

WorkinTexas.com

SNAP E&T Sanctions Desk Aid

1. From menu, select **Manage Individuals**.

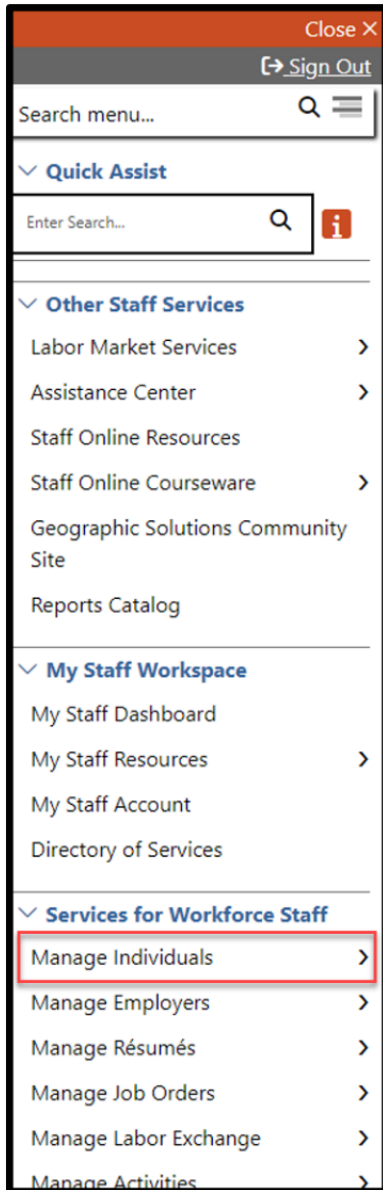


Figure 1: Screenshot showing Manage Individuals

2. Select **Assist an Individual**.

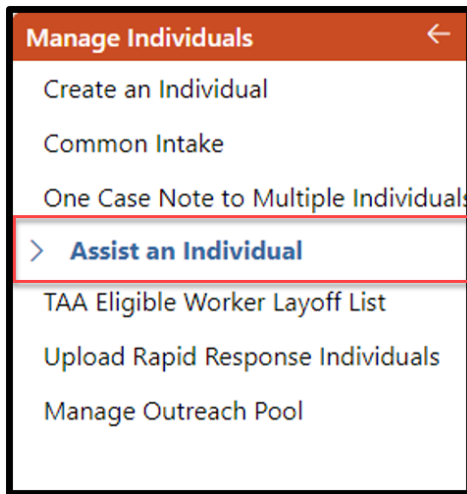


Figure 2: Screenshot showing Assist an Individual

3. You can find recently assisted customers in **Quick Assist**, or you may search for a new customer by entering information in the **General Criteria** section and click **Search**.

