

Hurricane Laura - DSNAP



Residents of certain parishes that were federally approved for Individual Assistance (IA) can apply for Disaster Supplemental Nutrition Assistance Program (DSNAP) benefits to help buy groceries due to lost income or damages sustained from the storm.



Benefits are not Automatic - How to Apply

1 GATHER YOUR INFORMATION

You will need the following information to register and apply for DSNAP:

- The name, date of birth and Social Security Number (if applicable) for each household member;
- Driver's license or state-issued ID number for the head of household;
- Residential address and mailing address (if different);
- Income information for each household member;
- Resources information (e.g., cash, checking, savings) for each household member;
- Amount of disaster-related expenses you have incurred or will incur from Aug. 25 to Sept. 23, 2020

2 REGISTER ONLINE OR BY PHONE

You can register online in the DCFS CAFE Self-Service Portal at www.dcfsls.gov/cafes or by calling the LAHelpU Customer Service Center at **1-888-524-3578**.

Step-by-step instructions for creating a CAFE account and registering for DSNAP can be found at www.dcfsls.gov/DSNAP.

Registration is not required, but will make the application process quicker and easier for you.

3 DOWNLOAD LA WALLET APP

Download the LA Wallet app at no cost to make verification of your identity and residency quicker and easier. The app is available for both Apple and Android devices. More information on the app, including download links, can be found at LAWallet.com. This is not required but will help speed the application process.

4 CALL ON YOUR DESIGNATED DAY TO APPLY

View the DSNAP operation schedule for your parish at www.dcfsls.gov/DSNAP.

On your designated day(s) to apply, call the LAHelpU Customer Service Center at **1-888-524-3578**, between 8 a.m. and 5 p.m. A caseworker will walk you through the application on the phone, verifying your identity and residency, your household income, resources and disaster-related expenses.

After the interview, you will be told whether you are approved to receive DSNAP and, if so, how much. You will also receive a letter in the mail confirming the eligibility decision made on your application.

If approved for DSNAP benefits, your card will be mailed or sent through FedEx to you.

If you are staying in a shelter or state-provided hotel room, be sure to tell the caseworker so your card can be sent to your hotel/shelter.

For more information, visit www.dcfsls.gov/DSNAP
or text LADSNAP to 898-211.

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DSNAP Application Schedule (as of 9/8/2020)

1 PHASE ONE

PARISHES: Acadia, Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Rapides, Vermilion and Vernon

Application period opens on **Thursday, Sept. 10**, with residents calling to apply according to the following schedule:

- **Day 1 (Sept. 10)** – Residents with last names beginning with A-C
- **Day 2 (Sept. 11)** – D-G
- **Day 3 (Sept. 12)** – H-L
- **Day 4 (Sept. 13)** – M-R
- **Day 5 (Sept. 14)** – S-Z
- **Days 6 & 7 (Sept. 15-16)** – Open for all (letters A-Z) in the Phase 1 parishes

2 PHASE TWO

PARISHES: Grant, Jackson, Lincoln, Natchitoches, Ouachita, Sabine and Winn

Application period opens on **Thursday, Sept. 17**, with residents calling to apply according to the following schedule:

- **Day 1 (Sept. 17)** – Residents with last names beginning with A-C
- **Day 2 (Sept. 18)** – D-G
- **Day 3 (Sept. 19)** – H-L
- **Day 4 (Sept. 20)** – M-R
- **Day 5 (Sept. 21)** – S-Z
- **Days 6 & 7 (Sept. 22-23)** – Open for all (letters A-Z) in the Phase 2 parishes

If additional parishes are approved for IA and request DSNAP, DCFS will operate a third phase of DSNAP, starting September 23.

For more information, visit www.dcfslouisiana.gov/DSNAP
or text LADSNAP to 898-211.