



# A User's Guide to Entering SOAR Outcomes

## Table of Contents

User Registration .....	2
Demographics .....	3
Create a Password .....	3
User Roles .....	3
Agency Information: .....	3
Funding: .....	3
Training: .....	3
Registration Approval .....	3
Log in to OAT.....	4
Password reset procedure: .....	4
Entering Outcomes .....	4
Create an Applicant Identification (ApID).....	4
Tab 1: Demographics .....	5
Tab 2: Application Type.....	6
Tab 3: Application Detail.....	7
Tab 4 - Decision.....	9
Tab 5: Post Decision.....	10
Application Overview.....	12

# SOAR Online Application Tracking (OAT) User Guide

## User Registration

Go to <https://soartrack.samhsa.gov/> and click on “Create your account now” in the User Log-In box.

**Log in**  
Access your account.

**Email**

**Password**

Login

[Forgot password?](#)

Do not have an account? [Create your account now.](https://soartrack.samhsa.gov/register)



This will bring you to the *Register for OAT* page (<https://soartrack.samhsa.gov/register>):

**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](mailto: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](mailto:soaroot@prainc.com) or 518-439-7415 x2.

<b>First Name *</b>	<b>Last Name *</b>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
<b>Password * <a href="#">What's This</a></b>	<b>Verify Password *</b>
<input style="width: 95%;" type="password"/>	<input style="width: 95%;" type="password"/>
<b>Email *</b>	<b>Phone *</b>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
	<b>Ext</b>
	<input style="width: 95%;" type="text"/>
<b>State *</b>	
<input style="width: 95%;" type="text" value="Select State"/>	
<b>Role * <a href="#">What's This</a></b>	
<input style="width: 95%;" type="text" value="Select Role"/>	
<b>Agency *</b>	
<input style="width: 95%;" type="text" value="Select Agency"/>	
<b>County/Parish *</b>	<b>City *</b>
<input style="width: 95%;" type="text" value="Select County/Parish"/>	<input style="width: 95%;" type="text" value="Choose cities..."/>

## Demographics

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. (*Note: you will be prompted to change your password every 60 days*).

## User Roles

There are **four roles** in OAT, each outlined below. 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*.

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

**Local Lead:** Has attended a 3-day *SOAR Leadership Academy*; has access to data from all agencies within specified cities/counties

**Agency Lead:** Oversees case workers; has access to data from caseworkers at their agency

**Case Worker:** Has access only to own data entered.

## Agency Information:

Choose your Agency from the drop-down list. If your agency is not listed, choose “Other – Agency not listed below” and enter your Agency Name in the box provided.

## Funding:

Select 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.),” you will be asked for your VISN.

## Training:

Multiple SOAR training types can be recorded: SOAR Online Course: Adult or Child Curriculum; 2-day *Stepping Stones to Recovery* training (follow-up questions will ask for location and trainers); 4-day Train-the-Trainer; or 3-day SOAR Leadership Academy.

Note that in order to enter outcomes of SOAR-assisted applications, you must have passed the SOAR Online Course. An exception may be made for those who attended a 2-day *Stepping Stones to Recovery* training or 4-day *Train-the-Trainer* prior to July 2020.

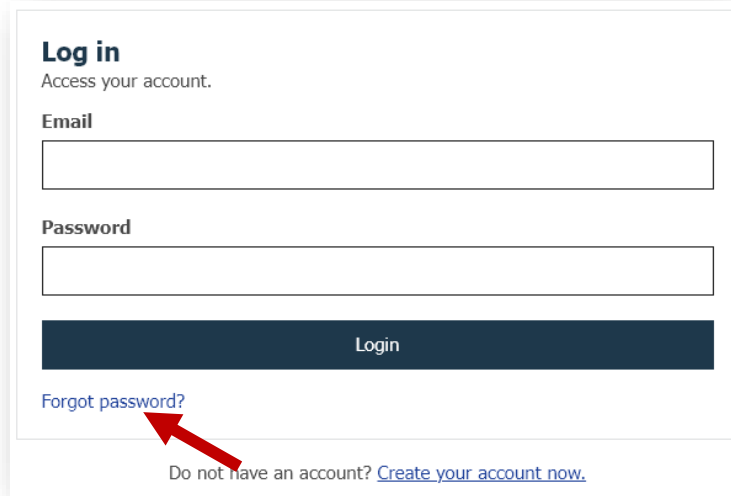
If you are a State/Local/Agency Lead who will NOT be completing applications, choose your Lead role and answer “Yes” to “Are you a Supervisor Only?” You will not be required to complete SOAR training but are strongly encouraged to complete Class 1 of the SOAR Online Course.

