

**Press Contact:**

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## PRESS RELEASE

### VI Department of Human Services Announces Modified Customer Operations Due to Increase in Territory's COVID Cases

*For Immediate Release: 28 December 2021*

**U.S. VIRGIN ISLANDS** – Commissioner Kimberley Causey-Gomez advises the public that the VI Department of Human Services (DHS) offices will continue all direct services to our constituents throughout the territory. All 24-hour facilities will maintain full-operations. The Herbert Grigg and Queen Louise Homes for the Aged will continue to be closed to all visitors. All emergency response which requires investigations and crisis response will continue. However, effective 28 December 2021, in person customer operations will be modified due to the increased number of COVID-19 cases in the Territory. SNAP, ECAP, and Cash Assistance current recipients and applicants will have access to Lobby Areas in both Districts from 8:00 a.m. to 2:00 p.m. Drop Boxes will be available outside of the Main DHS Offices in both districts. SNAP and Cash Assistance recipients' benefits will be issued on January 1, 2022.

The health and safety of our employees and constituents during the pandemic is very important to us. DHS is asking the public to refrain from visiting offices in person unless necessary. To access services and to determine whether an in-person visit is necessary contact the following numbers:

- **Division of Family Assistance (SNAP, ECAP, TANF, Public Assistance Programs)**
  - STT/STJ -(340) 774-2399 STX (340) 772-7100
  - SNAP Issuance STT/STJ (340) 725-5665 or (340) 725-6244
  - SNAP Issuance STX District (340) 772-7100 Ext. 7199 or 7103
- **Medicaid Program – (340) 725-6198**
  - STT/STJ Eligibility and Enrollment
    - STT/STJ (340) 774-0930 ext. 4378/4308 STT [sttjmap@dhs.vi.gov](mailto:sttjmap@dhs.vi.gov)
    - STX (340) 772-7100 ext. 7114/7170 [stxmap@dhs.vi.gov](mailto:stxmap@dhs.vi.gov)
  - Special Services / Patient Care Coordination
    - (340) 772-7100 ext. 7157/7170 [specialservicesmap@dhs.vi.gov](mailto:specialservicesmap@dhs.vi.gov)
  - Provider Relations and Enrollment
    - (340) 774-0930 ext. 4453 [providerrelationsmap@dhs.vi.gov](mailto:providerrelationsmap@dhs.vi.gov)

- **Division of Disabilities and Rehabilitation Services**
  - STT/STJ (340) 244-7861 or (340) 690-9907
  - STX (340) 626-6268 or (340) 643-8145
- **Division of Senior Citizen Affairs**
  - Administrative Offices
    - STT/STJ (340) 725-5661 / STX (340) 725-5726 or (340) 725-6255
  - Adult Protective Services
    - STT/STJ (340) 643-0149 / STX (340) 642-8820
  - Family Caregivers
    - STT/STJ (340) 227-7881 / STX (340) 725-6261
  - Information & Referral, PAP
    - STT/STJ (340) 642-5067 / STX (340) 725-6271
  - Nutrition Program
    - STT/STJ (340) 725-6265 / STX (340) 725-6275
  - Homemakers Program
    - STT/STJ (340) 201-5541 / STX (340) 725-6264
  - SCSEP
    - STT/STJ (340) 725-6207 STT / STX (340) 725-6267
  - Foster Grandparents/RSVP
    - STT/STJ (340) 725-6206 / STX (340) 642-6289
  - Queen Louise Home for the Aged STT (340) 775-7299
  - Herbert Grigg Home for the Aged STX (340) 778-0708
- **Office of Child Care & Regulatory Services**
  - STT/STJ (340) 774-0930 ext. 4181 or (340) 725-5691
  - STX (340) 772-7147
- **Head Start Program**
  - STT/STJ (340) 774-0930 ext. 4200 or (340)244-4360
  - STX (340) 773-1972 or (340) 772-1981
- **Office of Intake & Emergency Services**
  - STT/STJ (340) 774-0930 ext. 4265 or (340) 642-6293
  - STX (340)772-7119
- **Division of Children & Family Services**
  - STT/STJ (340) 774-0930 ext. 4393 or (340) 473-5794
  - STX (340)773-5303
- **Division of Intervention and Prevention Services**
  - STT/STJ (340) 774-0930 ext. 4225 or (340)201-7554
  - STX (340)642-5111
- **Office of Residential and Interstate Compact Affairs**
  - (340)715-6906 or (340) 643-1016
- **Office of the Commissioner**
  - STT (340) 774-1166 / STX (340) 718-2980
- **STT Knud Hansen Office Main Number**
  - (340) 774-0930 \*NOTE: A new system will be instituted in 2022.

- **STJ Main Number**
  - (340) 776-6334

For more 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. 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.

For more information on COVID-19, 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 Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit [transparency.vi.gov](http://transparency.vi.gov).

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