

The Virgin Islands Consortium

DHS Cites Processing Delays and Missing Information for SNAP Disbursement Issues

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Processing delays are responsible for some beneficiaries of the Supplemental Nutrition Assistance Program (SNAP) experiencing a temporary interruption in the disbursement of funds, says the Department of Human Services. Other families have been impacted because of missing information or tardy submissions of required reports or recertification paperwork, DHS said.

“At DHS we understand your SNAP/Cash benefits help support your households and know how important they are to you and your loved ones. Please assist us in expediting your recertification by ensuring you have your signed applications and bring copies of all pertinent documents as soon as possible,” said DHS Commissioner Kimberley Causey-

Gomez.

“We are unable to process incomplete applications, and it only delays your benefits,” the commissioner continued. “This is a federal program that helps us locally feed and support our families. Our staff is working above and beyond to meet your needs, we ask for your patience and understanding.”

According to DHS, before using their benefit cards, beneficiaries are asked to check their balances by calling 1-866-884-2868 or by logging on to www.fisglobal.com/ebtedgemobile. Documents required by the SNAP program can be delivered in person or electronically. More information can be obtained by visiting the DHS [website](#) or calling the hotline - (340) 772-7120.

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