**SOAR & Legal Survey Questions – November 2016**

**DO NOT SUBMIT TO PROGRAM OFFICE**

**Part 1: Demographics**

1. **SSVF Grant Number:**

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1. **Grantee/Organization Name:**

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1. **Contact Information:**
   * Name of SSVF Person Submitting Information:

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* + Title of Person Submitting information:

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* + Phone Number:

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* + Email Address:

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**Part 2: SOAR Implementation**

1. **Do you currently use the SOAR (SSI/SSDI Outreach, Access, and Recovery) process to assist SSVF households in accessing Social Security disability benefits (SSI/SSDI)?**

* Yes
* No

1. **If you answered “yes” to the previous question, how do you utilize SOAR? (check all boxes that apply)**

* Make a referral to an existing SOAR provider in the community
* Provide the service within your agency (but not an SSVF-funded employee)
* Provide the service directly through SSVF (SSVF staff member or subcontractor has completed at least 16 hours of training)
* Other:

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1. **In the communities that you serve, would SOAR be an added tool to assist Veteran households in accessing benefits and increasing income?**

* Yes
* No

1. **How many Veteran households has your SSVF program served in FY16 (10/1/2015 – 9/30/2016)?**

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* + **Of those Veteran households, how many could benefit from SOAR to access SSI/SSDI during the grant year?**

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1. **Have any current staff from your SSVF program fully completed the SOAR Online Course (16 hours)?**

* Yes
* No

1. **If the answer to the previous question is “yes”, how many current staff have completed the online training? Please enter whole numbers only.**

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1. **Do you currently have an SSVF-funded position for a Benefits Specialist or a SOAR Specialist?**

* Yes
* No
  + Other:

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1. **If the answer to the previous question is “no” or “other”, do you plan to incorporate a SSVF-funded Benefits Specialist or SOAR Specialist into your grant?**

* Yes
* No
  + Other:

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1. **What barriers do you have to implementing SOAR? (check all that apply)**

* Unsure what having a SOAR/Benefits Specialist would entail
* Not sure how to get started
* Funding
* Limited to no buy-in from leadership
* Staff capacity
* Timing
* Training/Technical assistance
* Ongoing support
* Connections to key stakeholders in the disability process
* None
* Other:

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1. **Have any staff from your SSVF program been in contact with the SOAR state and/or local SOAR leads (Listed on the SOAR website)?**

* Yes
* No

1. **Are you interested in implementing SOAR with SSVF? If so, when?**

* Yes, at least one SSVF staff member is completely trained in SOAR and is practicing SOAR with SSVF households.
* Yes, we have already started training SSVF staff.
* Yes, we want to start by the Fall of 2016.
* Yes, we want to start by the Winter of 2017.
* Yes, we want to start by the Spring of 2017.
* Not sure, we want more information.
* Not sure, we don’t have the capacity to do it directly.
* Not sure, we would be interested in using an existing SOAR provider.

**Part 3: SOAR Outcomes**

1. **If you use SOAR, how do you track outcomes for SSI/SSDI applications using the SOAR model (check all that apply)?**
   * SOAR Online Application Tracking (OAT) system
   * Homeless Management Information System (HMIS)
   * HOMES or other VA data system
   * Other internal tracking method
   * We do not track outcomes from completed applications
2. **If you are using SOAR, how many SSI/SSDI applications had you completed and received decisions for using the SOAR process in FY16?**

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1. **Of these decisions, how many have been approved for SSI/SSDI benefits?**

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1. **Roughly what proportion of time are you able to complete the SOAR process while the Veteran family is enrolled in SSVF?**

* N/A (We do not use the SOAR model)
* All of our SOAR applications were completed while the Veteran family is enrolled
* Most of our SOAR applications were completed while the Veteran family is enrolled
* Half of our SOAR applications were completed while the Veteran family is enrolled
* Only a few of our SOAR applications were completed while the Veteran family is enrolled
* None, our SOAR applications were completed after the family exited the SSVF program
* Unknown. We currently do not track this.

1. **Do you also complete SOAR applications for members of the Veteran’s household?**

* N/A (We aren’t doing SOAR currently.)
* No, we only use the SOAR model with the Veteran
* Yes, but only rarely
* Yes, about half of our applications were for members of the Veteran’s household
* Yes, the majority of our applications were for members of the Veteran’s household
* Unknown. We currently do not track this.

1. **If you are using SOAR, how long did the average application take to complete (in hours)?**

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1. **If you are using SOAR, how long on average did it take from submission to receipt of decisions (in days)?**

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**Part 4: SOAR Program Description and Resource Needs**

1. **If you are currently using SOAR within your SSVF program, what does it look like? What is working/not working? Please describe.**

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1. **What resources do you feel like you need to make SOAR a success? (Check all that apply)**
   * N/A. I feel we have the resources needed
   * More information about the SOAR model and SOAR Online Course
   * Time for staff to complete the SOAR Online Course and follow up training
   * Additional funding to support a dedicated benefits/SOAR specialist
   * Technical assistance and support while completing SSI/SSDI applications
   * Information on how to utilize the SOAR model with SSI/SSDI appeals through legal services
   * More guidance about how to integrate the SOAR model into SSVF activities
   * Local connections with Social Security Administration offices
   * Other:

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1. **Comments/Feedback for SOAR TA Center:**

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**Part 5: Legal Services**

1. **How are you providing legal services in your SSVF program? Do you provide legal services directly using SSVF funds (via direct staff hire or subcontract) or indirectly via referral only?**
   * Legal services are provided directly (using SSVF funds)
   * Legal services are provided indirectly (referral only – no SSVF funds used)
   * Legal services are provided both directly and indirectly
2. **If you answered “Indirectly (referral only – no SSVF funds used)” to the previous question, what are the reasons that you currently do not provide legal services directly through your SSVF grant?**

