

# NC SOAR

Emily Carmody, Project Director  
SOAR State Lead



**NC COALITION** to  
**HOMELESSNESS** end

# People are caught in a dangerous cycle.



# SSI/SSDI can break the cycle.

Income allows for access to housing programs

Healthy insurance allows for access to more services to address needs

Stable Housing and Services reduces need for inpatient treatment and crisis services

Stable Housing and Services increases the therapeutic benefits of treatment



# Applicants experiencing homelessness face challenges.

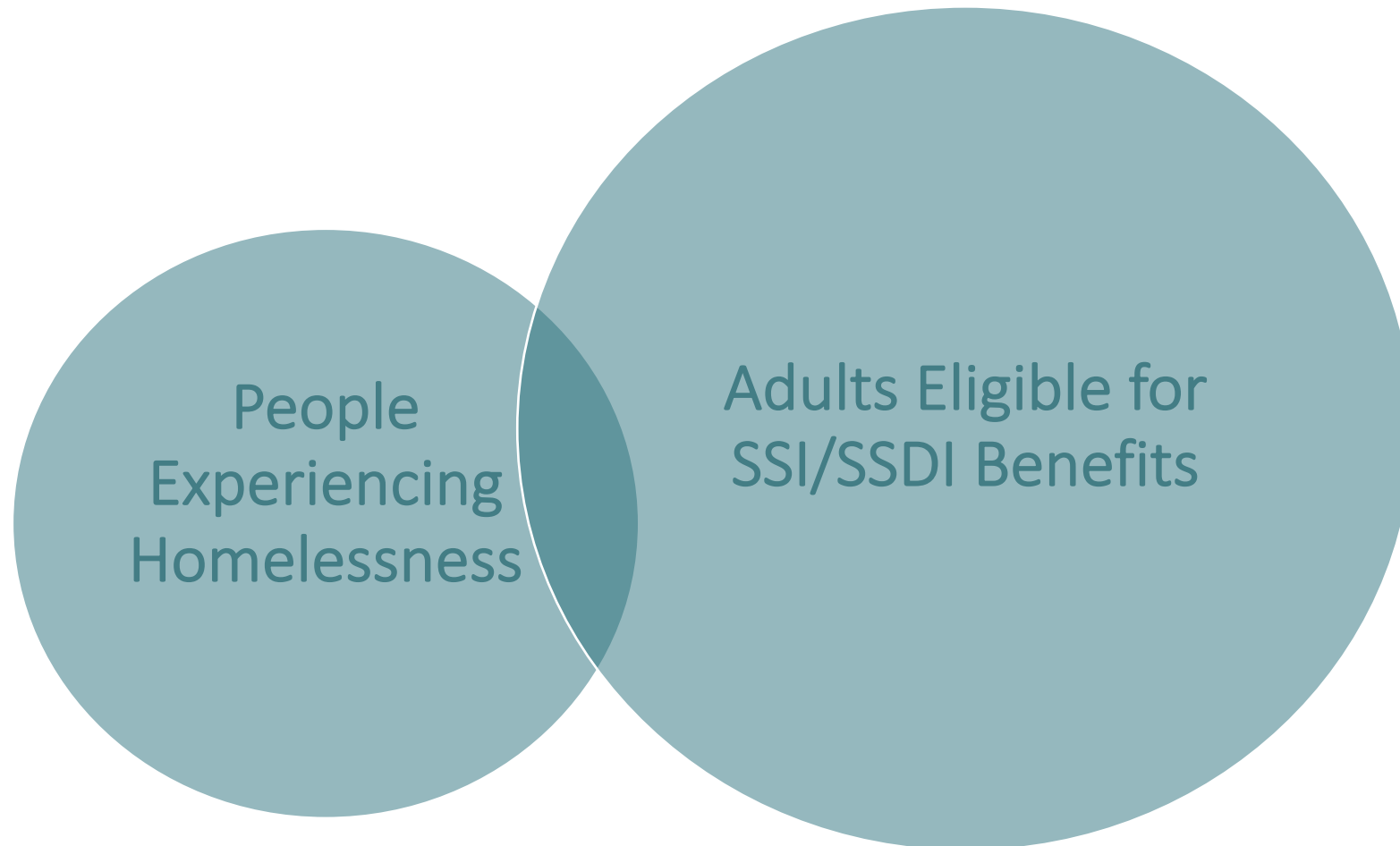
Path to recovery is extraordinarily challenging when basic needs are unmet

SSI/SSDI application and disability determination process can seem complex

Disconnect between the experience of homelessness and the disability application process

Medical information is often very incomplete

SOAR assists people experiencing homelessness with disabilities with applying for SSI/SSDI.



