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SNAP E&T Sanctions Desk Aid

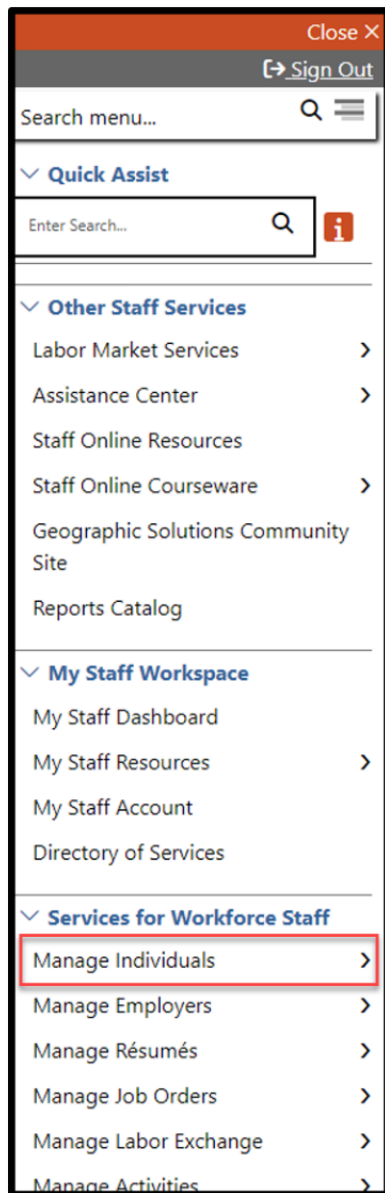1. From menu, select **Manage Individuals**.

Figure 1: Screenshot showing Manage Individuals

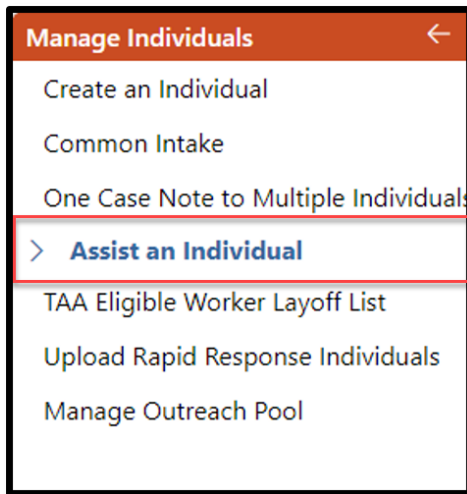2. Select **Assist an Individual**.

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**.
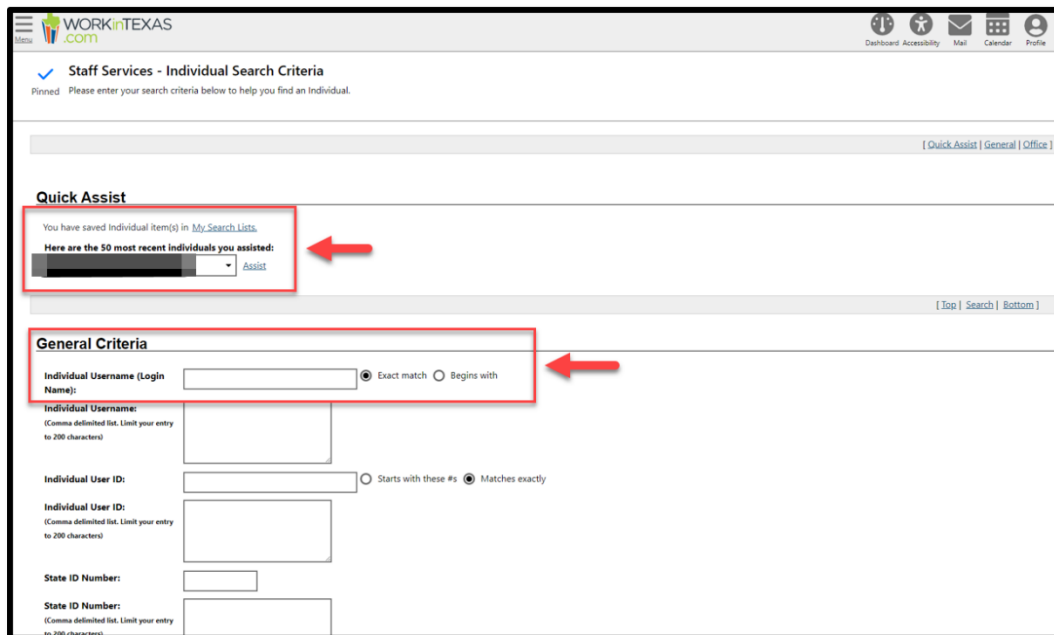

