WorkinTexas.com Choices 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

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**.

		Dashboard Accessibility Mail Calendar Profile
Staff Services - Inc Pinned Please enter your search crit	lividual Search Criteria Ieria below to help you find an Individual.	
		[Quick Assist General Office]
Quick Assist		
You have saved Individual item(s) Here are the 50 most recent ind	n My Search Lists. Viduals you assisted:	
		[Top Search Bottom]
General Criteria		
Individual Username (Login Name):	Exact match O Begins with	
Individual Username: (Comma delimited list. Limit your entry to 200 characters)		
Individual User ID:	Starts with these #s Matches exactly	
Individual User ID: (Comma delimited list. Limit your entry to 200 characters)		
State ID Number:		
State ID Number: (Comma delimited list. Limit your entry to 200 characters)		

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

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



Figure 4: Screenshot showing Programs under Case Management Profile

4. Navigate to the Choices ribbon and click the plus sign icon to expand.

Choices	Apps: 2
Create Choices (TANF) Application	
TANF #11964850 - Complete	e 🖓 🖨

Figure 5: Screenshot Showing How to Expand the Choices Ribbon

5. Click the plus sign icon to expand the Sanctions Ribbon.

C Attendance	
Good Cause	1
Sanctions	0

Figure 6: Screenshot Showing the Sanctions Ribbon

6. Click on Create Sanction Referral.



Figure 7: Screenshot Showing the Create Sanctions Referral Link

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

*LWIA/Region: None Se	lected
* Office Location: Selec	t an LWIA/Region
Sanction Referral	
*Referral Reason:	None Selected 👻
* Non-Cooperation / Cooperation Date:	Today.
Comments:	

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

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

* LWIA/Region:	None Selected 🗸
* Office Location:	Select an LWIA/Region
Sanction Refe	erral
* Referral Reason:	None Selected
* Non-Cooperation / Cooperation Date: Comments:	None Selected 4-Failed to participate 5-Failed to respond to outreach 9-Cooperating Program Month 10-Cooperating 4 weeks

Figure 9: Screenshot Showing Sanction Referral Dropdown

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

[^] LWIA/Region:	None Selected
*Office Location:	Select an LWIA/Region
Sanction Ref	erral
Referral Reason:	None Selected
* Non-Cooperation / Cooperation Date:	I Ioday
Comments:	

Figure 10: Screenshot of Non-Cooperation Date field

10. If applicable, add **Comments**.

* LWIA/Region:	None Selected
*Office Location:	Select an LWIA/Region
Sanction Ref	erral
* Referral Reason:	None Selected
* Non-Cooperation / Cooperation Date:	Today
Comments:	

Figure 11:Screenshot Showing Comments Field

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

	Save	Cancel
Attach Case Note		
	[Add New Case Note 🗗	Print Selected Case Notes [2]]
+ Show Case Note Privileges		

Figure 12: Screenshot Showing Add Case Note Link

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

Appointment Options	
Case Note Template	
Autocomplete by template:	
None Selected	•
Case Note Summary	
UserID:	
Name:	
Case Note Details	
Please check to suppress this Case Note	
* Contact Date:	

Figure 13: Screenshot of Case Note Screen

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



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

14. The Case Note table appears.

													-
	Summary	Case Notes		Activities				Documents (Staff)		Identity_Issues			
					IAdd New C	Cane Note. 🗗 Print Selec	ed Case Not	tes.(2)					
+ Show Case Note Fride	pts												
s. Show Filter Criteria													
Results View: Summary	Detailed												
to sort on any column, cli	idi a column title.												
App.ID	Subject	Contact Date	Create Date	-	Staff Uner		WDB	office	Program	Searce / 12	Message Created	Action 5-	elect
0	Scheduler Event - 03/11/2026	3/11/2024	3/6/2024				26	260		Application-NA	N/A	Edit/Delete Send User Message	0
	Education and an and an	100000	202002					210		And refer to the		The Parlow I Parel Unrel Linear Linea	

Figure 15: Screenshot of Case Note Table

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

[Assist an individual Staff Services]	Individual Portfolio]
My Individual Profiles	My Individual Plans	Staff Profiles
		🗁 General Profile
		Summary
		Case Notes
		Activities
		Documents (Staff)
		Lidentity Issues
		🗁 Case Management Profile
		Case Summary
		Assessments

Figure 16: Screenshot of the Link to Programs

16. Navigate to the Choices ribbon and click the plus sign icon to expand.



Figure 17: Screenshot Showing How to Expand the Choices Ribbon

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

C Attendance	
Good Cause	1
Sanctions	0

Figure 18: Screenshot Showing the Sanctions Ribbon

18. The sanctions table appears with the sanction information.

Sanctions												1
Create Sanction	n Referral											
										Search:		
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

How to View the HHSC Determination

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



Figure 20: Screenshot showing Manage Individuals

2. Select **Assist an Individual**.



Figure 21:Screenshot showing Assist an Individual

3. Navigate to the Choices ribbon and click the plus sign icon to expand.

Choices			Apps: 2
Create Choices (TANF) Application	<u>n</u>		
TANF #11964850 - Co	mplete		e 🕒
LWDB:			

Figure 22: Screenshot Showing How to Expand the Choices Ribbon

4. Click the plus sign icon to expand the Sanctions Ribbon.

Attendance	
C Good Cause	1
Sanctions	0

Figure 23: Screenshot Showing the Sanctions Ribbon

5. Scroll down to the **HHSC Response** section.

HHSC Response						
HHSC Response:	1-Pen. imposed. PEN COUNTS					
Imposed Date:	04/01/2024					
HHSC Response Date:	02/25/2024					
Rejection Reason:						
HHSC Good Cause Date:						

Figure 24: Screenshot of HHSC Response