



DSNAP Frequently Asked Questions

February 11, 2017

What is DSNAP?

Disaster Supplemental Nutrition Assistance Program (DSNAP) provides eligible households - who do not currently receive SNAP benefits - with help buying groceries due to lost income or damages following a disaster.

How can I pre-register for DSNAP?

You can pre-register online at www.dcf.la.gov/preregister or at 1-888-LAHELP-U (1-888-524-3578).

Should I pre-register for DSNAP?

- If you were impacted by the disaster and haven't registered already, we encourage you to do so. It will reduce the time you have to spend at a DSNAP site.
- If you have pre-registered for DSNAP at any time or already received DSNAP, you DO NOT need to pre-register again. When you visit a DSNAP site to complete your application, the caseworker will be able to update your previous information.

What do I need to bring to the DSNAP site?

- A form of identification, plus the social security number(s), and date(s) of birth for each household member
- Address and proof of residency at the time of the disaster.
- Monthly income for each household member- If you have check stubs, you can bring those.
- All liquid assets for each household member (cash on hand, checking, savings) - If you have bank statements bring those.
- Amount of disaster-related expenses you incurred during the disaster period.

Where can I find information about DSNAP locations?

The most up to date information will be posted at www.dcf.la.gov and on the DCFS Facebook page.

What is considered when calculating an applicant's DSNAP eligibility?

- Take-home pay in the month following the disaster.
- PLUS all available cash resources - cash on hand, checking and savings account balances.
- MINUS total dollar amount of money spent or expected to be spent on any disaster-related expense for the month following a disaster.

How long do I have to use my DSNAP benefits?

DSNAP benefits are issued for one month, but they can be used for up to 365 days.

When will I get my DSNAP card? And when will benefits be loaded on the card?

You will need to go to a DSNAP site to be screened/approved. You will receive your DSNAP EBT card at the DSNAP site. Benefits are loaded onto your card within 3 days.



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What amount will I receive in DSNAP benefits?

Household Size	DSNAP Allotment
1	\$194
2	\$357
3	\$511
4	\$649
5	\$771
6	\$925
7	\$1022
8	\$1169
Each Additional Member	+146

What if I don't have transportation to the DSNAP site? Can I send an Authorized Representative?

You can send an **Authorized Representative** to a DSNAP site on your behalf. Authorized Representatives must bring: a picture ID and the picture ID of the applicant/head of household, along with a signed statement from the applicant/head of household or an adult household member authorizing them as a representative and to make an application on their household's behalf.

If I cannot make it the day designated for my last name, what do I do?

There are two days for each letter of the alphabet. If you cannot make either day, you may send an **Authorized Representative** to the DSNAP site on your behalf. See above for requirements for Authorized Representatives.

Will there be special accommodations for the elderly or persons with disabilities?

Yes, but persons who are elderly or who are disabled are strongly encouraged to name an **Authorized Representative** to complete an application at a DSNAP site on their behalf. See above for requirements for Authorized Representatives.

Will there be applications for residents who don't speak English?

Yes, workers will have access to the Language Line for language interpretation.

Can I complete an application for someone who can't make it to a DSNAP site?

Applicants may name an **Authorized Representative** to go to a DSNAP site on their behalf. See above for requirements for Authorized Representatives.

I have specific questions regarding my SNAP or DSNAP case. Who can I contact?

If you have a question about your case, call 1-888-LAHELP-U (1-888-524-3578).

Do I need to visit a DSNAP site if I receive regular SNAP?

You DO NOT need to pre-register or apply for DSNAP. Please do not visit a DSNAP location!