

# Hurricane Zeta - 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: Jefferson, Lafourche, Orleans, Plaquemines, St. Bernard, Terrebonne

- Residents who received SNAP benefits in November 2020 are not eligible.
- Residents who began to receive SNAP benefits after November 2020 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 Oct. 27 to Nov. 26, 2020;
- Resources information (e.g., cash, checking, savings) for each member, as of Oct. 27, 2020;
- Amount of disaster-related expenses you incurred from Oct. 27 to Nov. 26, 2020.

### 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](http://LAWallet.com). This is not required but will help speed the application process.

### 3 CALL TO APPLY

The application period runs from **Monday, Feb. 1 through Sunday, Feb. 7, 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.dcfs.la.gov/DSNAP](http://www.dcfs.la.gov/DSNAP)

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## APPLICATION SCHEDULE

**PARISHES:** Jefferson, Lafourche, Orleans, Plaquemines, St. Bernard, Terrebonne

The application period opens on Monday, Feb. 1, 2021, with residents calling to apply according to the following schedule:

- Day 1 (Feb. 1) – Residents with last names beginning with A-C
- Day 2 (Feb. 2) – D-G
- Day 3 (Feb. 3) – H-L
- Day 4 (Feb. 4) – M-R
- Day 5 (Feb. 5) – S-Z
- Day 6 (Feb. 6) – All Residents
- Day 7 (Feb. 7) – All Residents

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