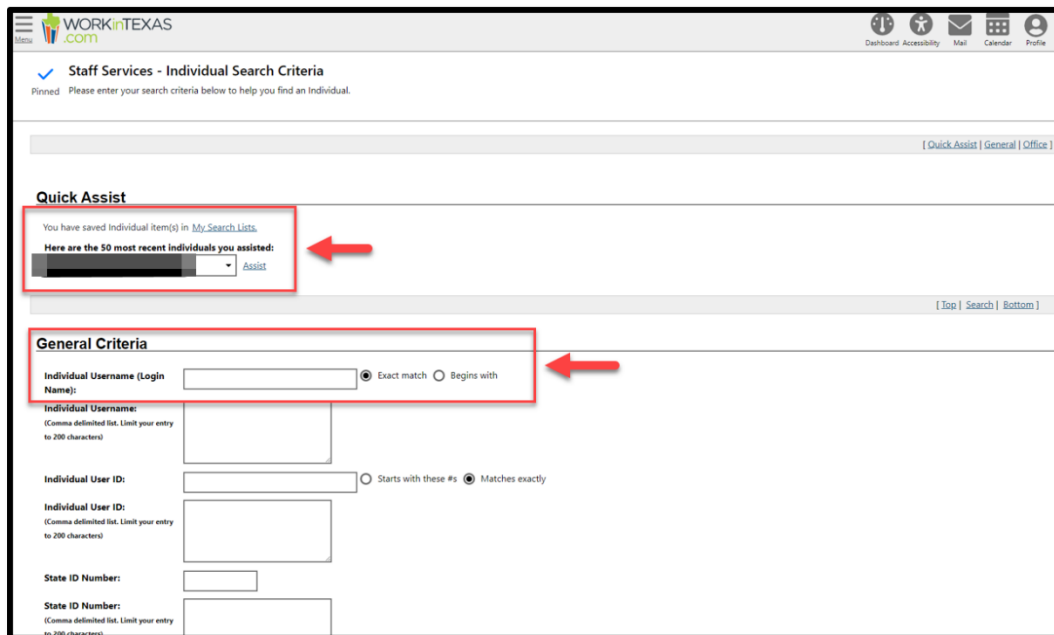


Figure 3: Screenshot Showing Quick Assist, General Criteria and Search

4. Select **Programs** under the Case Management Profile section.

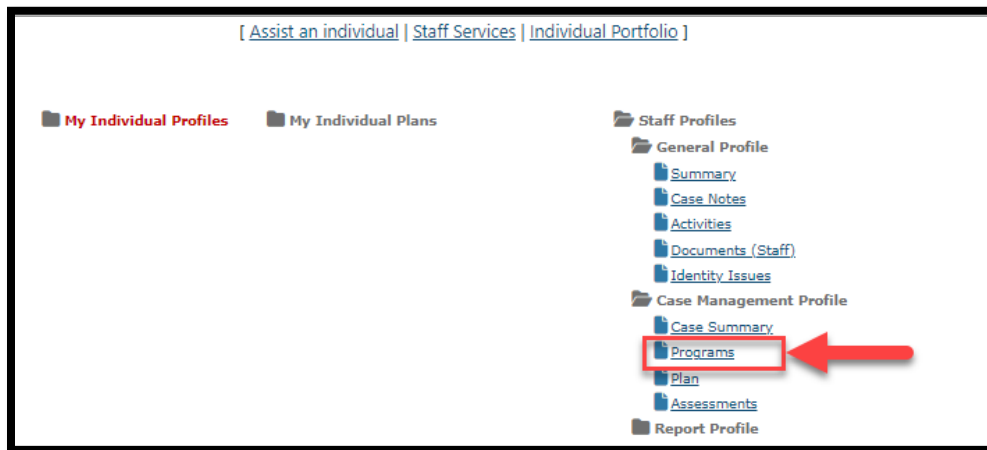


Figure 4: Screenshot Showing Programs under Case Management Profiles

5. Navigate to the SNAP Employment and Training ribbon and click the plus sign icon to expand.

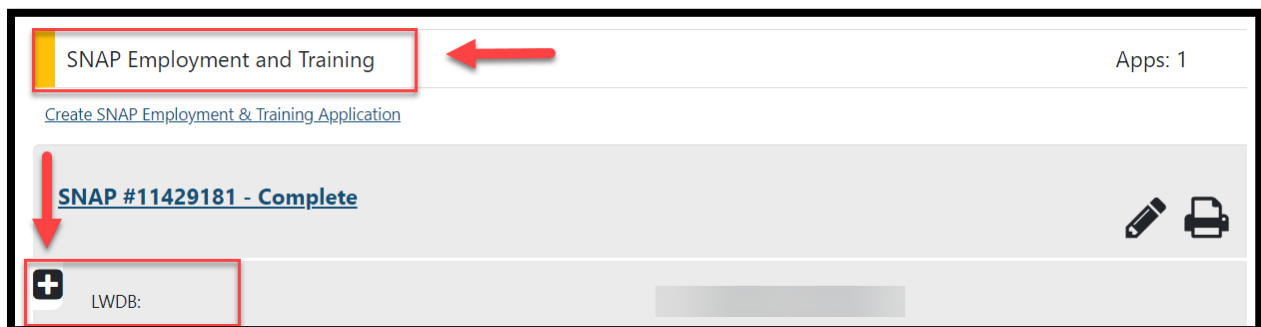


Figure 5: Screenshot Showing How to Expand the SNAP Ribbon

6. Click the plus sign icon to expand the **Sanctions** Ribbon.



Figure 6: Screenshot Showing the Create Sanctions Referral Link

7. Click on **Create Sanction Referral**.



Figure 7: Screenshot Showing the Create Sanctions Referral Link

8. The sanctions page will display. Verify that the correct **LWIA/Region** and **Office Location** selections are accurate. If not, change them accordingly.

