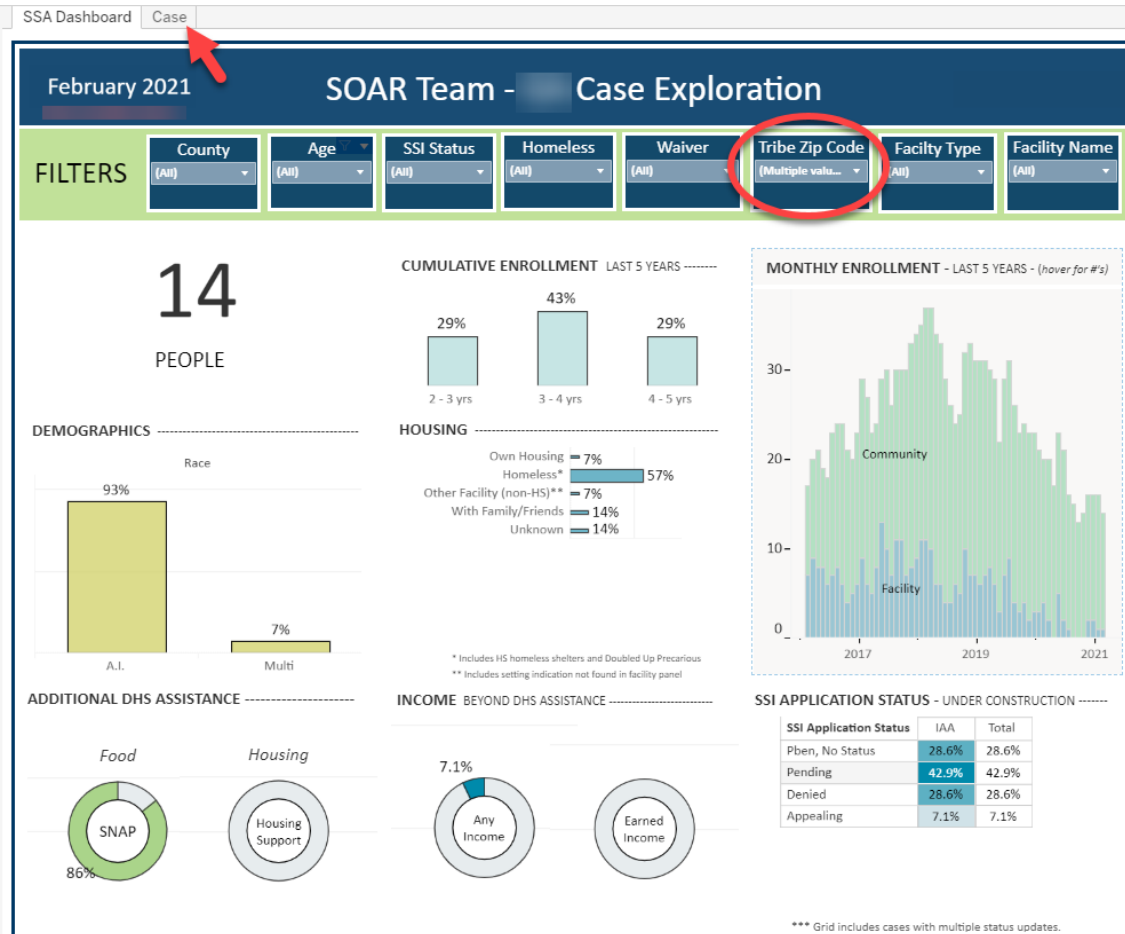
### Tribe Zip Code

(All)

- (All)
- A.I. No Tribe Zip
- Bois Forte Nation
- Fon du Lac Nation
- Grand Portage
- Leech Lake Nation
- Lower Sioux Nation
- Mille Lacs Nation
- N/A
- Prairie Island Nation
- Red Lake Nation
- Shakopee Mdewakanton Sioux Community
- Upper Sioux Community
- White Earth Nation

Cancel Apply

# Analysis by County



SSA Dashboard Case

**Case Info**

Personid	Casenumber	Financial County	Countyperson	Countyvendor
0000	0088	27	HENNEPIN	Null
0000	0106	30	ANOKA	ANOKA
0000	0000	62	RAMSEY	RAMSEY
0000	0000	31	ITASCA	Null
0000	0143	71	SHERBURNE	Null
0000	0084	31	ITASCA	Null
0000	0000	66	RICE	Null
0000	0152	27	HENNEPIN	Null
0000	0072	30	ISANTI	Null
0000	0086	19	DAKOTA	Null
0000	0115	31	ITASCA	Null
0000	0119	62	RAMSEY	RAMSEY
0000	0197	73	STEARNS	Null
0000	0092	27	HENNEPIN	HENNEPIN