## Registration Approval

After submitting your registration, you will receive an email from [soaroot@prainc.com](mailto: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.samhsa.gov/>.



**Log in**  
Access your account.

Email

Password

Login

[Forgot password?](#)

Do not have an account? [Create your account now.](#)

**Password reset procedure:** If you have forgotten your password, click on “Forgot password?” and enter your email. You will receive an email with a temporary password. Click the link provided, enter the temporary password, and follow the prompt to create a new password and log in.

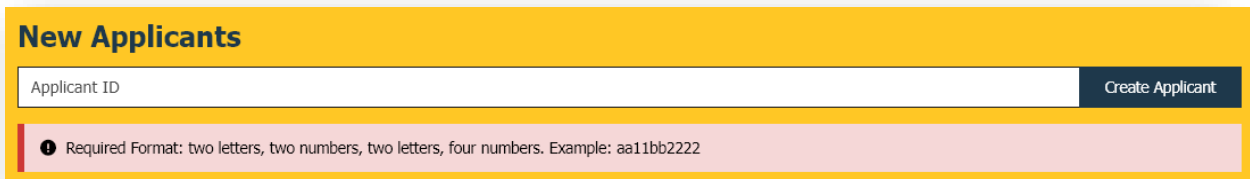
## Entering Outcomes

### Create an Applicant Identification (ApID)

The first step is to create a unique Applicant ID. The use of this ID avoids the need for personally identifiable information (PII). **Be sure to record the ID in the applicant’s case file.**

The required sequence for the ID is as follows:

- 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

## Tab 1: Demographics

te95st3004  
Created on 09/22/2022 by Sarah.Smith | Updated on 09/27/2022 by Sarah.Smith

**Demographics**

1. Demographics | 2. Application Type | 3. Application Detail | 4. Decision | 5. Post Decision

1 of 5 Demographics

Gender \* What's This ?  
Male

Age \*  
85

Military Service \*  
 Yes  
 No  
 Don't Know

Discharge Status: \*  
Honorable

Was the applicant receiving VA Disability Compensation at the time of the application? \*  
Yes

Was the applicant receiving county, state or other public assistance (cash or health insurance) prior to applying for SSI/SSDI? \* What's This ?  
No  
TANF  
General/Public Assistance  
Medicaid  
Don't Know

Was the applicant working during the application process? \*  
Yes

Applicant Working Earnings per Month (in dollars) \*  
42

What was the applicant's housing status at the time of the application? \*  
Outdoors (e.g., street, abandoned or public building)

Length of time homeless \* What's This ?  
5 Years | 5 Months

Save & Continue | Cancel

### Gender

- 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 18 or over, the application will be tracked as an adult application for both SSI and SSDI.
  - If you are assisting a 17-year-old who is soon turning 18 with an adult SSI application, then enter 18 so that it is tracked as an adult claim.
- If 17 or under, the application will be tracked as a child application for 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.

### County, State, or other public assistance

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

### Employment Status

- If the applicant was working during the application process, a follow-up question will ask about the Working Earnings per Month (in dollars).

### Housing Status

- 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.

## Tab 2: Application Type

### Application Types:

#### *Initial SOAR Application*

Case worker is assisting with an initial SSI/SSDI application using SOAR techniques.

#### *Reconsideration using SOAR*

Case worker starts working with an applicant after they have received an initial application denial.

#### *ALJ Hearing using SOAR*

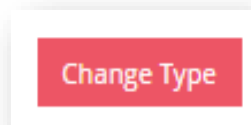
Case worker starts working with an applicant at the ALJ hearing level.

#### *Non-SOAR Claim*

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 OR NONE of the SOAR critical components were used in the application process.

### Changing Application Type

If you make an error, you can change the application type without losing demographic information – however, **all other information entered will be deleted**. Click the “Change Type” button on the bottom right-hand side of Tab 3 or 4. Once a decision has been entered and saved on Tab 4, this option is no longer available.



