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Maintenance Challenges Prompt Temporary Relocation of Certification Unit Services at Mars Hill Facility

Frederiksted, St. Croix - The SNAP/CASH/Medicaid Certification Unit at our Mars Hill facility is currently experiencing maintenance issues, reminiscent of those encountered two weeks ago when the building underwent temporary closure. While the building remains operational, our Certification staff members have been temporarily relocated within the Mars Hill premises to ensure continued service delivery.

Temporary Relocation Details:

- Eligibility Information Clerks: JOBS Reception Area
- Client Accommodation: JOBS Lobby

To facilitate a seamless transition for our clients, security guards are stationed on-site to assist in directing individuals to the new service locations.

Options for Returning Documents:

1. **Drop Boxes:** Clients may also 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:

Phone: **SNAP/CASH/ECAP** – (340) 772-7100, Ext. 7166

Phone: **Medicaid** – (340) 772-7114

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>).