	<b>Division/Section</b>	Family Support
	<b>Chapter No./Name</b>	4 – Economic Stability (ES)
	<b>Part No./Name</b>	O – Disaster Supplemental Nutrition Assistance Program (DSNAP)
	<b>Section No./Name</b>	O-300-DSNAP Application Processing
	<b>Document No./Name</b>	O-320-DSNAP Interviews
	<b>Effective Date</b>	December 1, 2023

## I. STATEMENT OF POLICY


An interview must be conducted with one of the following persons:

- the head of the household,
- the spouse of the head of household,
- another responsible member of the household, or
- the \* Authorized Representative (AR) \*\*. \*\*\*
  - If an AR is applying on behalf of the household:
    - a written statement naming the AR must be signed by the head of household, or any other responsible household member and provided at the time of the in-person application. The written statement signed by the household member must be retained. If a paper application is used, the written statement must be attached to the paper application.
    - If a telephone interview is conducted, the worker must ask to speak with the head of household to verify that permission was granted for the AR to complete the interview.
  - If the AR has general Power of Attorney for the head of household, a written statement is not needed nor permission from the head of household. The AR's statement can be taken and a case note entered. A copy of the Power of Attorney must be provided.

Staff conducting interviews must review information on the \* application and resolve unclear or incomplete information with the person being interviewed. The clarification provided must be documented in the "Notes" section of the DSNAP Worker Portal. At the beginning of the interview, staff conducting the interview must verify the identity of the person being interviewed. Identity can be verified through interfaces with LA Wallet, Office of Motor Vehicles (OMV), or SOLQi, or any other readily available verification provided by the person being interviewed. If a virtual DSNAP is in operation, a request for verification of identity is sent to the client via an encrypted email address and the client is given seven days to provide the verification.

If an authorized representative is interviewed on behalf of the household, the identity of both the authorized representative and the head of the household must be verified. If another responsible household member is being interviewed, only the identity of the person being interviewed must be verified. Ask the person being interviewed for the names and birthdates of all household members. The person being interviewed must be asked to repeat this information at the conclusion of the interview to ensure that household composition is correct. \*\*

In the event that the DSNAP Worker Portal is unavailable, clarification must be documented in the 'Comments' section of the [DIS 2](#).

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Applicants must be advised of the availability of voter registration services by reviewing the [DIS 12](#) which contains the attached Louisiana Voter Registration Application during the interview with the applicant. Provide assistance with completing the Louisiana Voter Registration Application unless assistance is refused.

Staff must also advise the household of:


- All rights and responsibilities, including the right to a fair hearing,
- the proper use of \* DSNAP benefits and the EBT card,
- provide the DSNAP flyer information,
- penalties for fraud,
- civil and criminal penalties for violations of the Food and Nutrition Act 2008,
- the possibility of a post-disaster review of the application,
- information about the regular SNAP and how to apply for it,
- their eligibility or ineligibility for DSNAP (Provide each household with a Notice of Decision),
- their allotment amount if determined eligible,
- their right to an onsite review if determined ineligible,
- their right to register to vote, and
- expungement of disaster benefits after 274 days of inactivity on the account.

DCFS staff, and other State of Louisiana merit employees, FNS, and out-of-state SNAP eligibility staff may be used to interview households and to determine DSNAP eligibility as long as they receive proper training. Volunteers may assist with screening, but cannot check duplicate participation, interview, issue EBT cards, or conduct certification function.

## II. PROCEDURES

Identity of the person being interviewed may be verified using OMV, La Wallet, or SOLQi. These options should be used first to verify identity. If identity is not verified through one of these options, identity must be verified using other acceptable documentary evidence as listed in [O-420-DSNAP](#).

- If the AR is interviewed, verify both the AR and the head of household's identity. \*\*

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- \* If another responsible household member is interviewed, verify only the identity of the person interviewed.

In the DSNAP Worker Portal document how identity is verified by:

- Selecting the HH member from the 'Name' drop down box.
- Entering the first and last name of the interviewee, if the Interviewee (person being interviewed) is not a household member. The HoH must grant permission to allow the interviewee to complete the interview.
- Selecting the appropriate document used to verify identity of the interviewee.
- Clicking 'Save', 'Save & New' or 'Cancel'.

Failure to document how identity is verified in the DSNAP Worker Portal will prevent the case from being certified. \*\*

### III. FORMS AND INSTRUCTIONS

DIS 2 [Form](#) / [Instructions](#) DSNAP Worksheet

DIS 12 [Form](#) / [Instructions](#) DSNAP Voter Registration Declaration Statement

[Louisiana Voter Registration Application](#)

### IV. REFERENCES

Food and Nutrition Act of 2008, as amended

Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988

USDA Disaster SNAP Guidance