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# SNAP E&T Sanctions Desk Aid

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

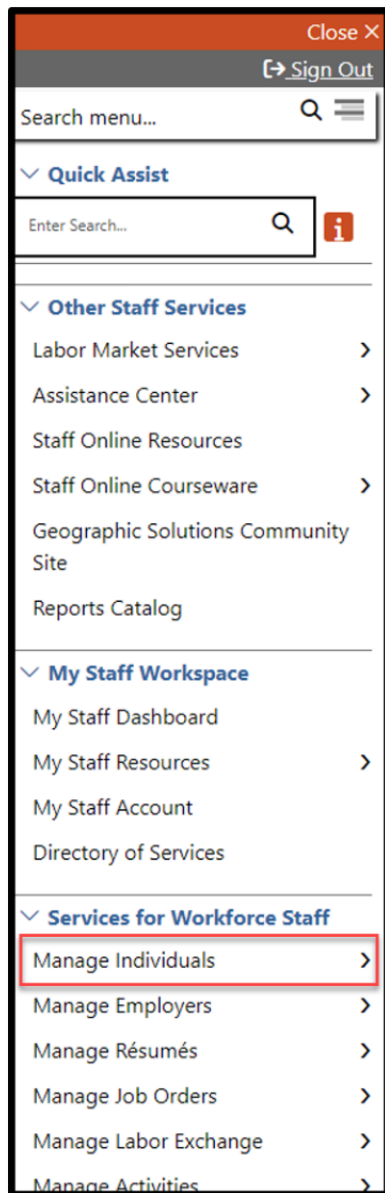


Figure 1: Screenshot showing Manage Individuals

2. Select **Assist an Individual**.

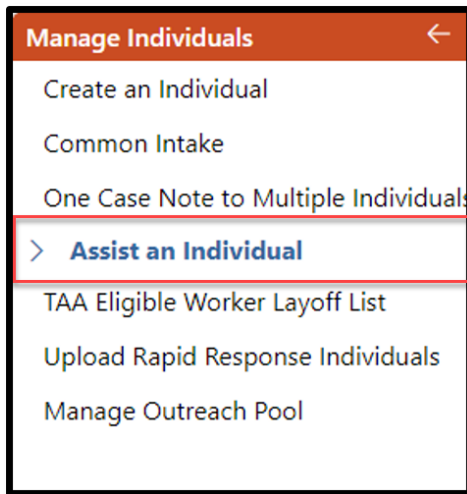


Figure 2: Screenshot showing Assist an Individual

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**.

