Social Security and the Houston Coalition for the Homeless
WELCOME
&
INTRODUCTIONS
<table>
<thead>
<tr>
<th>Office Name</th>
<th>SSA SOAR Coordinators</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANGLETON TX</td>
<td>Diana Smith</td>
</tr>
<tr>
<td>BEAUMONT TX</td>
<td>Veronica Dunn</td>
</tr>
<tr>
<td>CONROE TX</td>
<td>Sonya Stokes</td>
</tr>
<tr>
<td>HOUSTON DOWNTOWN TX</td>
<td>Susan Hoban</td>
</tr>
<tr>
<td>HOUSTON NORTHEAST TX</td>
<td>Paula Chavez</td>
</tr>
<tr>
<td>HOUSTON NORTHWEST TX</td>
<td>Shemeya Harmon</td>
</tr>
<tr>
<td>HOUSTON SOUTHEAST TX</td>
<td>Jennifer Chang</td>
</tr>
<tr>
<td>HOUSTON SOUTHWEST TX</td>
<td>Erika Campuzano</td>
</tr>
<tr>
<td>LEAGUE CITY, TX</td>
<td>Yvette Charles</td>
</tr>
<tr>
<td>LUFKIN TX</td>
<td>Verlon Clifton</td>
</tr>
<tr>
<td>PASADENA TX</td>
<td>Shelly Robinson</td>
</tr>
<tr>
<td>PORT ARTHUR, TX</td>
<td>Aaron Breaux</td>
</tr>
<tr>
<td>VICTORIA, TX</td>
<td>Elidia Wilson</td>
</tr>
</tbody>
</table>
Application and Referral Process
The Life of a Disability Application

Pre-Screening
SSDI?  SSI?  Working SGA?
All forms received?

Initial Claim
Referred to DDS
Approval = FO
Denial = 60 days to appeal

Reconsideration
Referred to DDS
Approval = FO
Denial = 60 days to appeal

Hearing
Referred to OHO
Approval = FO/PSC
Denial = 60 days to appeal

Appeals Council
Approval = FO/PSC
Final Appeal Level
Step One

- SOAR Service Provider obtains SSA-3288 signed consent or has NH present
- SOAR Service Provider contacts SSA SOAR Coordinator to verify applicant eligibility (application, appeal pending, suspended record, or in pay status)
- SSA SOAR Coordinator reviews and advises of eligibility. If I/C, this serves as protective filing
Step One cont..

- SSA SOAR Coordinator will respond within two (2) days

- SSA SOAR Coordinator will identify priority cases for special consideration, i.e. Terminal Illness Cases (more details in full training)

- Serves as primary contact for all SOAR cases in local field office
Within 60 days

SOAR Service Provider will:

• Collect all necessary information
• Collect all possible medical records
• Provide completed SOAR Checklist
• Online submission preferred
Checklist for Initial Disability Claims
Checklist for Adult Initial Claims

SSA-3288: Consent for Release of Information
SSA-1696: appointment of Representative
SSA-827: Authorization to Disclose Information to SSA
SSA-8000: Application for Supplemental Security Income (iSSI online)
SSA-16: Application for Social Security Disability Insurance (SSDI) / iDIB file online
SSA-3368: Adult Disability Report
SSA-3369 Work History Report
SSA-3373 Function Report - Adult
*SSA-4814 Applicants who are HIV+
Checklist for Childhood Disability Claims

SSA-3288: Consent for Release of Information
SSA-1696: Appointment of Representative
SSA-827: Authorization to Disclose Information to SSA
SSA-8000: Application for Supplemental Security Income (SSI)
SSA-3280: Disability Report – Child / iSSI file online
*SSA-4815 Child Applicants who are HIV+

Latest School Progress Reports – Individualized Education Plan (IEP); and
Checklist for Childhood Disability Claims

Childhood Function Report Based on Age:

• SSA-3375 Function Report - Birth to 1 year;
• SSA-3376 Function Report – Age 1 to 3 year birthday;
• SSA-3377 Function Report – Age 3 to 6 birthday;
• SSA-3378 Function Report - Age 6 to 12th birthday
• SSA-3379 Function Report - Age 12 to 18th birthday
SSA-3288: Consent for Release of Information

Submit to SSA with the complete application packet.

The SSA-3288 can only be entered into SSA’s system once an application has been submitted.
Serving as an Appointed Representative

- As the applicant’s appointed representative, the appointed representative can communicate with SSA and DDS about the applicant’s file and will receive copies of all applicant communication from SSA/DDS

- Neither the appointed representative nor his/her agency is liable for any decision(s) made by SSA or DDS.

- This is NOT the same as the representative payee.
SSA-1696: Appointment of Representative

Submit to SSA with the complete application packet.

The SSA-1696 can only be entered into SSA’s system once an application has been submitted.

