

SSI/SSDI Outreach, Access, and Recovery (SOAR) is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

## How Does SOAR Work?

### Are you, or your agency, interested in helping eligible individuals apply for expedited Social Security disability benefits?

- Individuals can receive [SOAR Training](#) to learn how to complete and submit a thorough SSI/SSDI application packet
- A state or community establishes a [SOAR Process](#) for the submission and processing of SSI/SSDI applications
- State & Local [SOAR Team Leaders](#) support SOAR-trained case managers and keep stakeholders engaged
- The SOAR TA Center provides the [Technical Assistance](#) needed to keep the SOAR effort moving forward

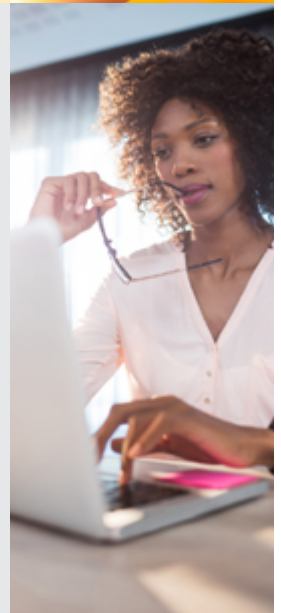


## How to Become SOAR-Certified for FREE!

### There are seven classes, as well as a practice case, in which you complete an SSI/SSDI application (adult) or SSI application (child) and write a medical summary report for a fictitious applicant.

#### Adult Curriculum and Child Curriculum:

- Learn about:
  1. Adult SSI/SSDI application process
  2. Child SSI application process
  3. SSA forms and regulations as well as SOAR [Critical Components](#)
- Interactive, self-guided, and FREE program
- Approximately 20 hours to complete, but you do so at your own pace
- 20 continuing education units (CEUs) from the National Association of Social Workers (NASW) are available for those who successfully complete the course



## SOAR as a Billable Service

### SOAR-certified staff performing SOAR services may enhance your business model with opportunities to create SOAR-dedicated positions.

As part of the behavioral health service benefit, the Arizona Health Care Cost Containment System (AHCCCS) allows certain SOAR activities to be provided by SOAR-certified provider staff and reimbursed by Medicaid. Such activities include:

- Face-to-face and phone contact with members
- Face-to-face and phone contact with records and data sources, such as treatment providers, hospitals, DDS, SSA, correctional facilities, and schools.

For billing limitations and additional information, see [AMPM 570](#).



## Arizona and National Data

Since 2006, SOAR is responsible for assisting more than 55,000 individuals who were experiencing homelessness, or at risk of homelessness, in accessing Social Security disability benefits.

Arizona 2020 Outcomes:	Cumulative National Outcomes:
<ul style="list-style-type: none"><li>• 75% approval rate</li><li>• 95 average days to decision</li></ul>	<ul style="list-style-type: none"><li>• 65% approval rate</li><li>• 115 average days to decision</li></ul>
This compares to the initial allowance rate of <a href="#">30.8% for all persons aged 18–64</a> who applied for SSI or SSDI in FY2019.	

In 2020, SSI/SSDI payments for the individuals served by SOAR brought over \$518 million into the economies of participating states and localities.

Nationwide, there are 214 full-time and 138 part-time SOAR-dedicated positions. The average annual salary for dedicated SOAR benefits specialists as reported by 13 states was \$40,800.

Funding for SOAR positions or services may come from federal programs: PATH, Cooperative Agreements to Benefit Homeless Individuals (CABHI), Emergency Solutions Grants (ESGs), Community Development Block Grant (CDBG), CARES Act Funding, Mental Health Block Grant (MHBG), Supportive Services for Veteran Families (SSVF), Medicaid, state and local funds, and foundation funding.

## Success Story



“My name is Kathryn. In 2006, while experiencing homelessness, I came to Yuma. I had a substance use disorder and have a mental illness. I found help with the Acts team and was given meds to help with my mental health conditions. My life was in the toilet, I was broken. I was given a case manager, Roseanne. She gave me a life rope and pulled me out. Not long after that, she got me into Achieve Human Services (AHS) housing. Then I had a place to call home. My case manager at AHS was Debra. She was made for the job! She really and truly cared about me when I had no one that cared at that point. Life started to change after that. Living clean and sober is now the only way for me. I’ve been clean and sober since May 15, 2015. I had been trying to get SSDI since 2008 but kept getting turned down. In 2018, I was introduced to a SOAR specialist named Sydney. She helped me apply again. In six months, I was approved. I thank God for all of the people he put in my life. Life for me now is great—I have a home, I have money to pay my bills, and I have a dog named Lillybell that loves me no matter what. I also got a car a year ago that I paid for myself. I have my independence. If not for the SOAR program, my life would not have changed. I can finally say I’m happy. I’m working on addressing my dental problems. I wouldn’t take a million dollars for my sobriety.”

### Contact Us:

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