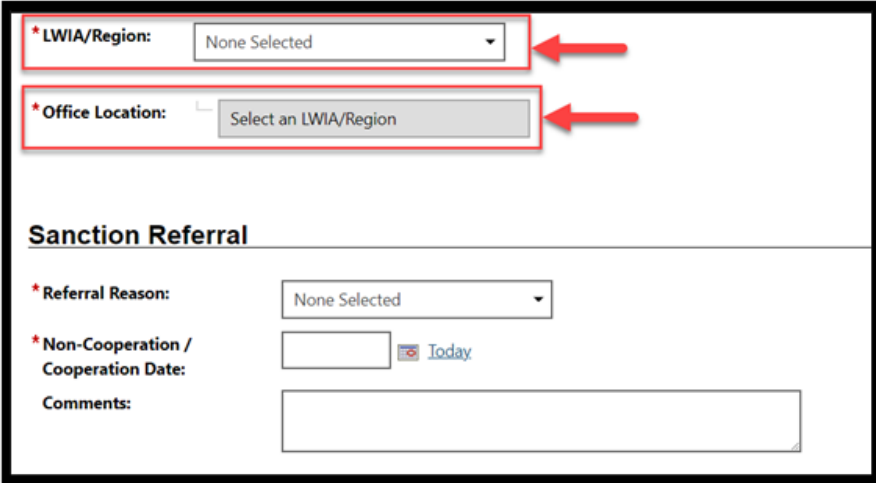
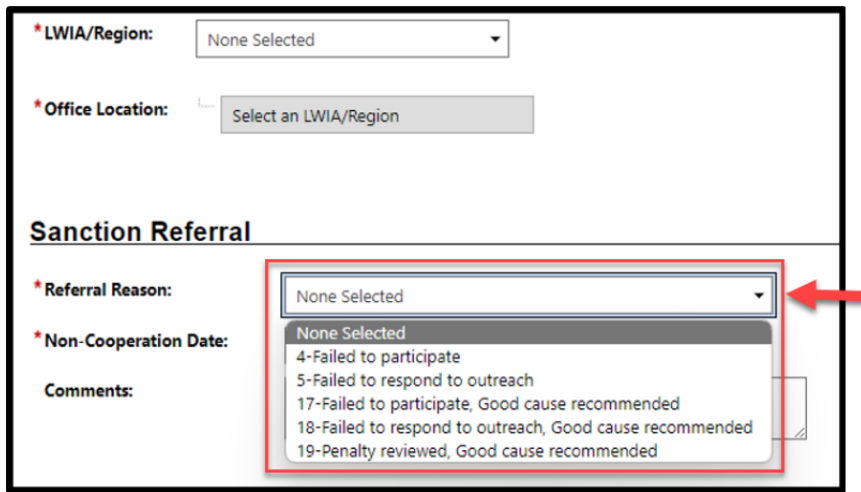
A screenshot of a web application form titled "Sanction Referral". The form contains several fields. At the top, there are two fields: "* LWIA/Region:" with a dropdown menu showing "None Selected", and "* Office Location:" with a dropdown menu showing "Select an LWIA/Region". Both of these fields are highlighted with red rectangular boxes, and red arrows point from the right side of each box towards the dropdown menus. Below these fields, there is a section titled "Sanction Referral" which contains three more fields: "* Referral Reason:" with a dropdown menu showing "None Selected", "* Non-Cooperation / Cooperation Date:" with a date input field and a "Today" button, and "Comments:" with a large text area.

Figure 8: Screenshot showing the LWIA/Region and Office Location

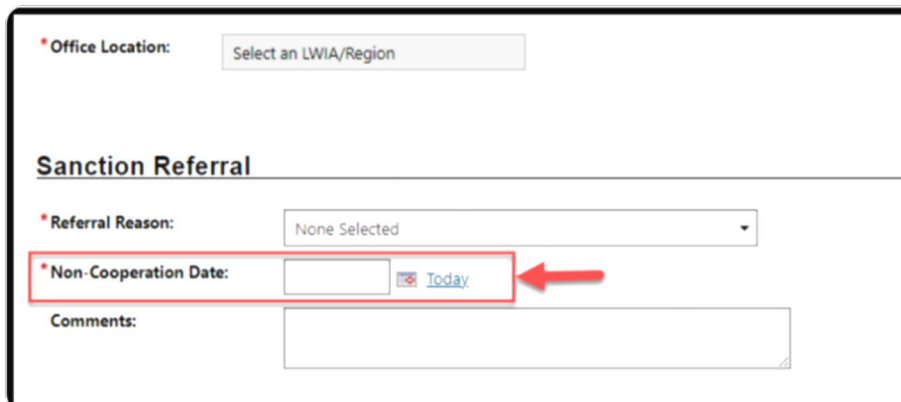
9. For **Referral Reason**, select appropriate reason from the drop-down menu.