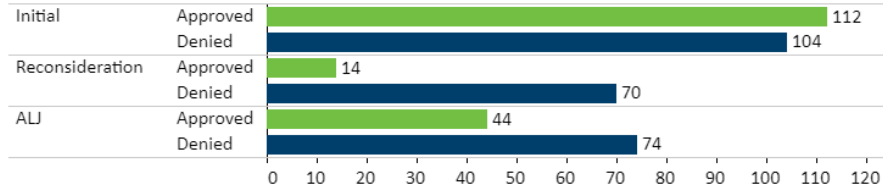
# Minnesota SOAR Outcomes: FY 2020

## SOAR Social Security Disability Application Outcomes - State Fiscal Year 2020

### Quick Facts

Total Social Security disability decisions	418
Total individuals served	390
Veterans served	85
Total retroactive back payment received	\$1,313,675
Interim Assistance recovered	\$235,557

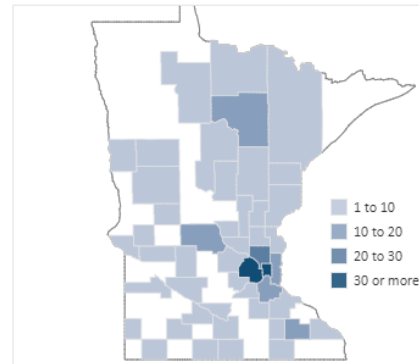
Number of decisions



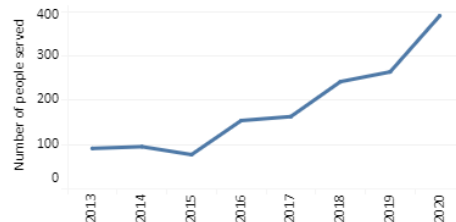
Average days to decision, by application stage

Application stage	Average days to a decision
Initial	152
Reconsideration	97
ALJ	499

SOAR participants by county of residence



SOAR participants served, by State Fiscal Year



# Filtering by Grantee



## SOAR Social Security Disability Application Outcomes - State Fiscal Year 2020



Grantee:

### Filtering results

You may filter results using the drop down menus below to filter by choosing a specific grantee. You may further filter the data by choosing to focus on clients who at intake were homeless or at risk of homelessness.

#### Choose to filter by grantee

#### Choose to filter by homeless status at intake

Homeless

### Quick Facts

Total Social Security disability decisions

23

Total individuals served

22

Veterans served

0

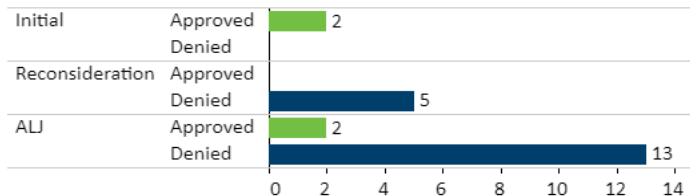
Total retroactive back payment received

\$27,667

Interim Assistance recovered

\$4,669

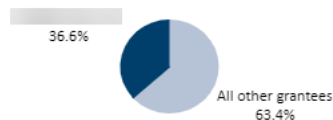
### Number of decisions, by application stage



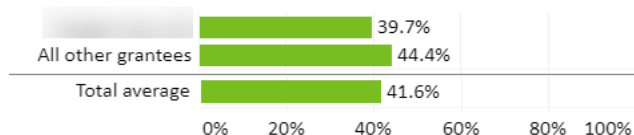
### Average days to decision, by application stage

Application stage	Average days to a decision
Initial	193
Reconsideration	59
ALJ	448

