



## PRESS RELEASE

### Department of Human Services Experiences Phone System Interruptions on St. Croix

*For Immediate Release: July 19, 2021*

**U.S. VIRGIN ISLANDS** - Please be advised that the VI Department of Human Services (DHS) is experiencing phone service interruptions on St. Croix at the following Divisions and offices:

- Office of Child Care & Regulatory Services
- Office of Intake & Emergency Services
- Division of Family Assistance (SNAP, MAP & TANF)
- Division of Intervention & Prevention Services, which includes the Anna's Hope Group Home & the Youth Rehabilitation Center (YRC)

DHS is working with Viya to troubleshoot the system and identify core issues. DHS will notify the public once the main phone lines are restored.

**In the meantime, DHS is asking the public to contact the following numbers:**

<b>CONTACT NUMBER</b> (340 area code)	<b>OFFICE</b>
725-5697	Division of Family Assistance (SNAP, TANF)
774-2399	Division of Family Assistance (SNAP, TANF)
725-5738	Division of Family Assistance (SNAP, TANF)
SNAP e-mail:	<a href="mailto:Certoffice.stx@dhs.vi.gov">Certoffice.stx@dhs.vi.gov</a>
690-2886	Intake & Emergency Services
725-6198	Medicaid (Eligibility)
725-5671	Medicaid (Eligibility)
725-5671	Medicaid (Provider Relations)
MAP e-mails:	<a href="mailto:stxmap@dhs.vi.gov">stxmap@dhs.vi.gov</a> , <a href="mailto:specialservicesmap@dhs.vi.gov">specialservicesmap@dhs.vi.gov</a> <a href="mailto:providerrelationsmap@dhs.vi.gov">providerrelationsmap@dhs.vi.gov</a>

725-6276	Childcare & Regulatory Services
642-3862	Childcare & Regulatory Services
642-9588	Anna's Hope Group Home
690-2889	Youth Rehabilitation Center (YRC)
718-2980	Office of the Commissioner

For general information, 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>) at US Virgin Islands Department of Human Services.

For more information on Covid19, the new strain of coronavirus, please visit the USVI Department of Health's website, [www.doh.vi.gov/coronavirus](http://www.doh.vi.gov/coronavirus) or text COVID19USVI to 888777. #COVID19USVI

*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) for more information.*

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