The screenshot shows a form titled "Sanction Referral". At the top, there are two fields: "* LWIA/Region:" with a dropdown menu showing "None Selected", and "* Office Location:" with a text box containing "Select an LWIA/Region". Below this, the "Sanction Referral" section contains three fields: "* Referral Reason:" with a dropdown menu open, "* Non-Cooperation Date:" with a text box, and "Comments:" with a text area. The dropdown menu for "Referral Reason" is open, showing a list of options: "None Selected", "4-Failed to participate", "5-Failed to respond to outreach", "17-Failed to participate, Good cause recommended", "18-Failed to respond to outreach, Good cause recommended", and "19-Penalty reviewed, Good cause recommended". A red arrow points to the dropdown menu.

Figure 9: Screenshot Showing Sanction Referral Dropdown

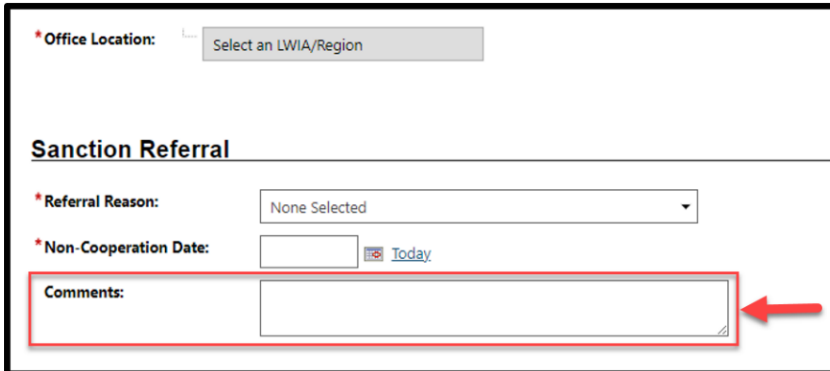
10. For **Non-Cooperation Date**, select the appropriate date.



The screenshot shows the "Sanction Referral" form. At the top, there is a field for "* Office Location:" with a text box containing "Select an LWIA/Region". Below this, the "Sanction Referral" section contains three fields: "* Referral Reason:" with a dropdown menu showing "None Selected", "* Non-Cooperation Date:" with a text box and a "Today" button, and "Comments:" with a text area. A red arrow points to the "Non-Cooperation Date" field.

Figure 10: Screenshot of Non-Cooperation Date Field

11. If applicable, add **Comments**.



* Office Location:

Sanction Referral

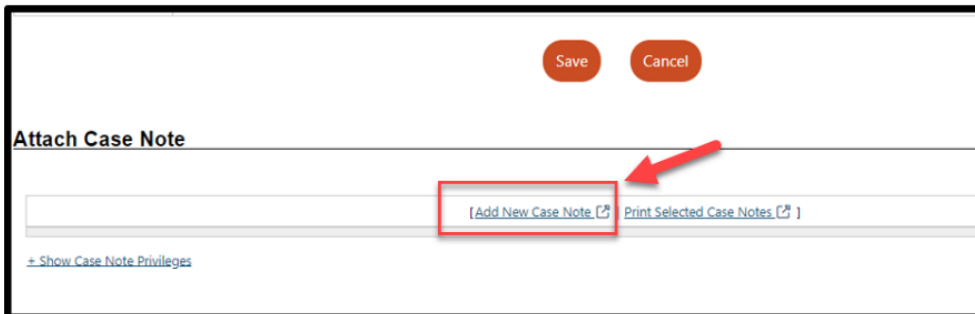
* Referral Reason:

* Non-Cooperation Date: [Today](#)

Comments:

Figure 11: Screenshot Showing Comments Field

12. Add case note by clicking on **Add New Case Note**.



Save Cancel

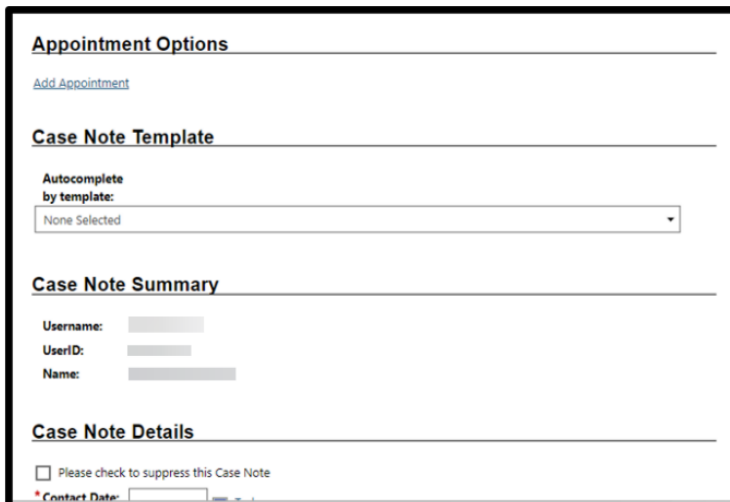
Attach Case Note

[Add New Case Note](#) [Print Selected Case Notes](#)