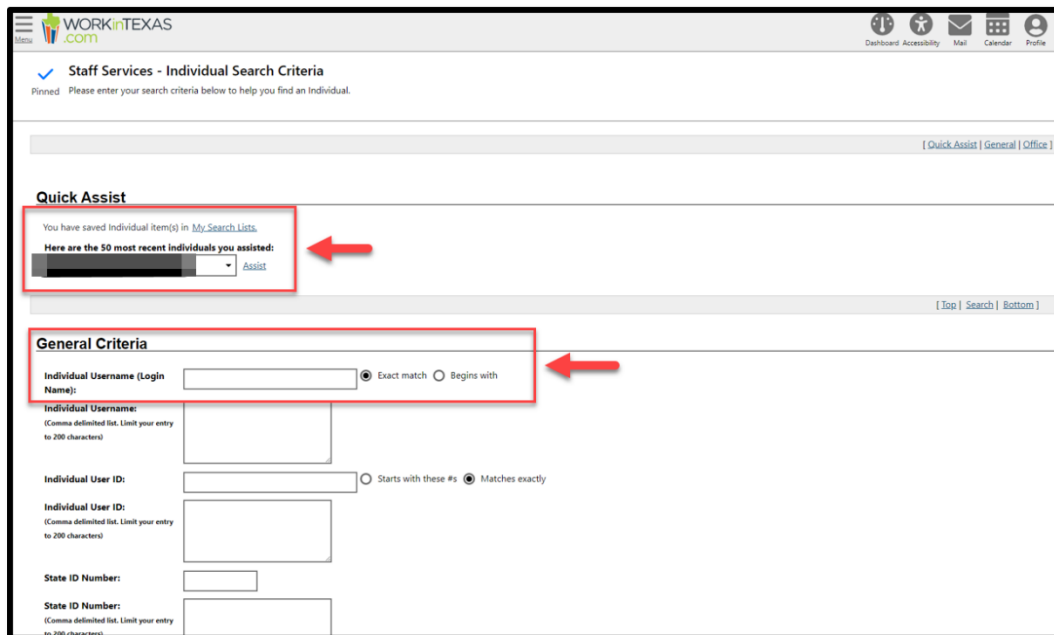


Figure 3: Screenshot Showing Quick Assist, General Criteria and Search

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

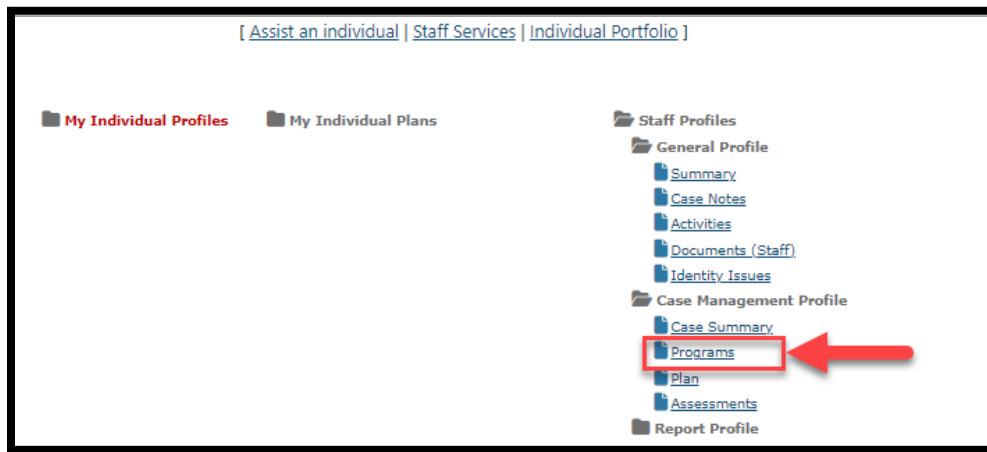


Figure 4: Screenshot Showing Programs under Case Management Profiles

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

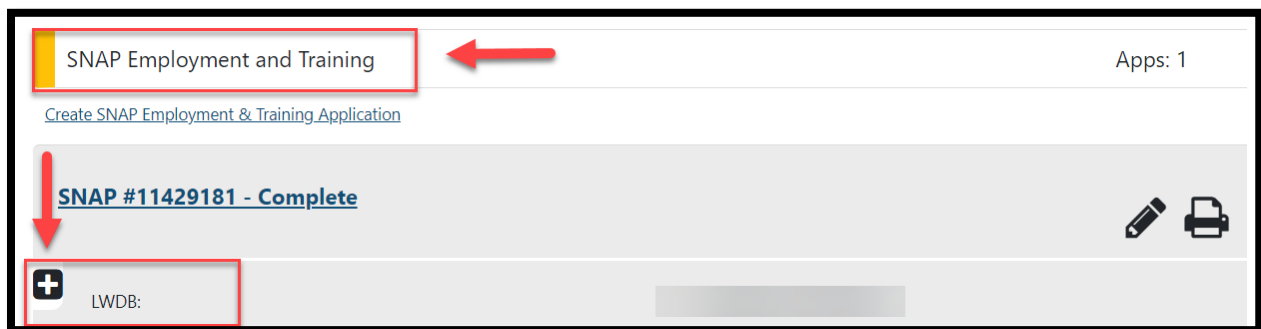


Figure 5: Screenshot Showing How to Expand the SNAP Ribbon

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**.