# SOAR is a national best practice.

SSI/SSDI Outreach, Access and Recovery (SOAR) is a strategy that helps states to increase access to SSI/SSDI for people who are homeless or at risk of homelessness through:

- Strategic planning

- Training

- Technical assistance for caseworkers and communities

SOAR currently works in all 50 states and has national success rates on initial application of 65 percent and the average time for decision is 100 days.\*

\*Based on 2018 Outcomes reported by PRA



# Implementing the SOAR model.

SOAR focuses on the initial application

SOAR caseworkers take on the role of SSA 1696 Representative

SOAR caseworkers gather medical records and interview applicant before submitting the application to SSA

SOAR caseworkers write a Medical Summary Report signed by a medical provider

Medical Summary Reports provide an overview of applicant's life, treatment, and functioning.

Tells the full story of the applicant, **clearly linking** their diagnoses to functional impairments

Co-signed by a medical provider so that it is considered as medical evidence

SOAR caseworkers receive intensive training and TA on their medical summary reports





# NC SOAR works in partnership with SSA and DDS.

SOAR caseworkers are trained on agency regulations

SOAR contacts at each SSA field office

Gather and submit medical evidence to DDS

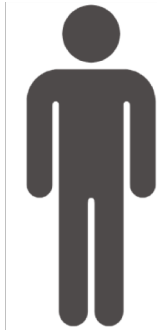
Ensure the applicant makes appointments and stays in contact through the application process



# SOAR is effective in North Carolina.

<b>Outcomes as of March 5, 2019</b>	
Total Outcomes Reported	3,092
Total Approved (11 deaths prior to decision)	2,368
Total Denied	712
Approval Rate	77%
Median time between completion of application and determination	86 days
Average length of time homeless prior to application	3 years
Income brought into state since June 2, 2010 – includes back pay awarded and annual SSI/SSDI amounts	\$31,889,314.75

# SOAR benefits the whole system.



Beneficiaries



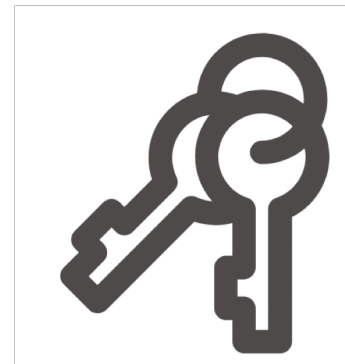
Medicaid Billing Agencies



Communities



Case Managers



Housing Programs

# Dedicated SOAR Caseworkers drive community success.

Increase the number of applications

Strengthen key partnerships

Gain expertise quickly

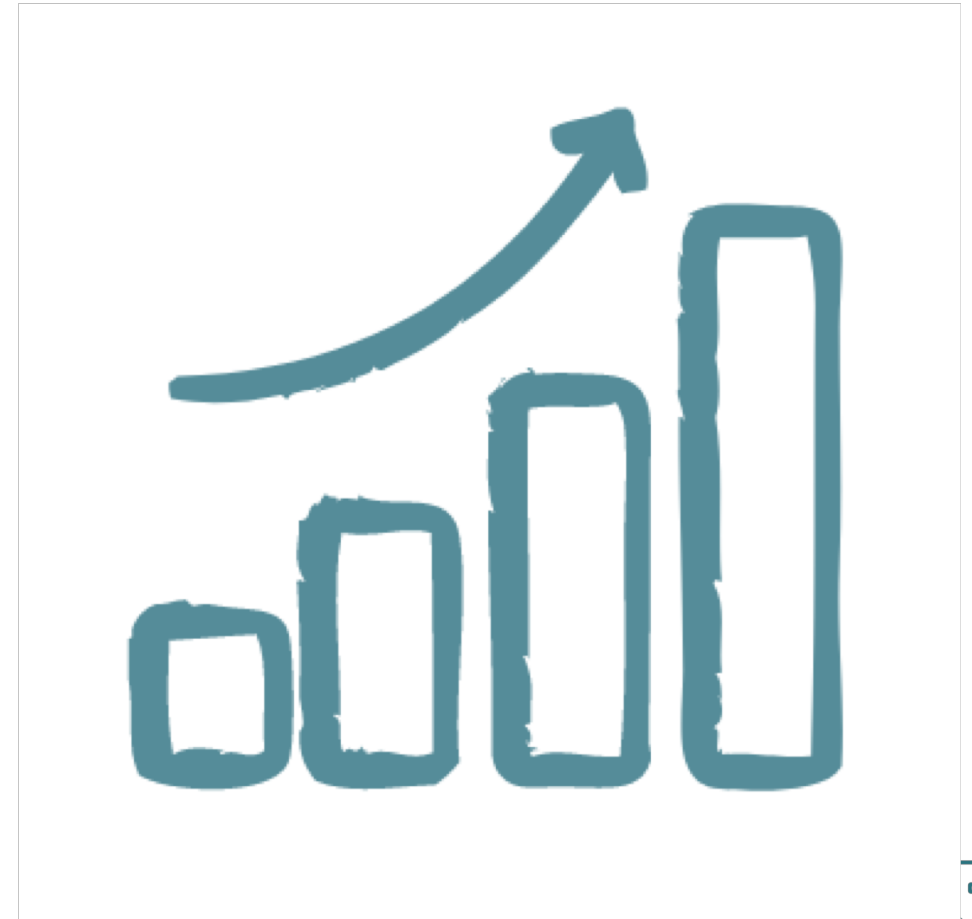
Funding:

Local programs

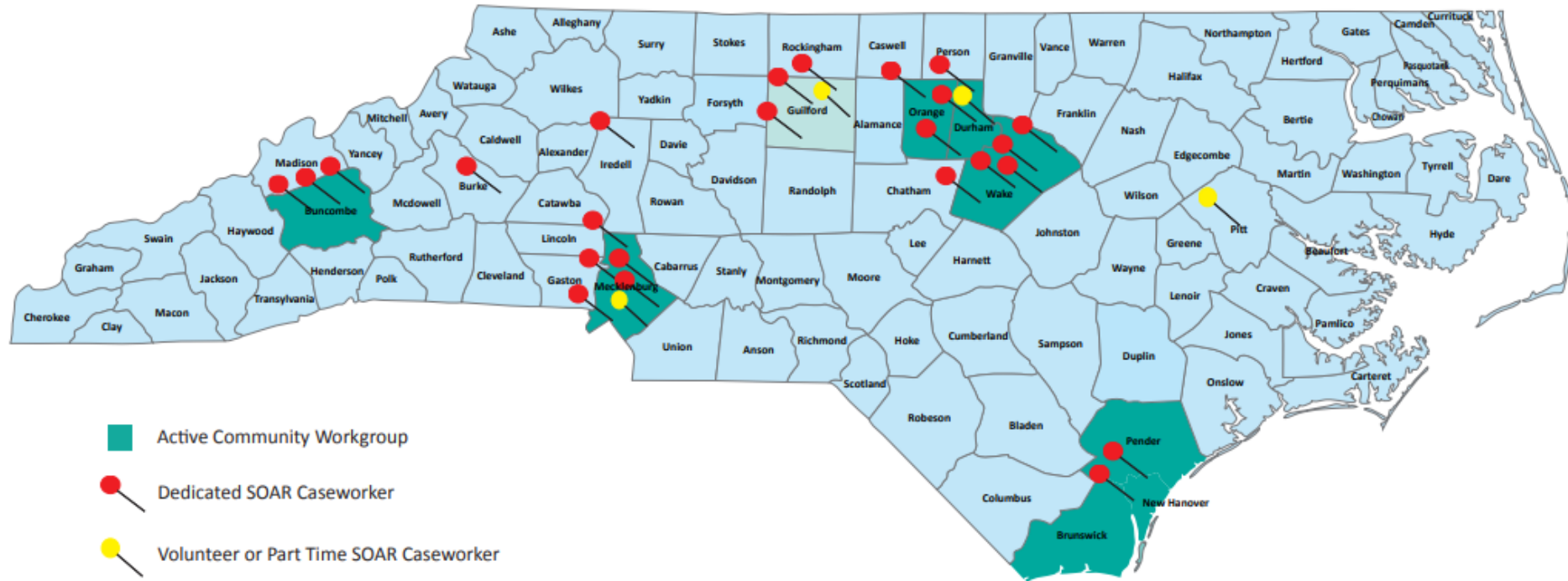
Medicaid Agencies/MCOs

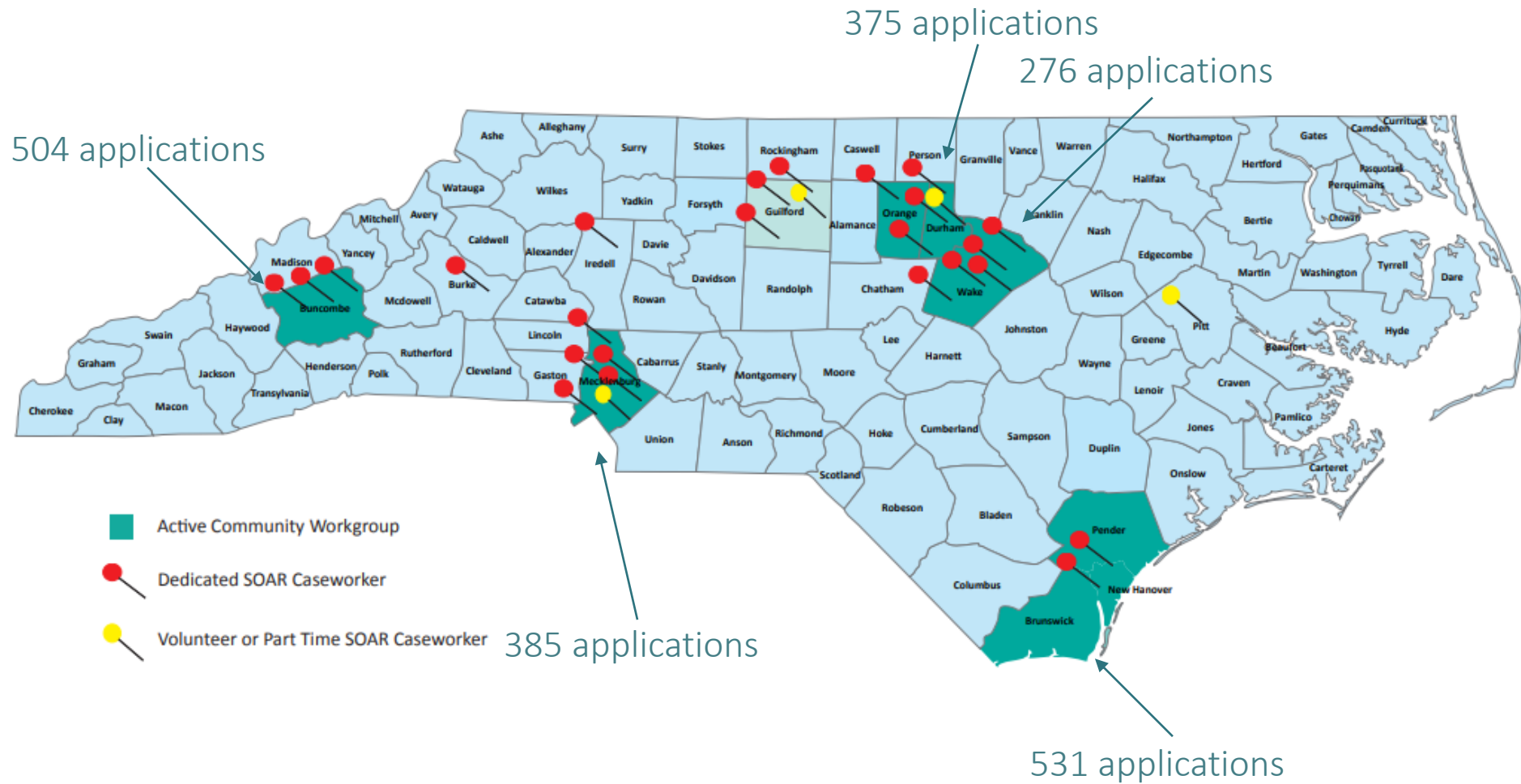
PATH

City/County



# Dedicated SOAR Caseworkers are located across the state.





The background of the slide is a photograph of a playground. On the right side, there is a blue slide. A person's hand is visible at the top right corner, reaching towards the slide. The rest of the image is a blurred view of a playground with various equipment and a person in the distance.

Emily Carmody  
Project Director  
SOAR State Lead

[soar@ncceh.org](mailto:soar@ncceh.org)  
(919) 755- 4393