[+ Show Case Note Privileges](#)

Figure 12: Screenshot Showing Add Case Note Link

13. The case note pop-out box will appear. Enter case note details and attach any necessary documents.



Appointment Options

[Add Appointment](#)

Case Note Template

Autocomplete by template:

Case Note Summary

Username:

UserID:

Name:

Case Note Details

Please check to suppress this Case Note

* Contact Date:

Figure 13: Screenshot of Case Note Screen

14. Select the **Save (or Save and Print)** button.

Figure 14: Screenshot of Message Options Save or Save and Print

15. The **Case Note** table appears.

App ID	Subject	Contact Date	Create Date	Staff User	LWIS	Office	Program	Source / ID	Message Content	Action
1	Individual Case - 001112000	01/12/2024	01/12/2024		26	300		Application Ref	None	Add Content Download Message

Figure 15: Screenshot of Case Note Table

16. To view the sanction referral, click on **Programs**.

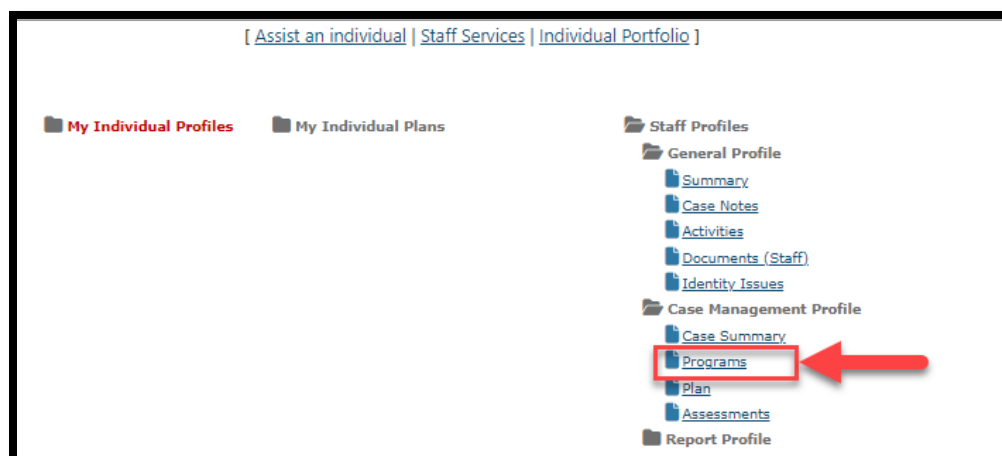


Figure 16: Screenshot of the Link to Programs

- Navigate to the SNAP Employment and Training ribbon and click the plus sign icon to expand.

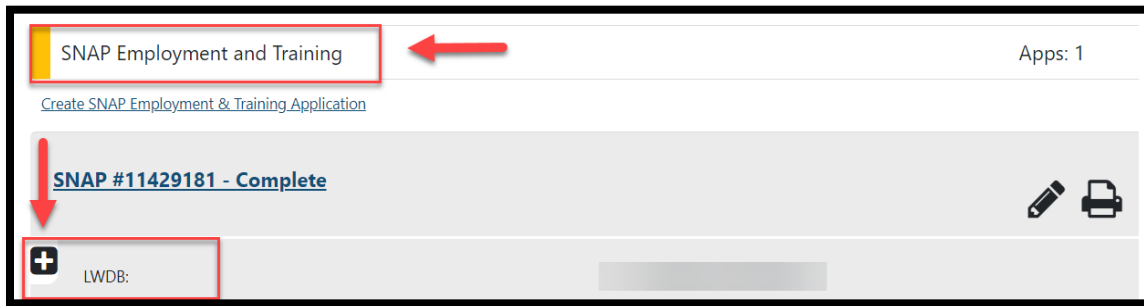


Figure 17: Screenshot Showing How to Expand the SNAP Ribbon

- Click on the plus sign on the **Sanctions** Ribbon to see the sanctions table.



Figure 18: Screenshot Showing the Sanctions Ribbon

- The sanctions table appears with the sanction information.

Create Date	Create Staff	Date Sent to HHSC	Referral Reason	Non-Cooperation Date	Referral Status	HHSC Response	HHSC Response Date	Adverse Action Date	HHSC Good Cause Reason	Rejection Reason	Day Counter	Action
06/28/2023			Failed to participate	06/28/2023	Pending HHSC Response						0	Edit

Figure 19: Screenshot Showing Sanctions Table