

## FYI

### **Reopening Sanctioned Client with First-time Disability Claim**

TAO staff is reminded that when reopening a client, it is important to check the sanction page for any outstanding sanction and to determine the sanction's relevance. However, when reopening a TAFDC case, where a client who was sanctioned for not meeting the work program requirement has a first-time claim of disability that prevents him or her from meeting the work program requirement, the client must be opened as an exempt client pending DES' disability determination. The work program sanction must be removed with a reason of Cooperating or other appropriate removal reason based on the sanction situation.