

SOAR TA Center Closing

FREQUENTLY ASKED QUESTIONS

After August 18, 2025, the SOARWorks website, SOAR Online Courses, and the SOAR Online Application Tracking (OAT) system will no longer be available. Technical assistance and training previously provided by staff at Policy Research Associates, Inc. (PRA) (operators of the SAMHSA SOAR TA Center) will no longer be available.

It is important to note that the SOAR model will continue in Nebraska. Nebraska SOAR will pick up where the TA Center left off, providing resources, technical assistance, and tracking tools to ensure that SOAR clients continue to receive the superior assistance needed to help them receive SSI/SSDI aid. More information will be released as it becomes available. In the meantime, any questions related to Nebraska SOAR can be directed to DHHS.HomelessAssistance@nebraska.gov.

SOAR TA Center Closing FAQs

About the Closure

When is the TA Center closing?

The TA Center will be open through August 18. After that, the SOARWorks website, SOAR Online Courses, and the SOAR Online Application Tracking (OAT) system will no longer be available. Technical assistance and training previously provided by staff at Policy Research Associates, Inc. (PRA) (operators of the SAMHSA SOAR TA Center) will no longer be available.

SOAR Website

What will happen to the SOARWorks website?

Access to the SOARWorks website will end on **August 18, 2025**.

- Please save local copies of resources and materials that you find useful. We recommend starting with the [SOAR Tools & Worksheets](#)* page and also saving [items marked as "Key Resources" on the Library & Tools page](#).
- *Zip files are available for easier downloading.
- If you have *passed* the SOAR Online Course, please download your *Certificate of Completion* from the "My Account" drop-down menu.
- For questions specific to your website account, please contact soaronline@prainc.com.

SOAR Online Course/Training

What will happen to the SOAR Online Courses?

Access to the SOAR Online Course (Adult and Child Curricula) will end on August 18, 2025.

- The final day to submit a *Practice Case* application packet for review and feedback will be Friday, July 25. This also applies to any requested revisions for submitted packets.

- Please note: Due to time constraints, any materials reviewed after July 18 will be evaluated on a Pass/Fail basis. There will not be an opportunity to submit revised materials.
- For questions specific to the SOAR Online Courses, please contact soaronline@prainc.com.

Will there be an option to become trained outside of the SOAR Online Courses?

There will no longer be an “official” SOAR training at the national level. Please reach out to your [SOAR State Team Lead](#) to discuss whether they plan to offer support and state-level training in the future.

What if my contract/position requires that I be SOAR-trained?

Please reach out to your supervisor or funder regarding how they plan to proceed in the absence of the SOAR Online Courses.

Outcomes and OAT

Should I still enter my outcomes in OAT?

Yes! Please enter decisions received on SOAR-assisted claims by August 1, 2025. The SOAR TA Center (and SOAR State, Local, and Agency Leaders) would still like to compile outcomes for July 1, 2024, to June 30, 2025! It remains crucial that we demonstrate the impact of SOAR on states and communities.

- Run and download individual and/or summary reports.
- After August 18, we encourage you to personally keep track of your outcomes and share them with your supervisor, SOAR Local/State Leads, your community, and potential funders.
- For questions specific to OAT, please contact soaroat@prainc.com.

SOAR Implementation

Who should I go to if I have questions about SOAR or need support?

Reach out to your [SOAR State Team Lead and/or SOAR Local Leads](#). They may be able to continue to provide support to SOAR caseworkers in the absence of the SOAR TA Center. Your [SOAR TA Center Liaison](#) is also still available for guidance and support until August 18. Please don't hesitate to reach out.

While federal funding for the SOAR TA Center has concluded, Policy Research Associates, Inc., can continue to provide SOAR-related technical assistance and training through direct contractual arrangements. If you are interested in exploring future opportunities, please contact Kristin Lupfer at klupfer@prainc.com.

Can I still complete “SOAR”-assisted SSI/SSDI applications?

Absolutely! While the SAMHSA SOAR TA Center is going away, the SOAR model for assisting SSI/SSDI applicants is not. The SOAR model and the great work you do persist, even if the SOAR TA Center does not. Please continue to assist eligible applicants by reaching out to your SOAR State Team Lead and Local Leads for support, and keep track of your outcomes.

Will SSA still recognize SOAR?

Yes! SOAR is a model for assisting with complete quality SSI/SSDI applications and will continue despite the absence of the SOAR TA Center.

How do I help people who reach out and need to be connected to assistance?

We encourage you to explore resources available in your own community to support individuals in need of assistance. You may also reach out to your state's SOAR State Team Lead or Local Leads for additional resources or contacts. Other helpful resources include:

- [Need Assistance? | SOAR Works!](#)
- [Applicant Self-Help Guide | SOAR Works!](#)
- [Field Office Locator | SSA](#)
- [Need Homeless Assistance? - HUD Exchange](#)
- [Find Shelter | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)
- [Call 211 for Essential Community Services | United Way 211](#)

How do I stay up-to-date with SSA form updates and policy changes?

- You can visit <https://www.ssa.gov/forms/> at any time to find the most recent versions of SSA forms.
- To receive updates from the Social Security Administration, we recommend that you register for the <https://www.ssa.gov/news/newsletter/> and <https://www.ssa.gov/news/advocates/> listservs.