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

### Tab 3: Application Detail

**te95st3004** Initial SOAR Application  
Created on 09/22/2022 by Sarah Smith | Updated on 10/25/2022 by Sarah Smith

1. Demographics 2. Application Type 3. Application Detail 4. Decision 5. Post Decision

**3 of 5 Application Detail**

Protective filing date (initial contact with SSA) \* What's This  
Date must be in mm/dd/yyyy format

Was an SSA-1696 Appointment of Representative Form submitted? \*  
 Yes  
 No

Were medical records collected and submitted? \* What's This  
 Yes  
 No

Was a Medical Summary Report (MSR) written and submitted? \* What's This  
 Yes  
 No

Was the MSR co-signed by an Acceptable Medical Source? \*

Was a quality review of the application done prior to submission? \*  
 Yes  
 No

Has a complete application been submitted to SSA? \*

Application date (application packet submitted to SSA) \*  
Date must be in mm/dd/yyyy format

Was a Consultative Exam (CE) ordered? \*  
 No  
 Yes

### 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-trained colleague, or SOAR Local Lead.
- b. Quality review may also include having the Medical Summary Report reviewed by the SAMHSA SOAR TA Center.

#### Was a Consultative Exam ordered?

A consultative examination (CE) is an exam ordered by Disability Determination Services when there is not sufficient medical evidence to make a decision. If a CE was ordered, a follow-up question will ask for the number of CEs ordered.



## Initial Application

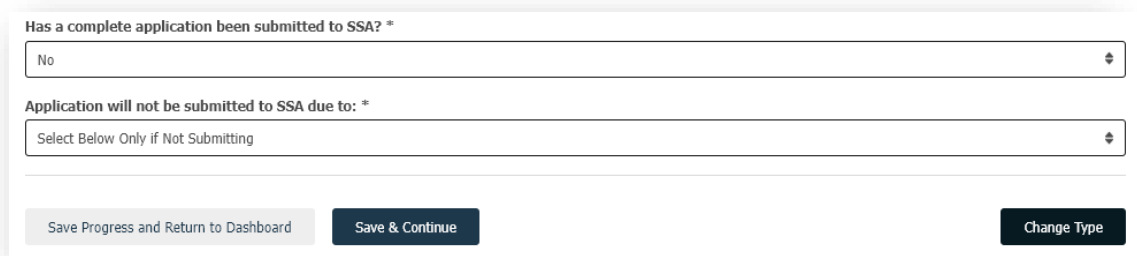
The following questions are asked on Tab 3 for Initial Applications **only**.

### Protective Filing Date (PFD)

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 into 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 the application.
  - A follow-up question will ask why the application will not be submitted. Options: the applicant 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 application packet to your local SSA office.
  - A follow-up question will ask for the Application Date. Enter the date that the packet was delivered to the local SSA field office. This date cannot be before the PFD.

## 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 was made to expedite the scheduling of a hearing due to dire need.

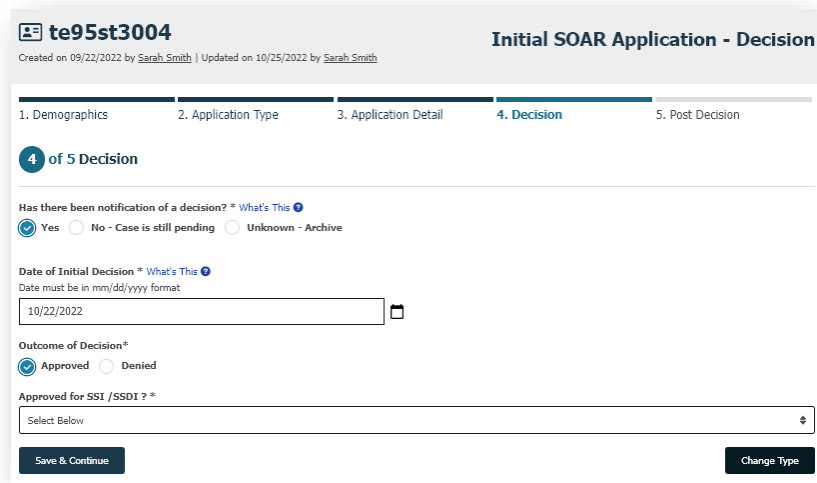
### Was a review on record requested?

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?

**Yes:** Choose this option **only** if you have received a decision on **both** the SSDI **and** SSI applications.

- **Date of ALJ Hearing**
  - This will be asked only for ALJ Hearing Decisions
- **Date of Decision**
  - Use the date found on the SSA 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: SSI only; SSDI only; Both SSI and SSDI

**Denied:** Follow-up question will ask for the reason for denial (from the SSA letter).

  - Options: 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; or Unknown.

