



**Governor's Office of
Homeland Security &
Emergency Preparedness**

JOINT INFORMATION CENTER

FOR IMMEDIATE RELEASE

September 4, 2012

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

Baton Rouge, La. -- 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), 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 www.dcfsla.gov/preapply or www.getagameplan.org.

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 Food and Nutrition Service of DSNAP in nine parishes: Ascension, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. John the Baptist and St. Tammany.

In the last 24 hours, DCFS has received more than 26,493 pre-applications.

###