Figure 3: Screenshot Showing Quick Assist, General Criteria and Search

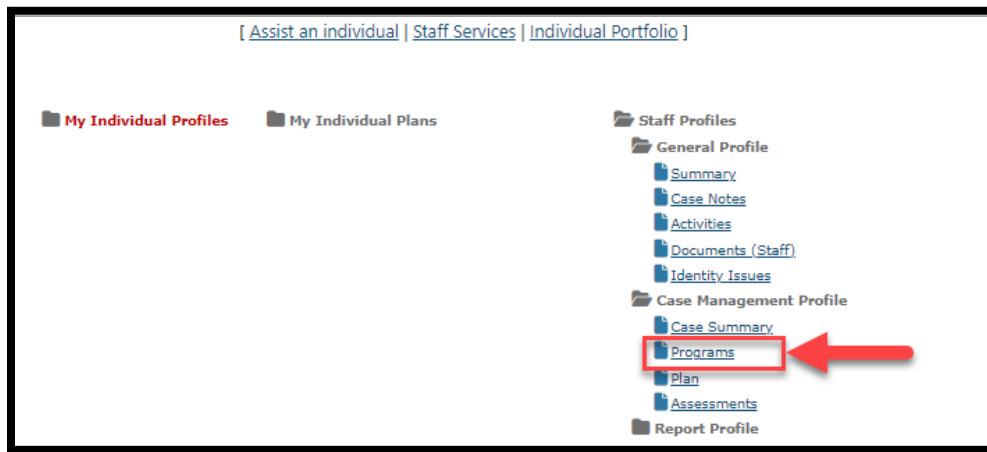4. Select **Programs** under the Case Management Profile section.

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.
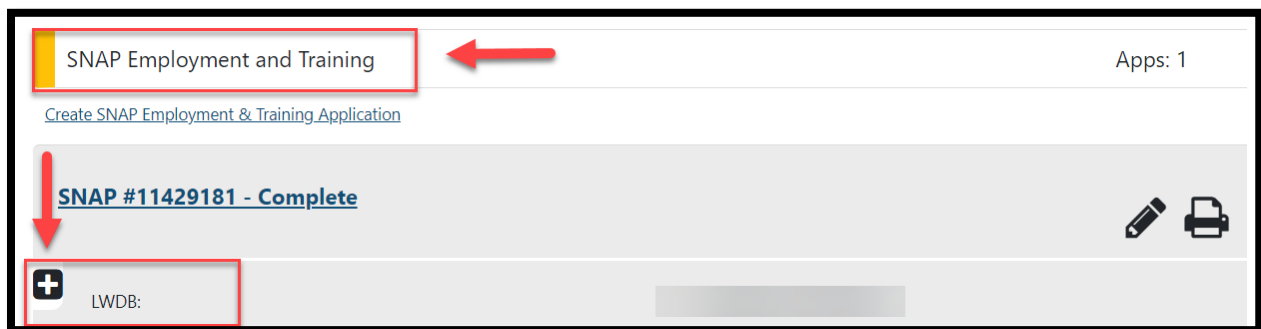

Figure 5: Screenshot Showing How to Expand the SNAP Ribbon

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

Figure 6:Screenshot Showing the Create Sanctions Referral Link

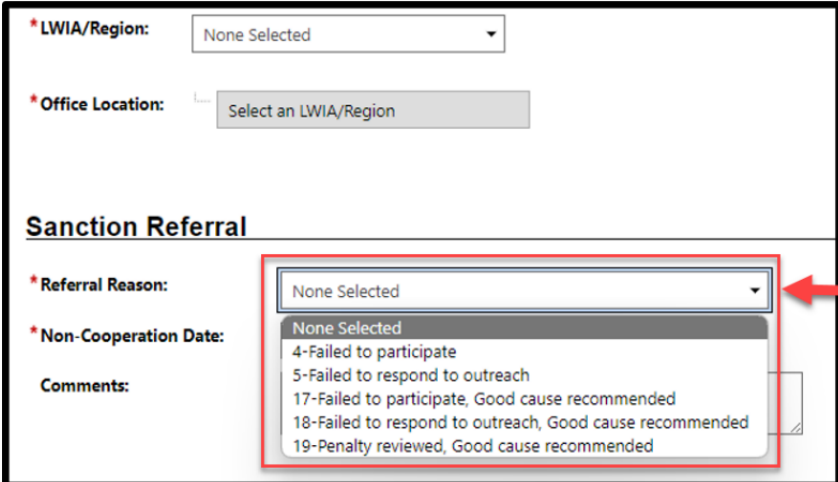7. Click on **Create Sanction Referral**.

