



New York City Continuum of Care Virtual Grantee Meeting

Housekeeping



Keep your audio muted unless speaking



Please introduce yourself in the chat box!
(name, background, pronouns)



Submit questions in chat box or utilize “raise your hand” feature



Utilize the chat box to share ideas & resources



Please consider turning on your camera



Recording today’s presentation

Agenda

NYC CoC Announcements

2021 NOFO

NOFO Q&A

Break

SOAR Presentation &
Discussion

SOAR Q&A

Presenters

Lucy Freeman

Project Coordinator, Urban Justice Center

- SOAR Workgroup Co-Chair

Martha Kenton

Executive Director, Federal Homeless Policy & Reporting
NYC Department of Social Services (DSS)

Abigail Kirkman, M.A.

Assistant Director, SAMHSA SOAR TA Center

Amanda Slater

Program Coordinator, Federal Homeless Policy & Reporting,
NYC Department of Social Services (DSS)

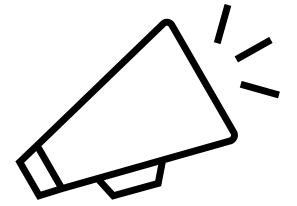
- SOAR Workgroup Co-Chair

Charlie Winkler

Deputy Director, Federal Homeless Policy & Reporting
NYC Department of Social Services (DSS)

- Performance Management Committee Co-Chair
- Evaluation Workgroup Co-Chair

NYC CoC Announcements



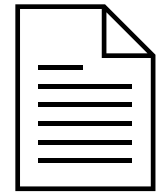
- New Steering Committee Co-Chair
 - Jha'asryel-Akquil Bishop
- Release of the Youth Homelessness Demonstration Program (YHDP) application
- [Emergency Housing Vouchers](#)

NYC CoC Announcements

- Updates to HMIS Evaluation Tool adopted by Steering Committee
- Changes to Local Priorities Survey presented to Steering Committee in July
- Enhancements to the HMIS Tool and Local Priorities Survey to be shared in August
- Evaluation Tips/Best Practices in HMIS and Local Priorities Survey shared in August or September, including new *Evaluation Policies & Procedures*
- Timeline for Evaluation
 - October & January - Data Adjustment
 - November & February - HMIS & Survey scoring

Evaluation Updates

2021 NOFO



Notice of Funding Opportunity

2021 NOFO

Notice of Funding Opportunity

- Potential name change: NOFA → **NOFO**
 - *Notice of Funding Opportunity*
 - **Anticipated release:** late summer
-

Reminder: **NOFA Application Components**

1. Collaborative Application
2. Project Applications
 - i. Renewal Projects
 - ii. New Projects
3. Project Priority Listing

NOFO Prep & Housekeeping *Renewal Projects*

What can you do to prepare?

- Confirm [E-Snaps accounts](#)
 - Review E-Snaps manuals
 - [Notify FHP Unit](#) of NOFA staff contact changes
 - Subscribe to Listserv
 - Confirm SAM & DUNS numbers
-
- Have you considered reallocation?
 - Right-size or Return?
 - Notify Steering Committee Co-Chairs

NOFO Prep & Housekeeping *Renewal Projects*

What to expect?

1. NOFO release
2. Renewal training
3. Submit renewal application for FHP Unit review
4. Make requested changes to application and re-submit
5. Confirm application is final with FHP Unit
6. FHP Unit notifies provider of Tier II project ranking

***Multiple reviews by FHP Unit to ensure completeness & accuracy in project applications*

FHP Unit will share resources & provide technical assistance throughout the NOFO process

Do not miss your NOFO deadlines!

NOFO Prep & Housekeeping

New Projects

What can you do to prepare?

- [Fill out survey](#) to indicate interest in a new project
 - Check out the [NYC CoC website](#)
 - About, Governance (CoC Policies & Procedures), Funding, Providers, and HMIS pages
-

What to expect?

1. FHP Unit releases Request For Proposals (RFPs)
2. Bidders Conference
3. Submit RFP response
4. NYC CoC New Project Review Ad-hoc Committee
 - a) Follow-up with applicant
 - b) Applicant NOFO notification
5. E-Snaps Application submission

NOFO Q&A



*Time for a
quick break!*



New York City SOAR CoC Meeting

Substance Abuse and Mental Health Services Administration
(SAMHSA) SOAR Technical Assistance Center
Policy Research Associates, Inc.