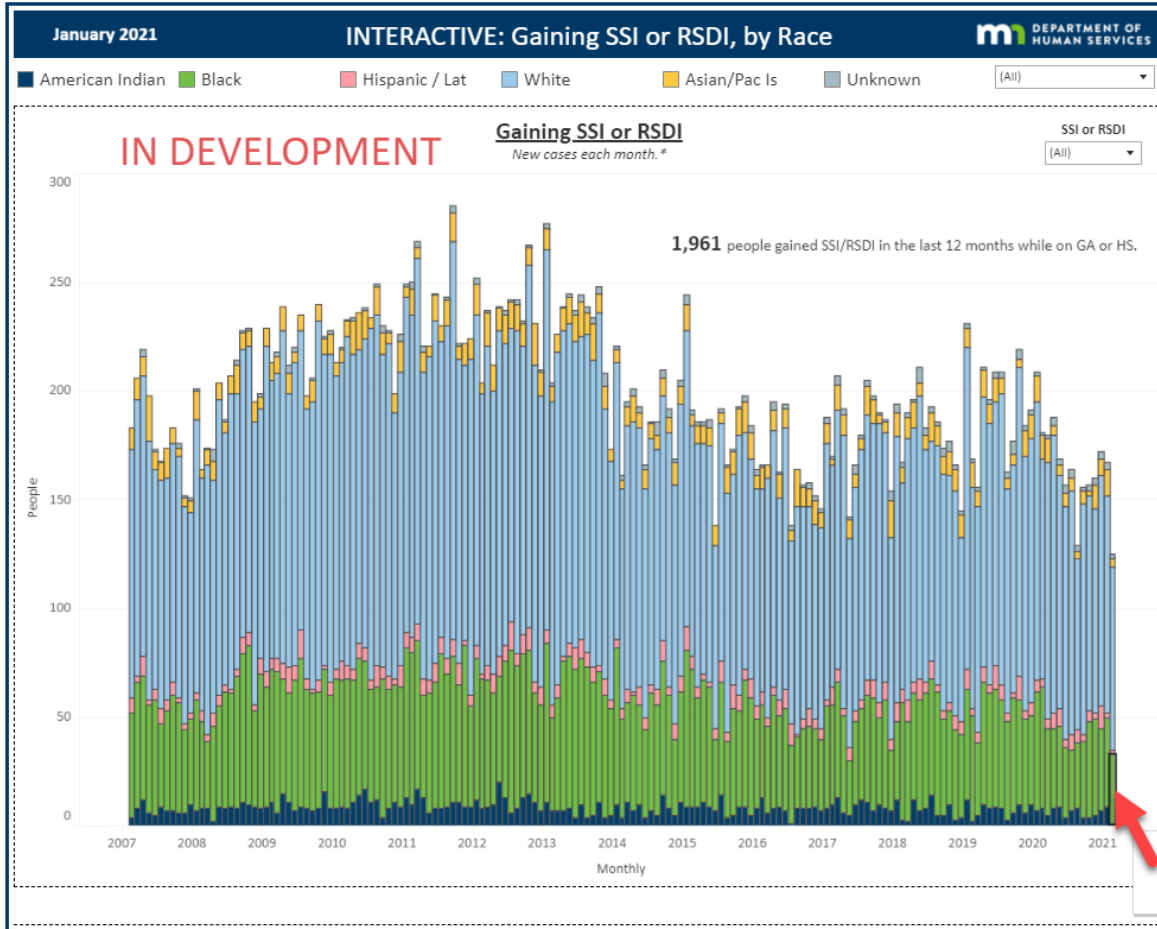
### Grantee as % of all applications



### Overall approval rate



# Using Data in Minnesota



# Summary of Findings/Lessons Learned

- SOAR recipients/clients
- SOAR Practitioner feedback
- State, county, and tribal agency feedback
- Data privacy – contracts and state statute

# Panel Discussion

Ensuring Equity in  
SOAR Implementation





# Panelists

- Jennifer Ankton, SOAR Practitioner, WellCare Services, Las Vegas, Nevada
- Kas Causeya, Program Manager, BEST/Central City Concern, Portland, Oregon
- Amy Lamerson, SOAR Ohio and Housing Now for Homeless Families Director and SOAR State Team Lead, COHHIO, Columbus, Ohio
- Justin Volpe, Jail Diversion Peer Liaison, Community Health of South Florida, Inc., Miami, Florida

Please type your questions into the Q&A box on the right of your screen

# Resources

## SAMHSA's Behavioral Health Equity

- <https://www.samhsa.gov/behavioral-health-equity>

## DEI Resource Library

- <https://soarworks.samhsa.gov/article/dei-resources>

## American Public Health Associations: Advancing Racial Equity Webinar Series

- <https://www.apha.org/events-and-meetings/webinars/racial-equity>

## Advancing Racial Equity in Housing and Community Development (Case Western School of Social Work)

- [https://case.edu/socialwork/nimc/sites/case.edu.nimc/files/2021-02/Advancing%20Racial%20Equity%20in%20Housing%20and%20CD\\_Anti-Racism%20Guide.FINAL\\_.2.18.21.v2.pdf](https://case.edu/socialwork/nimc/sites/case.edu.nimc/files/2021-02/Advancing%20Racial%20Equity%20in%20Housing%20and%20CD_Anti-Racism%20Guide.FINAL_.2.18.21.v2.pdf)

## National Alliance to End Homelessness: Racial Equity Resources

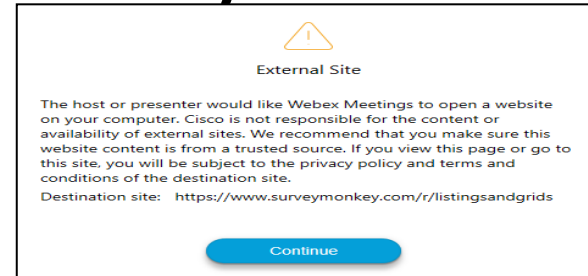
- <https://endhomelessness.org/resource/racial-equity-resources/>

# Next Steps

- ✓ Familiarize yourself with SOAR
- ✓ Review agency plans for serving marginalized communities to ensure equitable service provision
- ✓ Implement an outreach program to find and enroll all SSI/SSDI eligible individuals in your community
- ✓ Contact your SAMHSA SOAR TA Center Liaison with questions

# Webinar Evaluation

- At the conclusion of the webinar you will be automatically re-directed to SurveyMonkey.
- You will receive this alert that you are leaving WebEx.
- Please click “Continue”!



# Thank You

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



[www.samhsa.gov](http://www.samhsa.gov)

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