 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	C – Case Processing
	Section No./Name	C-600-FITAP-SNAP Application Processing
	Document No./Name	C-610-SNAP Procedures For Applicant
	Effective Date	January 1, 2024

I. STATEMENT OF POLICY

C-611-SNAP - PO REQUEST FOR APPLICATION

THE HEAD OF THE HOUSEHOLD, OTHER RESPONSIBLE HOUSEHOLD MEMBER, OR HIS REPRESENTATIVE MAY REQUEST AN APPLICATION BY CONTACTING ANY PARISH OFFICE OR THE CUSTOMER SERVICE CENTER, OR MAY DOWNLOAD THE MANUAL APPLICATION FORM THAT MAY BE PRINTED FROM THE DCFS WEBSITE. IF THE REQUEST IS MADE TO THE PARISH OFFICE OR THE CUSTOMER SERVICE CENTER, A STAFF MEMBER MUST PROVIDE AN APPLICATION FORM THAT INCLUDES THE [OFS 1VR](#) VOTER REGISTRATION DECLARATION STATEMENT, AN [OFS 4I](#), INFORMATION ABOUT THE APPLICATION FOR ASSISTANCE, A LOUISIANA VOTER REGISTRATION APPLICATION FORM, AND, IF NECESSARY, A POSTAGE-PAID RETURN ENVELOPE TO THE INDIVIDUAL THE SAME DAY THE REQUEST IS RECEIVED.


IF THE REQUEST FOR THE APPLICATION IS MADE BY TELEPHONE, THE STAFF MEMBER MUST ADVISE THE INDIVIDUAL WHO CONTACTED THE OFFICE THAT THE APPLICATION MAY BE DOWNLOADED FROM THE DCFS WEBSITE, THAT AN APPLICATION MAY BE COMPLETED ONLINE AND SUBMITTED ELECTRONICALLY THROUGH THE CAFÉ SELF-SERVICE PORTAL (SSP), OR THAT THE APPLICATION MAY BE COMPLETED BY TELEPHONE.

A STAFF MEMBER MUST ALSO PROVIDE ASSISTANCE WITH COMPLETING A LOUISIANA VOTER REGISTRATION APPLICATION FORM UNLESS ASSISTANCE IS REFUSED. THE DCFS EMPLOYEE MUST SIGN, CIRCLE 'PA', AND DATE ALL APPLICATION FORMS RETURNED TO DCFS.

C-612-SNAP - PO ONLINE APPLICATION

THE HEAD OF THE HOUSEHOLD, OTHER RESPONSIBLE HOUSEHOLD MEMBER, OR HIS REPRESENTATIVE MAY COMPLETE AN ONLINE APPLICATION AND SUBMIT THE APPLICATION ELECTRONICALLY THROUGH THE CAFÉ SELF-SERVICE PORTAL (SSP). If an authorized representative completes and submits the online application, a statement naming the authorized representative signed by the head of the household, spouse, or other responsible household member must be obtained.

ONLY SECTIONS OF THE APPLICATION RELEVANT TO THE PROGRAM BEING APPLIED FOR WILL BE DISPLAYED. THE APPLICANT HAS THE OPTION TO CANCEL THE ENTIRE APPLICATION. TO SUBMIT THE APPLICATION TO DCFS, THE APPLICANT MUST READ THE RIGHTS AND RESPONSIBILITIES AND THE ELECTRONIC SIGNATURE AGREEMENT AND CLICK THE APPROPRIATE BOXES TO ACKNOWLEDGE THEY READ AND UNDERSTAND THEIR RIGHTS AND RESPONSIBILITIES. THE APPLICANT MUST THEN ENTER THEIR SIX DIGIT PIN AND CLICK THE SUBMIT BUTTON. CLIENT-ENTERED INFORMATION WILL DISPLAY BUT CANNOT BE CHANGED BY DCFS STAFF OR THE CLIENT ONCE SUBMITTED.

