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Closure of SNAP/CASH/Medicaid Certification Unit in Mars Hill, Frederiksted

Frederiksted, St. Croix - The SNAP/CASH/Medicaid Certification Unit situated in Mars Hill, Frederiksted, will close today at 3pm, Tuesday, March 12, 2024, due to adverse conditions affecting the building and work areas. We regret any inconvenience this closure may cause to our valued clients. The closure only affects this unit, other divisions and offices on site will remain open.

While our physical office is temporarily inaccessible, we are committed to ensuring that our community members have access to essential services and resources. To facilitate the continued processing of applications and cases, we are providing alternative methods for the submission of documents.

Options for Returning Documents:

1. **Drop Boxes:** Clients may utilize the drop boxes located at 4102 Mars Hill, Frederiksted, to securely deposit their documents for both SNAP/CASH and Medicaid programs.
2. **Email:** Documents can be submitted electronically via email to the following addresses:

SNAP/CASH: certoffice.stx@dhs.vi.gov
Medicaid: stxmap@dhs.vi.gov
3. **Mail:** Clients may also opt to mail their documents via USPS to the address below:
4102 Mars Hill, Frederiksted, VI. 00840

We understand the importance of timely assistance and assure our community that all submitted documents will be processed promptly, despite the temporary closure of our physical office.

For further inquiries or assistance, individuals are encouraged to contact our offices at 340-772-7100.

We appreciate your understanding and cooperation during this period of inconvenience.

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 or on Facebook (<https://www.facebook.com/usvidhs>).

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.