



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	25DC069 Upstate and New York City
Date:	October 24, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, SNAP Directors, TA Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	Ongoing Federal Government Shutdown and November SNAP Benefits
Effective Date:	Immediately
Contact Information:	SNAP Policy Bureau at 518-473-1469 or SNAPBureau@otda.ny.gov

Section 2

The purpose of this GIS is to update social services districts (districts) on the ongoing federal government shutdown, their responsibility to continue to administer SNAP without interruption, the status of November SNAP benefit issuance, and information being shared with SNAP households.

Previously, districts were instructed in [25DC063](#) and [25DC066](#) that October SNAP benefit issuances were to be distributed without interruption in the event of a federal government shutdown; this includes combined issuances calculated consistent with federal regulations 7 CFR 273.2 (g)(2). OTDA will continue to transmit payment files through October 31 for SNAP benefits with October availability dates, including combined issuances for SNAP households who applied beginning October 16, and were determined eligible to receive a combined allotment for October through November 30, 2025. At this time, New York has not received any further information from the United States Department of Agriculture (USDA) about whether any payment files can be transmitted on or after November 1, even if they contain prior month benefits.

Please note: Any action necessary to pause the issuance of SNAP benefits beginning November 1 will be done **at the State level** and will **not** require any action on the part of the districts at this time.

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, until further notice. Proper case actions will generate notices which will continue to be mailed. Districts will be given additional guidance on communication with households if the shutdown persists beyond November 1 and SNAP benefits are disrupted. Additionally, districts **must NOT** truncate payment lines or certification periods for the sole purpose of adjusting cases in response to the ongoing federal shutdown.

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

Districts should continue to process SNAP sanctions for instances of employment noncompliance that occurred in October 2025, consistent with established policies and procedures. However, if the federal government shutdown continues and November 2025 SNAP benefits are not issued, districts should not initiate new SNAP conciliations or sanctions for instances of noncompliance that occur in November 2025. Districts should continue the normal employment noncompliance process for Public Assistance unless otherwise directed by OTDA.

SNAP Benefits beginning November 1:

Beginning October 21, the transmission of payment files for November SNAP recurring benefits to the EBT vendor has been paused as required by USDA. OTDA will resume sending these files once permitted by USDA. These benefits will also not be visible in *ebtEDGE* until the files are transmitted. This means that households who would normally see their November SNAP benefits deposited before November 1 with a future availability date, will not see this information for November. Beginning November 1, all SNAP benefit payment files including all daily files, will not be transmitted to the EBT vendor until permitted by USDA. At this time, cash benefits and supportive service payments will continue to be issued to eligible households without interruption.

Any actions necessary to pause the issuance of November SNAP benefits will be conducted at the **State level** and will **not** require any action on the part of the districts at this time. Therefore, districts must continue to accept and process all applications and continue normal SNAP operations, including processing recertifications and case changes, and issuing SNAP benefits. Cases due a benefit for prior months, including applications received through October 31 that are still pending, should be processed normally. However, no benefit files will be transmitted to the EBT vendor starting November 1, even if they contain prior month benefits.

Client Notification and Messaging

OTDA is creating a suite of communication tools to quickly inform SNAP households about the status of November benefits. Districts may rely on these channels and messages to respond to inquiries. Information about the status of November SNAP benefits will be available through the following channels:

- **Webpage:** OTDA has published a webpage to maintain current information on the status of ongoing SNAP benefits. The website short URL is 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 will include a *Frequently Asked Questions* section in the coming days.
- **Text Messaging:** OTDA will send the following text messages to all SNAP households advising them that November SNAP benefits may be delayed and to visit the OTDA website for more information. The text message will read:
 - NY OTDA–November SNAP Benefits may be delayed due to federal shutdown. More info at otda.ny.gov/shutdown. Reply STOP to unsubscribe. Msg & data rates may apply.
- **ebtEDGE:** The EBT vendor will make information available on the EBT hotline and in ebtEDGE that November SNAP benefits may be delayed.
- **Client Notices:** Messaging about the shutdown and its impact on November SNAP benefits will **NOT** be included in client notices.
- **Sample Public Messaging:** The following sample messaging can be used for up-front IVR/phone system messages, website updates, social media posts, and/or district posters.

Due to the ongoing federal government shutdown, November SNAP benefits may be delayed. SNAP benefits cannot be issued for November unless the federal government shutdown ends or other federal action provides necessary funding. SNAP households will be notified by November 1, 2025, on the status of November SNAP benefits. Updates will be posted on the [OTDA website](#), [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](#) or [The Food Pantries Food Connect Map](#).

Applicants and public assistance recipients can apply for or request an additional allowance for emergency/immediate food needs through Public Assistance. Please see [GIS 19DC016](#) for more information.

Section 3

This is an unprecedented and challenging situation for everyone. OTDA will keep districts informed of additional guidance. Please contact your SNAP liaison with any questions.