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	C – Case Processing
	Section No./Name	C-600-FITAP-SNAP Application Processing
	Document No./Name	C-610-SNAP Procedures For Applicant
	Effective Date	January 1, 2024

C-612-1- SNAP-PO ONLINE APPLICATION BY CSR (TELEPHONIC SIGNATURE)

CUSTOMER SERVICE REPRESENTATIVES (CSR) IN THE DCFS CALL CENTER CAN ACCEPT APPLICATIONS FOR SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), FAMILY INDEPENDENCE TEMPORARY ASSISTANCE PROGRAM (FITAP), AND KINSHIP CARE SUBSIDY PROGRAM (KCSP) BY TELEPHONE UTILIZING A TELEPHONIC SIGNATURE. APPLICANTS HAVE THE OPTION TO CALL THE DCFS CALL CENTER AT 1-888-LAHELPU (1-888-524-3578) TO SUBMIT AN INITIAL APPLICATION FOR SNAP, FITAP, AND KCSP OVER THE TELEPHONE BETWEEN THE HOURS OF 8:00 AM AND 5:00 PM.

C-613-SNAP-PO TELEPHONIC SIGNATURE

ALL APPLICATIONS TAKEN OVER THE TELEPHONE MUST HAVE A TELEPHONIC SIGNATURE. A TELEPHONIC SIGNATURE IS AN ELECTRONIC SIGNATURE AND HAS THE SAME LEGAL EFFECT AND ENFORCEABILITY AS A WRITTEN SIGNATURE. BY PROVIDING A TELEPHONIC SIGNATURE, THE APPLICANT ATTESTS THAT ALL QUESTIONS ON THE APPLICATION WERE UNDERSTOOD AND ANSWERED TRUTHFULLY. PROVIDING A TELEPHONIC SIGNATURE CERTIFIES UNDER THE PENALTY OF PERJURY THAT THE INFORMATION GIVEN ON THE APPLICATION IS TRUTHFUL, COMPLETE, AND CORRECT. A TELEPHONIC SIGNATURE ALLOWS THE RELEASE OF ANY INFORMATION TO DCFS BY ANY PERSON, AGENCIES, OR FINANCIAL INSTITUTIONS THAT HAVE KNOWLEDGE OF THE APPLICANT'S CIRCUMSTANCES TO DETERMINE THE CORRECTNESS OF THEIR CERTIFICATION.

C-614-SNAP-PO NO FORM APPLICATION BY DCFS STAFF (TELEPHONIC SIGNATURE)

INTAKE STAFF CAN ACCEPT APPLICATIONS FOR SNAP, LaCAP, FITAP, AND KCSP BY TELEPHONE UTILIZING A TELEPHONIC SIGNATURE. APPLICANTS HAVE THE OPTION TO CALL 1-888-LAHELPU (1-888-524-3578) *** TO SUBMIT AN INITIAL APPLICATION FOR SNAP, LaCAP, FITAP AND KCSP OVER THE TELEPHONE BETWEEN THE HOURS OF 8:00 AM AND 2:00 PM.


II. PROCEDURES

C-611-SNAP - PR REQUEST FOR APPLICATION

THERE ARE NO PROCEDURES ASSOCIATED WITH THIS POLICY.

C-612-SNAP - PR ONLINE APPLICATION

THE APPLICANT MUST CREATE A USER ACCOUNT WHEN APPLYING THROUGH THE CAFÉ SELF SERVICE PORTAL (SSP). THIS INCLUDES CREATING A USER NAME, PASSWORD, PIN, AND ANSWERING SECURITY QUESTIONS. ONCE THE ACCOUNT IS CREATED, THE APPLICANT WILL BE ABLE TO USE THE ACCOUNT TO APPLY FOR NEW SERVICES FOR MULTIPLE PROGRAMS, COMPLETE REDETERMINATIONS, AND TRACK THE STATUS OF

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	C – Case Processing
	Section No./Name	C-600-FITAP-SNAP Application Processing
	Document No./Name	C-610-SNAP Procedures For Applicant
	Effective Date	January 1, 2024

