Pardon Our Progress:
Upgrades Coming to CAFÉ!

Great news! DCFS has been working to upgrade the technology system behind our CAFÉ Self-Service Portal for individuals applying for or receiving SNAP, LaCAP, FITAP, KCSP and Child Support benefits.

These changes make it easier for you to communicate with your case worker, access your information, and register for DSNAP from your CAFÉ Self-Service Portal account.

As we work to make these changes to improve our service delivery to you, there is some important information you need to know.

Please review this brochure to understand what is changing and what you will need to do.

Questions about CAFÉ?

Email LAHELPU.DCFS@la.gov
or
Call 1-888-524-3578

CAFÉ Logon:
www.dcfs.la.gov/cafe

For CAFÉ Self-Service Portal Users

Pardon Our Progress:
Upgrades Coming to CAFÉ!

Great news! DCFS has been working to upgrade the technology system behind our CAFÉ Self-Service Portal for individuals applying for or receiving SNAP, LaCAP, FITAP, KCSP and Child Support benefits.

These changes make it easier for you to communicate with your case worker, access your information, and register for DSNAP from your CAFÉ Self-Service Portal account.

As we work to make these changes to improve our service delivery to you, there is some important information you need to know.

Please review this brochure to understand what is changing and what you will need to do.
Creating a New Account

All clients will have to create a new login and link your case(s) to your account.

**Step 1:** From the CAFÉ homepage, select “Click Here to Get Started!”

**Step 2:** Read about getting started and creating an account. Click “Next.”

**Step 3:** Fill in your first and last name and a valid email address.

**Step 4:** Create a user ID, password, and PIN.

**Step 5:** Complete the security check and user acceptance agreement. Click “Next.”

**Step 6:** On the My.La.gov screen, check or enter your first and last name.

**Step 7:** Enter your user ID and password.

**Step 8:** Enter your PIN and email address.

**Step 9:** Click “Create My Account.” We will send an email to confirm your email address.

*Your User ID and PIN for 1-888-LA-HELP-U will NOT change.*

Contact My Worker

You will now be able to send your case worker a question about your SNAP, FITAP and/or KCSP case from your CAFÉ Self-Service Portal account.

You will need to link your case(s) to your account and sign up to receive notifications about your case.

After you login to your account, click “Check My Cases.” On this page, click “Case Details” next to the program you have a question about.

In the Questions About Your Case? section, choose one of the following questions to send to your case worker:

1. I would like to reschedule my interview.
2. Why did my case close or benefit amount change?
3. When is my scheduled interview?
4. Was my verification received?
5. I received a letter, but I do not understand it.
6. I would like to request more time to provide verification.
7. I received a phone call from the agency.

Please allow two business days for your case worker to respond. When your question has been answered, you will receive an email or text message letting you know to check your Notifications in the CAFÉ Self-Service Portal.

Electronic Notices

You can now sign up to receive paperless notices about your SNAP, FITAP and/or KCSP case in your CAFÉ Self-Service Portal. You will also receive an email and/or text notification when a new notice is available in your CAFÉ Self-Service account.

Click the **My Inbox** button.

You will now be able to send your case worker a question about your SNAP, FITAP and/or KCSP case from your CAFÉ Self-Service Portal account.

**Step 1:** From the CAFÉ homepage, select “Click Here to Get Started!”

**Step 2:** Read about getting started and creating an account. Click “Next.”

**Step 3:** Fill in your first and last name and a valid email address.

**Step 4:** Create a user ID, password, and PIN.

**Step 5:** Complete the security check and user acceptance agreement. Click “Next.”

**Step 6:** On the My.La.gov screen, check or enter your first and last name.

**Step 7:** Enter your user ID and password.

**Step 8:** Enter your PIN and email address.

**Step 9:** Click “Create My Account.” We will send an email to confirm your email address.

*Your User ID and PIN for 1-888-LA-HELP-U will NOT change.*

Forgot your User ID or Password?

Go to My.La.gov and click “Sign In.” Then click the “Account Help” button. Follow the directions to have your User ID or a password reset link emailed to you.
This institution is an equal opportunity provider.

619-0403 (voice) or (800) 537-6977 (TTY).

For Civil Rights, Room 15-P, 200 Independence Avenue S.W., Washington D.C. 20201 or call 1-800-227-1583 for the hearing impaired.

To file a complaint of discrimination, write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (202) 720-4327 (voice) or (202) 720-4686 (TDD).

Office of the Assistant Secretary for Civil Rights

mail: U.S. Department of Agriculture

fax: (202) 690-7442.

Washingon, D.C. 20250-9410

1-800-227-1583 (voice) or (800) 537-6977 (TTY)

This is also in Spanish or all the Spanish Information/Asistencia disponible click the link for a listing of

issue, please contact either consult the USDA SNAP Hotline Number at (866) 492-0295 or SNAP Hotline

For any other information detailing with Supplemental Nutrition Assistance Program (SNAP)

email: programinfo@usda.gov.

1-800-227-1583 (voice) or (800) 537-6977 (TTY).

(3)

(2)

(1)

Form or letter to USDA by:

in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed

copy of the information contained in the letter to the U.S. Department of Agriculture, Office of the Assistant

Secretary for Civil Rights, Room 15-P, 200 Independence Avenue S.W., Washington, D.C. 20201 or call 1-800-227-1583.

persons with disabilities who require alternative means of communication for program information

unfair activity in any program or activity conducted or funded by USDA.

The U.S. Department of Agriculture also prohibits discrimination against any person in its programs and activities based on race, color, national

origin, sex, religious creed, handicap, age, political beliefs or special advantage.

This institution is prohibited from discriminating on the basis of race, color, national origin,


Joint Application Form (HHS)