



## General Information System (GIS) Message

### Section 1

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| <b>Transmittal:</b>            | 25DC072<br>Upstate and New York City                                                                        |
| <b>Date:</b>                   | October 31, 2025                                                                                            |
| <b>To:</b>                     | Subscribers                                                                                                 |
| <b>Suggested Distribution:</b> | Commissioners, SNAP Directors, TA Directors                                                                 |
| <b>From:</b>                   | Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs                               |
| <b>Subject:</b>                | Suspension of November SNAP Benefits Due to Ongoing Federal Government Shutdown                             |
| <b>Effective Date:</b>         | Immediately                                                                                                 |
| <b>Contact Information:</b>    | SNAP Policy Bureau at 518-473-1469 or<br><a href="mailto:SNAPBureau@otda.ny.gov">SNAPBureau@otda.ny.gov</a> |
| <b>Attachment:</b>             | <a href="#">Attachment 1 - Pub 5028 Important Update on SNAP Benefits - Poster</a>                          |

### Section 2

The purpose of this GIS is to update social services districts (districts) about the suspension of SNAP benefits issuance beginning November 1, 2025 due to the ongoing federal government shutdown. This GIS also provides updates on districts' responsibility to continue to administer SNAP without interruption, and a summary of information being shared with SNAP households about the federal government shutdown and how it impacts their SNAP benefits.

Previously, the Office of Temporary and Disability Assistance (OTDA) issued [25DC063](#), [25DC066](#) and [25DC069](#) to provide districts with updates on federal guidance and procedures that districts must follow in the event of a federal government shutdown. As the federal government shutdown continues and no new developments have occurred allowing SNAP benefits to be issued for November, the United States Department of Agriculture (USDA) has notified states that, at this time, they are suspending all November 2025 SNAP benefit allotments and states are not permitted to issue November SNAP benefits. Once the federal government shutdown ends (or other federal funding sources are identified), USDA has informed states that all eligible households will receive any missed SNAP benefits retroactively. Further guidance and public messaging will be issued on retroactive benefit issuance.

Districts must continue SNAP operations without interruption, including accepting and processing new SNAP applications, recertifications, and case updates. Additionally, OTDA will continue to produce and mail the *LDSS-4310: Periodic Report* and *LDSS-4836: Interim Report* forms to SNAP households, which districts must process as usual. All actions necessary to suspend the issuance of November SNAP benefits will be done by OTDA **at the State level** and will **not** require any action on the part of the districts at this time. It is unclear at this time whether states are permitted to issue SNAP benefits for prior months beginning November 1, therefore districts must continue to process and transmit transactions authorizing such payments, which OTDA will suspend pending federal guidance allowing SNAP benefits to be issued.

OTDA is alerting districts and SNAP households of the suspension of these benefits consistent with the federal requirements of mass change notice provisions at 7 CFR 273.12(e)(1).

## Required Actions

### Case Processing

Districts must continue processing SNAP cases without change or disruption, including accepting and processing applications, recertifications, expedited screening, required closing actions, and other case actions, at this time. Proper case actions will generate notices which will continue to be mailed and notice language describing case actions has not been edited to inform SNAP households about the suspension of SNAP benefits due to the federal government shutdown. Further, any fair hearing requests from households who are merely disputing the fact that a suspension was ordered will be denied. Fair hearing requests are permitted provided that the conditions in 7 CFR 271.7(f) are met.

Districts must **not** truncate payment lines or certification periods for the sole purpose of adjusting cases in response to the ongoing federal government shutdown. Cases due a benefit for prior months, including applications received through October 31 that are still pending, should be processed normally, including expedited processing. However, no SNAP benefits will be issued beginning November 1, even for prior month benefits.

Continued case processing will assist in the accurate and timely issuance of retroactive SNAP benefits once the shutdown ends or other federal funding is provided.

Public Assistance (PA) applications and recertifications should be processed as normal. PA benefits are not impacted by the federal government shutdown.

### SNAP Benefits beginning November 1:

Beginning November 1, the transmission of all SNAP benefit payment files (November SNAP recurring benefits and daily files) to the EBT vendor has been halted as required by USDA. All SNAP benefits issued on or after November 1 will not be visible in *ebtEDGE* until the files are able to be transmitted. At this time, PA cash benefits and supportive service payments will continue to be issued to eligible households without interruption.

## Client Notification and Messaging:

In accordance with the mass change notice provisions at 7 CFR 273.12(e)(1), OTDA is implementing a client communication strategy to quickly inform SNAP households about the suspension of November benefits. Districts must amplify this information using these channels and messages.

- **Poster:** Districts are required to display the attached poster (or similar messaging) in district offices, and in other locations where SNAP households frequent. A Spanish version will be provided shortly. Districts should also post information on local resources to assist food insecure households, such as local food pantry locations and other community resources.
- **Webpage:** OTDA's webpage will be updated on Friday, October 31, on the status of November SNAP benefits. The website short URL is [otda.ny.gov/shutdown](https://otda.ny.gov/shutdown). Districts may use this link in public messaging, website posts or other communications to households, and should check it regularly to be advised of updated public messaging. The webpage includes a *Frequently Asked Questions* section as well.
- **Text Messaging:** OTDA will send the following text messages to all SNAP households on Friday 10/31, advising them that November SNAP benefits will not be issued and to visit the OTDA website for more information. The text message will read:
  - NY OTDA: November SNAP Benefits won't be issued due to federal shutdown. More info: [otda.ny.gov/shutdown](https://otda.ny.gov/shutdown). Reply STOP to unsubscribe. Msg & data rates may apply.
- **ebtEDGE:** The EBT vendor will make information available on the ebtEDGE hotline and online that November SNAP benefits will not be issued.
- **Client Notices:** Messaging about the shutdown and its impact on November SNAP benefits will **NOT** be included in CNS notices.
- **Sample Public Messaging:** The following sample messaging can be used for up-front IVR/phone system messages, website updates, social media posts, and other communication channels.

*Due to the ongoing federal government shutdown, November SNAP benefits will not be issued at this time. Once the federal government shutdown ends or other federal funding is provided, all missed benefits will be issued retroactively. SNAP households will continue to be updated on the status of SNAP benefits through the OTDA webpage: [otda.ny.gov/shutdown](https://otda.ny.gov/shutdown), [NYC ACCESS HRA](#), [myBenefits](#), ebtEDGE, and through text messages to SNAP households.*

## Additional Support for Food Insecure Households

It is important for each district to be aware of and share information about the emergency food provider network in their service area. These resources will help provide information and local contact information to households: [Find Your Regional Food Bank](#), [The Food Pantries Food Connect Map](#) and [Hunger Free America](#).

Applicants and public assistance recipients can apply for or request an additional allowance for emergency/immediate food needs through Public Assistance. Updated guidance is forthcoming.

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### **Section 3**

This is an unprecedented and challenging situation for everyone. OTDA will keep districts informed of additional guidance as it is provided by USDA. Additionally, the impacts of the suspension of SNAP benefits on application processing timeliness and payment error rates has not yet been addressed by USDA, however, OTDA will keep districts informed of any developments. Please contact your SNAP liaison with any questions.