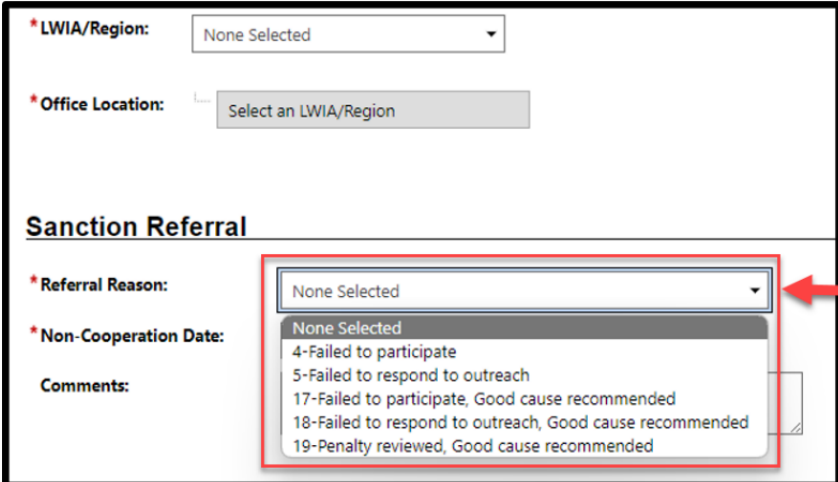
Figure 7: Screenshot Showing the Create Sanctions Referral Link

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

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 button labeled 'Select an LWIA/Region'. Both of these fields are highlighted with red rectangular boxes, and red arrows point to them from the right. Below these, 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 web 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 button labeled "Select an LWIA/Region". Below these is the "Sanction Referral" section. It contains three fields: "\* Referral Reason:" with a dropdown menu open showing a list of reasons, "\* Non-Cooperation Date:" with a date input field, and "Comments:" with a text area. A red box highlights the "\* Referral Reason:" dropdown menu, and a red arrow points to it from the right.

\* LWIA/Region: None Selected

\* Office Location: Select an LWIA/Region

**Sanction Referral**

\* Referral Reason: None Selected

\* Non-Cooperation Date:

Comments:

None Selected

4-Failed to participate

5-Failed to respond to outreach

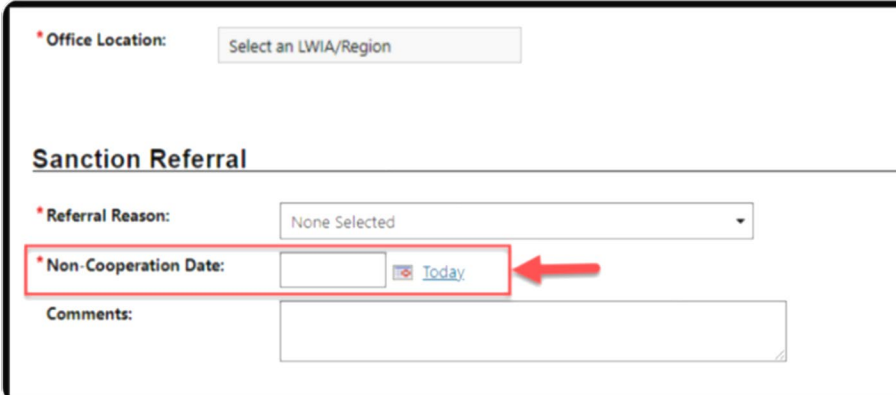
17-Failed to participate, Good cause recommended

18-Failed to respond to outreach, Good cause recommended

19-Penalty reviewed, Good cause recommended

Figure 9: Screenshot Showing Sanction Referral Dropdown

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



The screenshot shows the same "Sanction Referral" form. The "\* Referral Reason:" dropdown menu is now closed and shows "None Selected". The "\* Non-Cooperation Date:" field is highlighted with a red box, and a red arrow points to it from the right. The "Comments:" text area is also visible.