July 1, 2021



SAMHSA
Substance Abuse and Mental Health
Services Administration

Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).

Purpose and Objectives

- Share the importance of Social Security Disability benefits and provide a review of the SOAR process
- Offer opportunities for community organizations to connect and ask questions about the process
- Address community barriers to SOAR implementation
- Review the SOAR Online Application Tracking (OAT) program and the importance of tracking outcomes

SOAR Overview

Reviewing the Basics

What is SOAR?



- A model for assisting eligible individuals to apply for Social Security Administration (SSA) disability benefits
- For individuals who are experiencing or at risk of homelessness and have a serious mental illness, co-occurring substance use disorder, or other physical disabilities
- Sponsored by SAMHSA in collaboration with the Social Security Administration (SSA) since 2005
- All 50 states and Washington, DC currently participate

SSI and SSDI: The Basics

Supplemental Security Income (SSI)

- Eligibility based on need: low income and resources; living arrangement
- Monthly amount based on Federal Benefit Rate: \$794/month (2021)*
- Date of eligibility based on Protective Filing Date/Application Date
- Health insurance: Medicaid

Social Security Disability Insurance (SSDI)

- Eligibility based on insured status (FICA payments)
- Monthly amount based on earnings history
- Date of eligibility based on “date of onset” of disability, 5 month waiting period
- Health insurance: Medicare

SSI/SSDI Eligibility: Definition of Disability for Adults

SSA's Definition of Disability



Medical
Condition(s)

- Diagnosis
- Documentation
- Duration



Functional
Impairment(s)

- Severity
- Work
- SGA

SOAR Eligibility: Decision Tree

SOAR Eligibility: Decision Tree



SSI/SSDI Outreach, Access, and Recovery (SOAR) is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

Should I complete a SOAR-assisted SSI/SSDI application?

Does the individual (child, youth, or adult) have a disabling condition?

One or more serious mental illness(es), medical condition(s), and/or a co-occurring substance use disorder that meets or equals the [SSA Listings of Impairments](#).

Y

N

Is the individual experiencing or at risk of homelessness?

The SAMHSA SOAR initiative is intended for individuals experiencing or at risk of homelessness. These terms are defined differently by SOAR and the Social Security Administration (SSA). The SOAR model follows the [definitions of "homeless" and "at risk of homelessness"](#) used by the U.S. Department of Housing and Urban Development.

N

Y

Use the SOAR model and all five SOAR Critical Components for assisting with SSI/SSDI applications.

Explore employment support options and other local resources for economic support.

The individual is stably housed and is not receiving a voucher or rental assistance.

Use the Critical Components as outlined in the SOAR model to assist with a quality SSI/SSDI application. Do not flag as a SOAR application with SSA and DDS. Do not track the outcomes in the SOAR OAT program.

Flag the application as SOAR with SSA and Disability Determination Services (DDS).

Track the outcome of the application in the [SOAR Online Application Tracking \(OAT\)](#) program!

For more information: soar@prainc.com | (518) 439-7415 | soarworks.prainc.com

SOAR Critical Components

Using these five SOAR Critical Components, case workers play a central role in gathering complete, targeted, and relevant information for SSA and DDS, resulting in high-quality SSI/SSDI applications. These components significantly increase the likelihood of an approval for those who are eligible.

1. Serving as the Applicant's Representative
2. Collecting and Submitting Medical Records
3. Writing and Submitting a Medical Summary Report (MSR)
4. Obtaining a Co-signature on the MSR by an Acceptable Medical Source
5. Completing a Quality Review of Applications Prior to Submission

2020 National Outcomes

Application Type	Approval Rate	Number of Approvals	Average Days to Decision
Initial	65%*	4,265	115
Appeals	50%	868	211

Financial Outcomes		
Average General Assistance Reimbursement	Average Medicaid Reimbursement	Average Retroactive Back Payment
\$3,144	\$10,529	\$6,821

*As compared to a 30.8% approval rate for all SSI/SSDI applicants nationwide (*SSI Annual Statistical Report, 2019. Table 70. SSA Pub. No. 13-11827. Washington, D.C.: SSA, August 2020*)

SOAR Super Stars!



