

## **ATTACHMENT K**

### **EXAMPLES OF VISUAL REPRESENTATIONS OF RESULTANT DATA**

Figure 1. Stakeholder Communication before SOAR

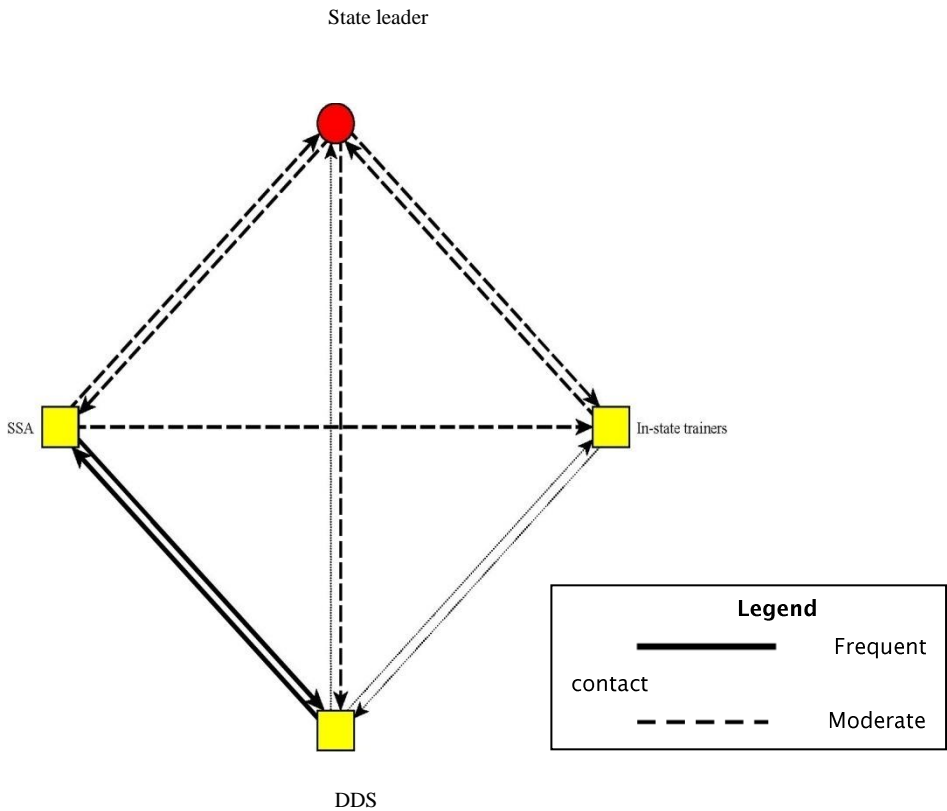


Figure 2. Stakeholder Communication after SOAR

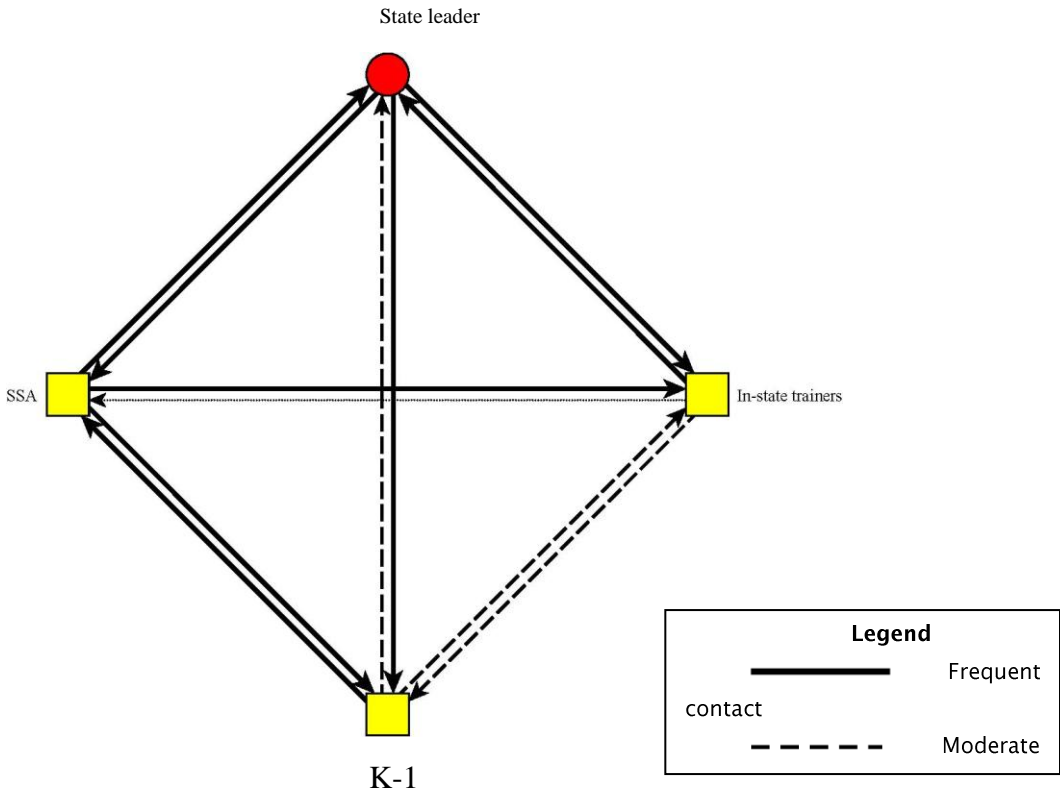


TABLE 1. CHARACTERISTICS OF SOAR TRAINING PARTICIPANTS

	In-Person Training Participants (%)	Web-Based Training Participants (%)
Agency Type		
Mental health		
Homeless service		
SSA/DDS		
Other		
Job Title		
Outreach workers		
Case manager		
Shelter worker		
Benefits specialist		
Program coordinator/supervisor		
Other		
Position is PATH funded		
Experience with clients who are homeless		
Experience with client who have mental health problems		
Number of adults assisted with SSI/SSDI in past year		
None		
Less than 1 per month		
About 1 per month		
About 2 to 3 per month		
More than 3 per month		
Proportion of SSI/SSDI applications initially approved		
None		
1-25 percent		
26-50 percent		
51-75 percent		
76-100 percent		
Length of time between application and initial decision		
3 months or less		
4-6 months		
7-12 months		
More than 12 months		
Total Participants		

TABLE 2. GAINS IN KNOWLEDGE AMONG SOAR TRAINING PARTICIPANTS

	Number of Participants	Average Score Before Training	Average Score After Training	Difference in Average Score
In-Person Training				
Web-Based Training				
Difference between in-person and web-based trainings				

TABLE 3. SOAR TRAINING PARTICIPANTS' RATINGS OF TRAINING CONTENT

	Average Rating for In-Person Training	Average Rating for Web-Based Training