\* Office Location: Select an LWIA/Region

**Sanction Referral**

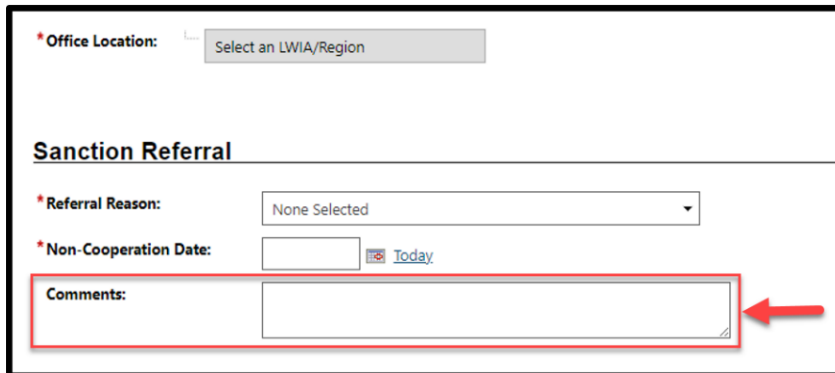
\* Referral Reason: None Selected

\* Non-Cooperation Date:

Comments:

Figure 10: Screenshot of Non-Cooperation Date Field

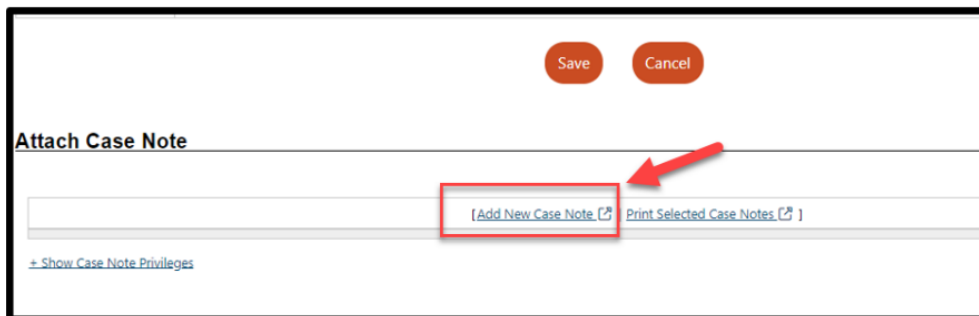
11. If applicable, add **Comments**.



The screenshot shows a form titled "Sanction Referral". At the top, there is a field for "Office Location" with a dropdown menu labeled "Select an LWIA/Region". Below this, the "Referral Reason" is set to "None Selected". The "Non-Cooperation Date" is set to "Today". The "Comments" field is a large text area, highlighted with a red rectangular box. A red arrow points from the right side of the box towards the center of the text area.

Figure 11: Screenshot Showing Comments Field

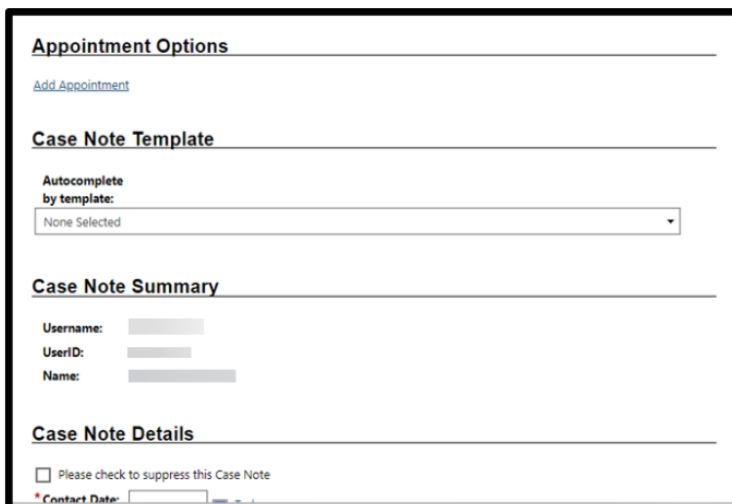
12. Add case note by clicking on **Add New Case Note**.



The screenshot shows a screen titled "Attach Case Note". At the top, there are "Save" and "Cancel" buttons. Below the title, there is a large text area. At the bottom of the text area, there are two links: "(Add New Case Note [?])" and "Print Selected Case Notes [?]". The first link is highlighted with a red rectangular box, and a red arrow points from the right side of the box towards the center of the link.

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.



