



**Press Contact:**  
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## **DHS informs clients of temporary interruption of benefits due to missing information and delays in processing**

**U.S. VIRGIN ISLANDS** - The Department of Human Services, Division of Family Assistance, would like to inform all SNAP/CASH clients who were required to provide periodic reports or be recertified in March or April 2023, that they may have received a temporary interruption of benefits due to missing or late information or due to delays in processing. Clients are encouraged to check their card balance by calling 1-866-884-2868 or by logging on to [www.fisglobal.com/ebtedgemobile](http://www.fisglobal.com/ebtedgemobile).

Currently all efforts are being made to reach out to impacted clients to request any required documentation and to process all cases in queue.

In a statement, Commissioner Kimberley-Causey Gomez said, “At DHS we understand your SNAP/Cash benefits help support your households and know how important they are to you and your loved ones. Please assist us in expediting your recertification by ensuring you have your signed applications and bring copies of all pertinent documents as soon as possible,” the Commissioner urged. She continued, “We are unable to process incomplete applications and it only delays your benefits. This is a federal program which helps us locally feed and support our families. Our Staff is working above and beyond to meet your needs, we ask for your patience and understanding,” the Commissioner concluded.

### **For General Inquiries, please contact us at:**

- St. Croix – (340)-772-7100 Ext. 7159; 7192
- St. Thomas – (340)-774-0930 Ext. 4303; 7200 or (340)-774-2399
- St. John – (340)-774-0930 Ext. 4303; 7200 or (340)-774-2399 or (340)-776-6334
- Hotline – (340) 772-7120

### **Documents can be provided:**

#### **St. Croix**

- In person at 41-B Mars Hill, Frederiksted, VI 00820
- Via USPS at 4102 Mars Hill, Frederiksted, VI 00840-3376 · E-Mail – [certoffice.stx@dhs.vi.gov](mailto:certoffice.stx@dhs.vi.gov)

- Via Drop box located at 41-B Mars Hill, Frederiksted, VI 00820

#### **St. Thomas and St. John**

- In person or via USPS at 1303 Hospital Ground, St. Thomas, VI 00802 · E-Mail – [certoffice.stt@dhs.vi.gov](mailto:certoffice.stt@dhs.vi.gov)
- Via Drop Box located at 1303 Hospital Ground, St. Thomas, VI 00802
- Via Drop Box located at Multipurpose Building, 307 Enighed, Contant, Cruz Bay, VI 00830

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.*

*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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