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.

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

9. For **Referral Reason**, select appropriate reason from the drop-down menu.
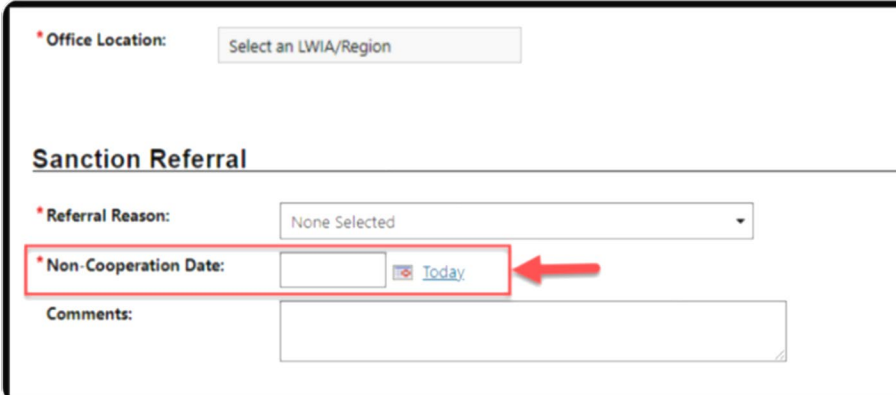
Figure 9: Screenshot Showing Sanction Referral Dropdown

10. For **Non-Cooperation Date**, select the appropriate date.
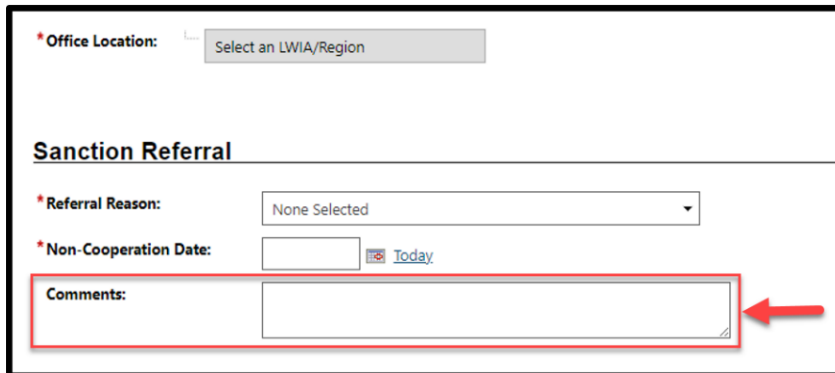
Figure 10:Screenshot of Non-Cooperation Date Field
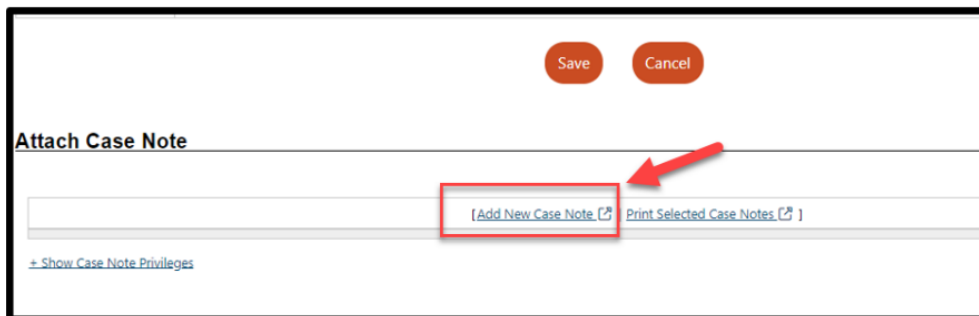
11.   If applicable, add **Comments**.

