



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!

If I receive regular SNAP and live in a parish or ZIP code where DSNAP is activated, do I need to apply for Disaster SNAP?

- You do not need to apply for DSNAP. DCFS is working with the federal Food and Nutrition Service to get SNAP recipients in impacted areas the maximum benefit amount they are allowed. If eligible, the benefits will be automatically loaded on their EBT cards by August 26th.

I lost my card during the disaster. How can I get access to my benefits?

- Residents who lost their EBT cards during the flood can make purchases by providing their EBT card number at authorized grocery stores at the time of purchase. From August 20 through September 6, 2016, residents can make purchases with their SNAP benefits using their card number only, as long as they know their PIN. If you need a replacement card, they can contact the EBT Call Center at 1-888-997-1117. You will receive a new card number at that time and instructions to activate the card and set the PIN.

Can I purchase hot food with my SNAP card?

- Yes, DCFS has received approval for SNAP recipients to purchase prepared foods through October 17 at approved SNAP locations.

I'm not in a Parish where there is a flood, when will I hear back from my caseworker?

- Due to the disaster, we understand a lot of our caseworkers are displaced, working shelters and/or working DSNAP sites. We have implemented a process for someone to contact you as soon as possible.

When will I get my disaster benefits on my SNAP card?

- DCFS is working with the federal Food and Nutrition Service to get SNAP recipients in impacted areas the maximum benefit amount they are allowed. If eligible, the benefits will be automatically loaded on their EBT cards by August 26th.

Please visit www.dcfs.la.gov or www.facebook.com/LADCFS for the most up-to-date DSNAP information.