

LAHelpU Shortcuts

JOB AID: NAVIGATING 1-888-LAHELPU / 1-888-524-3578

LANGUAGE press 1 for English or press 2 for Spanish or press 3 for Vietnamese	
REPORT CHILD ABUSE/NEGLECT press 2	
LOCATE OFFICE/SERVICES press # key, or	
CHILD SUPPORT ENFORCEMENT	Obtain information about applying for Child Support 1 + 4
	Obtain information about a Child Support payment * 1 + 1
	Obtain information about applying for direct deposit * 1 + 1
CCAP CLIENT	Obtain information about applying for CCAP benefits 5 + 1
	Obtain information on locating a Child Care Provider 5 + 4
	Obtain information about CCAP eligibility 5 + 3
DSNAP	Obtain general information about DSNAP benefits 3 + 3 + 2
	Obtain information on how to complete a DSNAP application 3 + 3 + 3
	Obtain information on how to pre-apply for DSNAP benefits 3 + 3 + 1
CHILD WELFARE	Obtain information about children baby sitting or caring for younger children 6 + 3 + 5
	Apply for or inquire about becoming a Foster / Adoptive Parent 6 + 4
	Obtain information about requesting a State Central Registry clearance 6 + 3 + 4
SNAP + LaCAP	Obtain information about an EBT card 3 + 1 + 4
	Obtain information on how to apply for SNAP benefits 3 + 1 + 1
	Obtain information about the case closure reason for SNAP* 3 + 1 + 2 + 1
	Obtain information about the case closure reason for LaCAP* 3 + 2 + 2 + 1
FRAUD RECOVERY	Obtain a Recovery account balance * 7 + 2 + 2
	Obtain information on reporting fraud 7 + 1
	Obtain information on making a recovery payment 7 + 2 + 4
FITAP + KCSP	Obtain information about an EBT card 4 + 1 + 4
	Obtain information about applying for FITAP benefits 4 + 1 + 1
	Obtain information about applying for KCSP benefits 4 + 2 + 1
	Obtain information about the case closure reason for FITAP* 4 + 1 + 2
CC PROVIDER	Obtain information about the case closure reason * 8 + 2 + 1
	Obtain information about payments 8 + 2 + 2
COMMUNITY PARTNERS	Obtain Information on how to become a Child Care Provider 8 + 3
	Locate a Community Partner 9 + 1
	Obtain information on how to become a Community Partner 9 + 2

* (caller will be prompted to log-in)

Issued July 2011 - The LAHELPU Short Cuts listed above are subject to change as full implementation of the Customer Service Center becomes effective, this document will be updated and modified accordingly.