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## **USVI Department of Human Services Issues Replacement Benefits to SNAP Recipients Due to Electrical Outages Caused by Tropical Storm Ernesto**

**U.S. VIRGIN ISLANDS** - The Virgin Islands Department of Human Services (VIDHS), Division of Family Assistance, is pleased to announce that the Food and Nutrition Service (FNS) has approved the issuance of mass replacement benefits for SNAP recipients whose cases were approved on or before August 14, 2024. On August 29, 2024, clients will receive 75 percent of their SNAP monthly allotment, which will be automatically loaded onto their EBT card. The replacement benefits are to assist SNAP recipients whose food was spoiled due to prolonged power outages.

VIDHS worked diligently to secure this relief by highlighting the urgent needs of the community to the federal government. We are thankful to the federal authorities for their support and for authorizing these replacement benefits to assist impacted SNAP recipients.

The Department encourages all SNAP recipients to manage their benefits carefully, especially during hurricane season, and to consider purchasing non-perishable items to prepare for any future emergencies.

For any questions or concerns regarding the replacement benefits:

**Please call the following with any questions or concerns at:**

St. Croix – Phone: (340) 772-7100 Ext. 7159; 7166 (340) 772-7120

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

St. John – Phone: (340) 774-0930 Ext. 4303, (340) 774-2399 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>).