

Redetermination Appointment Changes

Redetermination interviews will no longer be scheduled before you submit your application for continued assistance.

When your certification period is coming to an end, you will receive a Notice of Expiration. This will let you know it is time for you to submit your Redetermination.

You must complete and submit an application for continued assistance (Redetermination).

Once we receive your application, an appointment for an interview will be scheduled and an appointment letter will be mailed to you.

Questions about CAFÉ?

Email LAHELPU.DCFS@la.gov

or

Call 1-888-524-3578

CAFÉ Logon:

www.dcfs.la.gov/cafe

DSNAP Registration

You will now be able to register for DSNAP from your CAFÉ Self-Service Portal account.

Simply login to your CAFÉ Self-Service Portal account and click on the DSNAP Registration button.



Read about DSNAP and click the **Register** button to start your registration.

Complete your registration by completing the screens for your:

1. Personal Information
2. Contact Information
3. Other Information
4. Household Information
5. Income Information
6. Resource Information.

Review the summary of the information you provided and click **Submit**.

Keep in mind that registering does not guarantee benefits. DSNAP is only administered after a federally declared disaster and after the state receives approval from the U.S. Department of Agriculture Food and Nutrition Service to activate DSNAP services.



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.

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.

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.



Click the **Update** button to sign up for paperless notices.

When you receive a notice, you will receive an email and/or text message letting you know there is a notice in your Inbox.

To read a paperless notice, go to your Inbox and click on the notice in the **My Inbox** section.

Please note that if you sign up for paperless notices, you will no longer receive notices by U.S. Mail. You may request any notice for your case be mailed to you by calling 1-888-LA-HELP-U.



USDA Nondiscrimination Statement (Continued)

Joint Application Form (HHS)

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), 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. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form, \(AD-3027\)](#), found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the [State Information/Hotline Numbers](#) (click the link for a listing of hotline numbers by State); found online at: [SNAP Hotline](#).

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider.