

Government of the Virgin Islands of the United States  
DEPARTMENT OF HUMAN SERVICES

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## **Important Update for SNAP Recipients: November Benefits Affected by Federal Shutdown**

**U.S. VIRGIN ISLANDS** - The Virgin Islands Department of Human Services (DHS) is informing all Supplemental Nutrition Assistance Program (SNAP) recipients that **November 2025 benefits will be disrupted** as a result of the ongoing federal government shutdown.

Due to the lapse in federal appropriations, the U.S. Department of Agriculture's Food and Nutrition Service (FNS) has indicated that there will be insufficient funds to issue November SNAP benefits to households nationwide, including those in the U.S. Virgin Islands. Consequently, FNS has directed all states and territories to pause the transmission of November SNAP benefit files to Electronic Benefit Transfer (EBT) vendors. This means that the usual process of loading November SNAP benefits to EBT cards has been temporarily stopped, and households in the territory will not receive **SNAP benefits** until federal funding is restored.

The Department is urging all SNAP recipients to take immediate action by planning ahead, carefully budgeting, and conserving their current benefits to navigate this period of uncertainty. By being proactive, households can better manage essential needs and reduce the potential impact of delayed November benefits.

We empathize with our clients as we recognize the stress and hardship this situation may cause, and we will continue to monitor the situation and work with our federal partners and lawmakers to advocate for a swift resolution.

**For questions or assistance, SNAP recipients may contact their case workers:**

St. Croix – Phone: (340) 772-7100 Ext. 7159; 7066; 7012

St. Thomas – Phone: (340) 774-0930 Ext. 4303; or (340) 774-2399

St. John – Phone: (340) 774-0930 Ext. 4275; (340) 725-6221; or (340) 776-6334

Clients can also check their card balance by calling **1-866-884-2868** or by logging on to the **EBT App** at [www.fisglobal.com/ebtedgemobile](http://www.fisglobal.com/ebtedgemobile).

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, [www.dhs.gov.vi](http://www.dhs.gov.vi) or on Facebook (<https://www.facebook.com/usvidhs>).

*The Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit [transparency.vi.gov](http://transparency.vi.gov).*