Figure 11: Screenshot Showing Comments Field
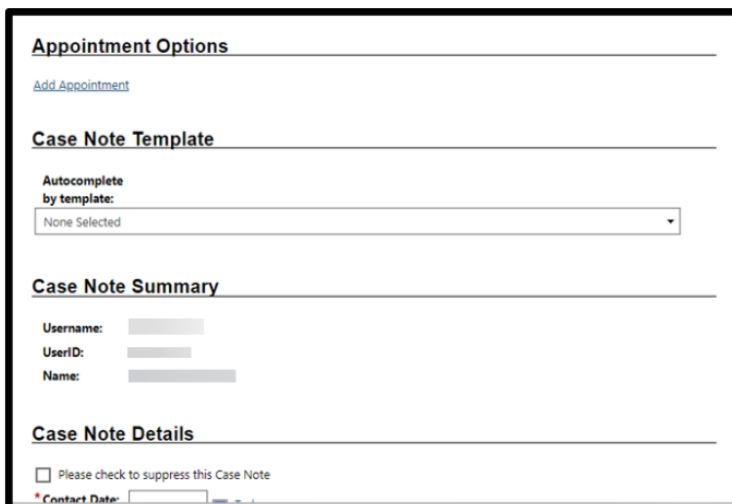
12.   Add case note by clicking on **Add New Case Note**.

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.

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.

Figure 15: Screenshot of Case Note Table

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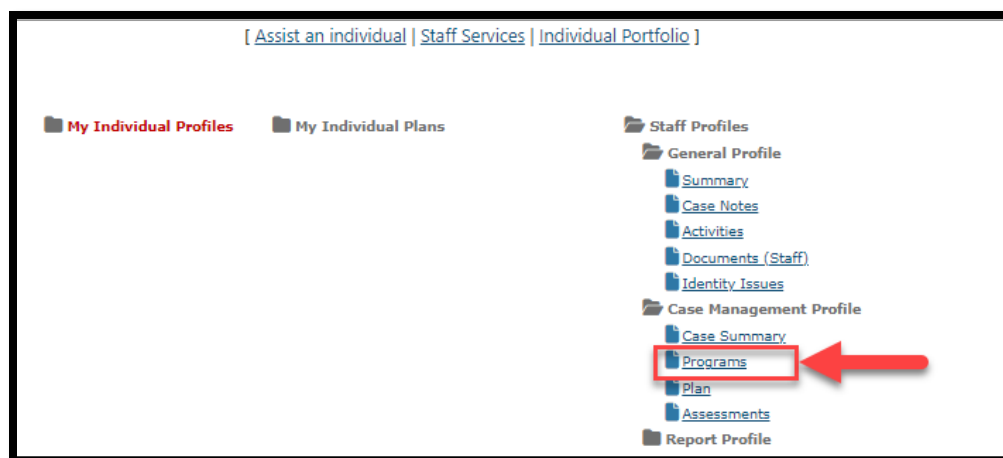

Figure 16: Screenshot of the Link to Programs

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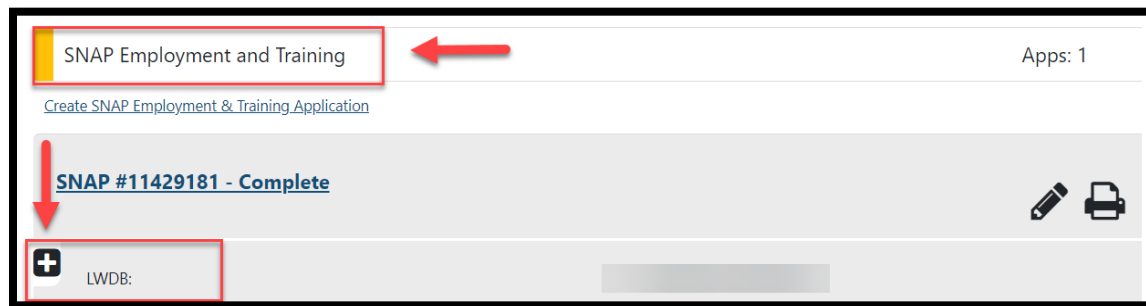

Figure 17: Screenshot Showing How to Expand the SNAP Ribbon

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

Figure 18: Screenshot Showing the Sanctions Ribbon

19.   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