76%
APPROVAL
RATE

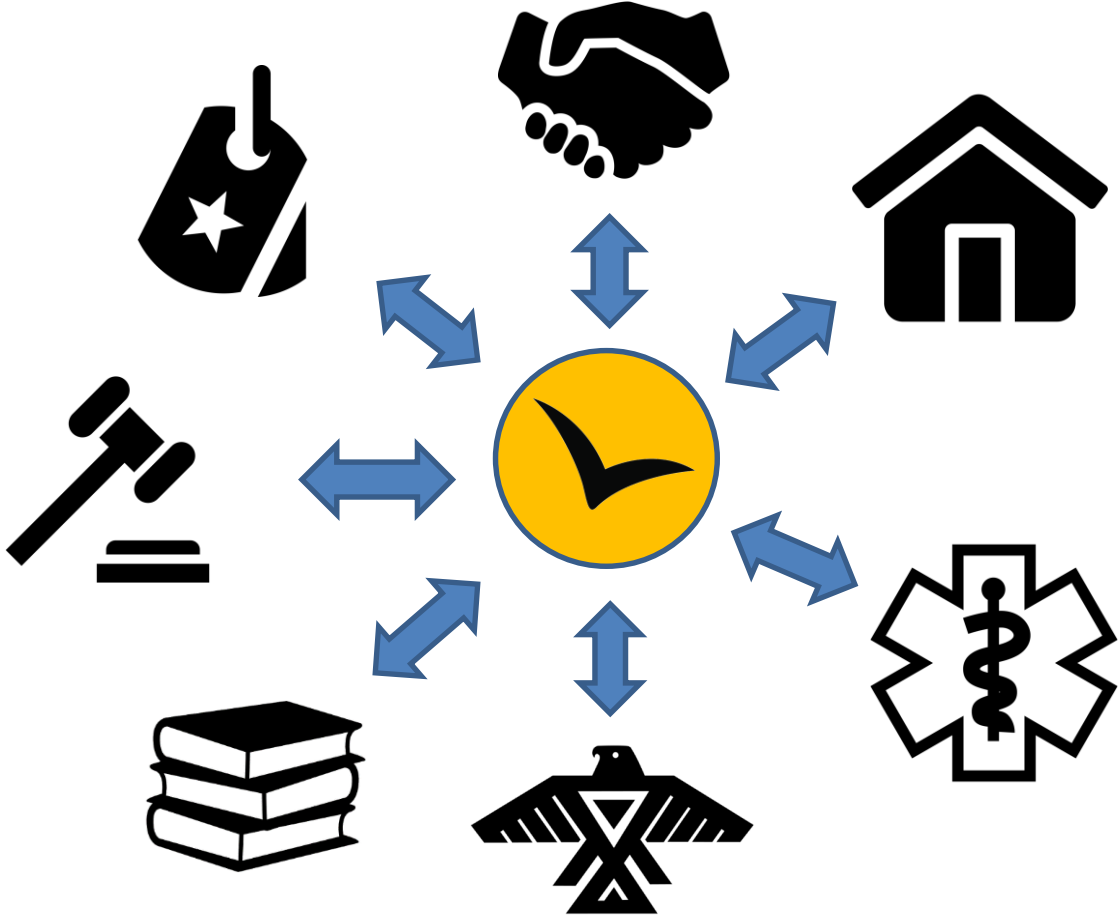
Top States

TOP 10 STATES*

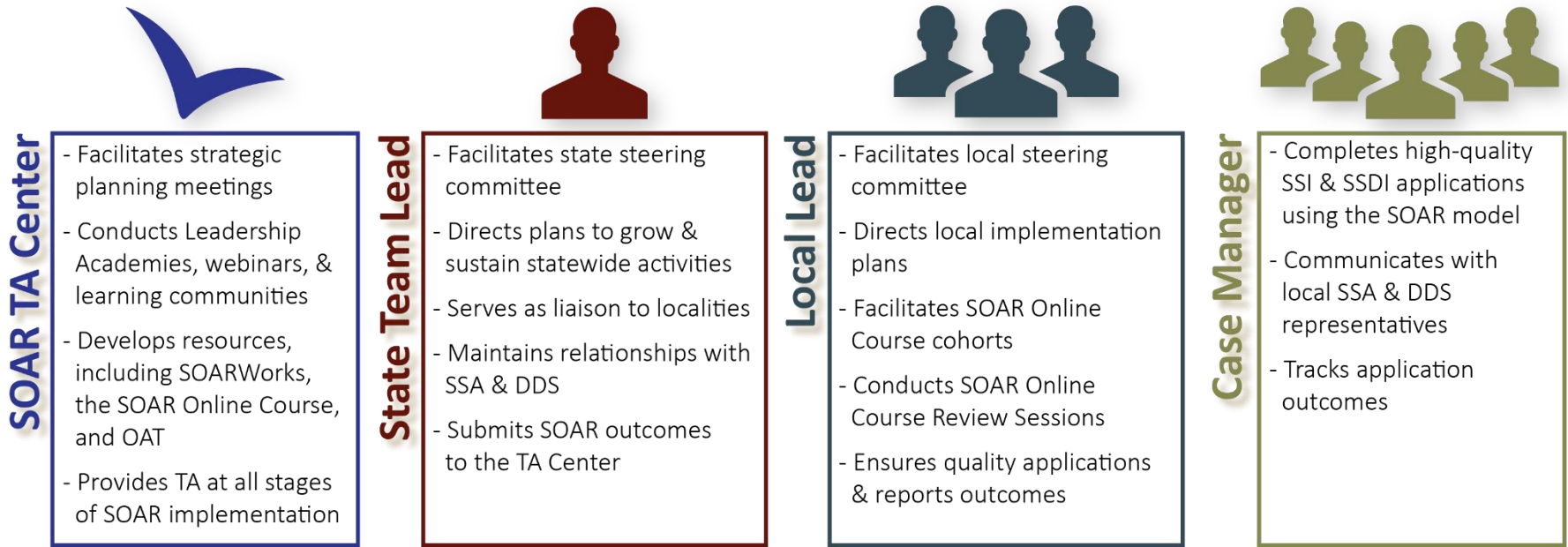
Pennsylvania	Oklahoma
Tennessee	Virginia
Maryland	Oregon
Arkansas	Georgia
North Carolina	Michigan

*Inclusion: Highest cumulative approval rates on initial application for states with at least 325 cumulative decisions, at least 24 decisions in 2020 (2 per month), and a 2020 approval rate above the national average. **Combined, these states had 26,323 decisions**

Community Collaborations



SOAR Leadership Structure



*OAT: Online Application Tracking Program

*DDS: Disability Determination Services

*TA: Technical Assistance

The SOAR Process

Critical Components and Communicating with SSA and DDS

Steps to Completing an Application



Steps to Completing an SSI/SSDI Application using the SOAR Model

This guide will help you complete an SSI/SSDI application using the SOAR model. You have 60 days from the protective filing date to submit a complete application packet to the Social Security Administration (SSA). We encourage you to complete the process in less time as you are able.

Documents needed to complete the process:

SOAR worksheets are available here: <https://soarworks.prairc.com/article/soar-tools-and-worksheets>

SSA forms are available here: <https://soarworks.prairc.com/article/ssa-forms-and-resources>

- | | |
|--|--|
