

Feb. 2021 Ice Storms - 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.



Approved Parishes: Avoyelles, Bienville, Bossier, Caddo, Calcasieu, Catahoula, Claiborne, Concordia, DeSoto, East Baton Rouge, Franklin, Grant, LaSalle, Madison, Natchitoches, Ouachita, Rapides, Red River, Richland, Sabine, Webster, West Carroll and Winn

- Residents who received SNAP benefits in February 2021 are not eligible.
- Residents who began to receive SNAP benefits after February 2021 may be eligible.

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 from Feb. 15 to March 16, 2021;
- Resources information (e.g., cash, checking, savings) for each member, as of Feb. 15, 2021;
- Amount of disaster-related expenses you incurred from Feb. 15 to March 16, 2021.

2 DOWNLOAD LA WALLET APP

The LA Wallet app makes verification of your identity and residency easier. The app is available at no cost 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.

3 CALL TO APPLY

The application period runs in **two phases** from **Monday, April 5 through Saturday, April 17, 2021**, and will follow an alphabet schedule. **On your assigned day**, call the LAHelpU Call Center at **1-888-524-3578 (select language, then press 3-3-1)** between **7:30 a.m. and 6:30 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 to you through the U.S. Postal Service.

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.

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.

For more information, visit www.dcfslouisiana.gov/DSNAP

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APPLICATION SCHEDULE

1 PHASE 1

PARISHES: Avoyelles, Bienville, Bossier, Caddo, Catahoula, Claiborne, Concordia, DeSoto, Franklin, Grant and Ouachita

The application period opens on **Monday, April 5, 2021**, with residents calling to apply according to the following schedule:

- Day 1 (April 5) – Residents with last names beginning with A-F
- Day 2 (April 6) – G-M
- Day 3 (April 7) – N-S
- Day 4 (April 8) – T-Z
- Day 5 (April 9) – All Residents in Phase 1 Parishes
- Day 6 (April 10) – All Residents in Phase 1 Parishes

2 PHASE 2

PARISHES: Calcasieu, East Baton Rouge, LaSalle, Madison, Natchitoches, Rapides, Red River, Richland, Sabine, Webster, West Carroll and Winn

The application period opens on **Monday, April 12, 2021**, with residents calling to apply according to the following schedule:

- Day 1 (April 12) – Residents with last names beginning with A-F
- Day 2 (April 13) – G-M
- Day 3 (April 14) – N-S
- Day 4 (April 15) – T-Z
- Day 5 (April 16) – All Residents in Phase 2 Parishes
- Day 6 (April 17) – All Residents in Phase 2 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

This institution is an equal opportunity provider.

For more information, visit www.dcfslouisiana.gov/DSNAP