I have a better understanding of the differences between SS1 and SSDI including the health insurance offered and eligibility requirements.		
I am better able to identify the non-medical criteria for SSI/SSDI eligibility.		
I have a better understanding of the disability determination process and how to develop medical information to support a disability claim.		
I have a clearer understanding of the role of functional information in the determination of disability.		
I feel more equipped to thoroughly interview a client and assess his/her functioning.		
I will be able to write a comprehensive medical summary to be submitted for disability determination.		
Overall, I am satisfied with the information provided during the training program.		
Total Summary Score		

Note: Responses rated on a 4-point Likert-scale from “strongly disagree” to “strongly agree.”

TABLE 4. SATISFACTION WITH IN-PERSON TRAINER AND ORGANIZATION OF TRAINING

	Average Rating	Standard Deviation	Range of Responses
The training was well-organized and flowed easily.			
The trainer was interesting and held my attention.			
The trainer presented the information clearly.			
The trainer provided helpful answers to our questions.			
The interactive role play and/or video helped me explore how I will use the information in my own work.			
The written materials supported the presentation.			
There was a good variety of learning methods: listening, reading, video.			
The pace of the training program was just right - not too fast and not too slow.			
Total Summary Score			

Note: Responses rated on a 4-point Likert-scale from “strongly disagree” to “strongly agree.”

