

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