

#### **4/20/16: SSI/SSDI Outreach, Access and Recovery (SOAR) TA program**

Presenters:

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#### Kristin Lupfer, SSDI Outreach, Access, and Recovery (SOAR)

*Key Takeaways: There are resources in every state, and potentially already in your community, to help people more effectively navigate and accelerate enrollment into Medicaid and Social Security Disability Insurance (SSDI), providing key funding support for community interventions.*

The SSI/SSDI Outreach, Access, and Recovery (SOAR) program is a program designed to increase access to SSI/SSDI for eligible adults who have a mental illness, medical impairment, and/or a co-occurring substance use disorder, with a particular focus on those who are experiencing or at risk of homelessness. There are now 50 states implementing SOAR. These states report average approval rates of 65% in an average of 94 days on initial SSI/SSDI applications using the SOAR model.

The SOAR TA Center coordinates the implementation of state and local-level SOAR Programs at no cost to the communities it serves. SOAR is already available in all 50 states and in many local communities. Access this map to learn more about your state program and see whether SOAR may already be available in your community: <https://soarworks.prainc.com/directory>. There may also be existing funding opportunities communities could access to support SOAR implementation. Additional information is available at this link: <https://soarworks.prainc.com/content/funding-opportunities>

#### Community Paramedic Programs, Snohomish County

*Key Takeaways: Snohomish County, WA has a Community Paramedic program where firefighters and EMTs are empowered to identify when there are non-medical needs that should also be met. In those cases, the person is referred to the Community Paramedic for additional follow up. The early results of this approach are promising.*

Snohomish County, WA, along with several other participating DDJ jurisdictions, has launched a Community Paramedic program, which leverages EMT's contacts with the community and medical expertise to identify people who may need social services in addition to medical care. Firefighters and paramedics are in the homes, businesses and schools of our citizens every day. Often they know who is deteriorating or at risk in our community before anyone else does. Social service programs and healthcare providers serving these citizens are rarely, if ever, alerted to the fact their patient or client is regularly accessing emergency services. When a firefighter or EMT responds to a call and determines that there are non-medical needs that should also be met, the person is referred to the Community Paramedic for additional follow up. The Community Paramedic contacts everyone involved; firefighters, paramedics and the citizen, to

determine why their needs are not being met and why they are accessing the 911 system, then connects them with service providers to help them solve their problems.

Early results are promising:

- A review of 3 months pre & 3 months' post Community Paramedic intervention. Snohomish is currently in the process of compiling the 1-year data.
- 911 Calls reduced by over 60%
- Emergency Department visits reduced by over 50%
- No Complaints, no bad outcomes, no dangerous situations
- Very Positive Feedback from Community and First Responders: "It finally feels like someone cares" Patient, "This is a godsend." Patient, "This was one of the most fulfilling experiences of my career." Fire Captain.