

## SNAP Supplements

Regular SNAP households that reside in a disaster area may receive supplemental SNAP benefits if they did not receive the maximum SNAP allotment for their household size in the disaster month. Depending on the disaster, these supplemental SNAP benefits may be issued manually on a case-by-case basis or through an automatic load of SNAP benefits on EBT cards. Automatic issuance is allowed only with FNS approval. Regardless of which method is used, current SNAP recipients do not need to complete a DSNAP application or be interviewed for DSNAP benefits.

If a disaster area is not approved for automatic issuance of supplemental SNAP benefits, a SNAP household that resided in a disaster area and experienced an adverse effect due to the disaster must report this during the DSNAP application period for their area by signing the DIS 14, Statement of Disaster Loss.

## Lost EBT cards

Residents who lose their regular SNAP EBT card during a disaster must contact either the EBT Call Center at 1-888-997-1117 or the DCFS call center to request a new card. They will receive a new card in the mail in 7-10 business days with instructions to activate the card and set the PIN. Residents who lose their DSNAP EBT card may request a new card by calling 1-888-524-3578.



In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

- (1) mail: Food and Nutrition Service, USDA, 1320 Braddock Place, Room 334, Alexandria, VA 22314;
  - (2) fax: (833) 256-1665 or (202) 690-7442; or
  - (3) email: [FNSCIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTSCOMPLAINTS@usda.gov).
- This institution is an equal opportunity provider.

You may file a civil rights complaint with the Department of Children and Family Services (DCFS) by completing the Civil Rights Complaint Form. Turn the form in to a local office; mail it to DCFS Civil Rights Section, P O Box 1887, Baton Rouge, LA 70821; email [DCFS.BureauofCivilRights@LA.GOV](mailto:DCFS.BureauofCivilRights@LA.GOV), or; call (225) 342-0309. You may file a civil rights complaint with DCFS and USDA or only DCFS.



## Supplemental Nutrition Assistance Program (SNAP)

## Disaster Supplemental Nutrition Assistance Program (DSNAP)



## SNAP

The Supplemental Nutrition Assistance Program (SNAP) and the Disaster Supplemental Nutrition Assistance Program (DSNAP) are administered by the Louisiana Department of Children and Family Services (DCFS). Individuals who receive SNAP are not eligible for DSNAP.

## DSNAP

DSNAP gives food assistance to low-income households with food loss or damage caused by a natural disaster.

When Louisiana operates a DSNAP, ongoing SNAP clients can also receive disaster food assistance. Households, but not those eligible to apply for DSNAP, with disaster losses whose SNAP benefits are less than the monthly maximum allotment can request a supplement. The supplement brings their benefits up to the maximum for the household size. This provides equity between DSNAP households and SNAP households receiving disaster assistance.

Eligible DSNAP households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size. Benefits are issued via an electronic benefits transfer (EBT) card, which can be used like a debit card to buy food at eligible grocery stores.

Households not normally eligible for SNAP may qualify for DSNAP as a result of their disaster-related expenses, such as loss of income, damage to property, and, in some cases, loss of food due to power outages.

## How Is DSNAP Approved After A Disaster?

The State must receive an approved Federal Disaster Declaration for the disaster area and approval from the U.S. Department of Agriculture's Food and Nutrition Service (USDA FNS) to operate DSNAP.

The parish must receive Individual Assistance (IA) from the Federal Emergency Management Agency (FEMA) to be eligible to operate a DSNAP. Parishes should update their maps with the Governor's Office of Homeland Security & Emergency Preparedness (GOHSEP) since GOHSEP will use these maps used to request IA.

- ✓ Once FEMA approves IA, the Parish Office of Emergency Preparedness (OEP) must request DSNAP for their Parish through the State WebEOC to DCFS.
- ✓ DCFS will submit the request to FNS.
- ✓ DCFS will begin the process of working with parishes on a location and date/time of possible start pending approval from FNS.
- ✓ When there is a large number of affected parishes, DCFS works with supporting agencies and parishes to develop a phased approach to cover all Parishes.

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## SNAP Replacement Benefits

DCFS can authorize SNAP replacement benefits if there is a household misfortune and the household loses food purchased with SNAP benefits.

To apply for replacement benefits, the SNAP household must report the destruction or loss of food verbally or in writing to DCFS **within 10 calendar days** of the household misfortune **and** must sign the statement (SNAP 38). During a DSNAP the state can request a waiver to extend the amount of time households have to report the loss of food purchased with SNAP benefits.

SNAP 38 Forms are available online at [www.dcf.la.gov/snapreplacementfaq](http://www.dcf.la.gov/snapreplacementfaq) and at DCFS Economic Stability (ES) offices. If a SNAP recipient cannot download the form or get to an ES office, the person can call 1-888-524-3578 to request that a form be mailed to them.

The value of the replacement benefit shall be an amount equal to the value of the lost food purchased with SNAP benefits, up to the maximum of one month of the household's SNAP benefits. If eligible, the replacement benefits are added to the SNAP household's regular EBT card.

If the household misfortune is food loss due to a power outage, the power must have been out for a minimum of 24 hours consecutively. DCFS works with the Louisiana Public Service Commission to obtain reports of specific areas of power outages.