The screenshot shows a form titled "Case Note Screen". It is divided into several sections: "Appointment Options" with a link "Add Appointment"; "Case Note Template" with an "Autocomplete by template:" dropdown menu set to "None Selected"; "Case Note Summary" with fields for "Username:", "UserID:", and "Name:"; and "Case Note Details" with a checkbox "Please check to suppress this Case Note" and a "Contact Date:" field.

Figure 13: Screenshot of Case Note Screen

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

**Message Options**

Assisted User does not have an email address saved. Email option will not be available

☐ Create Message From Case Note on Save

**Case Note Attachment(s)**

Listed below are the documents associated with this case note. Click the View link below to view that particular item.

Results View: [Summary](#) | [Detailed](#)

Click a column title to sort. ☐ View Thumbnails

Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with \_ when saving the document in our system.

[\[ Add a Document \]](#)

[Save](#) [Save and Print](#) [Cancel](#)

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

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

Case ID	Subject	Created Date	Created By	Staff User	LMS	Office	Program	Source / ID	Message Content	Action
10	Sanctions Case - 10/11/2024	10/11/2024	J. Smith	J. Smith	20	300	Application Fee	N/A	Sanctions Case - 10/11/2024	Add Case Note

Figure 15: Screenshot of Case Note Table

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

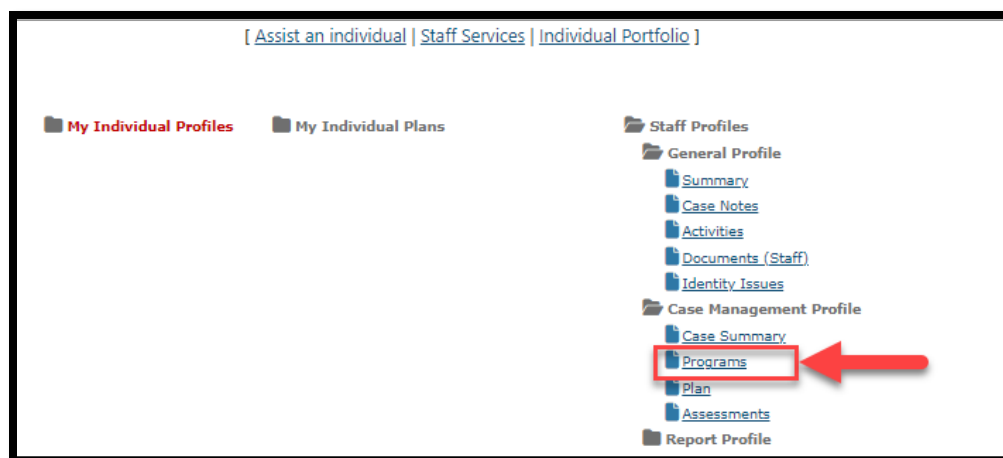


Figure 16: Screenshot of the Link to Programs



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

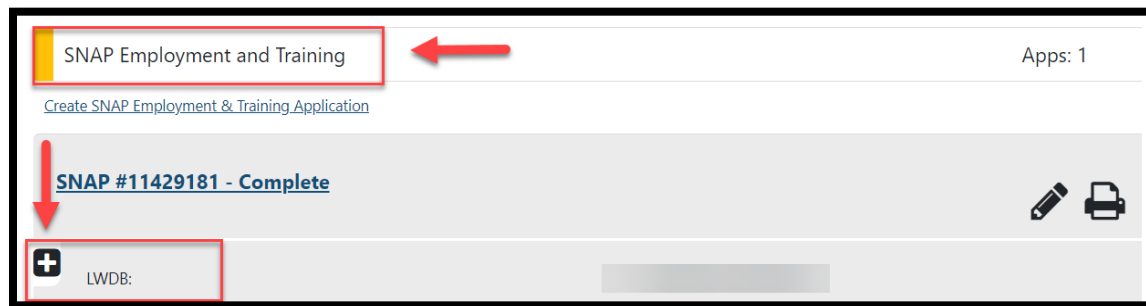


Figure 17: Screenshot Showing How to Expand the SNAP Ribbon

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.

Sanctions												
1												
<a href="#">Create Sanction Referral</a>												
Search: <input type="text"/>												
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	<a href="#">Edit</a>

Figure 19: Screenshot Showing Sanctions Table