

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

Press Contact:

Ryan Nugent
Director of Communications
Phone: (340) 725-4924
ryan.nugent@dhs.vi.gov



For Immediate Release: November 18, 2025

SNAP Benefits Back Online: Full November Payments Successfully Posted After Federal Shutdown

U.S. VIRGIN ISLANDS - The Virgin Islands Department of Human Services (DHS), Division of Family Assistance (DFA), confirms that full November 2025 Supplemental Nutrition Assistance Program (SNAP) benefits were successfully posted to client Electronic Benefit Transfer (EBT) accounts last Thursday Evening. With the conclusion of the federal shutdown and the restoration of national SNAP systems, benefit files were transmitted and processed under normal operating procedures.

Earlier this month, DHS implemented a **locally funded emergency relief measure** to maintain continuity of food access during the federal disruption. Under this special action, the Department of Finance executed a one-time manual issuance of paper relief checks—equal to half of each household's normal monthly SNAP allotment—based on DHS-provided eligibility files. These payments were processed outside of the federal EBT system to ensure immediate local support. This evening's benefit load reflects the full federal SNAP entitlement for November 2025.

The Department of Human Services extends its appreciation to **Governor Albert Bryan Jr., the Bryan-Roach Administration, the 36th Legislature of the Virgin Islands, the Department of Finance, the Office of Management and Budget, Programming Solutions Inc., the U.S. Postal Service and DHS Division of Family Assistance Staff**, for their ongoing support and collaboration in ensuring the effective administration of SNAP benefits across the Territory earlier this month, and for their strategic efforts in helping DHS identify solutions to continue serving clients during the federal shutdown.

For additional information, clients may contact the **Division of Family Assistance** at:

St. Croix – Phone: (340) 772-7100 Ext. 7159; 7166; 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.

(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 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.