| <ul style="list-style-type: none">SOAR Checklist for Initial Claims (used as cover sheet of application package)SSA-3288: Consent for Release of Information (optional, see below)SOAR Medical Summary Report (MSR) Interview Guide and TemplateSSA-827: Authorization to Disclose Information to SSA | <ul style="list-style-type: none">Agency Release of InformationSSA-1696: Appointment of RepresentativeSSA-8000: Application for Supplemental Security Income (SSI)SSA-16: Application for Social Security Disability Insurance (SSDI)SSA-3368: Adult Disability Report |
|--|--|

Step One

- If you need to verify whether the applicant has a pending SSI/SSDI application, complete and submit the SSA-3288 or call the local SSA office while with the applicant.
 - The SSA-3288 can also be used to request records from SSA about prior SSI/SSDI applications.
- Assist applicant in setting a protective filing date (PFD) by calling SSA to establish a date for an in-person or telephone interview; OR visiting a local SSA office without an appointment; OR initiating the Online Disability Benefit Application at <https://secure.ssa.gov/Claim/dib> (recommended).
 - Take note, you will need to indicate whether the applicant is with you.
 - If you choose "I am helping someone who is not with me," do not proceed beyond the re-entry number page.
 - If the applicant is with you, choose "I am applying for myself." The applicant will then be prompted to sign-in to, or create, their "my Social Security" account.
- Once the PFD is set, you have **60 days** to submit the application packet to SSA.

