



Press Contact:
Ryan Nugent
Director of Communications
Phone: (340) 725-4924
ryan.nugent@dhs.vi.gov

For Immediate Release: December 28, 2023

Important Reminder: U.S. Virgin Islands SNAP/CASH Documentation Due for January 1, 2024 Benefit Issuance

U.S. VIRGIN ISLANDS - The USVI Department of Human Services (VIDHS) Division of Family Assistance, Certification Unit wishes to remind all Supplemental Nutrition Assistance Program (SNAP/CASH households) in the U.S. Virgin Islands of the approaching deadline for the submission of vital Recertification Applications, Periodic Reports, and additional information documents.

Here's what you need to know:

- 1. Review Due Dates:** It is important that you carefully review the due dates specified on each document you have received. These due dates are critical to **maintaining your benefits without interruption.**
- 2. Timely Submission:** Failure to submit your Recertification Applications, Periodic Reports, or requested additional information by the designated due dates may result in the suspension of your benefit uploads to your EBT card. In some instances, **this may lead to the closure of your case,** and you will have to reapply.
- 3. First-Time Applicants:** If you are a first-time applicant, please ensure the following:
 - Completing your application packets in full will prevent you having to return to the office to fill out or provide additional information.
 - Include **COPIES OF ALL MANDATORY** documents.
 - **You must sign and date your application** for processing.

Please contact your case worker or call the Certification Unit Offices with any questions at:

St. Croix – Phone: (340) 772-7100 Ext. 7159; 7166

St. Thomas – Phone: (340) 774-0930 Ext. 4303 or (340) 774-2399

St. John – Phone: (340) 774-0930 Ext. 4303, (340) 774-2399 or (340) 776-6334

Options to contact our offices and/or to return your documents:

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

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

Facsimile: (340) 772-9591

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

Drop Box located at 1303 Hospital Ground, St. Thomas, VI 00802

Drop Box located at Multipurpose Building, 307 Enighed, Contant, Cruz Bay, VI 00830

Facsimile: (340) 777-5449

Department of Human Services

For Immediate Release: December 28, 2023

Important Reminder: U.S. Virgin Islands SNAP/CASH Documentation Due for January 1, 2024, Benefit Issuance

Pp. 2

Clients can also check their card balance by calling 1-866-884-2868 or by logging on to the EBT App at www.fisglobal.com/ebtedgemobile.

Office closures will be observed in both Districts in observance of the holiday season as follows:

St. Croix and St. Thomas/St. John Districts

Monday, January 1, 2024 – CLOSED

St. Croix District ONLY

Wednesday, January 3, 2024

CLOSED

Thursday, January 4, 2024 – CLOSED

St. Croix and St. Thomas/St. John Districts

Friday, January 5, 2024 – CLOSED

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.

###END###