TABLE 5. SATISFACTION WITH WEB-BASED TRAINING FORMAT

	Average Score	Standard Deviation	Range of Responses
This site was easy to navigate			
It was easy to download and access the video			
The slides and graphics conveyed the material clearly			
Information was well organized and flowed easily			
The voiceover kept my attention			
There were sufficient opportunities to practice applying the information			
The course provided helpful handouts and links to additional information			
There was a good variety of learning methods: listening, reading, video, activities			
It is likely that I will return to this website for a refresher or additional information			
I think I will need to attend in-person SOAR training to further develop my skills to submit SSI/SSDI applications			
Total Score			

Note: Responses rated on a 4-point Likert-scale from “strongly disagree” to “strongly agree.”

**ATTACHMENT L**  
**STATE RECRUITMENT LETTER**

**Pamela Fischer**  
*SAMHSA Project Officer*

240-276-1844

(DATE)

Name  
Title  
Organization  
Address  
City, State Zip

Dear Name:

I am writing to request your cooperation with and participation in a study of the SSI/SSDI Outreach, Access and Recovery (SOAR) initiative. This study is being conducted by Mathematica Policy Research (Mathematica) with funding from the U.S. Department of Health and Human Service, Substance Abuse and Mental Health Services Administration (SAMHSA). Mathematica will be collecting and analyzing data from a variety of sources to provide a comprehensive description of how SOAR is implemented in the states and to describe the initiative's outcomes.

One source of data for the study will be in-person site visits to the eight states that are receiving federally-funded SOAR technical assistance beginning in 2010. Gathering information about implementation of the initiative in each of these states, including the successes the states have achieved and the challenges the states have faced, will help document the range of states' experiences with SOAR and provide valuable information about the driving forces behind the initiative's outcomes.

I encourage (STATE) to cooperate with this important study for several reasons. First, SOAR has the potential to improve the lives of homeless individuals by increasing the likelihood of disability benefit award at initial application and substantially reducing application processing time. Results from the study will contribute to federal, state, and local stakeholders'



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FROM: Gretchen Stiers  
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understanding of how SOAR works and areas where SOAR could be modified to better serve clients. Second, results from the study may inform financial and other types of decision-making regarding the future of SOAR.

Participation in the study will require minimal effort on the part of state and local administrators and staff. In the (SEASON) of (YEAR), two members from the Mathematica study team will conduct a two-day site visit to one of the SOAR pilot sites in the state. During the visit, the study team will conduct a variety of individual or small group discussions with state and/or local team leaders, SOAR trainers, and administrators and staff from the local Social Security Administration field offices, the Disability Determination Service, and other key state and local agencies involved in the effort such as hospitals, state and community mental health agencies, correctional facilities, housing and other public assistance agencies, and homeless services providers. Each discussion will last no more than one hour. In addition, the MPR team will conduct one 90-minute focus group with case managers and other front-line workers who have received SOAR training.

Within the next few weeks, a senior member of the Mathematica study team—either the Project Director, Jacqueline Kauff, or the Principal Investigator, Jonathan Brown—will contact you by telephone to further explain the site visit process. Should you have any questions before then, please feel free to contact me at 240-276-1844 (or [Pamela.Fischer@SAMHSA.hhs.gov](mailto:Pamela.Fischer@SAMHSA.hhs.gov)) or Jacqueline Kauff at 202-484-5266 (or [jkauff@mathematica-mpr.com](mailto:jkauff@mathematica-mpr.com)). Thank you in advance for your cooperation and contribution to this important effort!

Sincerely,

Pamela Fischer  
SAMHSA Project Officer

cc: Jacqueline Kauff, Mathematica

Public Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 0930-xxxx. Public reporting burden for this collection of information is estimated to range from 6 to 90 minutes per respondent (depending on the type of respondent), including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 1 Choke Cherry Road, Room 7-1044, Rockville, Maryland, 20857. All aspects of your participation in this study are voluntary; you will not be penalized in any way by refusing to participate in any component of the study.