

# Hurricane Ida- 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.



**DISASTER**  
SUPPLEMENTAL NUTRITION  
ASSISTANCE PROGRAM

## Benefits are not Automatic - How to Apply

### 1 GATHER YOUR INFORMATION

You will need the following information to pre-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. 26 to Sept. 24, 2021

### 2 PRE-REGISTER ONLINE OR BY PHONE

Visit the DCFS CAFE Self-Service Portal at [www.dcfsl.a.gov/cafe](http://www.dcfsl.a.gov/cafe) or by calling the LAHelp-U Customer Service Center at **1-888-524-3578**.

Step-by-step instructions for creating a CAFE account and pre-registering for DSNAP can be found at [www.dcfsl.a.gov/Preregister](http://www.dcfsl.a.gov/Preregister).

*Pre-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. Visit [LAWallet.com](http://LAWallet.com) for more information, including download links.

### 4 CALL ON YOUR DESIGNATED DAY TO APPLY

View the DSNAP operation schedule for your parish at [www.dcfsl.a.gov/DSNAP](http://www.dcfsl.a.gov/DSNAP).

On your designated day(s) to apply, call the LAHelp-U Customer Service Center at **1-888-524-3578**, between **7:30 a.m. and 6 p.m.** A caseworker will walk you through the interview 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 to you through the U.S. Postal Service.

**If you are staying in a shelter, tell your caseworker so your card can be sent to your hotel/shelter.**

Applicants may name an **Authorized Representative (AR)** to apply for DSNAP benefits on their behalf. The head of household must authorize the person to serve as **AR** on their behalf, and the worker will need to speak to the head of household to confirm that they agree for the **AR** to speak on their behalf.

***SNAP recipients are not eligible for DSNAP and should not apply.***

For more information, visit [www.dcfsl.a.gov/DSNAP](http://www.dcfsl.a.gov/DSNAP)  
or text **LADSNAP** to **898-211**.

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## DSNAP Application Schedule

(as of 9/11/2021)

### 1 PHASE ONE - SEPTEMBER 20-25

**PARISHES:** EBR, E. Feliciana, Iberia, Orleans, Pointe Coupee, St. Bernard, St. Tammany, Washington, W. Baton Rouge and W. Feliciana

Application period opens on Monday, September 20, with residents calling to apply according to the following schedule:

- Day 1 (Sept. 20) – Residents with last names beginning with A-F
- Day 2 (Sept. 21) – G-M
- Day 3 (Sept. 22) – N-S
- Day 4 (Sept. 23) – T-Z
- Day 5 (Sept. 24) – Open for all (letters A-Z) in the Phase 1 parishes
- Day 6 (Sept. 25)– Open for all (letters A-Z) in the Phase 1 parishes

### 2 PHASE TWO - SEPT. 27-OCT. 2

**PARISHES:** Ascension, Assumption, Iberville, Jefferson, Livingston, Plaquemines, St. Helena, St. Martin (*lower St. Martin ZIP Codes 70339 & 70380 only*), St. Mary and Tangipahoa

Application period opens on Monday, September 27, with residents calling to apply according to the following schedule:

- Day 1 (Sept. 27) – Residents with last names beginning with A-F
- Day 2 (Sept. 28) – G-M
- Day 3 (Sept. 29) – N-S
- Day 4 (Sept. 30) – T-Z
- Day 5 (Oct. 1) – Open for all (letters A-Z) in the Phase 2 parishes
- Day 6 (Oct. 2)–Open for all (letters A-Z) in the Phase 2 parishes

### 3 PHASE THREE- OCTOBER 4-9

**PARISHES:** Lafourche, St. Charles, St. James, St. John the Baptist and Terrebonne

Application period opens on Monday, October 4, with residents calling to apply according to the following schedule:

- Day 1 (Oct. 4) – Residents with last names beginning with A-F
- Day 2 (Oct. 5) – G-M
- Day 3 (Oct. 6) – N-S
- Day 4 (Oct. 7) – T-Z
- Day 5 (Oct. 8) – Open for all (letters A-Z) in the Phase 3 parishes
- Day 6 (Oct. 9)–Open for all (letters A-Z) in the Phase 3 parishes

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## SNAP NONDISCRIMINATION STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at: [How to File a Complaint \(https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint\)](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Ave. SW, Washington, D.C. 20250-9410;
- Fax: (202) 690-7442; or
- Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

For more information, visit [www.dcfslouisiana.gov/DSNAP](http://www.dcfslouisiana.gov/DSNAP)  
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