**No:** The case is pending. There has not yet been notification of a decision.

**Unknown:** Choose this option **only** if the outcome **will remain** unknown.

- A follow-up question will ask "Unknown due to:"
  - Options: Further follow up with DDS needed; the applicant transferred to new representative, withdrew, or is deceased; 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.

## Tab 5: Post Decision

### Approvals – All Application Types

When an SSI/SSDI application has been approved at any level of adjudication (initial, reconsideration, or ALJ) the following questions will be asked. 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.

**te95st3004** Initial SOAR Application - Approved  
Created on 09/22/2022 by Sarah Smith | Updated on 10/25/2022 by Sarah Smith

● Congratulations! This Application has been Approved. Please fill out/update the post-approval information below.

1. Demographics 2. Application Type 3. Application Detail 4. Decision 5. Post Decision

**5 of 5 Post Decision**

SSI Award per Month (in dollars) \*   Value not tracked

SSDI Award per Month (in dollars) \*   Value not tracked

Medicaid Reimbursement Amount (in dollars)  Medicare Reimbursement Amount (in dollars)

General Assistance or Public Assistance Reimbursement Amount (in dollars)  Retro Back Payments (in dollars)

Is applicant working post-decision (at time of decision?)  
 Yes  
 No

Was applicant housed at time of decision?  
 Yes  
 No

Representative Payee Needed?  
 Yes  
 No

Hours to Complete Claim:

[Save Progress and Return to Dashboard](#) [Complete Application](#)

**Award Amounts:** Enter the SSI and/or SSDI monthly award amount. If the award amount(s) are unknown, please choose “Value not tracked” - 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 retroactively 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\*:** Enter any SSI and/or SSDI 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 their monthly earnings.

**Housing Information:** Indicate whether the applicant was housed at the time of decision and whether their (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.

*\*If unknown, skip the question rather than entering “0.”*

## Denials

When an SSI/SSDI application has been denied, the Post-Decision questions will vary depending on application type.

### Initial Application: *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)

### Reconsideration: *Was a Request for ALJ Filed?*

- **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.”
- **No:** the case is considered “closed.” Choosing this option will bring you to an Applicant Overview page.

### ALJ:

- There are no Post-Decision questions asked. You will be directed to an Applicant Overview page.

## Application 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*.

**te34st5678**  
Created on 09/15/2022 by Mike Kilpatrick | Updated on 10/28/2022 by Mike Kilpatrick

**Application Overview**

Test City, YY  
ALJ Hearing using SOAR - Approved

3 Total Decision(s)  
Age: 35  
Military: Yes  
Working? No

Sex: Male  
Assistance: No  
Housing Status: Outdoors (e.g., street, abandoned or public building)

**CASE WORKER**  
Kilpatrick, Mike  
Agency One

**Results**

Initial SOAR Reconsideration ALJ Hearing **Current**

[Edit Application](#)

**Denied on October 13, 2022**  
Denied because:  
No significant impairment.

Protective Filing Date: 10/12/2022

Application Date: 10/13/2022

Completed SSA 1696? No

Medical Records Collected? Yes

MSR Yes

MSR Co-Signed? Yes

Quality Review Yes

CE Exam Ordered? Yes

**Applicant Created**

GENDER	AGE	CASE WORKER
M	35	Kilpatrick, Mike
N/A		

**Initial SOAR Application - Details**

APP DATE	SSA 1696?	MSR?
10/13/22	No	Yes

MEDICAL RECORDS	QUALITY REVIEW
Yes	Yes

October 12, 2022

**Initial SOAR Application - Decision**

STATUS	DECISION DATE	DAYS DECISION
Denied	10/13/22	0

October 13, 2022

**Initial SOAR Application - Post Denial**

STATUS
Completed

- The applicant ID, applicant’s demographic information, Case Worker, and Agency is provided at the top of the page. ▼
- The total number of decisions associated with the ApID is also noted at the top of the page. ▼
- Users can toggle between Initial SOAR, Reconsideration and ALJ Hearing details, *if applicable*. The word “Current” will appear next to the current application type. ▼
- An overview of the activity about the application as it progressed through application types is also provided. ▼

If you have any questions about using SOAR OAT, please contact the SAMHSA SOAR TA Center at [soaroot@prainc.com](mailto:soaroot@prainc.com).