* Lack of SSVF grant funds available
* Different prioritization of SSVF grant funds
* Inability to identify legal aid partner with which to contract services
* Lack of demand/need amongst Veteran clients
* Lack of resources to facilitate with legal services organization

1. **If your SSVF program is providing legal services directly, , please provide the contact information for your legal provider:**
   * Name:

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* + Company:

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* + Address:

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* + City/Town:

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* + State/Province:

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* + Zip/Postal Code:

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* + Email Address:

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* + Phone Number:

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1. **If your SSVF awards has an MOU/subcontract to provide legal aid directly, what type of payment arrangement do you have?**
   * Flat fee for legal services and staff training
   * Hourly fee for legal services based on referral
   * Funding for a staff attorney dedicated to the SSVF program (including legal services; trainings, intakes/screenings, etc.)
   * Payment is negotiable on a case-by-case basis
   * Legal services provided for free
   * Other:

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1. **Based on your FY16 budget, were you able to spend what you have budgeted for legal services?**
   * Yes
   * No
2. **If you answered “No” to the previous question, please explain why:**

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1. **For approximately how many of your program participants have you identified one or more issues on which an attorney can help? Please refer to program participants served during FY16.**
   * 0-25%
   * 26-50%
   * 51-75%
   * More than 75%
2. **Please select the top 5 legal issues that your clients face. Please select up to 5 responses.**
   * Assistance obtaining SSI/SSDI benefits and/or assistance with claims for those benefits
   * Assistance obtaining VA benefits and/or assistance with claims for those benefits
   * Assistance obtaining other benefits (food stamps, etc.)
   * Outstanding warrants and/or court fees and fines
   * Criminal records expungement
   * Criminal allegations
   * Driver’s license issues
   * Public transport exclusions
   * Victim of a scam (including bad checks, email and phone offers)
   * Identify theft or other credit problems
   * Student loan debts
   * Debt collection, general (including court hearings and/or phone harassment)
   * Bankruptcy
   * Getting phones/heat/electric installed or disconnected
   * Consumer purchase/sales agreement that didn’t work out as expected
   * Problems with auto purchase or repair
   * School services for child (including discipline or special education)
   * Bullying/harassment of child at school
   * Job problems (hiring, firing, getting paid the right amount or on time, etc.)
   * Federal or state taxes (filing or getting the earned income credit or refund check)
   * Child visitation, custody, or child support
   * Enforcing or changing a court order related to family issues (including child support)
   * Dealing with a guardianship over a family member
   * VA guardianship review
   * Restraining order and/or stalking order advocacy
   * Relief from sex offender registration
   * Living in unsafe housing
   * Foreclosure on their house or the building in which they rent
   * Problems with landlord
   * Eviction (threatening or pending)
   * Need for reasonable accommodation in housing (including modifications, service animals, ramps, etc.)
   * Discrimination in housing (based on race, gender, disability, etc.)
   * Problems getting unemployment compensation
   * Problems with work-related injury and/or worker’s compensation
   * Being sued by someone
   * No legal issues identified
3. **Please provide the number of legal cases that your legal service provider component has opened and addressed in the following categories in FY16?**

* Legal issue presented has been resolved: \_\_\_\_\_
* Legal issue presented has NOT been resolved: \_\_\_\_\_\_
* Legal issue presented is still pending: \_\_\_\_\_

1. **Based on the previous question, how many of the cases opened by your legal services provider component have resulted in:**

* Full-fledged representation: \_\_\_\_
* Limited or very short-term assistance/representation: \_\_\_\_\_\_
* Referral to another organization: \_\_\_\_

1. **How many veterans were seen per month by your legal services provider/attorney using SSVF grant funds in FY16?**

* 1-25 per month
* 25-50 per month
* 50-75 per month
* 75+ per month

1. **For the legal services you provide in obtaining SSI/SSDI benefits, do you utilize the SOAR model for assisting with applications and/or appeals?**
   * Yes
   * No
2. **How does your SSVF program identify legal issues among the Veteran households that you serve (check all that apply)?**
   * A legal aid provider participates in all Veteran intake/screening
   * Rely on case workers to independently spot issues
   * Case workers use a check-up/screening tools for all Veterans
   * Case workers are trained regularly by legal aid to identify and refer for legal services
   * Other (please describe):

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* + **:**

1. **What obstacles do you have to providing legal services to eligible Veterans and their families (check all that apply)?**
   * Case workers lack training to identify legal needs
   * Legal aid cannot take some cases because there is no funding after 90 days
   * There are no legal aid programs in our service area
   * We don’t have enough funding to provide legal services
   * We don’t see enough demand for legal services
   * Other (please describe):

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1. **Do your legal services provider(s) staff a part-time legal clinic on-site at your VA location (Medical Center, CBOC, CRRC, or other)?**
   * Yes

No

1. **If you answered “no” to the previous question, do you wish to have your legal services provider(s) staff an on-site legal clinic at the VA?**
   * Yes
   * No
   * Unsure
2. **If you answered “no” to question #39, what are the reasons, if any, that there is currently no legal clinic on site at your VA location?**
   * Lack of resources available from legal services provider to staff legal clinic
   * Difficulty in obtaining approval from VA facility leadership
   * Difficulty in coordinating MOU with legal services provider
   * Lack of demand amongst Veteran population
   * Unknown