Step Two

- Have applicant sign both an SSA-827 and an Agency Release of Information form for each hospital, clinic, and/or doctor's office at which they remember being treated. Fax a signed SSA-827 and Agency Release to each treatment source within 24-48 hours of initiating the application process.
- Contact applicant's primary medical provider and inform them that you are assisting the applicant to apply for SSI/SSDI. Ask for input and let them know you'll be requesting the provider's signature on a summary of how the applicant's illness and symptoms affect his/her ability to work.
- Utilize the Medical Summary Report (MSR) Interview Guide and Template to begin writing the applicant's MSR. Begin this report immediately so that you have the full 60 days to complete it.

Step Three

- Complete and have applicant sign an SSA-1696 appointing you as the authorized representative.
 - Note: Do not submit the SSA-1696 to SSA before completing the initial SSI/SSDI application, as SSA requires an application to be in progress in order to file an SSA-1696.
- Meet with applicant 1-2 times per week to gather information using the MSR Interview Guide; enter information into the appropriate sections on the MSR Template as you go.



- As you collect information about the applicant's medical treatment and work history, fill in the paper versions of the SSA-16 and SSA-3368. You will transfer information from these paper forms to the Online Disability Benefit Application in Step Five.
- Continue to work with applicant's primary provider to obtain additional information and get a commitment for a co-signature on the MSR (this allows it to be considered medical evidence).

Step Four

- Complete and have applicant sign the SSA-8000 and obtain any needed supporting documentation (e.g., bank statements, documentation of resources, etc.).
 - Note: You will complete the SSA-8000 on paper if you have made arrangements with your local SSA office to submit this form.* Otherwise, you can complete this as a worksheet in preparation for the applicant's interview with SSA.
- Continue to revise the MSR:
 - Incorporate information about functional impairments and severity of symptoms.
 - Include direct quotes from the applicant as well as your observations.
 - Ask a colleague or the SAMHSA SOAR TA Center to review the report for clarity and grammar.
- Contact SSA (SOAR contact, if available)* and request an appointment to submit the completed application. Begin attempts to contact SSA at *least* 1-2 weeks before the 60-day deadline.
 - Note: This is not requesting an interview for the applicant. Rather, it is an appointment for you as the representative to submit the application packet.

Step Five

- Once you are ready to submit the completed initial application packet (about 24-48 hours before the SSA appointment):
 - Transfer information from the paper SSA-16 and SSA-3368 to the Online Disability Benefit Application and submit.
 - In the remarks, note any treatment sources that have not sent information so Disability Determination Services (DDS) can follow up. Include "SOAR application" in the remarks.*
 - Complete the online medical release form (e827). Be sure that the applicant is present with you and clicks to "sign" the e827.

Step Six:

- Submit complete initial application packet to your local SSA office:
 - SOAR Checklist for Initial Claims as a cover sheet for the completed application package
 - SSA-1696 signed and dated by the applicant and representative
 - SSA-8000 signed and dated by applicant
 - SSA-827 signed and dated by applicant
- After the initial application packet is transferred to DDS, submit the following documentation using Electronic Records Express (ERE) or fax using a bar-coded cover sheet provided by DDS:
 - MSR signed by the SOAR provider as well as the applicant's medical provider
 - Copies of all medical records in chronological order

Step Seven:

- Report the outcome of the application in either the SOAR Online Application Tracking (OAT) program (<https://soartrack.prairc.com/>) or via your state's method.*

*These steps are reliant upon the SOAR Process established in your state or community.
Find out more at: <https://soarworks.prairc.com/directory>

Step by step
guide to
completing
SSI/SSDI
applications
using the SOAR
model

SOAR Critical Components

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Using these five SOAR Critical Components, case workers play a central role in gathering complete, targeted, and relevant information for SSA and DDS, resulting in high-quality SSI/SSDI applications. These components significantly increase the likelihood of an approval for those who are eligible.

