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PRESS RELEASE PR26-025

October 31, 2025

Supplemental Nutrition Assistance Program (SNAP) Benefits & Federal Government Shutdown

FREQUENTLY ASKED QUESTIONS (FAQ)

1. Where can I find the Guam Quest Card Brochure?

The Guam Quest Card Brochure is available on the MyBenefits.guam.gov website.

2. How will the federal government shutdown affect my November 2025 SNAP benefits?

On October 24, 2025, the U.S. Department of Agriculture (USDA) informed Department of Public Health and Social Services (DPHSS) that federal SNAP benefits will be temporarily paused starting November 1, 2025, due to the ongoing budget discussions and Federal Government shutdown in Washington, D.C.

3. Will I receive SNAP benefits for November 2025?

No. However, the Government of Guam will provide locally funded "General Food Assistance Benefits (GFAB)" for November 2025 to help ensure families like yours continue to have access to essential food resources during this challenging time when SNAP benefits are not available.

4. Will I receive my full benefits for November 2025?

Yes. DPHSS will distribute the first half (50%) of November General Food Assistance Benefits on the same dates families normally receive their SNAP benefits. If the federal government shutdown continues and SNAP benefits are still unavailable, the remaining 50% will be distributed mid-November.

5. What can I buy with my General Food Assistance Benefits?

SNAP families using General Food Assistance Benefits should purchase **ONLY eligible SNAP items, such as:**

- Fruits and vegetables
- Meat, poultry, and fish
- Dairy products
- Breads and cereals
- Other foods such as snack foods and non-alcoholic beverages
- Seeds and plants, which produce food for the household to eat

6. Will SNAP benefits from previous months be affected?

No. SNAP benefits that have already been funded and distributed will not be affected. The government shutdown affects November 2025 benefits and any future months until it ends.

7. How long will the federal government shutdown last?

There is currently no confirmed end date for the federal government shutdown, nor when SNAP funds will become available. Please stay informed by monitoring the MyBenefits.guam.gov website, official announcements, press releases, social media posts, and letters in your mailbox.

8. What should I do to prepare if the federal government shutdown goes beyond November?

DPHSS understands the concern and uncertainty this may cause. We encourage families to budget carefully, stay informed, and know that we are doing everything possible to support Guam's SNAP households during this time. We encourage families to make the most of your benefits by:

- Choosing foods that freeze well, such as meats and vegetables
- Stocking up on canned goods and shelf-stable items
- Prioritizing foods like rice, beans, and pasta
- Preparing filling meals like soups, chili, and casseroles

9. Will my application or renewal still be processed?

Yes. DPHSS staff continue to accept and process applications, renewals, and case changes so that once funding resumes, eligible households will receive benefits without delay. New SNAP applicants approved in November will not receive benefits until federal SNAP funding resumes.

10. What about my scheduled interview or requested documents?

DPHSS staff continue to accept and process SNAP applications, renewals, and case changes. If you have a scheduled interview or have been asked to submit documents, please follow through with those appointments and requests.

11. Can I still use my EBT card?

Yes. You can continue using your Electronic Benefits Transfer (EBT) card for your remaining balance at authorized retailers.

12. Where can I find more information about my benefits?

DPHSS will continue to update the FAQs on the MyBenefits.guam.gov website, release official updates through press releases, DPHSS Facebook page, and local news outlets.

13. Who can I contact for more information?

Please contact the Bureau of Economic Security (BES) at CentralBES@DPHSS.guam.gov or call (671)300-8853/8872.

Hours of operation: Monday to Friday, 8:00 a.m. – 5:00 p.m. (excluding government holidays).

14. What are the regulations for using General Food Assistance Benefits (GFAB)?

Please see below for the guidelines on using General Food Assistance Benefits.

- You could be disqualified from the benefit program and maybe prosecuted if you use your card for illegal purposes.
- Do NOT sell, trade, or give away your benefits, PIN or Guam Quest Card.
- Do NOT allow a retailer to buy your benefits in exchange for cash.
- Do NOT use someone else's benefits or Guam Quest Card for your household.
- Do NOT purchase non-food items or pay credit accounts with your Guam Quest Card.

Illegal use of these benefits is a crime. To report fraud, call the KEHA Hotline at (671) 735-7353.

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