



Press Contact:

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PRESS RELEASE

For Immediate Release: March 31, 2022

VI DEPARTMENT OF HUMAN SERVICES ANNOUNCES DELAYED APRIL 2022 SNAP EBT ISSUANCES TO HOUSEHOLDS NOT RECERTIFIED

U.S. VIRGIN ISLANDS – The Virgin Islands Department of Human Services Commissioner Kimberley Causey-Gomez informs the public that Supplemental Nutrition Assistance Program (SNAP) Households who failed to recertify by March 30, 2022, will not receive any benefits on their EBT cards on April 1, 2022. Causey-Gomez also stated, “DHS is dedicated to providing support to our Virgin Islands families; however, this requires the Head of Household to complete the federal mandatory requirements for you to receive SNAP benefits timely.”

The federal Food and Nutrition Services (FNS) requires Periodic Reports and recertification of SNAP Households. SNAP Head of Households received notification of their requirement to submit their Recertification Application Packages one month before the month their SNAP eligibility expires. Over 1,000 Households whose SNAP Eligibility expires in March 2022 did NOT return their Recertification Application Packages to DHS. Additionally, hundreds of Households who returned their applications had missing required support documents and other deficiencies.

DHS has submitted a Waiver Request to FNS to extend the certification of those SNAP Households, who were NOT recertified by the deadline, for an additional thirty (30) days. If FNS approves our Waiver Request by today, March 31, 2022, we will be able to issue April SNAP benefits on the EBT Cards by April 5, 2022. Because we realize families and individuals will be adversely affected without their SNAP benefits, we have taken the steps to submit the Waiver Request. **However, these Households whose SNAP eligibility expired in March must return your complete Recertification Application Packets by or before Sunday, April 10, 2022. Remember, the Head of Household MUST sign the application and enclose ALL REQUIRED copies of support documents in the envelope.** If you have already submitted your Recertification Application and do not receive your April SNAP benefits on April 1, 2022, you should immediately contact your Caseworker either by phone or email to inquire what additional information or corrections are needed. Failure to take these actions will delay your April SNAP issuance and you will not receive any SNAP benefits for May 2022.

Commissioner Causey-Gomez reminds all SNAP Households who received notification to submit your Recertification Application Packages in April to immediately submit them to your District’s SNAP Office.

You can return your packet or contact the SNAP office in your District by the following options:

St. Croix:

- Drop box located at DHS Mars Hill office
- Mail: DHS, Division of Family Assistance, #4102 Mars Hill, Frederiksted, VI 00840-3376
- E-Mail: certoffice.stx@dhs.vi.gov
- Fax: (340) 772-9591

- Phone: (340) 772-7100 (for inquiries)

St. Thomas/Water Island:

- Drop box located at DHS Hospital Ground office
- Mail: DHS, Division of Family Assistance, #1303 Hospital Ground, Suite 1, St. Thomas VI 00802-6722
- E-Mail: certoffice.stt@dhs.vi.gov
- Fax: (340) 777-5449
- Phone: (340) 774-0930 or (340) 774-2399 (for inquiries)

St. John:

- Drop box located at DHS Multi-Purpose Building, Cruz Bay
- Mail: DHS, Division of Family Assistance, #1303 Hospital Ground, Suite 1, St. Thomas VI 00802-6722
- E-Mail: certoffice.stt@dhs.vi.gov
- Fax: (340) 777-5449
- Phone: (340) 776-6335 or (340) 776-6334 (for inquiries)

For general information, please visit the Department of Human Services website, www.dhs.gov.vi or on Facebook (<https://www.facebook.com/usvidhs>).

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 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 for more information.

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.

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