1. Serving as the Applicant's Representative
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4. Obtaining a Co-signature on the MSR by an Acceptable Medical Source
5. Completing a Quality Review of Applications Prior to Submission

- At its core SOAR is the process of providing a COMPLETE application to SSA/DDS
- The critical components ensure completeness

Communicating with SSA and DDD

- The SOAR case worker should regularly communicate with their claims representative at SSA and adjudicator at DDD throughout the process
- It is OKAY if they are unfamiliar with SOAR, this should not hinder/halt the process
- Familiarity with my Social Security Accounts and how to navigate not being able to establish one
- If barriers arise, communicate with your SOAR Local Lead or TA Center liaison!

Managing a SOAR Initiative

Resources and Discussion for Managers/Supervisors

Assessing Your Agency's Need

- When someone in your agency is in need of applying for SSI/SSDI, what do you do with them? And how is that going?
- Determine the volume of need with your organization, and determine SOAR training/staffing accordingly.
- Also assess community/citywide resources

Getting Involved: Time Commitment



Getting Involved with SOAR

You want to be a SOAR provider? That's great! Here's what to expect.

SOAR promotes recovery and wellness through increased access to Social Security disability benefits for eligible individuals who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. SOAR providers assist individuals with complete and quality applications. This is not an easy task, and we want to be sure that you understand the commitment required – we believe it is well worth the effort!

Training

The SOAR Online Course trains providers to assist individuals with the Social Security disability application process. The course includes an Adult Curriculum for assisting with Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) claims for adults and a Child Curriculum for assisting with SSI claims for children.

- The SOAR Online Course: Adult and Child Curriculums are free and are located on the SOARWorks website (<https://soarworks.prainc.com/content/soar-online-course-catalog>).
- Each curriculum consists of seven classes, each of which has a series of articles, short quizzes, and a practice case component. The practice case provides an opportunity for trainees to apply what they have learned in the course by completing a sample application packet for a fictitious applicant using SOAR techniques.
- It takes approximately 20 hours to complete each curriculum and participants can work at their own pace, starting and stopping as they wish. However, we encourage students to complete the curriculum within 30 days to retain the information learned.
- Upon successful completion, participants will receive 20 CEUs (continuing education units) from the National Association of Social Workers (NASW).

Many SOAR Local Leads offer one-day SOAR Online Course Review Sessions to review key components of the curriculum, discuss local/state practices, and connect new providers to local Social Security Administration (SSA) and DDS (Disability Determination Services) offices.

Time Commitment

We estimate that each SOAR application will take approximately 20-40 hours to complete, from initial engagement to receiving a decision on a claim. This generally occurs over the course of 60-90 days.

- The time spent on each application will vary depending on the amount of engagement that is needed as well as other variables such as the experience level of the SOAR worker. For example, engagement with an applicant who is residing in an institution may take 20 hours, while it may take longer to connect with someone who is living outside or difficult to contact.

SOAR Critical Components

SOAR providers with higher approval rates credit their success to implementing the SOAR critical components¹ and submitting high quality applications. Use of these components significantly increases the

- Training: 20 hours
- 20-40 hours per complete application
- SOAR Critical Components
- Outcome Tracking
- Benefit to Your Agency and the Individuals You Serve

Resource and Time Allocation

- Consider identifying one or two staff to complete SOAR applications (rather than agency wide training)
- What SOAR critical components are you already providing as part of existing services?
- The first 2-3 applications are not reflective of the typical/standard process

Resources for Managers and Supervisors



Hiring and Supervising SOAR Case Workers

A Toolkit for Managers and Leads

A SOAR (SSI/SSDI Outreach, Access, and Recovery) case worker will assist eligible individuals who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder apply for Social Security Disability benefits. Due to the unique nature of the position, the following are helpful suggestions and key considerations when hiring and supervising SOAR case workers.

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Hiring and Supervising SOAR Case Workers	3
SOAR Case Worker Skills and Key Competencies	3
Successful SOAR Case Workers	3
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Skills Assessment: Completing Forms	15
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<https://soarworks.samhsa.gov/sites/soarworks.prainc.com/files/Hiring-Supervising-SOAR-Case-Workers-Toolkit.pdf>

Agency Spotlight

Meris Noonan, Jericho Project

OAT and Outcomes

Tracking outcomes is critical to SOAR success!

Why track outcomes?