*current version 08/2020
SSA SOAR Coordinator
SSA SOAR Coordinator

- Assigns propagation of iClaim on MCS / MSSICS (DIB / SSI)
- SSA representative enters electronic “HOMELESS” flag, selects MESSAGE in EDCS and adds “SOAR Project“.
- MCS and MSSICS – Place “HOM” in the last 3 digits of unit code.
DDS

- Flagged cases assigned to examiners within Unit 22.
- DDS notifies Service Provider liaison if additional information is needed.
- SSA-1696 ensures copies of all letters to applicant are also mailed to Service Provider
Q&A Session
# Houston Area SSA SOAR Coordinators

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Name</th>
<th>Telephone Number</th>
<th>Email Address</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANGLETON TX</td>
<td>Diana Smith</td>
<td>866-964-6647 ext. 25105</td>
<td><a href="mailto:Diana.D.Smith@ssa.gov">Diana.D.Smith@ssa.gov</a></td>
<td>2921 N VALERAS ST</td>
<td>ANGLETON</td>
<td>TX</td>
<td>77515</td>
</tr>
<tr>
<td>BEAUMONT TX</td>
<td>Veronica Dunn</td>
<td>866-614-2744 ext. 15463</td>
<td><a href="mailto:veronica.dunn@ssa.gov">veronica.dunn@ssa.gov</a></td>
<td>8455 DISHMAN RD, SUITE A</td>
<td>BEAUMONT</td>
<td>TX</td>
<td>77713</td>
</tr>
<tr>
<td>CONROE TX</td>
<td>Sonya Stokes</td>
<td>866-931-8347 ext. 16270</td>
<td><a href="mailto:sonya.stokes@ssa.gov">sonya.stokes@ssa.gov</a></td>
<td>600 SGT ED HOLCOMB BLVD, NORTH</td>
<td>CONROE</td>
<td>TX</td>
<td>77304</td>
</tr>
<tr>
<td>HOUSTON DOWNTOWN TX</td>
<td>Susan Hoban</td>
<td>866-593-2846 ext. 29448</td>
<td><a href="mailto:susan.hoban@ssa.gov">susan.hoban@ssa.gov</a></td>
<td>8989 LAKES AT 610 DR</td>
<td>HOUSTON</td>
<td>TX</td>
<td>77054</td>
</tr>
<tr>
<td>HOUSTON NORTHEAST TX</td>
<td>Paula Chavez</td>
<td>866-592-2802 ext. 11309</td>
<td><a href="mailto:paula.chavez@ssa.gov">paula.chavez@ssa.gov</a></td>
<td>5414 ALDINE MAIL RD</td>
<td>HOUSTON</td>
<td>TX</td>
<td>77039</td>
</tr>
<tr>
<td>HOUSTON NORTHWEST TX</td>
<td>Shemeya Harmon</td>
<td>866-931-7947 ext. 19702</td>
<td><a href="mailto:shemeya.harmon@ssa.gov">shemeya.harmon@ssa.gov</a></td>
<td>16200 DILLARD DR</td>
<td>HOUSTON</td>
<td>TX</td>
<td>77040</td>
</tr>
<tr>
<td>HOUSTON SOUTHEAST TX</td>
<td>Jennifer Chang</td>
<td>877-408-1099 ext. 26503</td>
<td><a href="mailto:Jennifer.s.chang@ssa.gov">Jennifer.s.chang@ssa.gov</a></td>
<td>8989 LAKES AT 610 DR</td>
<td>HOUSTON</td>
<td>TX</td>
<td>77054</td>
</tr>
<tr>
<td>HOUSTON SOUTHWEST TX</td>
<td>Erika Campuzano</td>
<td>866-931-7112 ext. 15682</td>
<td><a href="mailto:erika.campuzano@ssa.gov">erika.campuzano@ssa.gov</a></td>
<td>10703 STANCLIFF RD</td>
<td>HOUSTON</td>
<td>TX</td>
<td>77099</td>
</tr>
<tr>
<td>LEAGUE CITY, TX</td>
<td>Yvette Charles</td>
<td>866-316-4181 ext. 25304</td>
<td><a href="mailto:yvette.charles@ssa.gov">yvette.charles@ssa.gov</a></td>
<td>2835 GULF FRWY SOUTH</td>
<td>LEAGUE CITY</td>
<td>TX</td>
<td>77573</td>
</tr>
<tr>
<td>LUFKIN TX</td>
<td>Verlon Clifton</td>
<td>877-409-4574 ext. 22523</td>
<td><a href="mailto:Verlon.Clifton@ssa.gov">Verlon.Clifton@ssa.gov</a></td>
<td>702 EAST DENMAN</td>
<td>LUFKIN</td>
<td>TX</td>
<td>75901</td>
</tr>
<tr>
<td>PASADENA TX</td>
<td>Shelly Robinson</td>
<td>866-931-8372 ext. 15255</td>
<td><a href="mailto:Shelly.J.Robinson@ssa.gov">Shelly.J.Robinson@ssa.gov</a></td>
<td>3300 WATTERS ROAD</td>
<td>PASADENA</td>
<td>TX</td>
<td>77504</td>
</tr>
<tr>
<td>PORT ARTHUR, TX</td>
<td>Aaron Breaux</td>
<td>866-964-7296 ext. 13914</td>
<td><a href="mailto:aaron.breaux@ssa.gov">aaron.breaux@ssa.gov</a></td>
<td>8208 9TH AVE</td>
<td>PORT ARTHUR</td>
<td>TX</td>
<td>77642</td>
</tr>
<tr>
<td>VICTORIA, TX</td>
<td>Elidia Wilson</td>
<td>877-301-5567 ext. 26222</td>
<td><a href="mailto:Elidia.wilson@ssa.gov">Elidia.wilson@ssa.gov</a></td>
<td>8208 NE ZAC LENTZ PKWY</td>
<td>VICTORIA</td>
<td>TX</td>
<td>77904</td>
</tr>
</tbody>
</table>
Securing today and tomorrow