

DCFS Extends 1-888-LAHELP-U Hours to 24/7 Due to DSNAP High Call Volume

JOINT INFORMATION CENTER

FOR IMMEDIATE RELEASE

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State of Louisiana News Desk #: [225.358.5361](tel:225.358.5361)

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BATON ROUGE -- In order to manage an unusually high volume, the Louisiana Department of Children and Family Services (DCFS) is extending hours for the agency's customer call center, 1-888-LAHELP-U ([1-888-524-3578](tel:1-888-524-3578)), to 24 hours a day, seven days per week for the Disaster Supplemental Nutrition Assistance Program.

DCFS' call center provides information and pre-application services for DSNAP through the hotline. To pre-apply, residents can call the hotline and select their language and then options 3 and 3 from the menu. Online pre-application is available at <http://lra.louisiana.gov/action.cfm?md=emaillist&task=addMessageClickThru&or>

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The unusually high call volume is a result of the impact of Hurricane Isaac, which prompted a request and subsequent approval by the USDA's