- Recognition for the hard work you're putting into the applications
- Boost your community and state's outcomes
- Run reports to see the impact your work is having on the community
- Stronger outcomes result in additional funding
- Allows SOAR Local Leads to provide targeted technical assistance

Online Application Tracking (OAT)

- A web-based program that allows case workers to keep track of their outcomes
 - Free
 - Easy to use (3-5 min/each outcome)
 - Accessible from any web browser
 - Nothing to download
- On a secure server
- HIPAA compliant
 - No personal identifying information is collected



<https://soartrack.prainc.com>

Online Application Tracking (OAT)

- OAT is for DECISIONS only!
- The system does not communicate with SSA, DDS, HMIS, or other outside systems.
- If you do not track outcomes, we don't know you're doing SOAR applications.
- Collection periods, July 1, 2020-June 30, 2021; outcomes processing begins July 2021!

OAT Registration

Track outcomes and
get funding!



OAT WORKS Online Application Tracking

Register for OAT

All OAT registrants must be approved by the SAMHSA SOAR TA Center. You will receive an email from soaroot@prainc.com confirming receipt of registration, and another when your registration has been approved. If you have any questions, please contact us at soaroot@prainc.com or 518-439-7415 x2.

FIRST NAME	LAST NAME	
PASSWORD ⓘ	VERIFY PASSWORD	
EMAIL	PHONE	EXT
STATE Select State	▼	
ROLE Select Role	▼	
AGENCY Select Agency	▼	
COUNTY/PARISH Select County/Parish	CITY Choose cities...	▼
FUNDING SOURCE My position is funded by	▼	

Roles in OAT

- **State Team Lead**
 - Directs the SOAR initiative at the state level; has access to data from all agencies in the state.
- **Local Lead**
 - Oversees multiple agencies in a community, county or region; has access to data from multiple agencies in the specified service area.
- **Agency Lead**
 - Oversees multiple case workers in an agency; has access to data from all caseworkers in that agency.
- **Caseworker**
 - Works with applicants and enters data into OAT on his/her application outcomes. Has access to their data only.

Outcomes in OAT

- Outcomes for initial applications and appeals
 - Approval rates
 - Time to decision
 - Critical components
- Optional outcomes
 - Housing
 - Employment
 - Medicaid and other public benefit reimbursements

Using OAT as a Management Tool

- Run reports as a state, local, or agency lead to look at:
 - Approval rates
 - Use of SOAR Critical Components
 - Number of applications from each case manager
- Use outcomes to identify opportunities for targeted TA

Next Steps

Upcoming SOAR Sessions

- SOAR sessions will take a deeper dive into various topics related to SOAR implementation and outcomes tracking.
 - Wednesday, July 7 at 1:00 PM
 - Topic: Building SOAR Within Your Agency
 - Audience: Stakeholders, Program Managers, Supervisor, etc.
 - Wednesday, July 14 at 1:00 PM
 - Topic: Online Application Tracking (OAT), overview, management and walk through
 - Audience: Program Managers, Supervisors, and SOAR-trained Case Workers
 - Wednesday, July 21 at 1:00 PM
 - Topic: Critical Components and Completing the Application
 - Audience: Program Managers, Supervisors, and Case Workers

Next Steps

- Continue the discussion!
- Schedule a call with the SOAR TA Center, Local Leads and your agency's SOAR-trained staff
- Reach out if you encounter barriers
- Become SOAR trained
- Track all outcomes in OAT!

Open Discussion

Let's Discuss!

Connect with Us!

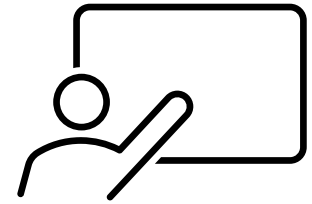
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Wrap-Up & Closing



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CoC-funded projects, don't forget to contact your HUD CPD Representative!

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Alyson Zikmund
Email: ZikmundA@hpd.nyc.gov

Jha'asryel-Akquil Bishop ('Bishop')
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For all general inquiries contact us at nycccoc@dss.nyc.gov

Be Sure to Subscribe!

NYC CoC Mailing List

- <http://www.nychomeless.com/>

HUD Exchange Mailing List

- [Homeless Assistance Programs](#) : Choose Continuum of Care Program

Thank you!

We appreciate your participation and feedback