APPLICATIONS SUBMITTED THROUGH THE CAFÉ SELF SERVICE PORTAL (SSP) WITHIN THE PRIOR 60 DAYS. IF THE APPLICANT ATTEMPTS TO LOGIN TO THEIR ACCOUNT UNSUCCESSFULLY THREE CONSECUTIVE TIMES, THE ACCOUNT WILL BE LOCKED FOR FIVE MINUTES. IF THE APPLICANT FORGETS THEIR PASSWORD, PASSWORDS CAN BE RETRIEVED ON THE DCFS CAFÉ WEBSITE BY CLICKING ON THE “FORGOT PASSWORD” LINK. IF THE CLIENT DOES NOT REMEMBER THEIR SECURITY QUESTIONS WHEN ATTEMPTING TO RETRIEVE THE PASSWORD, THEY MAY CONTACT THE DCFS CALL CENTER, DCFS CLIENT SERVICES AT (225) 342-6700, OR EMAIL THE LAHELPU.DCFS@LA.GOV TO RESET THEIR PASSWORD. PASSWORDS CAN BE RESET IF THE CLIENT IS ABLE TO PROVIDE THEIR USER ID FOR THEIR ACCOUNT. IF THE CLIENT DOES NOT KNOW THEIR USER ID AND DCFS IS UNABLE TO OBTAIN THE USER ID FROM A PREVIOUS APPLICATION OR SR IN CAFÉ, THE CLIENT IS INFORMED TO CREATE A NEW CAFÉ USER ACCOUNT TO APPLY FOR ADDITIONAL SERVICES.


APPLICANTS MAY COMPLETE THE ONLINE APPLICATION IN ONE SESSION, OR MAY COMPLETE THE APPLICATION IN MORE THAN ONE SESSION BY LOGGING INTO THEIR USER ACCOUNT. THE APPLICATION MUST BE COMPLETED AND SUBMITTED WITHIN 30 DAYS OR IT WILL BE DELETED AND THE APPLICANT WILL BE REQUIRED TO COMPLETE A NEW APPLICATION. THE APPLICATION MAY BE VIEWED FROM THE USER ACCOUNT IN THE CAFÉ SELF SERVICE PORTAL (SSP) AT ANY TIME AFTER THE APPLICATION IS SUBMITTED AND UP TO 60 DAYS AFTER SUBMISSION. THE APPLICANT MAY PRINT A COPY OF THEIR APPLICATION OR MAY SAVE A COPY TO THEIR COMPUTER.

C-612-1-SNAP-PR – ONLINE APPLICATION BY CSR (TELEPHONIC SIGNATURE)

CUSTOMER SERVICE REPRESENTATIVES (CSR) WILL ACCESS THE CAFÉ’ SELF-SERVICE PORTAL (SSP) USING A GUEST ACCOUNT AND COMPLETE THE APPLICATION ON BEHALF OF THE APPLICANT, IF REQUESTED.

THE FOLLOWING ACTIONS WILL BE TAKEN BY THE CSR WHEN COMPLETING THE APPLICATION:

- REMIND THE APPLICANT THAT THE CALL IS BEING RECORDED.
- ACCESS THE CAFÉ’ SSP.
- ASK THE APPLICANT THE QUESTIONS ON THE ONLINE APPLICATION AND COMPLETE THE RESPONSES.
- OBTAIN A TELEPHONIC SIGNATURE ATTESTING THAT THE INFORMATION PROVIDED IS COMPLETE AND CORRECT.
- SUBMIT THE ONLINE APPLICATION.
- INFORM THE CALLER THAT AN APPLICATION HAS BEEN SUBMITTED AND AN INTERVIEW IS REQUIRED.
- PRINT A COPY OF THE APPLICATION AND MAIL IT TO THE APPLICANT.
- EXPLAIN TO THE APPLICANT THAT THE CALL CAN BE TRANSFERRED TO THE INTERVIEW LINE, IF IT IS BETWEEN 8:00 AM AND 2:00 PM TO BE INTERVIEWED.

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	C – Case Processing
	Section No./Name	C-600-FITAP-SNAP Application Processing
	Document No./Name	C-610-SNAP Procedures For Applicant
	Effective Date	January 1, 2024

- INFORM THE APPLICANT OF THE WAIT TIME FOR THE INTERVIEW LINE.
- TRANSFER THE APPLICANT TO THE INTERVIEW LINE, IF THE APPLICANT WANTS TO BE INTERVIEWED AT THAT TIME.
- EXPLAIN TO THE APPLICANT THAT A LETTER SCHEDULING AN INTERVIEW WILL BE SENT, IF THE APPLICANT CHOOSES NOT TO BE TRANSFERRED TO THE INTERVIEW LINE OR IF IT IS AFTER 2:00 PM.

C-613-SNAP-PR TELEPHONIC SIGNATURE


A TELEPHONIC SIGNATURE MUST BE OBTAINED BY ASKING THE APPLICANT “THIS TELEPHONE CALL HAS BEEN RECORDED TO DOCUMENT THE DETAILS YOU PROVIDED DURING THIS TELEPHONE CONVERSATION. DO YOU CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION GIVEN DURING THIS INTERVIEW WAS TRUTHFUL, COMPLETE AND CORRECT TO THE BEST OF YOUR KNOWLEDGE?” THE APPLICANT MUST CONFIRM EITHER “YES” OR “NO”. WHEN THE RESPONSE IS “YES”, SELECT THE CORRESPONDING RADIO BUTTON ON THE ELIGIBILITY DETERMINATION SCREEN AND THEN RUN EDBC. WHEN THE RESPONSE IS “NO”, SELECT THE CORRESPONDING RADIO BUTTON. ELIGIBILITY CANNOT BE RUN SINCE A TELEPHONIC SIGNATURE IS REQUIRED; THEREFORE, WITHDRAW THE “NO FORM” APPLICATION FOR REFUSAL TO PROVIDE A TELEPHONIC SIGNATURE.

C-614 -SNAP-PR - NO FORM APPLICATION BY DCFS STAFF (TELEPHONIC SIGNATURE)

INTAKE STAFF WILL COMPLETE THE APPLICATION WITH THE APPLICANT WHILE IN LITE.

THE FOLLOWING ACTIONS WILL BE TAKEN BY THE INTAKE WORKER WHEN COMPLETING THE APPLICATION:

- REMIND THE APPLICANT THAT THE CALL IS BEING RECORDED.
- CLICK ON SEARCH WORK ITEM TO DETERMINE IF THE CLIENT HAS SUBMITTED AN APPLICATION. IF NO EXISTING APPLICATION CAN BE FOUND, PROCEED TO APPLICATION REGISTRATION.
- CLICK ON APPLICATION REGISTRATION, SELECT “NO FORM” AS THE SOURCE, COMPLETE THE APPLICATION REGISTRATION PAGE AND CLICK NEXT.
- NAVIGATE FROM THE ADDRESS AND CONTACT SCREEN. LITE WILL CREATE AN INTAKE WORK ITEM AND ASSIGN TO THE WORKER CREATING THE WORK ITEM IN APPLICATION REGISTRATION. THE SOURCE OF THE WORK ITEM WILL SHOW AS “NO FORM”.
- CLICK “SUBMIT” ON THE APPLICATION REGISTRATION SUMMARY SCREEN. UPON CLICKING SUBMIT, THE START DATA COLLECTION BUTTON WILL ENABLE.
- CLICK “START DATA COLLECTION” BUTTON ON THE APPLICATION REGISTRATION SCREEN TO NAVIGATE TO THE INITIATE DATA COLLECTION SCREEN IN INTAKE MODE.
- NAVIGATE THROUGH DATA COLLECTION IN INTAKE MODE.

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	C – Case Processing
	Section No./Name	C-600-FITAP-SNAP Application Processing
	Document No./Name	C-610-SNAP Procedures For Applicant
	Effective Date	January 1, 2024

- ASK THE APPLICANT THE QUESTIONS AND COMPLETE THE RESPONSES.
- OBTAIN A TELEPHONIC SIGNATURE ATTESTING THAT THE INFORMATION PROVIDED IS COMPLETE AND CORRECT.
- RUN EDBC. AN APPLICATION SUMMARY WILL AUTOMATICALLY BE MAILED TO THE CLIENT.

III. FORMS AND INSTRUCTIONS

[OFS 4APP Form](#) / [Instructions](#) Application for Assistance

[OFS 4APP VN Form](#) / [Instructions](#) Application for Assistance

[OFS 4APP SP Form](#) / [Instructions](#) Application for Assistance

[OFS 4I Form](#) / [Instructions](#) Information about the Application for Assistance

[OFS 4I_VN Form](#) / [Instructions](#) Information about the Application for Assistance

[OFS 4I SP Form](#) / [Instructions](#) Information about the Application for Assistance

[Louisiana Voter Registration Application](#)

[OFS 1VR Form](#) / [Instructions](#) Voter Registration Declaration Statement

IV. REFERENCES

[7 CFR 206.10](#)

[LAC 67:III. Subpart 3, Chapter 19, Subchapter B. Application Processing](#)